
DCSE Policy & Procedures Unit
Policy Update
PPU 007-08-004
August 15, 2007

SUBJECT: Placing a Customer on Correspondence Only

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](mailto:DCSE-POLICYQUESTIONS@azdes.gov)*

The purpose of this Policy Update is to provide staff with the procedures required to place a customer on the "Correspondence Only" list.

Placing a Customer on Correspondence Only

When a customer repeatedly uses abusive or offensive language, is threatening or intimidating and causes fear or disruption to the DCSE workplace and/or to other customers, it may become necessary to take action by placing the customer on "Correspondence Only". The term "Correspondence Only" is used to indicate that DCSE will only communicate with the customer in writing. A customer who is placed on the "Correspondence Only" list may not contact DCSE by telephone or in person.

Encounters with Abusive Customers

When a worker encounters an abusive or threatening customer, the worker should request to have a supervisor or manager attempt to defuse the situation. All interactions with the customer must be clearly and concisely documented on the CAAL screen. Avoid narrating any obscene language and do not use symbols or asterisks to indicate profanity.

Documentation on the CAAL Screen

Below is an example of the acceptable language that staff may use to document the actions of an abusive or threatening customer.

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

After entering the narrative, make a screen print and write EXACTLY what the customer said on the back or on lower portion and place the screen print in the hard case file. The supervisor/manager is required to make an initial assessment of the situation and decide whether or not DCSE has treated the customer satisfactorily and that the customer does not have a justifiable reason to be upset with the agency.

Prepare a Request to Place the Customer on Correspondence Only

- A. When a customer has a continuing pattern of abusive behavior that cannot be defused, the supervisor should prepare a request to place the customer on "Correspondence Only". Write a summary of the problem that includes a chronological account of all incidents of abuse, and draft an unsigned letter for the Assistant Director's (AD)

signature that explains to the customer that all future contact with DCSE must be done in writing. A sample of the letter is attached at the bottom of this Policy Update.

- B. After the summary of events and the letter to the customer is prepared, the supervisor/manager should send it to the Administrator for review and approval. The case will then be reviewed and evaluated to see if there are any reasons for the customer's behavior that may be explained or resolved. If the request to place the customer on "Correspondence Only" is determined to be reasonable, the Administrator or 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.

Management Approves the Request

- A. Upon approval the letter will be signed by the Assistant Director. Staff will be instructed to place one of the CAAL narratives listed below on the case(s) and narrate that the letter was signed by the AD and the "Correspondence Only" status has been approved.

A1900 CP CONTACT-CORRESPONDENCE ONLY; ACCEPT NO PHONE CALLS

A2000 NCP CONTACT-CORRESPONDENCE ONLY; ACCEPT NO PHONE CALLS

- B. The customer being placed on "Correspondence Only" will be sent the letter after it has been signed by the AD.
- C. The Administrator will keep 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 questions or disputes the "Correspondence Only" status. The Legal Services Administration maintains the list of customers who have been placed on "Correspondence Only".
- D. When a customer calls or walks in to the office, staff should always check the alerts on the CAAL screen for the "Correspondence Only" CAAL codes. If a customer is on the "Correspondence Only" list, the customer must be informed that a written request for information must be sent to the assigned office. Staff may provide information pertaining only to how the customer may contact DCSE in writing if the customer states that they do not have the original letter that was sent to them.



Sample-Corr
dence Only.[

Sample Letter for Correspondence Only