

Policy F.Y.I.

From the Policy Unit

Date: 05-10-2024

FYI-436

Please contact the Policy Unit if you have questions regarding this announcement at DCSSPOLICYQUESTIONS@azdes.gov.



SUBJECT: Policy FYI-436 | Reminders on Submitting Policy Questions

The purpose of this FYI is to provide team members with some helpful reminders when submitting Policy questions.

All Policy questions must be sent to the DCSSPolicyQuestions@azdes.gov mailbox. This ensures that all questions are tracked and answered timely. Our goal is to answer questions within three business days or less. Some questions require a legal opinion or comprehensive research that can delay the response time, and your patience is appreciated.

Please refrain from using Virtu encryption security unless your Policy Question includes confidential information.

Because each case is unique and it is important for us to understand the facts specific to each case, please always include the AZCARES case number for case-specific questions. It is preferred to focus on case-specific inquiries rather than scenarios, given the complexities of individual case circumstances.

Although approval by a supervisor is not required for submitting questions to the Policy Team, please copy your supervisor when submitting a question to the mailbox. Supervisors will be copied in the final response email sent by the Policy Writer when questions are answered.

We urge DCSS team members 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.