

# Policy F.Y.I.

From the Policy Unit

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FYI-441

Please contact the Policy Unit if you have questions regarding this announcement at

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



## **SUBJECT:** Policy FYI-441 | New & Revised PORT Publication | Standard Work

The Policy Unit is pleased to announce the following new and revised Standard Work (SW) documents have been published in The PORT. All new SW listed in this FYI replaces either a desk aid, a standard operating procedure (SOP), or a procedure. All listed documents were published on 5/31/2024. These documents have now been removed from the AZCARES Toolkit.

- **New:** [Local Intake Process](#)
  - This Standard Work replaces the **INDF Standard Work Desk Aid**.
- **New:** [Initiating Enforcement Requests](#)
  - This Standard Work replaces the **Initiating Enforcement Requests SOP**.
- **New:** [Initiating Establishment of Support Orders Request](#)
  - This Standard Work replaces the **Initiating Establishment of Support Order Requests SOP**.
- **New:** [TANF Compliance](#)
  - This Standard Work replaces the **TANF Desk Aid**.
- **New:** [Court Order Set-up, Obligation & Activation](#)
  - This Standard Work replaces the **F Code Process for Debt Set Up SOP**.
- **New:** [Review and Adjustment \(Modification\)](#)
  - This Standard Work replaces the **Modification Procedures**.
- **New:** [Caller Verification Process](#)
  - This Standard Work replaces the **Call Center Verification Process Desk Aid**.
- **Revised:** [Issuing or Stopping an IWO \(Income Withholding Order\)](#) -
  - This Standard Work replaces the previous version.
- **Revised:** [Outreach and Engagement](#)
  - This Standard Work replaces the previous version.
- **Revised:** [Processing Cases with SS Benefits](#)
  - This Standard Work replaces the previous version

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