

 <b>Department of Children &amp; Family Services</b> <i>Building a Stronger Louisiana</i>	<b>Division/Section</b>	Family Support
	<b>Chapter No./Name</b>	00- Miscellaneous Issuances Manual
	<b>Part No./Name</b>	E- Executive Bulletins
	<b>Section No./Name</b>	E-2500 Executive Bulletins
	<b>Document No./Name</b>	E-2554-00 DCFS Safeguarding Confidential Information
	<b>Effective Date</b>	January 15, 2016

The following guidance applies to DCFS staff, District Attorney staff, and contract staff who have access to child support data and other data supplied to DCFS by other entities for child support purposes.

Effective immediately, requests for child support information received from entities such as the Social Security Administration and Housing Authority, for the purpose of determining eligibility for their programs, require written consent from the custodial or non-custodial party. If the requesting agency provides a [DCFS 35](#), or similar form, signed by a custodial or non-custodial party, release only the information indicated by the party who signed the form. A copy of the [DCFS 35](#) may be supplied upon request, however, the requesting agency is responsible for completing the form and obtaining the authorized signature. Do not release any information about anyone other than the person who signed the authorization.

This bulletin is not intended to interfere with the administration of the child support program. If an agency or an employer is seeking case information to assist the IV-D Program with the establishment, modification or enforcement of support, confidential information may be disclosed as necessary.

45 C.F.R. § 303.21(c) does allow data to be shared with certain authorized programs for the purpose of performing the duties and responsibilities of that program. Authorized programs include: Title IVA, IVE, IVB, XIX, XXI, and SNAP Programs. Information most commonly requested are payment records, information regarding the court order, and paternity information. The data that DCFS is allowed to share is provided through automated interfaces with the authorized agencies/programs.

Never disclose IRS, FIDM, FCR, FPLS, or New Hire data to anyone outside of the child support program for any reason. In addition, do not disclose any information obtained through interfaces from other sources such as LWC/DOL, DHH, Dept. of Revenue, Vital Records, Wildlife and Fisheries, DOC, Motor Vehicles, etc.

Accessing any of the data systems described above for personal reasons is strictly prohibited. Information available may only be accessed, viewed, updated, shared, or used to perform tasks required by your job. Automated audit logs as well as system logs are reviewed periodically to ensure compliance. Unauthorized access or use of information is a serious offense and will not be tolerated. In addition to disciplinary action, unauthorized access or use of certain information may carry civil or criminal penalties.

If you have questions regarding requests for information, please contact the CSE Policy Unit at [DCFS-SES-Policy@la.gov](mailto:DCFS-SES-Policy@la.gov).