

Division of Child Support Services Year in Review

The Division of Child Support Services (DCSS) helps families establish legal paternity for their children, establishes and enforces child support orders, and helps locate noncustodial parents. DCSS encourages family responsibility and works to ensure that children are supported by their parents by connecting them to resources that remove barriers and support self-sufficiency.

Domestic Violence Training:

In 2016, the DCSS received a grant to break down barriers to collecting child support payments. Through the grant, DCSS conducted a review of its processes and identified an opportunity to improve how its employees address potential abuse observed or suspected among client families. They then implemented domestic violence training that teaches staff how to recognize, respond and make referrals for clients experiencing trauma.

Retail Pay:

DCSS implemented retail pay—a convenient way to pay child support at any CVS, 7-Eleven or Family Dollar. Retail pay is designed for noncustodial parents who prefer to make child support payments with cash.

Fingerprint Clearance:

A new Arizona law requires all staff with access to federal tax information to go through additional, more extensive screening requirements, including fingerprint clearance. As a result, all DCSS employees have obtained a fingerprint clearance card.