
DCSE Policy & Procedures Unit
Policy Update
PPU 10-08-002
August 16, 2010

SUBJECT: Referring Cases for Settlement Offers

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

When an NCP wants to make an offer to settle the arrears balance, or whenever an arrears balance of \$2,500 or more exists, the case may be reviewed for settlement.

To begin negotiations, staff are required to ask the NCP to provide an offer amount to settle the past due arrears. When an offer has been made, staff will complete the Customer Service Settlement Request Form (attached), and send it to the Settlement Team e-mail box (+DCSE-Settlement). The form should not be sent via inter-office mail, fax, or to individual Settlement Team members e-mail. Upon receipt of the form, the Settlement Team will begin the settlement process.



Customer
Service Settlement

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 2010.