



F.Y.I.

from the Policy Unit

FYI-098

Date: October 28, 2016

SUBJECT: Contact from a CP on a Responding Case – REISSUE

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

[GEARUP>DCSE Collaboration – Teams>Policy Questions](#) or 602-771-8127

The IV-D PARTNERS should send POLICY inquiries directly to DCSS-POLICYQUESTIONS@azdes.gov

This is a reminder that DCSS staff should not have any direct contact with a custodial person (CP) who resides in and receives IV-D services from the initiating jurisdiction. Communication with a CP on a responding case compromises the intent of federal law, which is to foster an ongoing relationship between the initiating and responding IV-D agencies. The initiating jurisdiction has the responsibility to keep the CP informed of actions taken on his or her case.

If a phone call, correspondence, or email is received from a CP on a responding case requesting a case or payment status, staff should very politely direct the CP to contact their own IV-D agency.