

Policy F.Y.I.

From the Policy Unit

Date: 12-5-2025

FYI-474

Please contact the Policy Unit if you have questions regarding this announcement at

DCSSPOLICYQUESTIONS@azdes.gov.



SUBJECT: Policy FYI-474 | Idaho Child Support Program Email Box Update

Idaho's general email box childsupport@dhw.idaho.gov has reached its capacity and is no longer able to receive or send emails. The issue is so complex, Idaho's IT is unable to resolve without Microsoft. They have received calls from other agencies that they are not able to get through.

To reach the Idaho Child Support program, please send email to CSCaseManagement@dhw.idaho.gov. This will be the new email box for all state agency communication.

**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.**