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**DCSE Policy & Procedures Unit**  
**Policy Update**  
**PPU 06-06-001**  
**June 2, 2006**

**SUBJECT: Communicating with Represented or Formerly Represented NCPs and CPs**  
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Please contact the Policy Unit if you have any questions regarding these updates 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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This PPU is being issued to clarify a question that is very often asked of the Policy Unit and the Attorney General's Office. The AG has recently provided written advice on this information to DCSE. The information contained in this PPU will be updated and may be found in OPPM within 5 days.

**\*QUESTION\***

Are DCSE's employees and/or the attorneys (AAGs) allowed to communicate directly with:

1. unrepresented custodial or non-custodial parents
2. currently represented custodial or non-custodial parents, and
3. formerly represented custodial or non-custodial parents who claim that they are no longer represented by counsel

**\*ANSWER\***

**Unrepresented Custodial or Non-Custodial Parents**

**Yes, because DCSE and/or its partners are a party in Title IV-D actions, its employees can communicate directly with unrepresented custodial or non-custodial parents.**

The AAGs or County Attorneys also can communicate directly with unrepresented custodial and non-custodial parents; however, if an AAG knows, or reasonably should know, that an unrepresented custodial or non-custodial parent misunderstands the AAG's or County Attorney's role in that parent's case, the AAG/County Attorney must attempt to correct the misunderstanding.

**Currently Represented Custodial or Non-Custodial Parents**

**Yes, IV-D employees may communicate directly with currently represented custodial or non-custodial parents.**

The AAGs/County Attorneys may be able to communicate directly with these parents on a limited basis, but the better course of action is to obtain the consent of the parents' attorneys first, or advise the parents' attorneys to instruct their clients to contact DCSE directly if the custodial or non-custodial parents have or want information about their case(s).

**Formerly Represented Custodial or Non-Custodial Parents**

**Yes, IV-D employees may communicate directly with formerly represented custodial or non-custodial parents.**

The AAGs/County Attorney must independently verify whether or not the parents are still represented before communicating directly with them.