Title: Document Management

The purpose of this Policy Update is to remind staff that appropriate use of all Division of Child Support Services (DCSS) documents and forms is expected and necessary to ensure consistent and accurate case documentation on ATLAS and to provide clear communication and reliable customer service to our clients.

I. The DCSS uses five (5) document types:

   A. **Eloquence Documents:** System generated forms, letters, notices, and legal documents created by designated and trained Eloquence authors. Eloquence documents contain case specific information and are used to notify customers of actions on their case(s).

   B. **DES Forms Library Documents:** Applications, customer forms, legal documents, outreach materials and DES internal operations forms. Documents on the DES Forms Library are created and maintained by the DES Graphic and Design Unit. DCSS Staff may request revision of existing or creation of new Forms Library documents by contacting the Policy Unit at the DCSSPolicyQuestions@azdes.gov

   C. **Internal Forms and Checklists:** Forms and checklists developed internally to streamline office practices and used by DCSS staff across all regions or in specific units depending on the focus of the document. Revisions are made to these documents by primary authors and users as needed when office practices change.

   D. **Central Print Documents:** Forms and notices generated from ATLAS through batch processes and managed by Novitex for DCSS. Includes IWO and Medical Support packets as well as other miscellaneous notices. Central Print documents are developed and maintained by the division in partnership with Novitex.

   E. **Vendor Documents:** Forms and notices used for processes managed by outside vendors (example: Child Support Lien Network (CSLN) notices and Electronic Payment Card (EPC) introduction letters). These documents are developed and maintained by subject matter experts and distributed by outside vendors.

II. Document Guidelines

   A. Generate Eloquence documents from the Eloquence Web desktop application **_only_**. The Eloquence documents found in the PORT Document Matrix are for sample purposes only and are not to be modified and/or used in case management.

   B. When documents are generated from Eloquence, a CAAL narrative is added to the case, verify that you are generating the correct document beforehand to avoid adding inaccurate CAAL narratives to a case

   C. Use only current versions of all DCSS documents (Eloquence, DES Forms Library, Internal Forms and Checklists). Generating documents directly from Eloquence or the DES Forms Library ensures current versions are being used.

   Note: The Internal Forms and Checklist table on the PORT is updated when internal documents are revised. All forms on this table are printable and useable.

   D. Request any type of document revision or creation through your supervisor; do not revise official DCSS documents without approval.

   E. All questions about documents may be directed to the Policy Unit at DCSSPolicyQuestions@azdes.gov.