
DCSE Policy & Procedures Unit
Policy Update
PPU 08-08-003
August 8, 2008

SUBJECT: Debt Collection Vendor Program (Formerly ACT Vendor)

Please contact the Policy Unit if you have any questions regarding these or any other changes at
*DCSE-POLICYQUESTIONS, CSE.POLICY or (602) 771-8127.

The IV-D PARTNERS should send POLICY inquiries directly to DCSE-POLICYQUESTIONS@azdes.gov

This PPU is being sent to inform staff that effective, Saturday, August 9, 2008, all ATLAS cases that meet the selection criteria for referral to a debt collection vendor will be assigned to one of the six collection vendors now contracted with DCSE.

The cases that are referred meet the following selection criteria:

- The case has an active court order and has not been manually excluded from referral, such as pending litigation, or user requested termination.
- Bankruptcy is not an issue.
- Good cause is not an issue.
- The case is not in Administrative Review.
- The case is not scheduled for litigation or hearing.
- The order is an enforceable tribal order.
- The case has at least one active, enforceable debt.
- The debt balance exceeds \$100.00.
- When the case is a local or initiating case, the current support debt must be 61 days delinquent.
- For responding interstate cases, the additional condition of an active Arizona fee debt must exist.

There are three new collection vendors: Credit Management Control (CMC) from Waukesha, WI; NCO Group (NCO) from Rancho Cordova, CA; and Valley Collection Service (VCS) from Glendale, AZ.

Vendors continuing in the collection program are: ACS State & Local Solutions (ACS) from San Antonio, TX; RSI Enterprises (RSI) from Phoenix, AZ; and Progressive Financial Services (PFS) from Tempe, AZ.

Debt collection vendors have partnered with DCSE to assist with collections. With each case referral, the collection agency is under contractual agreement to immediately attempt to

contact the NCP and obtain a voluntary payment on the outstanding balance. Collection vendors are prohibited from using types of collection methods not approved by DCSE.

When a non-custodial parent (NCP) contacts DCSE and the case is assigned to a vendor, it is appropriate to refer the NCP back to the vendor because there may be important payment negotiations in process. It is never appropriate to refer a custodial parent (CP) to the collection vendor.

Each region or office has a Debt Collection Project Liaison who is the point of contact between DCSE, the vendor and the project coordinator. The Debt Collection Coordinator is Tom Caisse who can be reached at PH: 602-771-8346; FAX: 602-771-8398 or email: TCaisse@azdes.gov. You may contact your local liaison with any questions regarding a particular case, or you should contact Tom Caisse to resolve any issues or complaints regarding a vendor.

In order to determine if a case is assigned to one of the vendors, The **ACT Case Detail (ACCD)** Screen should be reviewed. To access the **ACCD** screen:

1. Type **ACCD** on the Direct Command line and press <Enter>.
2. If the current ACT Status is **AC - ACTIVATE FOR ACT**, the case is not assigned to a collection vendor but will automatically assign if it meets the criteria. If the case is currently assigned to one of the vendors, the vendor name will appear on this screen.
3. To review the vendor case history, type "B" for Browse on the Action line and press <Enter> to see the ACT Case History List.

Staff are urged to view this information directly on OPPM and not create a separate personal file. Click on the link <http://dcsepc>. You will find this Policy Update in Policy Updates 2008.