

DCSS Policy & Procedure Unit
Policy Update
PPU:19-02-001
Date: February 1, 2019
SUBJECT: Correspondence Only Policy and Procedure

Please contact the Policy Unit if you have any questions regarding these or any other changes at (602) 771-8127.
All DCSS staff and IV-D PARTNERS should send POLICY inquiries directly to DCSSPOLICYQUESTIONS@azdes.gov

The Policy unit is pleased to announce the addition of Correspondence Only [Policy](#) and [Procedure](#) to the PORT (The PORT>GLOBAL>Correspondence Only). Updates to the Correspondence Only process include:

- The supervisor/manager who initiates a request to place a customer on Correspondence Only is now responsible for filling out the Correspondence Only Notification Letter and submitting the letter to the Assistant Director's (AD) office for signature. Previously, this letter was filled out by the AD's Executive Staff Assistant via an email request from the initiating party.
- New restrictions on customers in Correspondence Only status who use abusive or threatening language in email correspondence with the DCSS.
- New process for removing a customer from Correspondence Only status if management is confident there is a positive change in attitude and behavior toward DCSS staff.

The following items were added to The PORT.

- [Correspondence Only Notification Letter](#)
- [Postal Mail Only Letter – Sample, for reference only](#)
- [Correspondence Only Removal Letter – Sample, for reference only](#)

File Path: The PORT>APPENDICES>DCSS Document Matrix>DCSS Internal Forms and Checklists>Correspondence Only

Please note: The following Policy Updates regarding Correspondence Only have been archived, as they no longer reflect current processes.

PPU-03-09-002 SUBJECT: When to place a IV-D Customer on "Correspondence Only"(REISSUE)

PPU-07-08-004 SUBJECT: Placing a Customer on Correspondence Only

PPU-15-05-001 SUBJECT: Correspondence Only List

For questions regarding Correspondence Only, email DCSSPOLICYQUESTIONS@azdes.gov

*DCSS colleagues are urged to view this information directly on The PORT and not create a separate personal file.
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