 Department of Children & Family Services <i>Building a Stronger Louisiana</i>	Division/Section	Family Support
	Chapter No./Name	09 –Child Support Enforcement (CSE)
	Part No./Name	C-Administration
	Section No./Name	C-700 Confidentiality
	Document No./Name	* C-750 ** Other Inquiries
	Effective Date	September 1, 2011

Confidential information may be released to an outside source not directly connected with the administration of the program only upon written request of the outside source and only after written authorization by the applicant, client, or his/her legal representative. Release of Federal Tax Information (FTI) is prohibited under this agreement. Information is considered FTI if it is received from the IRS through Federal Tax Offsets and other electronic means. Information provided by the non-custodial parent or custodial party is not considered FTI, but should be labeled as being provided by the NCP or CP.

*** C-751 ** RELEASE OF INFORMATION TO AN AUTHORIZED REPRESENTATIVE**

Child Support Enforcement “Authorized Representative Designation and Revocation to Release Information Form” ([SES 35](#)), and its Authorized Representative Written Request for Information” ([SES 36](#)), shall be used to accomplish the release of information to an authorized representative as defined in [A-110](#).

The [SES 35](#) should be used by the customer to authorize the release of information to a designated authorized representative (outside source). Upon receipt of a completed [SES 35](#), the information is entered on the Authorized Representative (AURE) screen. (See [X-712](#)). Subsequently, the authorized representative should utilize the [SES 36](#) form when requesting information on behalf of the customer.

The agency representative must ensure that current authorization is on file prior to sharing information because the customer may revoke the authorized representative authority at anytime or the authority may have automatically expired due to case closure.

The agency representative may respond in writing or verbally.


*** C-752 ** CONGRESSIONAL AND LEGISLATIVE INQUIRIES**

Congressional and legislative inquiries are subject to regulations regarding confidentiality. However, if an individual requests the assistance of a congressman or legislator in writing, it is accepted as equivalent to the Department of Children and Family Services for [DSS 35](#) (Authorization to Release Information – Other than Protected Health Information) to authorize release of confidential information.

*** C-753 ** RELEASE OF INFORMATION**

Do not divulge case information to the NCP or his representative without a written authorization signed by the CP, unless the information was provided by the NCP.

Exercise caution with respect to telephone requests for case information. Telephone requests should be limited to those entities not considered outside sources as provided for in [C-710](#) and Section [L 410](#). If there is doubt concerning the identity of the inquirer or the purpose of the request, ask that the request be made in writing.

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If uncertain whether information may be released, consult with District Office legal staff or refer the matter to CSE Program Office.

Note: Form [DSS 35](#) is located in the DSS Policy Manual, Section 6-Legal, on the DCFS Intranet site.