

# Policy F.Y.I.

From the Policy Unit

FYI-422

Date: 11-03-2023

Please contact the Policy Unit if you have any questions regarding these or any other changes at:

[DCSSPOLICYQUESTIONS@azdes.gov](mailto:DCSSPOLICYQUESTIONS@azdes.gov)



## **SUBJECT:** Federal Freeze Period with the Office of Child Support Services (OCSS)

This Policy FYI is to inform staff of the OCSS' federal freeze period for processing year 2024. This freeze period will occur from November 3, 2023 through November 16, 2023. During this time the OCSS will conduct its year-end reconciliation with the Bureau of the Fiscal Service (BFS).

Passport denial withdrawal requests will continue to be accepted and processed during this time. Regular processing of case submissions, file updates, and BFS updates will resume on November 17, 2023.

If you have any questions, please direct your inquiries to [scollections@acf.hhs.gov](mailto:scollections@acf.hhs.gov).

We urge DCSS colleagues to view this information directly on The PORT and not create a separate personal file. **Please do not reply directly to this message as we will not be able to respond. This email address is only used for outgoing mail.**