



F.Y.I.

from the Policy Unit

FYI-384

Date: October 21, 2022

SUBJECT: Child Support Agencies/Social Security Administration (SSA) Resolution Process Update

Please contact the Policy Unit if you have any questions regarding these or any other changes at DCSS_POLICYQUESTIONS@azdes.gov

The process for providing a Social Security Number to the Social Security Administration (SSA) to resolve questions has been updated. See the table below:

State POC Information:

Name:

Title:

Agency Name

Email Address:

Phone Number:

Noncustodial Parent (NCP) & Case Information:

NCP

Name

Case ID

SSN Provide the SSN through the portal via Communication Center or an encrypted email. You may also request a contact number for a call-back to provide the SSN.

SSA Contact Details:

Date(s) SSA Contacted

Name of SSA Contact

Contact Type (e.g., phone, email)

Result of Contact

Reminder:

- Send the information from the table via secured communication, either through the **Communication Center** or an encrypted email to the **Employer Services** team at employerservices@acf.hhs.gov
- Provide detailed information explaining the steps taken to contact the SSA without a response

DCSS colleagues are urged to view this information directly on The PORT and not create a separate personal file.

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