

# Policy F.Y.I.

From the Policy Unit

Date: 10-02-2025

FYI-469

Please contact the Policy Unit if you have questions regarding this announcement at [DCSSPOLICYQUESTIONS@azdes.gov](mailto:DCSSPOLICYQUESTIONS@azdes.gov).



## **SUBJECT:** Policy FYI-469 | Intergovernmental Reference Guide Contacts

This Policy FYI is to provide guidance for the Division of Child Support Services team members when another jurisdiction is unresponsive.

Team members should make every effort to contact the assigned case manager from the other state. There are numerous methods of communication that should be used when contact with another state is required, such as Query Interstate Cases For Kids (QUICK), Electronic Document Exchange (EDE), the Communication Center, as well as telephone, postal mail, e-mail, and/or fax.

If all these methods have been exhausted without a response, team members are encouraged to refer to the Intergovernmental Reference Guide (IRG) to identify the appropriate contact for the other state based on the need/request topic. If the first attempt to make contact through the IRG is not successful, team members should reach out to additional IRG contacts in the following order, allowing time to obtain a response based on the specifics of the inquiry.

1. Intergovernmental Reference Guide Contact
2. Central Registry

Some states have child support programs that use the same “OCSE” acronym as our federal partners. These state contacts ARE NOT for the federal office, which can be confirmed by clicking on the VIEW button next to the contact.

Images below from the Arkansas Office of Child Support Enforcement (OCSE) state contacts in the IRG.

First Name	Last Name	Address Type	Department	Phone	Action
Arlanda	Jefferson	Central Registry Contact	OCSE	5013715341	<a href="#">View</a>

Click on green highlighted VIEW button:

*Contact Information*

First Name: Arlanda Last Name: Jefferson

Department Name: OCSE

Title: Supervisor, Central Registry

Direct Phone: 5013715341 Ext. Fax 1: 5016828816

Public Phone: Ext. Fax 2:

Email Address: [Central.Registry@ocse.arkansas.gov](mailto:Central.Registry@ocse.arkansas.gov)

When all of the above attempts to communicate are not yielding timely responses, the matter should be referred to your upline supervisor. Your supervisor will review the matter to determine the appropriate next course of action.

**PLEASE NOTE:** Team members should **never** contact the federal OCSE (OCSS) regional office directly, nor should they reach out directly to the IV-D Director of the other state.

We urge DCSS team members 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.**