
**DCSE Policy & Procedures
Policy Update
PPU 03-09-002**

September 10, 2003

SUBJECT: When to place a IV-D Customer on "Correspondence Only"(REISSUE)

**This PPU is to notify all IV-D staff of general information only.
The following information will be available in the Policy & Procedures Sections of
OPUM. Please print this email for future reference. Please contact the Policy Unit
if you have any questions regarding these or any other changes at
*DCSE-POLICYQUESTIONS, CSE.POLICY or (602) 274-7951.**

When a customer repeatedly uses abusive or offensive language, is threatening, or intimidating by causing fear or disruption to the DCSE workplace and/or to other customers it may become necessary to take further action by placing a customer on "Correspondence Only". The term "Correspondence Only" is a term that is used in DCSE to indicate that the IV-D agency may only communicate to the customer in writing and they may not contact the agency by telephone or in person.

When a IV-D worker encounters an abusive or threatening customer the first action should be to have a supervisor or manager try to defuse the situation that is occurring. The incidents with the customer must be clearly and concisely documented on the CAAL screen, but avoid narrating any actual obscene language used and do not use symbols or asterisks to indicate profanity.

An example of the appropriate way to document the actions of an abusive or threatening customer is to simply narrate the following on CAAL:

"The CP or (NCP) repeatedly used unacceptable/inappropriate/abusive language during the phone call or visit to the office".

The IV-D worker should then print the narrative and on the back or lower portion of the narrative sheet write EXACTLY what the customer said and place the sheet in the hard case file for future reference. This is required in the event that it becomes necessary to place the customer on "Correspondence Only".

The supervisor/manager is required to make an initial assessment of the situation as to whether or not DCSE has treated the customer acceptably and that there were no underlying issues, such as lack of action or other reasons where the customer would have a legitimate cause to be upset with DCSE.

If a customer has shown a pattern of being abusive to DCSE staff, the supervisor or manager must then prepare a written summary of the overall problem that their staff is experiencing with the customer and also provide a chronological account of all incidents of abuse.

Along with this summary of the situation the supervisor/manager should also include an unsigned letter for the Assistant Director's (AD) signature explaining to the customer that they are to no longer contact DCSE by phone or by walking into a local office.

Once the summary of events and letter to the customer is prepared it will be sent to the appropriate Administrator(Legal Services, Policy & Resource, SAA, SQMA or Finance) for review and approval. The case will then be reviewed by a designee of the Administrator and is evaluated to see if there are truly no underlying reasons for the customer to have an issue with DCSE. If the request is determined to be reasonable and acceptable, then the Administrator or their designee will forward a memo attached with all the supporting documentation about the customer to the Assistant Director's Office for a final review and approval.

Once approved by the AD or their designee, the final letter is signed by the Assistant Director. The appropriate office will be instructed to then place the specific CAAL narrative listed below on the case(s) with the information that the letter was signed by the AD and the "Correspondence Only" status has been approved.

CALLS **A1900 CP CONTACT-CORRESPONDENCE ONLY; ACCEPT NO PHONE**

CALLS **A2000 NCP CONTACT-CORRESPONDENCE ONLY; ACCEPT NO PHONE**

The customer being placed on "Correspondence Only" is sent the letter once it has been signed by the AD. The AD's office will mail the letter or instruct the appropriate office to do so.

The Administrator keeps a permanent file with a copy of the original request from the supervisor, all the supporting documents and a copy of the letter signed by the Assistant Director. The Administrator will keep a permanent copy of the letter in case the customer ever questions or disputes the "Correspondence Only" status. If the customer does ever dispute the status they will be provided with a copy of the original letter by the Administrator's office.

The LSA office maintains a master list of customers who have been placed on "Correspondence Only", it is updated by the LSA and is sent out to staff as new names are added to the list. LSA will need to be copied on all requests granted by the AD, so the list may be updated and distributed to all staff.

As a part of the regular verification process when a customer calls or walks in to the office, you should always check the alerts on the CAAL screen for the codes listed above. If a party is on "Correspondence Only" then you should politely tell them that they need to send a letter to DCSE with their questions and issues clearly stated to the appropriate office. The IV-D staff may provide information pertaining only to how the customer may contact DCSE in writing if customer states they do not have the original letter that was sent to them. IV-D staff should not speak to any "Correspondence Only" customer.

Each situation that you encounter is unique and the letter that is written for this purpose will be designed to meet the needs of the individual situation. For your convenience, Policy has attached a sample letter that can assist you in developing your own letters to submit when requesting that a customer be placed on "Correspondence Only".



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DOC (20 KB)

For your convenience, Policy has also attached the most recent copy of the list of customers who are currently authorized as "CORRESPONDENCE ONLY". If you find a case that has been marked with the CAAL narrative indicated above and the person is NOT on this list, the narrative must be reviewed to determine if the AD or LSA office entered the narrative and if neither of these offices made the entry it must be removed to alleviate any possible confusion with the customer and the above procedures must be followed. Please contact the your supervisor or the Legal Services Administrator's Office if you find a case that should not have the alert on it for further research.



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