

\*\*\*\*\*  
**DCSS Policy & Procedure Unit**  
**Policy Update**  
**PPU-15-05-001**

**Date: May 11, 2015**

**SUBJECT: Correspondence Only List**  
\*\*\*\*\*

Please contact the Policy Unit if you have any questions regarding these or any other changes at  
<http://dcsvf04/DCSS/PolicyQuestions> or (602) 771-8127.

*The IV-D PARTNERS should send POLICY inquiries directly to [DCSS-POLICYQUESTIONS@azdes.gov](mailto:DCSS-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. Only customers who have inappropriately abused or threatened DCSS staff may be placed on the list. The final decision regarding whether communication with a customer will be limited to correspondence only shall be made by the Assistant Director (AD) or a designee.

**Placing a Customer on the Correspondence Only List**

- A. When a customer repeatedly uses abusive or offensive language, is threatening or intimidating, and causes fear or disruption to the DCSS workplace, it may become necessary to place the customer on the Correspondence Only List. The term "Correspondence Only" is used to indicate that DCSS will only communicate with the customer in writing. A customer who is placed on the Correspondence Only List may not contact DCSS by telephone or in person.
- B. When staff encounter an abusive or threatening customer, staff 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. Narrating obscene language and using symbols or asterisks to indicate profanity must be avoided. 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".***

- C. After entering the narrative, staff must place an imaged copy of the narrative in the file along with a statement that details **exactly** what the customer said and discuss the encounter with a supervisor or manager. The supervisor or manager is required to make an initial assessment of the situation and decide whether DCSS has treated the customer satisfactorily and whether the customer has a justifiable reason to be frustrated with the agency. When the assessment results in a determination that the customer's language or behavior is not justifiable, the supervisor/manager will prepare a request to place the customer on the Correspondence Only List. The request must contain a chronological account of all incidents of abuse, and an unsigned letter for the AD's signature that explains to the customer that all future contact with DCSS must be done in writing. A link to a sample of the letter is below.

[Correspondence Only Letter](#)

- D. After the summary of events and the letter to the customer is prepared, the supervisor/manager will send it to their Administrator for review and approval. The chronological account will be reviewed and evaluated to determine if there are any reasons for the customer's behavior that may be explained or resolved. If the request to place the customer on the Correspondence Only List is determined to be reasonable, the Administrator will forward a memo attached with all the supporting documentation to the AD for a final review and approval.
- E. Upon approval the letter will be signed by the AD and mailed to the customer. A copy of the letter will be sent to the requesting party. The "Correspondence Only" updated list will be sent to the Executive Team. The requesting party will add one of the CAAL narratives listed below on the customer's case(s) and will include a statement that the letter was signed by the AD and the customer has been placed on the Correspondence Only List.

**A1900 CP CONTACT-CORRESPONDENCE ONLY; ACCEPT NO PHONE CALLS**

**A2000 NCP CONTACT-CORRESPONDENCE ONLY; ACCEPT NO PHONE CALLS**

- F. The AD's office will keep a permanent file with a copy of the original request from the supervisor/manager, all the supporting documents, and a copy of the letter signed by the AD in case the customer questions or disputes the "Correspondence Only" status. The AD's Office will maintain the list of customers who have been placed on "Correspondence Only" and will forward a copy of the "Correspondence Only list to the Ombudsman's Office and the DES Director's Office.
- G. 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 only provide information regarding how the customer may contact DCSS in writing by providing the DCSS mailing address or emailing address.

***Staff are urged to view this information directly on OPPM and not create a separate personal file. Enter <http://dcssmadcapprod> in your browser to view this Policy Update in Policy Updates 2015.***