

# GENERAL PROGRAM ADMINISTRATION

## Authorization for Release of Information

CS 100.1

### SUPERSEDES

CS 100.1 Authorization for Release of Information, November 20, 1995

### REFERENCES

CSEDALL email from Mary Ann Wellbank regarding Policy on Releasing Information to Third Parties  
At the time of this e-mail the division was known as Child Support Enforcement Division (CSSD). As 2020 the division is known as the Child Support Services Division (CSSD).

### Background

The confidentiality of all CSSD cases and case participants is of utmost importance. However, there are times that obligors or obligees rely on a third party to help communicate with the CSSD. At one time, an obligor or obligee was allowed to specify the type of information that could be released to a third party. This resulted in a variety of special forms and circumstances, which were often not tracked in the system. In order to maintain confidentiality and uniformity CS 100.1A Authorization for Release of Information and the policy and procedure that follow were created.

### Policy

It is CSSD policy to maintain the confidentiality of cases and case participants. The CSSD will not release case information to a third party calling on behalf of an obligor/obligee, unless there is a signed CS 100.1A Authorization for Release Information form from the obligor/obligee naming that person on the release.

In the authorization the obligor/obligee cannot limit or specify the types of information to be released. It is an "all or nothing" release of information. In addition, the authorization is on a case by case basis. If the obligor/obligee has more than one case the form must be signed and returned for each case.

### Procedures for CSSD Employee

1. Upon request of the obligor or obligee generates CS 100.1A Authorization for Release of Information. Generation of this document automatically leaves a case note. Mails to requesting obligor or obligee.

#### NOTE:

**If the caseworker is aware of an obligor or an obligee who relies on a third party to deal with the CSSD, initiative may be taken to send an authorization for release of information form.**

### Procedures for Caseworker

2. Upon receipt of the completed and signed authorization for release information form enters a case note into the system. Includes the name of the participant who signed the authorization form, the name and relationship of the third party designee, and any applicable message information. Retains the signed authorization form in the case file.
3. Completes the Customer Service Unit (CSU) screen in system. Includes the name of the participant who signed the authorization form, the name and relationship of the third party designee, and any applicable message information.