
DCSE Policy & Procedures Unit
Policy Update
PPU 07-09-008
September 14, 2007

SUBJECT: DCSE Safeguarding Information Policy (2007)

Please contact the Policy Unit if you have any questions regarding these or any other changes at *DCSE-POLICYQUESTIONS or (602) 274-7951.

*The IV-D PARTNERS should send POLICY inquiries directly to *DCSE-POLICYQUESTIONS@azdes.gov*

This PPU is being sent to all IV-D staff as a reminder of the DCSE Safeguarding Information Policy. This policy can be found within the DCSE Online Policy and Procedures Manual (OPPM).

Safeguarding Information Policy

Employees of the department and its agents have the responsibility to protect information from intentional, deliberate, inadvertent or accidental release to unauthorized sources or for improper purposes.

- A. Employees shall not remove case records or information from the office except where necessary for court proceeding, preparation for appeals, fair hearings, or case transfer. At close-of-business each day, all case records are to be secured in a locked drawer, file cabinets or returned to the File Room.
- B. Computer access to case information shall be guarded. A computer logged into a DES system shall never be left unattended. Staff shall log out of terminals or personal computers when leaving workstations or offices.
- C. A request for information from law enforcement agencies or request from a court for information necessary for custody and visitation issues shall be referred to the office attorney who shall determine whether the requested information may be released.
- D. Employees shall not release information on cases in which the Department has been notified that the custodial person has an order of protection or where the worker has reason to believe the child(ren) or custodial person may be in danger. This includes locate information sought by Superior court or other tribunals. Upon receipt of a request for such information consult with the office attorney. An objection should be filed as to release of information under the circumstances.
- E. All employees shall additionally safeguard against the unauthorized use or disclosure of the following confidential information:
 - 1. All information contained on tax forms.
 - a. Tax returns and reports filed with IRS and DOR for income tax, withholding tax, transaction privilege tax, luxury tax, use tax, rental occupancy tax, property tax, estate tax, severance tax, and unclaimed property.

- b. 1099 information.
 - c. All affidavits, reports, or other information filed relating to taxable and non-taxable estates and to claims for unclaimed property
 - d. All information from IRS and DOR.
 - e. Consumer Credit Reports.
 - f. Assets held in financial institutions as defined in A. R. S. § 25-523 (G).
- F. Upon written request from a party involved in the case, employees shall release case status and ATLAS payment history from the PALC screen, selecting PF6 to print the history. The information shall only be issued upon request and copies mailed to the custodial person or non-custodial parent associated with the case, the custodial person's or non-custodial parent's attorney as listed on the CP/NCP Attorney screen, (CNAT), or the requesting jurisdiction on interstate cases as listed on the Interstate Case Maintenance screen, (INCM).
- G. All employees shall refrain from distributing or passing correspondence or messages between the non-custodial parent and the custodial parent.

Unauthorized Disclosure of IRS or IRS 1099 Information is a Felony

- A. Employees of the department or its agent shall not disclose to any person any IRS or IRS 1099 information.
- B. Unauthorized disclosure of information is a felony punishable upon conviction by a fine in any amount not exceeding \$5,000, or imprisonment of not more than 5 years, or both, together with the costs of prosecution, and if such offense is committed by an employee of the department or its agent he/she shall be discharged from employment upon conviction.
- C. Employees of the department or its agent shall not print or reproduce any IRS or IRS 1099 information.
- D. Employees of the department or its agents shall not proposition or accept a solicitation or offer in exchange for any IRS or IRS 1099 information, and shall report any and all propositions or offers to the DCSE Security Representative at P. O. Box 40458, site code 779-A, Phoenix, Arizona 85067.