

Policy F.Y.I.

From the Policy Unit

Date: 05-17-2024

FYI-438

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



SUBJECT: Policy FYI-438 | Printing AZCARES Forms - Forms Designated as “Local Print” Only AMENDED

This Policy FYI has been amended to include an updated link to the Local Print Only forms.

An integral part of case management is creating and sending out forms needed to move a case through all the necessary functional areas of child support and ensure timely communication with customers.

When creating forms in AZCARES and preparing to print the needed form, you can choose “Central Print” or “Local Print.” If you choose “Central Print,” the form will be printed and mailed by our contracted vendor. If you choose “Local Print,” the form will print to a designated Division of Child Support Services (DCSS) office printer based on which team the case is assigned to and/or the assigned case manager's office location.

Some forms should only be printed as “Local Print” for the following reasons:

- The customer may be meeting with the case manager in person at an office, and the forms being printed are being discussed and delivered during the appointment.
- The printed form may require supporting documents, such as court orders, affidavits, or questionnaires. The printing/mailing vendor cannot access or attach these supporting documents.
- A form that is being created and printed requires a worker's signature before mailing.

To avoid forms being returned by the Postal Service for lack of signatures or unnecessary follow-up by customers who have not received expected attachments, the forms in the attached table should be printed as “Local Print” only. All other forms should be printed as “Central Print.”

File Path:

The PORT/APPENDICES/DOCUMENTMATRIX/INTERNALFORMSCHECKLISTS/MISC

[AZCARES - Local Print Only Forms](#)

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.