F.Y.I.

from the Policy Unit
FYI- 412
Date: July 31, 2023

SUBJECT: Intergovernmental Directory Removal AMENDED

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

This FYI has been amended to correct a reference to the **Query Interstate Cases for Kids (QUICK) resource which was incorrectly referred to as Query Interstate Cases (QUIC) in the original email.*

This Policy FYI is to inform all staff that the ***Intergovernmental Directory***, previously located in the PORT under Intergovernmental Tools, has been permanently removed. The directory was found to be outdated and contained a vast amount of information that would require an extensive review for accuracy to be a useful tool for DCSS staff.

In light of this change, the Policy Unit would like to remind staff that the Division of Child Support Services (DCSS) provides the **State Services Portal (SSP)**. This Interstate and Intergovernmental tool is handy for staff members who handle Intergovernmental and Interstate cases. The SSP includes resources and tools, including, but not limited to:

- **Communication Center**- Authorized users can send and receive communications to and from Employers, the Office of Child Support Services (OCSS), other State agencies, and Tribes securely. This tool ensures that all communication is safeguarded and protected.

- **Electronic Document Exchange (EDE)**- This tool facilitates an efficient exchange of documents and Uniform Interstate Family Support Act (UIFSA) forms electronically and securely to expedite case processing.

- **Federal Case Registry (FCR) Query**- A tool used to enable staff to obtain case and participant information from the FCR on a per-case basis.

- **Intergovernmental Reference Guide (IRG)**- Authorized users can access resource information, including policies and procedures related to child support. The IRG includes agency contact details and location codes for states, tribes, and international countries.

- **Query Interstate Cases for Kids (QUICK)**- Provides access to real-time data, which includes comprehensive information on the financial status, previous actions taken in other states, contact details of the case manager, and a probable listing of case numbers to opened or closed cases for the searched party with other state agencies.

Note: Certain users may have access to additional resources and tools within the SSP, depending on their role with the division.

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