

A Failure or Refusal to Cooperate with DCSS

REVISION 50
(01/01/22 - 12/31/22)

All new CA applications, not claiming a [good cause](#) and not [exempt from DCSS cooperation](#), must complete the Division of Child Support Services (DCSS) pre-cooperation before CA is approved. Pre-cooperation with DCSS is not required for CA renewal applications.

At the initial interview, complete the following when the participant is not exempt from DCSS cooperation:

- [Key the DCSS Cooperation Code in AZTECS.](#)
- Key the [Absent parent screens](#).
- Explain that the participant is required to [turn in support money](#) when they receive child support, alimony, or spousal maintenance payments while receiving CA benefits.
- Inform the CA parent or caretaker relative that before the CA benefits can be approved, they must complete the virtual DCSS pre-cooperation process.
- Provide the participant with the DCSS Customer Service phone number of 1-800-882-4151.
- Encourage the participant to call DCSS to comply as soon as possible.
- Indicate on the Information Needed - CA/TPEP (A011) notice that the participant is required to complete a DCSS pre-cooperation interview.
- Inform the participant that when they comply, DCSS updates the Arizona Case Record System (AZCARES), which informs FAA of the participant's compliance.
- Thoroughly document the [case file\(g\)](#) of the actions taken.