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**DCSE Policy & Procedures Unit**  
**Policy Update**  
**PPU 06-04-011**  
**April 25, 2006**

**SUBJECT: Florida CSE New Dedicated Phone Line for Interstate Caseworkers**  
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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.

*The IV-D PARTNERS should send POLICY inquiries directly to \*DCSE-POLICYQUESTIONS@azdes.gov*  
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Starting on May 1, 2006, Florida's Child Support Enforcement program will have a new 1-866 line dedicated to answering calls from IV-D CSE offices across the United States.

Florida's new number for IV-D CSE employees is:

1-866-SUPPFLA (787-7352)

**This number is only for use by IV-D CSE employees across the United States. When calling this number you will be routed directly to a Customer Contact Center Representative. You will not be placed in a queue. If all lines happen to be busy, your call will be routed to a voicemail account. If your call goes to the voicemail account, please remember to include your name, the case you are calling about and a direct contact telephone number. If you have to leave voicemail, a Customer Contact Center Representative will attempt to return your will within 48 hours. It is important that this number not be given out to custodial or non-custodial parents, otherwise the effectiveness of the line will be compromised. Custodial and non-custodial parents will continue to call Florida's 1-800-622-KIDS number for assistance.**

Florida's CSE Customer Contact Center is excited about the addition of

1-866-SUPPFLA. (787-7352)

Please take a moment and write it down for the next time you need to contact the Florida Child Support Enforcement program..