

DCSS Policy & Procedure Unit
Policy Update
PPU: 20-04-001
Date: April 3, 2020
SUBJECT: Email Communication with Customers 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 DCSS-POLICYQUESTIONS@azdes.gov

During the COVID-19 Emergency Declaration, communications that normally take place by mail should be moved to email communication when possible.

Contact the customer by phone to verify the customer's email address prior to sending any emails. This will help verify the information is going to the correct recipient and protect the customer's Personally Identifiable Information (PII).
More information regarding Standard Work for placing phone calls will be forthcoming.

Remember to enter a narrative on the Case Activity List (CAAL) screen recording any action(s) taken.

Virtru security must be used for any email communications containing any confidential information.

Federal Tax Information (FTI) may not be emailed.

The following email DCSS-Documents@azdes.gov was created for our customers so all necessary documents can be received and reviewed for the next case action.

Links to the new policy and procedure:

[Email Communication with Customers Policy](#)

[Email Communication with Customers Procedure](#)

File paths: (The PORT>GLOBAL>Email Communication with Customers Policy and Procedure)

Link to the new desk aid on The PORT:

[Sending a Virtru-encrypted email in Gmail](#)

File path: (The PORT>DESK AID>Global>Sending a Virtru-encrypted email in Gmail)