

**DCSS Policy & Procedure Unit**  
**Policy Update**  
**PPU:19-01-001**  
**Date: January 30, 2019**  
**SUBJECT: SNSS-Specialized Service Action Pending**

Please contact the Policy Unit if you have any questions regarding these or any other changes at (602) 771-8127.  
*All DCSS staff and IV-D PARTNERS should send POLICY inquiries directly to [DCSSPOLICYQUESTIONS@azdes.gov](mailto:DCSSPOLICYQUESTIONS@azdes.gov)*

The Policy unit is pleased to announce the Suspense Code SNSS-Specialized Service Action Pending R narrative procedure has been added to the PORT.

The SNSS R narrative will be used by Specialized Services Unit for its enforcement actions.

The Specialized Services Unit performs the following:

- Adds and releases the R narrative.
- Adds a detailed comment to the R narrative with the reason for the action.
- Monitor the case for collections and releasing the payment from suspense.

Questions about the R narrative added by the Specialized Services Unit may be sent to:

[DCSS-Settlements@azdes.gov](mailto:DCSS-Settlements@azdes.gov)

Or

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

The new procedure is found at the following PORT location:

Debt/Financial Management>Debt>Suspense>02. Worker Assigned Reject Codes>SNSS-Specialized Service Action Pending.

*DCSS colleagues are urged 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.*