

Policy F.Y.I.

From the Policy Unit

Date: 12-22-2023

FYI-424

Please contact the Policy Unit if you have questions regarding this announcement at DCSSPOLICYQUESTIONS@azdes.gov.



SUBJECT: Policy FYI-424 | Executive Correspondence Unit (ECU) High-Level Inquiries

This Policy F.Y.I. is being issued as a reminder and provides additional clarification to the information previously issued in [FYI-200](#).

The ECU, as the Client Advocate for the Division of Child Support Services (DCSS), receives elevated inquiries via the Department of Economic Security (DES) Ombudsman from numerous high-profile sources, including the Governor's Office, Ombudsman's offices, the DES Director's Office, the DCSS Assistant Director's Office, and Legislative Services. The DES Ombudsman reports directly to the DES Director on all DES programs. The ECU also receives inquiries directly from the Federal Office of Child Support Services (OCSS).

While the DES Ombudsman may not override program policy, decisions, or legal proceedings, they are required to advocate for procedural fairness in the administration of all DES programs.

ANY inquiry received through a high-profile source must be elevated as a High-Level Inquiry, without regard to the nature, difficulty, or validity of the complaint. In addition, the DCSS does not have any discretion to reclassify a High-Level Inquiry once elevated.

When case action is required, the ECU will refer an inquiry to the assigned case manager and supervisor for review and response within two (2) business days. It is the responsibility of Operations to ensure that all the customer's concerns are resolved, that any necessary case actions are completed expeditiously, and that timely and accurate information is provided in the response to the ECU.

Staff may use the link to access the [High-Level Inquiry Procedures](#) in The PORT.

**We urge DCSS colleagues to view this information directly on The PORT and not create a separate personal file.
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