



# **F.Y.I.**

**from the Policy Unit**

**FYI-200**

**Date: December 7, 2018**

## **SUBJECT: Executive Correspondence Unit (ECU)**

Please contact the Policy Unit if you have any questions regarding these or any other changes at [DCSS.POLICYQUESTIONS@azdes.gov](mailto:DCSS.POLICYQUESTIONS@azdes.gov) or call 602-771-8127

The Executive Correspondence Unit (ECU) receives elevated referrals from numerous high-profile sources, including the Governor's Office, Ombudsman's offices, DES Director's Office, DCSS Assistant Director's Office, Legislative Services, and the Federal Office of Child Support Enforcement (OCSE). These referrals are often from frustrated clients who have been unable to reach a resolution for their issue through normal channels. To ensure excellent customer service and to comply with the requirements of our agency and the Governor's Office, the ECU works to expedite the process of reaching a resolution on these cases.

Referrals are classified as either Director's Office (DO) actions, Assistant Director's Office (AD) actions, Legislative Services (LS) actions, or High-Level Governmental Inquiries (HLGI).

The ECU representative, Tracy Sanders, or another designee may forward referrals to the office the case is assigned for review and response. All referrals are urgent and should be treated as a priority. In most cases, the party **MUST BE** contacted immediately. Response to the ECU is typically required within 2 business days. It is extremely important that timely and accurate information be provided in the response. The ECU must reply to the referring office within strict timelines, addressing the concerns in detail.

The ECU appreciates the assistance of all DCSS staff when responding to these referrals.

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

*\*Please do not reply directly to this message as we will not be able to respond. This email address is only used for outgoing mail.*

