
DCSE Policy & Procedures Unit

Policy Update

PPU 10-07-002

Date: July 6, 2010

SUBJECT: Contact from a CP on a Responding Case

Please contact the Policy Unit if you have any questions regarding these or any other changes at

*DCSE-POLICYQUESTIONS, CSE.POLICY or (602) 771-8127.

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

DCSE staff should not have any direct contact with a custodial person who resides in and receives IV-D services from the initiating state. Communication with a CP on a responding case compromises the intent of federal law, which is to foster an ongoing relationship between the initiating and responding IV-D agencies. The initiating state IV-D has the responsibility to keep the custodial person informed of actions taken on his or her case.

If a phone call, letter, or email is received from a custodial person on a responding case requesting a case or payment status, staff should very politely direct the custodial person to contact the initiating state IV-D agency.

Staff are urged to view this information directly on OPPM and not create a separate personal file. Click on the link <http://dcsepc>. You will find this Policy Update in Policy Updates 2010.