

**DCSS Policy & Procedure Unit**

**Policy Update**

**PPU: 22-04-001**

**Date: April 29, 2022**

**SUBJECT: R Narrative Procedures Update**

Please contact the Policy Unit if you have any questions regarding these or any other changes at

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

The Policy Unit is pleased to announce the R Narrative Procedures have been revised. The revised procedure now incorporates tracking the R Narratives.

R narratives may be added to a case by staff throughout the division. When adding an R narrative, staff should set a FREE worklist item to follow up on the case within a reasonable time frame to prevent monies from being held longer than they should be held.

The RNLI screen should be reviewed when any action is taken on a case with an existing R narrative to determine if the R narrative is still valid.

**Note:** This is only for Debt workers. Before the deactivation of an R narrative is completed, contact should be made with the originator of the R narrative to discuss the ongoing necessity for the case hold.

Link to the procedures: [R Narrative Procedures](#)

File Path: The PORT>DEBT/FINANCIAL MANAGEMENT>DEBT>Suspense>Suspense Procedures>R Narrative Procedures