

Notification of Policy Changes

(FY2021 Appropriation Act - Public Act 166 of 2020)

April 1, 2021

Sec. 222. (1) *The department shall provide written notification to the senate and house appropriations subcommittees on the department budget, the senate and house fiscal agencies, the senate and house policy offices, and the state budget office of any major policy changes at least 30 days before the implementation date.*

(2) *The department shall make the entire policy and procedures manual available and accessible to the public via the department website.*

(3) ***The department shall report by April 1 of the current fiscal year on each specific policy change made to implement a public act affecting the department that took effect during the prior calendar year to the house and senate appropriations subcommittees on the budget for the department, the joint committee on administrative rules, the senate and house fiscal agencies, and policy offices. The department shall attach each policy bulletin issued during the prior calendar year to this report.***



EFFECTIVE

March 1, 2020.

Subject(s)

ASB 2020-004

**Legal Citations
updated**

ASM 050

Updated legal citations in ASM 050 to reflect the correct section in the public act.

Reason: Update of Public Acts of 1979.

**Change in
definition of family
and small group
homes**

ASM 050

Effective March 28, 2019, the allowed capacity of a family and small group home has changed. Adult foster care family home means a private residence with the approved capacity to receive at least **three but not more than six adults** who shall be provided foster care.

Adult foster care small group home means an adult foster care facility with the approved capacity to receive at least **three but not more than 12 adults** who shall be provided foster care.

Reason: Update of Public Acts of 1979.

**Change of age for
HFA residents**

ASM 050

Homes for the aged are licensed facilities that provide room, board, and supervised personal care to individuals 55 years of age or older. The previous age limit was 60 years old.

Reason: Update of Public Acts of 1978.

HFA Licensure Exemption

ASM 050

Section 21311a of the Public Health Code, 1978 PA 368, allows for exemption from licensure as a Home for the Aged under certain circumstances [MCL 333.21311a (1) and (2)].

Beginning March 28, 2019, an exemption from licensure as a home for the aged under this article shall be given to an existing facility or a facility under construction if the requirements for subsection (3) are met and one of the following applies:

1. The person that offers board is not related to the person that provides room or supervised personal care, or both.
2. The person that provides supervised personal care, whether related to the person that provides room or board, or both, has had a supervised personal care arrangement in effect for at least 2 consecutive years before the date of the attestation and residents at the facility have the option to select any supervised personal care provider of their choice.
3. The person that provides room and the person that provides supervised personal care are related and the facility is registered as a continuing care community under the [Continuing Care Disclosure Act](#) and includes a licensed nursing home as part of the continuing care community.
4. The person that provides room and the person that provides supervised personal care are not related and residents at the facility have the option to select any supervised personal care from a person of their choice.

Click [here](#) to view an excerpt of the Public Health Code that references homes for the aged.

Reason: Update of Public Acts of 1978.

Revocation of HFA Licensure Exemption

ASM 050

An exemption granted under 333.21311a may be revoked if LARA determines one of the following:

- False or inaccurate information provided in the attestation was material to granting the exemption.
- The person receiving the exemption is found to be negligent, which negligence results in serious physical injury, death of a resident or serious mental anguish and there continues to be a risk to the health and safety of the residents in the facility.
- The person receiving the exemption does not cooperate in LARA's investigation to make a determination of subsection (3).

Adult Protective Services would be responsible for conducting investigations in these settings. APS would refer any incidents of death, serious mental anguish and/or serious physical injury to licensing. LARA will determine if there is continued risk to the health and safety of residents in the facility.

The Department of Licensing and Regulatory Affairs publishes a list of facilities exempt from the Homes for the Aged Licensure quarterly. The list can be found on the michigan.gov/lara website under [resources](#).

Reason: Update of Public Acts of 1978.

BRIDGES

EFFECTIVE

January 1, 2020.

Subject(s)

BPB 2020-001

BEM 210, FIP Group Composition

The client has the option to exclude a new spouse from the Family Independence Program (FIP) certified group for up to 18 months after the month the marriage took place.

Reason: 2018 P.A. 574.

EFFECTIVE

January 1, 2020.

Subject(s)

BPB 2020-002

BEM 503

All Programs

Child support client participation payment (CPP) means a payment issued to a current or former FIP recipient based on certified child support collections. The first \$100 of court-ordered child support collected on behalf of a FIP eligible family with **one** child each month, is sent to the custodial party named in the court order. The first \$200 of court-ordered child support collected on behalf of a FIP eligible family with **two or more** children each month, is sent to the custodial party named in the court order.

FIP, SDA, RCA, CDC, MAGI Medicaid and FAP

This type of child support income is excluded.

RMA, SSI-Related and Group 2 Medicaid

This type of child support income is countable.

Reason: PA 67 of 2019.

BEM 255

FIP

Added child support client participation payment as a support payment a client is entitled to keep.

Reason: PA 67 of 2019.

EFFECTIVE

May 1, 2020.

Subject(s)

BPB 2020-014

Department Hourly Rate Age Category

BEM 706

A new age category has been added, resulting in three age categories that impact a child's department hourly payment rate for most provider service types: Infant/Toddlers (birth to age 2 1/2), Preschool (over 2 1/2 to age 5) and School Age (over age 5).

Reason: PA 166 of 2020.

EFFECTIVE

May 1, 2020.

Subject(s)

BPB 2020-016

BAM 401E, Electronic Benefit Transfer Issuance System (EBT)

The Michigan Department of Health and Human Services (MDHHS) rescinds the policy to abolish replacement fees for Bridge card replacement. This includes both cards replaced by the EBT vendor or by the local office.

Reason: PA 166 of 2020.

EFFECTIVE

August 1, 2020.

Subject(s)

BPB 2020-024

Children's Clothing Allowance

FAMILY INDEPENDENCE PROGRAM (FIP)

The 2020 Fiscal Appropriations Act included funding for the children's clothing allowance. The allowance is intended to assist FIP families to purchase school clothing for their children.

The children's clothing allowance for the 2020 fiscal year is \$156 per child and is excluded as income for all programs.

ELIGIBILITY CRITERIA

The FIP eligibility determination group (EDG) must have an eligible dependent child on an active FIP EDG.

All eligible children on the FIP EDG will receive the clothing allowance. The eligible child(ren) must be eligible for FIP during August 2020. This includes children receiving SSI in the FIP EDG. Disqualified children will not receive the clothing allowance supplement.

Exception: Children disqualified for not having a social security number will receive the clothing allowance supplement.

Definition

For purposes of the Children's Clothing Allowance, an eligible child is defined as a FIP mandatory group member that is a dependent child. These individuals may be indicated on the active FIP EDG as Eligible Child or Other Child.

PAYMENTS

Bridges will automatically issue supplements for the children's clothing allowance to FIP EDGs with qualifying children who are eligible for August FIP payments in Bridges as of the single deadline date of July 31, 2020. The children's clothing allowance supplement is deposited into the client's EBT cash account.

The supplement amount will include \$156 for each eligible child. The supplement will be automatically issued if the FIP EDG is active on July 31, 2020 for August benefits. A supplement will be deposited into the client's EBT cash account at the same time as the FIP payment is issued, but will appear as a separate payment, with an availability date of August 1, 2020. The supplement will be viewable in Bridges under Benefit Issuance and View Benefits.

Any request for new FIP EDG openings or member adds for August 2020 that are processed after the initial clothing allowance monthly payroll run for August will require an exception. Please contact Bridges Resource Center in order to request a supplement for the FIP EDG.

Note: Once the funding for the children's clothing allowance is depleted, there will be no additional funds allocated, regardless of the eligibility of the FIP EDG.

A letter from the Michigan Department of Health and Human Services director will be mailed to eligible clothing allowance supplemental households in July. This letter advises eligible families of the allowance coming in August to help with the cost of children's clothing.

For questions regarding this bulletin please contact the FIP policy mailbox: Policy-FIP-SDA-RAP@michigan.gov.

Reason: PA 67 of 2019.

EFFECTIVE

October 1, 2020.

Subject(s)

BPB 2020-033

Drug Related Felony

BEM 203 FIP, RCA and FAP

A person who has been convicted of a felony for the use, possession, or distribution of controlled substances is no longer disqualified or no longer requires an authorized representative for FAP. FIP and RCA benefits will no longer be paid in the form of restricted payments.

BAM 420, BEM 212, 213, 515 and 550

Removal of drug-related felony from items.

Reason: PA 166 of 2020 and PA 392 of 2020.

STATE EMERGENCY RELIEF

EFFECTIVE

October 1, 2020.

Subject(s)

ERB 2020-002

ERM 103

An interview is not required to process a SER application or service request. In instances where changes are reported or there are discrepancies that must be resolved, the specialist may choose to complete an interview in order to process the application or to update the case record.

ERM 204

Removed references to energy services for required payments.

Good cause will be given for energy-related service requests since the required payment for energy services for the 6 months prior to the month of application is \$0.

ERM 208

Removed references to asset and shortfall copayments for energy related services as they will no longer be calculated. Removed policy that MEAP can assist with asset and shortfall copayments for energy related services

ERM 301

The required payment amount for both heat and non-heat electricity is \$0, therefore Good Cause is granted for each energy-related service request. A SER group is not required to make payments in the 6 months prior to the SER application or energy-related service request in order to be eligible for energy assistance.

Changed instructions on entering required payments for energy services.

ERM 303

Relocation services payments changing from per issuance maximum to fiscal year cap limit.

ERM 201

SER payments for relocation services will only be applied to the adult members of the SER group.

ERM 205, 306

Non-cash asset limit increased to \$15,000.

Reason: PA 166 of 2020.

EFFECTIVE

March 1, 2020.

Subject(s)

FOB 2020-005

FOM 722-03F, Approved Absences from Foster Care Placement

This item lists required timeframes and approval paths for the following approved absences and reasons:

Approved Absences from Placement

- Substitute care.
- Parenting time.
- Pre-adoptive visits.
- Prudent parent.

Notification to

- Caregiver(s)
- Legal Parent(s)

Approval Path for Absences from Placement

- An approved absence from placement cannot override or interfere with the child's case plan or court-ordered requirements.
- Absences for three to five days.
- Absences for six to 14 days.
- Absences for 15 consecutive days or more.

Temporary Breaks

See FOM 903-07, Temporary Breaks/Bed Hold Payments.

Legal Authority

- State law, Child Care Organizations Act, 1973 PA 116, as amended, MCL 722.111 et seq.
- Licensing rule, Mich Admin Code, R400.12319

EFFECTIVE

November 1, 2020.

Subject(s)

FOB 2020-009

FOM 722-02B, Discipline in Child Caring Institutions

This is a new policy that provides guidelines for the use of restraint or seclusion in child caring institutions (CCI).

Purpose

The Michigan Department of Health and Human Services (MDHHS) requires that a youth be free from restraint or seclusion of any form imposed as a means of coercion, discipline, convenience or retaliation by staff and that restraint or seclusion must only be used in limited situations as allowable in the emergency rules.

Definitions

- Chemical restraint.
- Debrief.
- Less restrictive intervention.
- Mechanical (material) restraint.
- Personal restraint.
- Protective device.
- Seclusion.
- Trauma responsive.

Standards

- Implementation of restraint or seclusion.
- Prohibited restraints or seclusions.
- Restraint debriefings.
- Facility review.
- Incident reporting and resources.
- Process for CCI's with MiSACWIS access.
- Process for CCI's without MiSACWIS access.
- Caseworker requirements after notification.
- Staff training requirements.
- Treatment plan requirements.

Legal Authority

- *Child Care Organizations Act, 1973 PA 116, MCL 722.112b(1)(c) & (d).*
- *Child Care Organizations Act, 1973 PA 116, MCL 722.112b(1)(f)- (i).*
- *Child Care Organizations Act, 1973 PA 116, MCL 722.112e(1).*
- *Child Care Organizations Act, 1973 PA 116, MCL 722.112e(4) & (5).*
- *Child Care Organizations Act, 1973 PA 116, MCL 722.112e(9).*
- *Foster Care and Adoption Services Act, 1994 PA 203, 722.958b(3)(h).*
- *Child Caring Institutions Rules, Mich Admin Code, R 400.4159.*

EFFECTIVE

November 1, 2020.

Subject(s)

JJB 2020-003

JJ4 430, Community Placement Services

JJ4 430, Community Placement and Reentry, is renamed JJ4 430, Community Placement Services. This policy contains services previously found in JJ5 500, Youth Services and JJ6 600, Homeless and Runaway Services. Services added to this policy item include:

- Michigan Works!
- Michigan Protection and Advocacy Services (MPAS).
- Maternal Infant Health Program.
- Intensive Crisis Stabilization Services (ICSS).
- Association for Children's Mental Health (ACMH).
- Mentor Michigan.
- Serious Emotional Disturbance Waiver (SEDW).
- Community Mental Health Wraparound Services.

Updates were made to the legal base to include:

- 34 USC 11211 et seq, Authority to make grants.
- Social Security Act, 42 USC 675(5)(I).
- Social Security Act, 42 U.S.C. 677.
- The Social Welfare Act, 1939 PA 280, as amended, MCL 400.115b(1).
- Mich Admin Code, R 400.3151 - 400.3180.
- Youth Rehabilitation Services Act, 1974 PA 150, as amended, MCL 803.303(3).

JJ4 431, Reentry Services

This policy contains services previously found in JJ5 500, Youth Services.

Updates were made to the legal base to include:

- 34 USC 11211 et seq, Authority to make grants.
- The Second Chance Act of 2007, PL 110-199.
- Social Security Act, 42 USC 675(5)(I).
- Youth Rehabilitation Services Act, 1974 PA 150, as amended, MCL 803.303(3).

JJ4 441, Setting Aside An Adjudication

This is a new policy item which addresses requirements to set aside an adjudication for a youth. Requirements were previously found in JJ4 430, Community Placement and Reentry.

Updates were made to the legal base to include:

- Probate Code of 1939, 1939 PA 288, as amended, MCL 712A.18e et seq.

JJ5 500, Youth Services

This policy item is obsolete. Historical policy is available under the prior versions for State of Michigan (SOM) employees and through the Michigan History Center Archives for the general public. SOM users change the Effective Date in the Open/Jump/Search menu to view items historically.

JJ6 600, Homeless and Runaway Services

This policy item is obsolete. Homeless and runaway services information has been moved to JJ4 430, Community Placement Services. Historical policy is available under the prior versions for State of Michigan (SOM) employees and through the Michigan History Center Archives for the general public. SOM users change the Effective Date in the Open/Jump/Search menu to view items historically.

EFFECTIVE

February 1, 2020.

Subject(s)

JRB 2020-001

JR2 202, Residential Screening and Assessments

Prison Rape Elimination Act (PREA) standards require facility staff to schedule a follow up appointment with a medical and/or mental health practitioner within 14 days if the results of the PREA screening indicate that the youth has experienced prior sexual victimization or has previously perpetrated sexual abuse.

Prison Rape Elimination Act National Standards, Subpart D- Standards for Juvenile Facilities, 28 CFR 115.381(a) & (b).

JR5 540, Youth to Staff Ratio

Prison Rape Elimination Act (PREA) standards require facility staff to allow youth to shower, perform bodily functions and change clothing without nonmedical staff of the opposite gender viewing their breasts, buttocks or genitalia, except in exigent circumstances or when such viewing is incidental to routine cell checks.

The Prison Rape Elimination Act (PREA) standards require facility staff of the opposite gender to announce their presence when entering a youth housing unit.

Prison Rape Elimination Act National Standards, Subpart D- Standards for Juvenile Facilities, 28 CFR 115.315(d).

EFFECTIVE

March 1, 2020.

Subject(s)

JRB 2020-003

JRM 170, Staff Development and Training

This policy was updated to inform state operated and private, contracted juvenile justice residential treatment facilities of the required trainings for staff, contractors, sub-contractors and interns. Policy was updated to include the Prison Rape Elimination Act (PREA) of 2003 standards.

Definitions of contractor, employee, direct care worker, medical practitioner, social service worker and staff were added.

Legal base updated to include:

- Prison Rape Elimination Act (PREA), National Standards for Juvenile Facilities, 28 CFR 115.5.
- Prison Rape Elimination Act (PREA), National Standards for Juvenile Facilities, 28 CFR 115.311.
- Prison Rape Elimination Act (PREA), National Standards for Juvenile Facilities, 28 CFR 115.331-115.335.
- Occupational Safety and Health Standards, Bloodborne Pathogens, 29 CFR 1910.1030.
- Child Care Organizations Act, 1973 PA 116, as amended, MCL 722.112a.
- Licensing Rules for Child Caring Institutions, Mich Admin Code, R 400.4101(ii).
- Licensing Rules for Child Caring Institutions, Mich Admin Code, R 400.4606.
- Licensing Rules for Child Caring Institutions, Mich Admin Code, R 400.4128.
- Licensing Rules for Child Caring Institutions, Mich Admin Code, R 400.4142(f).

Reason: Program office clarification and updates to legal base to include the Prison Rape Elimination Act of 2003 National Standards for Juvenile Facilities.

JRM 173, Investigation Protocol

Policy was updated to include general investigation responsibilities for state operated and private, contracted juvenile justice residential facility staff as well as Prison Rape Elimination Act (PREA) investigation responsibilities, documentation and record retention.

Definitions were added for first responder, immediately, PREA compliance manager, PREA investigator, security staff, substantiated allegation, unsubstantiated allegation, unfounded allegation, administrative investigation, criminal investigation and preponderance of evidence.

Updates to the legal base include:

- Juvenile Justice and Delinquency Prevention, 42 USC 5601 et seq.
- Prison Rape Elimination Act, National Standards for Juvenile Facilities, 28 CFR 115.371-115.373.
- Bullard-Plawecki Employee Right to Know Act, MCL 423.501 et seq.
- Executive Order No. 2001-1.03.

JRM 511, Body Searches of Youth

Added Prison Rape Elimination Act (PREA) of 2003, National Standards for Juvenile Justice residential treatment facilities requirements on searches of youth who identify as transgender or intersex and cross-gender pat down searches.

Added definitions for body cavity, body cavity search, exigent circumstances, intersex, medical practitioner, pat down search, strip search and transgender.

Updates to the legal base include:

- Prison Rape Elimination Act (PREA) National Standards for Juvenile Facilities, 28 CFR 115.5.
- Prison Rape Elimination Act (PREA), National Standards for Juvenile Facilities, 28 CFR 115.315.
- Code of Criminal Procedure, 1927 PA 175, MCL 764.25a.
- Code of Criminal Procedure, 1927 PA 175, MCL 764.25b.
- Licensing Rules for Child Caring Institutions, Mich Admin Code, R 400.4167.

JRM 560, Sexual Abuse Prevention and Response

This item has been revised to include Prison Rape Elimination Act (PREA) of 2003, National Standards for Juvenile Facilities, requirements to prevent sexual abuse and sexual harassment.

Definitions were added for age of consent, first responder, security staff, sexual abuse, youth-on-youth sexual abuse, youth-on-youth

sexual harassment, sexual harassment and voyeurism by a staff member.

The legal basis was updated to include:

- Prison Rape Elimination Act, National Standards for Juvenile Facilities, 28 CFR 115.5.
- The Child Protection Law, Act 238 of 1975, MCL 722.622(z).
- The Michigan Penal Code, Act 328 of 1931, MCL 750.520a(q)-(r).

EFFECTIVE

October 1, 2020.

Subject(s)

JRB 2020-005

JRM 510, Reporting Unusual Incidents

JRM 510, Reporting Critical Information has been renamed JRM 510, Reporting Unusual Incidents. Discriminatory harassment information was included.

Added definition for unusual incident.

Legal base was updated to include the Deputy Directors, Bureau and Office Director Memorandum, MDHHS/DHS Alert System, February 11th, 2016 and Emergency Rules of the Department of Health and Human Services entitled "Prohibition of Prone Restraint; Procedures Involving Other Restraints in Child Caring Institutions", 2020 Mich Reg 14 (August 15, 2020), p 206.

JRM 530, Incident Reports

Provides detailed information for incident reporting. Added definition for serious injury.

Legal base was updated to include:

- Prison Rape Elimination Act (PREA), Juvenile Facility Standards, 28 CFR 115.351-115.354.
- Child Care Organizations Act, 1973 PA 116, MCL 722.112b(1)(k).

- Child Care Organizations Act, 1973 PA 116, MCL 722.112e(4).
- Child Care Organizations Act, 1973 PA 116, MCL 722.112e(10)-(13).
- Child Care Organizations Act, 1973 PA 116, MCL 722.112e(15)(a)-(g).
- Michigan Administrative Code, R 400.4150.
- Michigan Administrative Code, R 400.4159.
- Emergency Rules of the Department of Health and Human Services entitled "Prohibition of Prone Restraint; Procedures Involving Other Restraints in Child Caring Institutions", 2020 Mich Reg 14 (August 15, 2020), p 206.

JRM 530A, Incident Review

As a result of the Emergency Rules that took effect 7/16/2020, this is a new item that includes information about conducting debriefings, with youth and staff, as well as reviewing incidents within a specified amount of time.

The form related to this policy is MDHHS-5818-PREA,30-Day Sexual Abuse Incident Review.

Legal base was updated to include:

- Prison Rape Elimination Act, Juvenile Facility Standards, 28 CFR 115.386-115.387.
- Child Caring Institution Rules, Mich Admin Code, R 400.4159(6)(a) & (6)(d).
- Child Caring Institution Rules, Mich Admin Code, R 400.4162(5).
- Emergency Rules of the Department of Health and Human Services entitled "Prohibition of Prone Restraint; Procedures Involving Other Restraints in Child Caring Institutions", 2020 Mich Reg 14 (August 15, 2020), p 206.

JRM 610, Youth Restraint

This item was updated to reflect the emergency rules which took effect 7/16/2020, information from JRM 620, Mechanical Restraint

and the Juvenile Justice Delinquency Prevention Act (JJDP) limitations regarding restraint of pregnant youth.

Added definitions for chemical restraint, therapeutic intervention, mechanical restraint, personal restraint, protective device, and trauma responsive.

The legal base was updated to include:

- Juvenile Justice and Delinquency Prevention Act, 34 USC 11133.
- Foster Care and Adoption Services Act, 1994 PA 203, 722.958b(3)(h).
- Child Caring Institution Rules, Mich Admin Code, R 400.4159.
- Emergency Rules of the Department of Health and Human Services entitled "Prohibition of Prone Restraint; Procedures Involving Other Restraints in Child Caring Institutions", 2020 Mich Reg 14 (August 15, 2020), p 206.

JRM 620, Mechanical Restraint

Mechanical restraint requirements are incorporated into JRM 610, Youth Restraint. JRM 620, Mechanical Restraint is obsolete. Historical versions are still available by changing the effective date.

JRM 630, Seclusion

This policy was updated in compliance with the Prison Rape Elimination Act, Juvenile Facility Standards, Child Care Organizations Act, 1973 PA 116, and Child Caring Institution Rules.

Added definitions for licensed practitioner, seclusion and seclusion room.

The legal base was updated to include:

- Prison Rape Elimination Act (PREA), Juvenile Facility Standards, 28 CFR 115.342(b) & (c).
- Prison Rape Elimination Act (PREA), Juvenile Facility Standards, 28 CFR 115.378(b).
- Child Care Organizations Act, 1973 of 116, MCL 722.112b(1)(j).

- Child Care Organizations Act, 1973 PA 116, MCL 722.112e(9).
- Child Caring Institution Rules, Mich Admin Code, R 400.4101(z).
- Child Caring Institution Rules, Mich Admin Code, R 400.4137(1).
- Child Caring Institution Rules, Mich Admin Code, R 400.4160.
- Child Caring Institution Rules, Mich Admin Code, R 400.4161(a)-(h).
- Child Caring Institution Rules, Mich Admin Code, R 400.4162(1)-(5).
- Child Caring Institution Rules, Mich Admin Code, R 400.4163(1) & (2).
- Child Caring Institution Rules, Mich Admin Code, R 400.4164.

GRETCHEN WHITMER GOVERNOR

STATE OF MICHIGAN DEPARTMENT OF HEALTH AND HUMAN SERVICES LANSING

ROBERT GORDON DIRECTOR

IV-D MEMORANDUM 2020-002

TO: All Friend of the Court (FOC) Staff All Prosecuting Attorney (PA) Staff All Office of Child Support (OCS) Staff All State Court Administrative Office (SCAO) Staff

FROM: Erin P. Frisch, Director Office of Child Support

DATE: January 17, 2020

SUBJECT: Documenting Parental Engagement and Revised Order Entry Methods

ACTION DUE: None

POLICY EFFECTIVE DATE: January 24, 2020

PURPOSE:

This IV-D Memorandum introduces policy on documenting whether parents are engaged in establishing their new or modified child support orders. Federal regulation1 requires states to track and analyze order and payment data to ensure that support amounts calculated with the guidelines are appropriate, and deviations from the guidelines are limited. One of the required data elements, rates of default, will be evaluated further by quantifying parental engagement during the establishment of new and modified orders. The collection of this data will assist SCAO with its review of the Michigan Child Support Formula (MCSF).

OCS will implement the following changes with the Michigan Child Support Enforcement System (MiCSES) 10.3 Release on January 24, 2020:

- The ability to document parental engagement in establishing new or modified child support orders. OCS will add data fields to the MiChildSupport Calculator (CALC)2 and

UPDATE(S): [X] Manual [X] Form(s)

1 Ref: 45 Code of Federal Regulations (CFR) 302.56(h)(2). The regulation was revised in the Flexibility, Efficiency, and Modernization in Child Support Enforcement Programs final rule, which was published on December 20, 2016.

2 This change only applies to the MiChildSupport Calculator in MiCSES – not the MiChildSupport Calculator that is available to the public. In this memorandum, the MiChildSupport Calculator in MiCSES will be referred to as the MiCSES Calculator, which is the CALC screen in MiCSES. Ref: MiCSES Screen Description: CALC – MiChildSupport Calculator for more information on the CALC screen.

Order Preparation and Entry (OPRE)³ screens in MiCSES to help IV-D staff track parental engagement for SCAO's quadrennial review⁴ of the MCSF; and

- A revised list of values to ensure that IV-D workers accurately document how an order is entered. OCS will update the list of values in the OPRE screen's *Entry Method* field to help SCAO evaluate data that is required by federal regulation⁵ for improving the MCSF.⁶

OCS has revised policy in Section 3.45, "Review and Modification," and Section 4.20, "Support Recommendations and Order Entry," of the *Michigan IV-D Child Support Manual* to reflect these changes. Within Sections 3.45 and 4.20, significant changes to the policy since its last publication are indicated by a change bar in the right margin of the manual section. Reorganized content or content that has not been substantively updated with new information or policy is not identified with a change bar.

This IV-D Memorandum also announces an update to the *Calculation Results* Template (CALCRSLT)⁷ to include one of the fields that will be added to the MiCSES Calculator.

DISCUSSION:

Federal regulations⁸ require states to:

- Track deviations from the guidelines, orders based on imputed income, orders based on the low-income adjustment, and rates of default; and
- Compare payments on orders with those same characteristics.⁹

SCAO will use the order and payment data to evaluate whether applying the MCSF results in order amounts that:

- Are appropriate given the parents' resources and family circumstances; and
- Could lead to more reliable child support payments.

Identifying the number of deviations from the guidelines may help SCAO and the Michigan Child Support Formula Committee determine whether the normal application of the formula too often results in an unfair or unjust outcome that requires a deviation.¹⁰

One of the data elements that the federal regulation requires states to track and analyze is the rates of default. A default order may indicate that the parents were not engaged in the process of establishing their order. However, often a default order may result even though a parent did engage in one or more ways to establish his/her order. To identify when this happens and evaluate these default orders, Michigan will also track parental engagement. Recording this data will help SCAO and the Michigan Child Support Formula Committee better understand the

³ Ref: [MiCSES Screen Description: OPRE – Order Preparation and Entry](#) for more information on the OPRE screen.

⁴ Michigan is required to review its guidelines every four years. Ref: 45 Code of Federal Regulations (CFR) 302.56(e).

⁵ 45 CFR 302.56(h)(2)

⁶ SCAO is responsible for analyzing the data required by the federal regulation and for reviewing the guidelines.

⁷ Ref: [Section 4.20, "Support Recommendations and Order Entry," Subsection 3.6, "Calculation Results \(CALC\) Template,"](#) of the *Michigan IV-D Child Support Manual*.

⁸ Ref: 45 CFR 302.56(h)(2).

⁹ MiCSES already tracks orders established using imputed income and the low-income adjustment as well as deviations from the guidelines and default orders.

¹⁰ Ref: 2017 MCSF 1.04 or more information about deviations.

results and impacts of previous formula revisions. It will also help Michigan track how the IV-D program is doing on engaging parents in the key milestones of order establishment and modification.

OCS and all of the IV-D program partners want to meaningfully engage parents in the process of establishing their orders in an effort to encourage parents to comply with the orders they participate in creating. Documenting parental engagement, particularly in the establishment of default orders, will help SCAO:

- Identify when parents are and are not engaged in the process of establishing their orders; and
- Analyze the impact of their engagement on whether they comply with their orders.

Representatives from SCAO, FOCs, PAs and OCS decided to effectively evaluate the rates of default by tracking the parents' level of engagement throughout the two stages of the establishment process. Parental engagement will be tracked:

- During the calculation of support; and
- Between the calculation of support and order entry.

- **Documenting Parental Engagement**

Parental engagement will be measured as follows:

- When the support amount is calculated, a parent is engaged if (s)he provided information for the support calculation; and
- After the support is calculated and when the order is entered, a parent is engaged if (s)he participated at any time during this period.

These stages are detailed below.

a. Providing Information for the Support Calculation

IV-D workers use several types of information to calculate an appropriate support amount, and they obtain this information from parents whenever possible. The information provided by parents includes, but is not limited to, income, health care, child care, and family size. Parents may provide this information verbally or in writing; communication methods include completing questionnaires, participating in an interview, or responding to a phone call.

Beginning January 24, 2020, IV-D workers will document whether one **or** both parents provided any information for the calculation of support, whether in writing, in person, or over the phone. They will indicate this on the MiCSES Calculator and the OPRE screen.

MiCSES Calculator – *List* Page and *Family* Tab

On the *List* page, a IV-D worker will select whether one or both parents provided information. After clicking “new calculation,” the *List* page can no longer be updated. If IV-D workers need to change this selection later during the calculation of the support order, they will update it on the *Family* tab of the MiCSES Calculator.¹¹ However, if IV-D workers need to change their selection after the calculation is saved, they will do so on the OPRE screen.

OPRE Screen – *Support Setup* Tab

When the calculation is imported to the OPRE screen, MiCSES will transfer the information from the *Family* tab of the MiCSES Calculator to the OPRE screen in the *Provided Info* checkbox on the *Support Setup* tab.¹² If a parent provides information for the support calculation after the calculation is imported to the OPRE screen, a IV-D worker will indicate this on the OPRE screen. Updating the OPRE screen will not retroactively update the information in the MiCSES Calculator.

A. Participation Between the Calculation of Support and Order Entry

IV-D workers will document whether one or both parents participated at any time after the calculation of support and before the new or modified order is entered. Participation includes, but is not limited to:

- **Attending a hearing;**
- **Initiating or responding to phone calls;**
- **Returning questionnaires or providing other documentation; or**
- **Participating in an interview or mediation.**

IV-D workers will document participation on the OPRE screen in the *Participation* field on the *Order Detail* tab. IV-D workers will document whether parents participated by selecting “plaintiff,” “defendant,” “neither,” “both,” or “unknown” in the *Participation* field.

I. Documenting the Order Entry Method

¹¹ Ref: *MiCSES Screen Description: CALC – MiChildSupport Calculator* for more information about completing these fields.

¹² Ref: *MiCSES Screen Description: OPRE – Order Preparation and Entry* for more information on completing this field on the OPRE screen.

A revised list of values for the *Entry Method* field on the OPRE screen's *Order Detail* tab will be available on January 24, 2020. These values will allow IV-D workers to accurately identify how a support order was entered. The most commonly used entry methods will be placed near the top of the list. This is a mandatory field.

Prior to the changes described in this IV-D Memorandum, the *Entry Method* field was prepopulated with a value that the IV-D worker could change. This field will no longer have a prepopulated value. IV-D workers will select a value consistent with how the judge's signature was obtained to finalize the order. When no other value applies, IV-D workers will select "judicial hearing."

The values¹³ listed below are in the order that they will appear in the *Entry Method* field:

Value	New or Revised	Description of Value
FOC 21-Day Proposed Order	New	Order following an FOC recommended order with a statutory 21-day objection period.
Consent Order	Revised	Order based on an agreement of the parties, also known as a stipulation. This value combines two of the existing values, Consent Referee and Consent Judicial.
Judicial Hearing	Revised	Order resulting from a hearing held by a judge.
Default with Hearing (Entry of Judgment)	Revised	Default order entered after a hearing is held and one party presents evidence. ¹⁴
Default Without Hearing (Entry of Proposed Judgment)	Revised	Default order where a hearing is not held and the proposed judgment is sent 14 days in advance. A party may object to the proposed judgment. ¹⁵
Referee Recommendation/Hearing	Revised	Proposed order resulting from a referee-held hearing/recommendation.
Judicial De Novo (Objection to Referee Recommendation)	Revised	Order entered after a judicial hearing resulting from an objection to a referee recommendation/hearing.
Private/Unknown ¹⁶	New	Non-IV-D order or when entry details are unknown.
Other State's Order	Existing	Order received from another state.

¹³ Ref: *MiCSES Screen Description: OPRE – Order Preparation and Entry* for more information about the list of values.

¹⁴ Ref: Michigan Court Rule (MCR) 3.210(B)(4)(a).

¹⁵ Ref: MCR 3.210(B)(4)(b).

¹⁶ This value replaces a blank value that was removed.

Value	New or Revised	Description of Value
Administrative	New	IV-D office activity effectuating terms of an order (e.g., redirection, abatement). This does not result in a new order being entered.

II. Revisions to Sections 3.45 and 4.20

B. Revisions to Section 3.45

Revised Subsection 7.3, “Gathering Information,” to add the requirement for IV-D workers to document whether parents provided information for the support calculation;

Added references to Section 4.20 for more information about updating the MiCSES Calculator and OPRE screens; and

Removed references to the date that IV-D workers were required to use the MiCSES Calculator.

C. Revisions to Section 4.20

Removed references to the *Child Support Recommendation (GUIDLINE)* template;

Added Subsection 3.2.1, “Providing Information for the Support Calculation” to discuss documenting whether parents provided information for the support calculation and the new fields for indicating this on the MiCSES Calculator and the OPRE screen;

Added Subsection 4.2.2, “Order Entry Methods” to describe revisions to the *Entry Method* field on the OPRE screen;

Added Subsection 5.1, “Parental Participation,” to provide information on documenting whether parents participated before the order was entered; and

Removed references to the date that IV-D workers were required to use the MiCSES Calculator.

III. Update to the *Calculation Results* (CALCRSLT) Template

OCS has added a *Provided Information for Support Calculation* field to the *Family/Children Details* section to record whether either parent provided information for the calculation of support.

NECESSARY ACTION:

Review Sections 3.45 and 4.20 of the *Michigan IV-D Child Support Manual*. For those maintaining a hard copy of the manual, print the manual sections and add them to the manual. Discard the previously published versions of Section 3.45 (published March 4, 2019) and Section 4.20 (published September 25, 2017).

The updated CALCRSLT template published with this memorandum replaces the CALCRSLT template (Rev. 12/16), which was last published with IV-D Memorandum 2016-035, *Implementing the 2017 Michigan Child Support Formula (MCSF) and Transitioning National Medical Support Notice (NMSN) Processing to the NMSN Processing Unit*.

REVIEW PARTICIPANTS:

Enforcement Work Improvement Team
Establishment Work Improvement Team
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CC:

None

SUPPORTING REFERENCES:

Federal
45 CFR 302.56(e)
45 CFR 302.56(h)(2)

State
MCR 3.210(B)(4)(a)
MCR 3.210(B)(4)(b)

ATTACHMENTS:

Section 3.45: Review and Modification

Section 4.20: Support Recommendations and Order Entry

CALCRSLT: *Calculation Results* Template

EPF/ALC

IV-D MEMORANDUM 2020-006

TO: All Attorney General (AG) Child Support
Division Staff
All Friend of the Court (FOC) Staff
All Prosecuting Attorney (PA) Staff
All Office of Child Support (OCS) Staff

FROM: Erin P. Frisch, Director
Office of Child Support

DATE: February 27, 2020

SUBJECT: Internal Revenue Service's (IRS's) Background Investigation
Requirements: Local Office Preparation Encouraged

UPDATE(S):

Manual

Form(s)

ACTION DUE: May 29, 2020 (Recommended)

POLICY EFFECTIVE DATE: Upon receipt

PURPOSE:

This IV-D Memorandum announces the IRS's mandated background investigation requirements for safeguarding and protecting federal tax information (FTI).¹⁷ These requirements include background and citizenship or residency checks of current and prospective IV-D staff to determine their suitability for accessing FTI within the IV-D program. This IV-D Memorandum also explains state law that grants Michigan the authority to conduct IRS background investigations¹⁸ for FTI purposes.

In addition, this memorandum provides an overview of the background investigation process and actions that IV-D offices may take to prepare for implementation of the requirements. OCS has tentatively scheduled implementation for local offices in late summer or early fall of 2020 and will announce the implementation date in a future publication. OCS recommends IV-D offices take steps as described in this memorandum to prepare for implementation. In March 2020, OCS will begin preparations to implement the fingerprint-based background investigations only for State of Michigan IV-D employees hired by OCS. At a future date, OCS will publish updated policy with instructions on the fingerprinting procedure and background investigation process, required training, and forms.

¹⁷ FTI includes any tax return or return information that the IV-D program receives from the IRS for purposes of locating individuals who owe child support, establishing child support obligations, and collecting child support obligations. Ref: [Section 1.10, "Confidentiality/Security," of the Michigan IV-D Child Support Manual](#) for more information on FTI.

¹⁸ In this memorandum, the IRS background investigation is alternately referred to as "background investigation" or "background check."

OCS recognizes the complexities of coordinating statewide fingerprinting of prospective and current IV-D staff. OCS will continue to work with Michigan Department of Health and Human Services (MDHHS) staff; the Michigan Department of Civil Service (Civil Service); the Michigan State Police (MSP); the Department of Technology, Management & Budget (DTMB); contractors; and FOC, PA, AG and State Court Administrative Office (SCAO) partners to develop a statewide rollout plan and timeframes for the completion of background checks.

This IV-D Memorandum provides the following information related to background investigations:

- A. Legal requirements;
- B. Individuals subject to the background investigation requirements;
- C. Background investigations;
- D. Accessing fingerprint-based Criminal History Record Information (CHRI; pronounced “Cry”);
- E. Preparation for implementation of the background investigation requirement;
- F. Fingerprint-based background check suitability criteria and appeals process;
- G. MSP-required training for users accessing CHRI and/or CHRIS;¹⁹
- H. Disclosure of fingerprint-based CHRI;
- I. Audits of IV-D offices that handle fingerprint-based CHRI; and
- J. Background check reinvestigations.

DISCUSSION:

OCS receives FTI from the IRS for IV-D purposes; OCS then provides access to the FTI to Michigan’s IV-D staff. OCS is required by the Internal Revenue Code (IRC) 6103(p)(4)(C) to safeguard FTI in accordance with IRS requirements found in the [IRS Publication 1075: Tax Information Security Guidelines for Federal, State and Local Agencies](#). In 2016, the IRS revised the *Publication 1075* to require state and local agencies to conduct background investigations on current and prospective employees who will have access to FTI. Individuals must have a favorable Federal Bureau of Investigation (FBI) local background investigation and a citizenship or residency verification to be granted access to FTI.²⁰

In 2018, the Public Employee Fingerprint-Based Criminal History Check Act²¹ (Michigan Compiled Laws [MCL] 15.651 – 15.654)²² granted local and state agencies the authority to conduct background investigations for FTI purposes.

In January 2020, MDHHS (OCS’s umbrella agency) published department-wide policy²³ on the IRS-mandated background investigations with an effective date of March 1, 2020. Beginning in March 2020, OCS will take steps to implement the fingerprint-based background investigations

¹⁹ CHRIS refers to the Michigan State Police Criminal History Record Internet Subscription Service (CHRIS) System. Ref: Section D(1) of this memorandum for more information.

²⁰ In September 2018, the IRS audited OCS and issued a significant finding that stated: “The agency does not have written background investigation policy and procedures to determine the suitability of agency personnel, support personnel in other state agencies, and authorized contractors prior to granting them access to FTI.”

²¹ Public Act 427 of 2018

²² The FBI approved the state law in May 2019.

²³ Ref: *Administrative Policy Security (APS) 1250-04, Employee Background Check*.

only for State of Michigan IV-D employees hired by OCS. County office IV-D staff do not need to take action at this time, and OCS will provide more information soon regarding the fingerprinting and background check process.

OCS will continue to work with MDHHS, MSP, DTMB, the FOC/PA focus group, and SCAO representatives to develop a process for implementation of background investigations within each IV-D office for current and prospective IV-D staff.

- **Legal Requirements**

- D. Federal Requirements: IRS *Publication 1075***

Background investigations²⁴ must include, at a minimum:

- FBI fingerprinting and a fingerprint-based background check;
- A local law enforcement check; and
- A citizenship or residency check.

Additionally, agencies receiving FTI from the IRS must adhere to the following IRS *Publication 1075* background investigation requirements:

- Develop a written policy that requires individuals with access to FTI to have completed a favorable background check;²⁵
- Identify all IV-D employees or IV-D contractors who currently have access to FTI and have not completed the required screening, and initiate a background check;
- Establish background check result criteria that define requirements for preventing or removing an individual's access to FTI;
- Ensure a reinvestigation is conducted within 10 years from the date of the previous background investigation for individuals requiring access to FTI; and
- Make a sample of background investigations available for inspection upon request from IRS auditors.

- E. State Law: Public Employee Fingerprint-Based Criminal History Check Act²⁶**

The Public Employee Fingerprint-Based Criminal History Check Act grants local and state agencies that receive or access FTI the authority to implement the IRS background investigations. It authorizes the FBI fingerprinting of individuals who access FTI and/or federal information databases with FTI. Additionally, this act:

²⁴ IRS *Publication 1075*, Section 5.1.1

²⁵ OCS is responsible for this requirement and is meeting it by issuing this memorandum and future policy materials.

²⁶ Ref: MCL 15.651 – 15.654.

- Grants the authority for an agency requesting FBI fingerprints to receive Criminal History Record Information (CHRI) from the MSP and FBI;
- Prohibits the disclosure of fingerprint-based criminal history check results to contractors;²⁷
- Permits fingerprint-based criminal history results to be shared between local and state agencies upon written request; and
- Prescribes penalties for the inappropriate release of fingerprint-based criminal history check results.

IV. Individuals Subject to the Background Investigation Requirements

F. IV-D Staff

IV-D office directors or designees will ensure all IV-D staff,²⁸ IV-D contractors and IV-D subcontractors complete favorable background investigations.

Although there are some IV-D staff who do not routinely access FTI to perform their IV-D tasks or responsibilities, it has been determined that with rare exception **all** professionals performing IV-D duties will be subject to the IRS background investigation requirement. Once staff are designated as “IV-D” (either in whole or in part),²⁹ they are granted free and largely unrestricted access to IV-D offices, IV-D computer systems, and hard-copy files that may contain FTI. As a result of that unrestricted access, IV-D staff may intentionally or unintentionally come across FTI.³⁰

By requiring all IV-D staff to undergo an IRS background investigation, Michigan’s child support program will avoid the complex and costly physical and electronic separation of staff. Those separations would require some IV-D staff (those with FTI access) to have unrestricted access to all IV-D physical and virtual (electronic) spaces, while other IV-D staff (those without intended FTI access) would have strict limitations for accessing IV-D physical and virtual spaces.

G. Rare Exception: IV-D Contractors Who Do Not Have Access to IV-D Systems

There are some workers who perform IV-D work but do not have access to FTI and, in fact, would **not** unintentionally come across FTI because of strict physical and virtual separation from other IV-D staff or offices. Primary examples would be contractors or

²⁷ Contract staff must not have access to fingerprint-based criminal history check information for making FTI suitability determinations. Ref: Subsection H, “Disclosure of Fingerprint-Based CHRI,” of this memorandum for more information.

²⁸ The primary, but not sole, examples of IV-D staff who are subject to the IRS background check requirements are staff in FOC, PA, OCS, AG or SCAO offices.

²⁹ Ref: [IV-D Memorandum 2012-012, Time Documentation](#), for more information on time documentation for personnel costs charged to the Title IV-D Cooperative Reimbursement Program (CRP) contracts.

³⁰ For example, IV-D staff may access FTI during their normal course of business if they print FTI and mail it to a member of a case.

subcontractors³¹ performing specific and narrow IV-D duties, grant evaluators, and others working on IV-D grant-related or special projects who do not have unrestricted access to IV-D physical locations or IV-D data systems.

Example of a Rare Exception:

OCS has a statewide contract for genetic testing services. The contractor is paid using IV-D funds and is subject to IV-D confidentiality requirements pursuant to the contract. However, the contractor is located in its own facility, does not have unrestricted access to IV-D physical locations, and does not have access to IV-D data, files or computer systems containing FTI. After the implementation of the IRS background investigations, if genetic testing contracted staff visit a IV-D office, they must sign a visitors log and be escorted while in the facility. Consequently, genetic testing contracted staff will **not** undergo an IRS background investigation.

V. Background Investigations

Some IV-D offices already conduct a local law enforcement check and a citizenship or residency check for all new employees. However, the required FBI fingerprinting and fingerprint-based criminal history checks for FTI purposes are distinct procedures that are not met by any other criminal history check that offices may perform.

Below is an overview of the background investigation process and requirements. OCS will provide more detail as it becomes available. Information provided in subsequent sections of this policy is specific to FBI-fingerprint based background investigation requirements.

H. FBI Fingerprinting and Fingerprint-Based Criminal History Check³²

FBI Fingerprinting and Criminal History Results

A criminal history background check is performed through an individual's name and fingerprint search. Criminal history records received from the FBI may only be used for the specific purpose requested.³³ Therefore, if IV-D staff have been fingerprinted in the past for a purpose other than suitability to access FTI, they must be fingerprinted again for FTI purposes.

³¹ OCS must notify the IRS prior to executing any agreement to disclose FTI to a contractor. Contractors consist of, but are not limited to, cloud computing providers, consolidated data centers, off-site storage facilities, shred companies, technology support, or tax modeling/revenue forecasting providers. Ref: Section 11.3 of the IRS *Publication 1075* for information on disclosing FTI to contractors.

³² Ref: MCL 15.654.

³³ Ref: 28 Code of Federal Regulations (CFR) 20.33.

Designated MDHHS, OCS, DTMB or local office staff will instruct IV-D staff to complete a fingerprint background check request form provided by the MSP and bring it with them to an approved live-scan vendor.³⁴ After fingerprinting an individual, the approved live-scan vendor will send the scanned fingerprints to the MSP to be run through the FBI's Integrated Automated Fingerprint Identification System.³⁵ The MSP will receive from the FBI any CHRI³⁶ that matches with the fingerprinted individual.

FBI Fingerprinting Locations

Authorized MDHHS, OCS or local IV-D office personnel will instruct IV-D staff to go to an Idemia³⁷ fingerprinting location. OCS is working to determine whether mobile fingerprinting units are available for state and local IV-D offices. MSP representatives have indicated that fingerprinting for FTI purposes at sheriff's offices is not currently available. OCS is also exploring other approved live-scan vendors and location options that local IV-D offices may use. At this time, IV-D staff should anticipate traveling to a fingerprinting location.

FBI Fingerprinting Costs

OCS will cover fingerprinting costs for all IV-D staff in MDHHS, DTMB, SCAO, AG, and local IV-D offices, and for OCS contractors. Fingerprinting costs include the state and federal background check fee collected by the MSP and the fingerprint vendor charges to do the actual fingerprinting.

I. Local Law Enforcement Check³⁸

State and local government agencies with access to FTI must complete a local background check on prospective IV-D workers. This includes a check of:

- Local law enforcement agencies where the individuals who will have access to FTI have lived, worked and/or attended school within the last five years; and
- If applicable, the appropriate agency regarding any identified arrests.³⁹

³⁴ Live-scan fingerprinting means fingerprints are rolled across a glass plate and scanned.

³⁵ The Integrated Automated Fingerprint Identification System, known as the IAFIS, is a national fingerprint and criminal history information system maintained by the FBI's Criminal Justice Information Services (CJIS) Division.

³⁶ CHRI includes personal descriptors regarding an individual and information on misdemeanor convictions and felony arrests and convictions.

³⁷ Idemia is an FBI-approved vendor that provides live-scan fingerprinting services. The State of Michigan has contracted with Idemia for fingerprinting services.

³⁸ IRS *Publication 1075*, Section 5.1.1

³⁹ IRS *Publication 1075*, Section 5.1.1

IV-D offices may use the Internet Criminal History Access Tool (ICHAT) for local background checks.⁴⁰ ICHAT⁴¹ provides access to Michigan's public records (arrests, charges, and judicial disposition) of all felonies and serious misdemeanors that are punishable by over 93 days of incarceration. IV-D offices are not required to rerun ICHAT checks for existing IV-D workers on whom an ICHAT has already been performed.

J. Citizenship or Residency Validation⁴²

For each new IV-D worker hired after November 16, 1986, IV-D offices complete the United States Citizenship and Immigration Services (USCIS) [Form I-9](#) to document verification of the worker's identity and authorization to work in the United States. Within three days of completion of Form I-9, IV-D offices will process any new IV-D worker through E-Verify⁴³ to assist with verification of his/her status and the documents provided with Form I-9.

IV-D offices are not required to conduct another citizenship or residency validation for existing IV-D workers for whom a validation has already been performed.

VI. Accessing Fingerprint-Based Criminal History Record Information (CHRI)

K. The Michigan State Police Criminal History Record Internet Subscription Service (CHRIS) System

The MSP maintains CHRI in the CHRIS system. CHRIS is a secure website that allows authorized users to receive background check information in real time. CHRI consists of:

- Any notations or other written or electronic evidence of an arrest, detention, complaint or other formal criminal charge relating to an identifiable person; and
- Identifying information regarding the individual, as well as the disposition of any charges.

The results of the fingerprint search will include a national agency check, which allows agencies receiving FTI to check an applicant's criminal history in all 50 states.

L. Obtaining Authorized Access to CHRI and CHRIS

⁴⁰ Ref: [SCAO Administrative Memorandum \(ADM\) 2009-01, Criminal History Background Checks for Prospective and Existing Friend of the Court \(FOC\) Employees](#), for information on using ICHAT for prospective and existing FOC employees.

⁴¹ ICHAT is free for government agencies. There is a process for government agencies to obtain an agency code so they can use ICHAT without charge.

⁴² IRS *Publication 1075*, Section 5.1.1

⁴³ The online E-Verify system is free of charge; it is located at <https://www.e-verify.gov/>.

Access to CHRI and CHRIS is authorized and strictly monitored by designated MSP staff. Each IV-D office must use the CHRIS system for reviewing FBI fingerprint-based background check information that was obtained for the purposes of accessing FTI. CHRI in CHRIS is a subset of the criminal justice information that the FBI CJIS⁴⁴ provides to civil agencies in order to perform employment determinations. As a recipient of criminal history records, IV-D offices must comply with state and federal laws and CJIS security policy.⁴⁵

Each IV-D office director or his/her designee will complete an application to request access to CHRIS for FTI purposes. OCS will provide more information on required MSP forms before the implementation of statewide background checks.

Prior to granting state and local agencies access to CHRIS, the MSP requires state and local agencies determine a Local Agency Security Officer (LASO) and other authorized personnel who will have access to CHRI and/or CHRIS. Personnel authorized to access CHRI and/or CHRIS⁴⁶ within each IV-D office will be limited to:

- **The LASO;**
- **The CHRIS Administrator(s); and/or**
- **An individual(s) in a hiring manager role.**

Only one person in a IV-D office may serve as the LASO. However, offices may identify one or more individuals to serve in the roles of CHRIS Administrator and hiring manager.

An individual(s) selected for the LASO, the CHRIS Administrator, and hiring manager role can be the same person or persons who serve as the office's Local Options Administrator, Authorized Requester, or designated security person.⁴⁷

Detailed information on the LASO, the CHRIS Administrator, and hiring manager roles is listed below.

Local Agency Security Officer (LASO)

A LASO is the IV-D office's point of contact for the safeguarding of CHRI. The LASO will:

- Be familiar with state and general requirements for handling and safeguarding access to CHRI within the IV-D office;

⁴⁴ All Michigan users of CJIS information must adhere to the requirements as outlined in the FBI CJIS security policy. Ref: the [Michigan CJIS Security Policy Addendum](#) and the FBI [CJIS Security Policy Resource Center](#).

⁴⁵ The MSP is responsible for overseeing the security and management of all criminal justice information exchanges with the State of Michigan as well as reporting compliance to the FBI.

⁴⁶ If these personnel do not access FTI, there is no authority or responsibility for them to be fingerprinted.

⁴⁷ Ref: Section 1.10 of the *Michigan IV-D Child Support Manual* for a discussion of the Local Options Administrator, Authorized Requester, and designated security person roles.

- Support policy compliance and provide training to ensure CHRI recipients follow agency policy, procedures and practices; and
- Ensure the inappropriate release of CHRI is reported to the MSP Information Security Officer.

CHRISS Administrator

The CHRISS Administrator will be responsible for:

- Adding additional authorized users⁴⁸ to the agency account;
- Coordinating the fingerprinting process;
- Accessing CHRI in CHRISS;
- Making suitability determinations after review of an individual's criminal history in CHRISS (optional);
- Securely maintaining appropriate suitability determination records for auditing purposes;
- Inactivating any agency user accounts within 24 hours of termination or a transfer to a non-authorized position; and
- Maintaining the subscription list to CHRISS.

Hiring Manager

The hiring manager role will be responsible for:

- Accessing CHRI for the purpose of making suitability determinations;
- Making suitability determinations after review of an individual's information from CHRISS, the local law enforcement check, and the citizenship or residency validation; and
- Adhering to the necessary confidentiality and safeguarding requirements of having access to CHRI.

OCS recommends that each IV-D office director or his/her designee take steps to determine the limited personnel who will safeguard and access CHRI and/or CHRISS. These individuals will play a role in reviewing the criminal history results of IV-D staff (e.g., State of Michigan employees and contracted staff) and determining their suitability to work in the IV-D program.⁴⁹ The LASO, the CHRISS users, and those who will do the suitability determinations for IV-D staff (e.g., hiring manager) may or may not be IV-D staff themselves. However, these individuals will access CHRISS only to determine the suitability of IV-D staff (all of whom have access or possible access to FTI) to do IV-D work and not other types of work or tasks.

⁴⁸ An authorized user may include personnel who are part of the employment and background check determination process for IV-D staff who require access to CHRI.

⁴⁹ Ref: Section F of this memorandum for information on the criteria used to make suitability determinations for individuals to work in the IV-D program.

VII. Preparation for Implementation of the Background Investigation Requirement

M. FOC, PA, AG and SCAO Offices

IV-D office directors or their designees in FOC, PA, AG and SCAO offices must designate an individual or individuals with the following roles for their offices:

- Local Agency Security Officer (LASO);
- CHRIS Administrator; and
- Hiring manager.

N. State of Michigan IV-D Employees

MDHHS IV-D Employees

Civil Service will coordinate background investigations for MDHHS State of Michigan IV-D employees. OCS will work closely with MDHHS to coordinate the upcoming implementation of the fingerprinting and background process for state IV-D staff.

DTMB IV-D Employees

A State of Michigan DTMB-designated staff member(s) will be responsible for coordinating the fingerprinting and screening process for DTMB State of Michigan IV-D employees.

O. IV-D Contractors

DTMB Contracted IV-D Staff

For DTMB contracted IV-D staff, a State of Michigan DTMB designated staff member(s) will be responsible for coordinating the fingerprinting and screening process. State-employed staff will make the suitability determinations for these contracted staff without sharing CHRI with contractors or vendors.

OCS Contracted IV-D Staff

For OCS contracted IV-D staff, a State of Michigan OCS designated IV-D staff member(s) will coordinate the fingerprinting process and will make the suitability determinations for these contracted staff without sharing CHRI with contractors or vendors.

c. Local Office Contracted IV-D Staff

For local contracted IV-D staff, a local government-employed designated IV-D staff member(s) will coordinate the fingerprinting process and will make the suitability determinations for these contracted staff without sharing CHRI with contractors or vendors.

VIII. Fingerprint-Based Background Check Suitability Criteria and Appeals Process

P. Suitability Criteria

In addition to requiring OCS to conduct fingerprint-based background checks, the IRS requires OCS to establish suitability criteria from the background check results that will prevent or remove an employee's access to FTI.⁵⁰

OCS worked with the MDHHS Office of Compliance and an FOC/PA focus group to develop a list of criteria to determine an employee's suitability to access FTI (i.e., to do IV-D work). Local IV-D offices will use the following suitability standards and evaluation factors to assess a IV-D worker's suitability to access FTI and therefore work in the IV-D program.

Prospective IV-D Staff

For prospective IV-D staff, the hiring manager⁵¹ will identify felonies for the following crimes and activities in determining an individual's suitability to handle FTI:

- Theft;
- Misappropriation;
- Larceny;
- Burglary;
- Robbery;
- Fraud;
- Identity theft;
- Illegal credit card use; and
- Any crime involving fraud, deceit or dishonesty with a potential for financial gain to the individual or for the benefit of another.

a. Felony Convictions Within Five Years

⁵⁰ IRS *Publication 1075*, Section 5.1.1

⁵¹ Local offices may determine that the CHRIS Administrator will perform the investigation.

If it is determined that a prospective IV-D worker has been convicted of a felony for a crime(s) listed above within five years, the candidate is not suitable to access FTI and will not be hired to work in the IV-D program.

In rare circumstances, a hiring manager may determine a prospective IV-D worker has been convicted of a felony for a crime listed above that is unusual and does not pose a reasonable risk that the individual will misuse confidential information. In these limited cases, the hiring manager will use the evaluation factors listed in Section F(1)(b) below and will escalate a request for an exception to the FOC office director, PA child support manager, or IV-D director within his/her office.

Example of a Rare Exception:

Jane (an FOC hiring manager) found that Tom (a prospective IV-D worker) was convicted of a felony four years ago for theft of retail goods. Tom's felony was not financial-related, and he has a solid history of working with confidential information in previous jobs. Jane received excellent references from Tom's previous employers. Tom reported this felony on his application with an explanation of the conviction.

Jane was confident Tom would make a positive addition to her staff and the program, so she requested an exception because the crime does not pose a reasonable risk that Tom will misuse IV-D information. Jane notified Randy (Jane's FOC office manager) and asked for an exception. Randy approved the exception and documented the reason for the determination.

b. Felony Convictions More Than Five Years Ago

If a prospective IV-D worker has been convicted of a felony listed above **more than five years ago**, the hiring manager will apply the evaluation factors listed in Section F(1)(b) below to determine if the prospective IV-D worker is suitable to access FTI and therefore work in the IV-D program.

Current IV-D staff

For current IV-D staff, their hiring manager will review records for the felonies and activities described in Section F(1)(a) above and consider the following evaluation factors:

- The specific job duties and responsibilities related to the access to FTI by the applicant/employee;
- Any impact the criminal offense(s) for which the applicant/employee was previously convicted will have on his/her fitness and trustworthiness to access

and safeguard confidential information, including FTI, and the potential risk of misuse of such information;

- The time that has elapsed since the conviction⁵² of the criminal offense or offenses;
- The seriousness of the offense(s);
- Any information produced by the applicant/employee, or produced on his/her behalf, respecting his/her rehabilitation and good conduct;
- Material or intentional false statement, deception, or fraud in the examination or appointment of a IV-D worker; and
- Any statute or regulatory bar that prevents the lawful employment of the person involved in the position in question.

If the hiring manager determines that there is a reasonable risk for the misuse of confidential information, (s)he will notify the employee, contractor, subcontractor, or prospective employee in writing that, based on the results of the background investigation findings, the individual was determined not to be (or is no longer) suitable for the position (s)he seeks/holds.

Q. Criminal History Record Appeals Process

If a fingerprint applicant wishes to challenge the accuracy or completeness of any entry in his/her background check results, the applicant can request and receive a copy of his/her CHRI. The appeals process for challenging the results will be described at a later time.

IX. MSP-Required Training for Users Accessing CHRI and/or CHRIS

The MSP requires three different types of training for staff with access to CHRI and/or CHRIS. These trainings will be separate from all other IV-D and IRS security training that staff already take. As part of the implementation planning process, the OCS Training Services team will work with the MSP to coordinate training for the LASO, the CHRIS Administrator(s), and hiring manager(s) appointed within each IV-D office using OCS's Learning Management System (LMS) as appropriate. The required MSP and CHRIS trainings are described in detail below.

R. MSP-Coordinated LASO and CHRIS Administrator Training

The MSP requires LASOs and CHRIS Administrators to complete CHRIS training before MSP will authorize access to the system. This training will provide information on completing required MSP forms, policies, auditing, training requirements, and procedures for individuals who will have access to CHRI in CHRIS. This will be an in-person classroom training coordinated by the MSP.

⁵² MDHHS policy uses the term "occurrence."

S. Enhanced Security Awareness Training for LASOs

The MSP requires the LASO within each IV-D office to take an enhanced security awareness training directed and coordinated by the MSP. The MSP is in the process of creating this training and will provide more information when it is available.

This LASO training will be required prior to a LASO assuming his/her duties but no later than six months after the LASO's initial assignment, and it will be required annually thereafter. At a minimum, this training will address the following:

- Roles and responsibilities of individuals accessing CHRI;
- Additional state/local/tribal/federal agency LASO roles and responsibilities;
- A summary of audit findings from previous MSP audits of state and local agencies;
- Findings from the last FBI audit of the IV-D office; and
- Most recent changes to the CJIS security policy.

T. Security Awareness Training for IV-D Office Staff With CHRI Access

The MSP requires agencies to establish, implement and administer Security Awareness Training that meets the minimum standards provided in the FBI CJIS Security Policy. The LASO within each IV-D office must ensure this training is provided to individuals in their office who access CHRIS and/or CHRI, whether digital or physical, within six months of their initial access to CHRI and every two years thereafter.

The Security Awareness Training will provide awareness of the security necessary for authorized personnel who access CHRI or areas where CHRI is processed while performing their daily duties. All authorized individuals who have access to CHRI must take the Security Awareness Training. MSP will ask IV-D offices to provide documentation that the training was conducted within the required timeframes.

This training will be provided by the IV-D program, not MSP. The OCS Training Services team will work with MSP to develop a web-based training on the LMS.

X. Disclosure of Fingerprint-Based CHRI53

An agency will use CHRI received from the MSP only for the purpose of evaluating an individual's qualification for **IV-D employment**. An agency, FOCs, PAs, and other government employees **must not** share an individual's CHRI with vendors or contractors even if those vendors or contractors are the individual's employer. Agencies, FOCs, PAs, and other government employees may inform vendor/contractor hiring authorities only whether an applicant has passed the fingerprint-based criminal history check.

However, an agency may provide fingerprint-based criminal history check results to:

⁵³ Ref: MCL 15.653.

- The IRS or other federal governmental entities as required by federal regulation or law; and
- Other local and state agencies that have been granted access to FTI by the IRS.

XI. Audits of IV-D Offices That Handle Fingerprint-Based CHRI

Local and state IV-D offices with personnel who have access to CHRI and/or CHRIS are subject to audits and review by the FBI and the MSP.

XII. Background Check Reinvestigations

The IRS requires that a reinvestigation of a IV-D worker's background be conducted every 10 years at a minimum. In Michigan, this 10-year reinvestigation requirement will be met with the CHRIS system's "rapback" process.⁵⁴ The rapback process is an automatic notification to the MSP of subsequent criminal history information matches for previously submitted fingerprints. The MSP will notify a IV-D office's authorized users of CHRIS when there is a new result for one of the IV-D workers in their office.⁵⁵

NECESSARY ACTION:

As appropriate, OCS recommends that IV-D offices begin discussions with unions, human resource personnel, and contracted vendors performing IV-D work regarding the implementation of the IRS background investigation requirements. OCS recommends IV-D offices determine the individual(s) who will have the LASO and/or CHRIS Administrator and/or hiring manager roles prior to implementation.

Retain this IV-D Memorandum until further notice.

REVIEW PARTICIPANTS:

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Program Leadership Group

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⁵⁴ Ref: MCL 15.654 for the authority for fingerprints stored in CHRIS to be searched against future fingerprint submissions, and any relevant results to be shared with submitting and subscribing entities.

⁵⁵ Currently, rapback is available for state CHRI. Rapback is not available for federal CHRI.

CC:

None

SUPPORTING REFERENCES:

Federal

28 CFR 20.33

IRC 6103(p)(4)(C)

IRS *Publication* 1075

State

MCL 15.651 – 15.654

SCAO ADM 2009-01

ATTACHMENTS:

None

EPF/TAM

IV-D MEMORANDUM 2020-010

TO: All Friend of the Court (FOC) Staff
All Prosecuting Attorney (PA) Staff
All Office of Child Support (OCS) Staff

FROM: Erin P. Frisch, Director
Office of Child Support

DATE: March 30, 2020

SUBJECT: Documenting the Health Care Coverage Type and Updates to the
National Medical Support Notice (NMSN)

UPDATE(S):

Manual

Form(s)

ACTION DUE: None

POLICY EFFECTIVE DATE: Upon receipt

PURPOSE:

This IV-D Memorandum announces policy and system updates to comply with a revised federal regulation⁵⁶ and state laws⁵⁷ that allow parents to meet their health care coverage obligations with public health care coverage.⁵⁸ Starting with the Michigan Child Support Enforcement System (MiCSES) 10.3.2 Release on April 3, 2020, IV-D workers will document the type of health care coverage a parent is ordered to provide on the *Medical Order Provisions (MORP)* and *Order Preparation and Entry (OPRE)* screens.

The policy changes discussed in this memorandum will be added to Sections 3.45, "Review and Modification," 4.20, "Support Recommendations and Order Entry," and 6.06, "Medical Support," of the *Michigan IV-D Child Support Manual* in a future revision of these manual sections.

This IV-D Memorandum also announces updates to the *National Medical Support Notice (NMSN)* (FEN302) that will be implemented with the MiCSES 10.3.2 Release.

Finally, this memorandum discusses future MiCSES changes related to NMSN enforcement and the entry of health care coverage types in MiCSES. These changes are planned for the MiCSES 10.4 Release in June 2020.

DISCUSSION:

State law requires the court to order one or both parents to provide health care coverage that is accessible and reasonable in cost.⁵⁹ In December 2019, OCS added text to paragraph 13 of all *Uniform Support Orders (USOs)* generated in MiCSES. This text, which replaced the

⁵⁶ Ref: 45 Code of Federal Regulations (CFR) 303.31. This federal regulation was amended by the [Final Rule: Flexibility, Efficiency, and Modernization in Child Support Enforcement Programs](#), which was published on December 20, 2016.

⁵⁷ The Friend of the Court Act (Michigan Compiled Law [MCL] 552.501 – 552.535) and the Support and Parenting Time Enforcement Act (MCL 552.601 – 552.650) were amended by House Bills 4304 and 4305 effective June 20, 2019.

⁵⁸ Ref: [IV-D Memorandum 2019-022, State Law and Uniform Support Order \(USO\) Revisions Regarding Health Care Coverage for more information about the state law revisions.](#)

⁵⁹ MCL 552.605a(2)

standard insurance provision in paragraph 2,⁶⁰ requires the parent(s)⁶¹ to provide health care coverage for the child(ren) but does not specify that the coverage must be private or public. The definition of health care coverage includes both public and private health care coverage.⁶² This ensures that most child support orders will allow parents to provide either public or private health care coverage to meet their health care coverage obligations.

- **Documenting the Health Care Coverage (HCC) Type on the OPRE and MORP Screens**

Currently, NMSNs generate on all orders with a health care coverage provision, even when a parent can appropriately comply with the order by providing public coverage. Updates in the MiCSES 10.3.2 Release will give IV-D workers the ability to document in MiCSES the type of health care coverage ordered. Therefore, if parents object to the NMSN based on the fact that they are able to provide public coverage for their child(ren), IV-D workers can verify that a parent appropriately meets his/her obligation by reviewing the type of coverage ordered on the MORP screen.⁶³ When IV-D workers identify the type of health care coverage ordered, the IV-D program can appropriately enforce the order.

U. *Health Care Coverage (HCC) Type Fields on the OPRE and MORP Screens*

With the MiCSES 10.3.2 Release, the required fields *Payer HCC Type* and *Payee HCC Type* will be added to the *Med/Dev Detail* tab on the OPRE screen and to the *Medical Insurance* tab on the MORP screen. IV-D workers will complete these fields on the OPRE screen to document the type of health care coverage the parent is ordered to provide for the child(ren). One or both *HCC Type* fields will become enabled when the *Payer Ins Ind* and/or *Payee Ins Ind* field is checked on the OPRE screen. IV-D workers will complete the *HCC Type* field only for a payee or payer who has been ordered to provide health care coverage. HCC type information entered on the OPRE screen will automatically populate the *Payer HCC Type* and/or *Payee HCC Type* on the *Medical Insurance* tab on the MORP screen.

In the *HCC Type* fields, IV-D workers will select one of three options:

Private or Public – IV-D workers will select this option when the order does not specify whether the health care coverage must be private or public, and the paragraph 13 text is inserted in the USO.

Note: Orders that allow parents to obtain public or private health care coverage give parents the greatest flexibility in meeting their health care coverage obligations and increase the likelihood of children receiving necessary medical services.

⁶⁰ The USO changes were made with the MiCSES 10.2.2 Release on December 6, 2019.

⁶¹ The court orders only parents to provide health care coverage for their child(ren). However, a court may permit a parent to provide health care coverage through a third party (e.g., a stepparent). Ref: 2017 Michigan Child Support Formula 3.05(B)(3).

⁶² MCL 552.602(n)

⁶³ A future system update will allow MiCSES to automatically determine whether to generate a NMSN based on the type of health care coverage documented on the OPRE and MORP screens. Ref: Section C of this memorandum for more information.

Private Only – IV-D workers will select this option when the order specifies that the health care coverage must be private, and the standard insurance provision in paragraph 2 is selected in the USO.⁶⁴

Public Only – IV-D workers will select this option when the order specifies that the health care coverage must be public.⁶⁵

V. Orders Entered Prior to April 3, 2020

IV-D workers may, but are not required to, retroactively update the *HCC Type* fields for orders entered after December 6, 2019⁶⁶ and before April 3, 2020 (the MiCSES 10.3.2 Release). IV-D workers may view the OPRE and MORP screens for orders entered prior to April 3, 2020 without updating the *HCC Type* fields. However, if IV-D workers make an update to either the OPRE screen or the MORP screen, they will be required to also update the *HCC Type* field if the payer or payee was ordered to provide health care coverage when the order was entered.

W. Orders Entered After April 3, 2020

IV-D workers must complete the *HCC Type* field on the OPRE screen for all orders entered after April 3, 2020 that include health care coverage.

X. County Impacts

OCS will provide a report that will include orders entered between December 6, 2019 and April 3, 2020. The report will be provided for informational purposes only. A county may use the report to retroactively update the health care coverage type on orders entered after December 6, 2019 and before April 3, 2020. Each county will determine whether and how to use the report. OCS will announce the availability of the report in an email notification and will provide more information about the report prior to its distribution.

XIII. National Medical Support Notice (NMSN)

The NMSN is the federal form approved by the Office of Child Support Enforcement (OCSE) used to enforce health care coverage. IV-D agencies must use the NMSN to enforce health care coverage where appropriate.⁶⁷ The federal NMSN consists of Part A and Part B. The Department of Health and Human Services maintains Part A, and the Department of Labor maintains Part B. Employers complete Part A to document the reason

⁶⁴ This language primarily appears in USOs not generated in MiCSES.

⁶⁵ Eligibility for public health care coverage is determined outside of the IV-D program. If ordered, public- only coverage can be enforced by sending letters to a parent or using civil contempt to show cause a parent who has not applied for public health care coverage.

⁶⁶ This is the date of the MiCSES 10.2.2 Release, when the paragraph 13 language allowing parents to provide private or public coverage was added to USOs generated from MiCSES.

⁶⁷ 45 CFR 303.32

that health care coverage is not available to the employee or the date the employer forwarded Part B to the plan administrator. Part B allows the plan administrator to respond when the employer has enrolled the dependent(s) in available health care coverage.

In October 2019, OCSE announced⁶⁸ the following modifications to Part A of the federal NMSN form, effective November 1, 2019:

- A change in the expiration date from October 31, 2019 to October 31, 2022.
- The addition of checkboxes on page 1 to designate the form as a NMSN or a termination notice.
- The addition of a bordered section on Page 2 that reads:

Additional Information for Termination Order/Notice (Optional)	
1. Effective date of medical support termination: _____	
2. Reason for termination: _____	
3. Child(ren) to be terminated:	
Child(ren)'s Name(s) (Last, First, Middle)	DOB
_____	_____
_____	_____
_____	_____

- Changes to paragraph 4 under Employer Response:
 - The *Date of Termination* field was changed to *Effective date of termination*; and
 - The *Reason for termination* field was added.
- The addition of a new paragraph 3 under Employer Responsibilities that reads:

If the Termination Order/Notice (Optional) checkbox is checked, you are required to terminate the health care coverage for the child(ren) identified in the order unless the employee has indicated that they want to continue coverage voluntarily.

With the MiCSES 10.3.2 Release, OCS will update the FEN302 in MiCSES to align with the federal NMSN form. However, OCS will not implement functionality to enable use of either

⁶⁸ Ref: [OCSE Action Transmittal \(AT\)-19-05, Revised Part A National Medical Support Notice \(NMSN\) and Instructions.](#)

of the checkboxes on page 1. IV-D workers will continue to use the *Notice Regarding Health Care Coverage* (FEN308) to terminate the NMSN.⁶⁹

The Department of Labor will update the expiration date for Part B of the NMSN at a future date.

XIV. MiCSES Changes Scheduled for June 2020

With the MiCSES 10.4 Release in June 2020, MiCSES will have the ability to automatically determine whether to generate a NMSN based on the type of health care coverage that was ordered and documented on the OPRE and MORP screens. Therefore, IV-D workers will be able to prevent unnecessary automated NMSN enforcement by correctly documenting in MiCSES the type of health care coverage that was ordered.

OCS is also planning to implement the following with the MiCSES 10.4 Release:

- Updates to the *Member Dependent Insurance* (MDIN) screen; and
- Additional functionality to address other aspects of the revised federal regulation and state laws.

OCS will publish a IV-D Memorandum announcing these changes prior to the release in June 2020.

NECESSARY ACTION:

Retain this IV-D Memorandum until further notice. Consider retroactively updating health care coverage obligations in MiCSES as discussed in Section A of this IV-D Memorandum. This IV-D Memorandum obsoletes the previous version of the FEN302 (Rev. 03/17).

REVIEW PARTICIPANTS:

Case Management Work Improvement Team
Establishment Work Improvement Team
Enforcement Work Improvement Team
Program Leadership Group

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SUPPORTING REFERENCES:

⁶⁹ Ref: [Section 6.06, "Medical Support," of the Michigan IV-D Child Support Manual](#) for more information about terminating NMSNs.

Federal

45 CFR 303.31

45 CFR 303.32

State

MCL 400.64(2)

MCL 552.602(n)

MCL 552.605a(2)

MCL 552.501 – 552.535

MCL 552.601 – 552.650

ATTACHMENT:

FEN302: *National Medical Support Notice*

EPF/CJF

IV-D MEMORANDUM 2020-017

TO: All Friend of the Court (FOC) Staff
All Prosecuting Attorney (PA) Staff
All Office of Child Support (OCS) Staff

FROM: Erin P. Frisch, Director
Office of Child Support

DATE: June 8, 2020

SUBJECT: Suppression of Forms in the Michigan Child Support Enforcement System (MiCSES) Due to the Good Cause Status of a Case

UPDATE(S): Manual Form(s)**ACTION DUE:** None**POLICY EFFECTIVE DATE:** June 12, 2020**PURPOSE:**

This IV-D Memorandum announces a correction to a system error that resulted in MiCSES' noncompliance with IV-D good cause policy and federal regulations. OCS has corrected the good cause process to include the suppression of forms sent to parties as a result of Title IV-D activity on IV-D cases with an active public assistance record and a good cause status of "P" (Pending), "E" (Good Cause Granted, End Action), or "D" (Good Cause Granted, Continue Action). Depending on the CP's good cause status, certain forms in MiCSES will be prevented from automatically or manually generating to the custodial party (CP). This change will be implemented June 12, 2020 with the MiCSES 10.4 Release.

OCS has revised *Michigan IV-D Child Support Manual* Section 2.15, "Cooperation/Noncooperation/Good Cause," to include this correction to the good cause process. OCS has also revised Section 2.15 with minor updates to clarify existing policy and reorganize some content to make it easier to understand. Significant updates to Section 2.15 since its last publication are indicated by a change bar in the right margin of the manual section. Content in Section 2.15 that has been moved or reorganized is not identified with change bars.

DISCUSSION:

- **Suppression of Forms**

Y. Background of Issue

If a CP who receives public assistance requests good cause for not cooperating with child support activity, federal regulations⁷⁰ prohibit the IV-D program from requiring or requesting information or participation from the CP. IV-D staff cannot verbally or in writing request action from him/her. However, IV-D staff can request information or assistance from the CP if the good cause claim is denied.

⁷⁰ 45 Code of Federal Regulations (CFR) 302.31(b) and (c)

OCS recently discovered an error that prevented MiCSES from suppressing forms in good cause cases. Specifically, MiCSES was generating and sending forms on IV-D cases with a good cause status that does not permit activity to establish paternity and secure support.

OCS worked with IV-D program partners to determine which case conditions and forms required suppression. The result was a correction in MiCSES to regulate the manual and automatic generation of forms depending on the good cause status of the IV-D case.

Note: Good cause is a IV-D-case-based status in MiCSES, unlike family violence, which is a member-based status. Forms suppression is based on the good cause status of the IV-D case, not the family violence indicator (FVI) of a member.

Z. Suppression Criteria

A IV-D case qualifies for forms suppression when all the following are true in MiCSES:

The *IV-D Case Type* is “A - TANF,” “M - Medicaid,” or “N - Other IV-D”;

The *IV-D Case Status* is “O - Open”;

**The *Good Cause Status* is “P” (Pending), “D” (Good Cause Granted, Continue Action), or “E” (Good Cause Granted, End Action);
and**

The public assistance record is active for the dependent(s) on the case.

IV-D workers will find the *IV-D Case Type*, *IV-D Case Status* and *Good Cause Status* on the *Case Member Details* (CASE) screen in MiCSES. The assistance record is found on the *Member Assistance History* (MAHI) screen or the *Bridges Case Information* (BRDG) screen.

AA. Suppression Rules

If a IV-D case has a good cause status of “Pending” or “Good Cause Granted, End Action,” IV-D workers will not send forms to the CP and other case recipients (non-custodial parent [NCP], employer, etc.). MiCSES will prevent the manual and automatic generation of forms to these case members.

If a IV-D case has a “Good Cause Granted, Continue Action” good cause status:

IV-D workers will not send forms that request action of the CP but will send forms that provide case information to the CP. MiCSES will suppress the manual and automatic generation of forms that

request action but will allow the manual and automatic generation of forms that provide information; and IV-D workers may send forms to other case recipients (NCP, employer, etc.). MiCSES will allow these types of forms to be generated manually and automatically.⁷¹

Note: MiCSES will not suppress intergovernmental forms when a good cause status exists. The recipient of the intergovernmental forms is the other state's intergovernmental agency, not a CP or other recipient.

A IV-D worker may access forms on a non-IV-D case with a docket in which the IV-D case has closed due to a "Good Cause Granted, End Action" status. MiCSES will not suppress forms on a non-IV-D (L-type) case because such a case is no longer a IV-D case that is bound by federal IV-D requirements; the court order remains valid and the court may issue forms as it deems appropriate.

BB. Error Messages

MiCSES will alert a IV-D worker when a form cannot be generated due to the good cause status of the case. If a IV-D worker tries to manually generate a suppressed form, a system error will display. Error messages will appear on MiCSES screens that contain form templates for generation to the CP or other recipients (NCP, employer, etc.).

Starting with the MiCSES 10.4 Release, MiCSES will:

Check the good cause status of a case when a IV-D worker tries to edit a template for a suppressed form on the *Historical Reprints* (FHST) screen. If the good cause status is "Pending," "Good Cause Granted, End Action," or "Good Cause Granted, Continue Action," MiCSES will display an error message informing the IV-D worker that the form cannot be re-created; and

Disable the Edit feature on existing forms that will be suppressed due to a good cause determination after the MiCSES 10.4 Release. For example, if a IV-D worker creates a *Paternity Complaint – Agency* (template 1060) before the release, and the case is "Pending" good cause, the *Edit* button on the FHST screen will be grayed out (unavailable) for the form after the release. The

⁷¹ The [MiCSES Customer Information Guide: Good Cause Suppressed Templates](#) shows whether forms are suppressed for the CP and other case recipients based on the good cause status of the case (Pending, End Action, or Continue Action).

IV-D worker will be unable to edit a suppressed form that was created before the release. This will prevent IV-D workers from taking time to edit forms that will not be generated and sent.

XV. Policy Updates to Section 2.15

There are several updates in Section 2.15 that increase understanding, clarify good cause policy, and provide correction. The updates are as follows:

- Correction and addition of legal references and footnotes;
- Reorganization of the “Good Cause” subsection; and
- Addition of the MiCSES form suppression feature to the good cause process.

NECESSARY ACTION:

Review Section 2.15 of the *Michigan IV-D Child Support Manual*. For those maintaining a hard copy of the manual, print the manual section and add it to the manual. Discard the previously published version of Section 2.15 (published February 29, 2016).

REVIEW PARTICIPANTS:

Case Management Work Improvement Team
Program Leadership Group

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CC:

None

SUPPORTING REFERENCES:

Federal
45 CFR 302.31(b) and (c)

State
None

ATTACHMENT:

Section 2.15: Cooperation/Noncooperation/Good Cause

EPF/AMC

IV-D MEMORANDUM 2020-021

TO: All Friend of the Court (FOC) Staff
All Prosecuting Attorney (PA) Staff
All Office of Child Support (OCS) Staff

FROM: Erin P. Frisch, Director
Office of Child Support

DATE: July 27, 2020

SUBJECT: Public Health Care Coverage Updates

UPDATE(S):

Manual

Form(s)

ACTION DUE: None

POLICY EFFECTIVE DATE: Upon receipt

PURPOSE:

This IV-D Memorandum introduces policy and system updates to comply with federal regulation⁷² and state law⁷³ revisions that allow parents to meet their health care coverage obligations with public health care coverage.⁷⁴ This IV-D Memorandum explains new functionality to manually and automatically enter public health care coverage information on the *Member Dependent Insurance* (MDIN) screen in the Michigan Child Support Enforcement System (MiCSES). This functionality will be implemented with the MiCSES 10.4.1 Release on July 31, 2020.

This IV-D Memorandum announces updates to the following sections of the *Michigan IV-D Child Support Manual*:

- Section 3.45, "Review and Modification";
- Section 4.20, "Support Recommendations and Order Entry"; and
- Section 6.06, "Medical Support."

These updates include portions of the policy that was introduced in 2019-022 and [IV-D Memorandum 2020-010, Documenting the Health Care Coverage Type and Updates to the National Medical Support Notice \(NMSN\)](#). Significant changes to the manual sections since

⁷² Ref: 45 Code of Federal Regulations (CFR) 303.31. This federal regulation was amended by the [Final Rule: Flexibility, Efficiency, and Modernization in Child Support Enforcement Programs](#), which was published on December 20, 2016.

⁷³ The Friend of the Court Act (Michigan Compiled Law [MCL] 552.501 – 552.535) and the Support and Parenting Time Enforcement Act (MCL 552.601 – 552.650) were amended by House Bills 4304 and 4305 effective June 20, 2019.

⁷⁴ IV-D staff were initially informed of these changes in [IV-D Memorandum 2019-022, State Law and Uniform Child Support Order \(USO\) Revisions Regarding Health Care Coverage](#).

their last publication are indicated by change bars in the right margin. Content that has been reorganized or reformatted since the last publication is not identified with a change bar.

This IV-D Memorandum also announces updates to medical support forms in MiCSES with the 10.4.1 release. Revisions will be made to the following forms:

- *National Medical Support Notice* (FEN302);
- *Parent Health Care Coverage Explanation Sheet* (FEN303); and
- *Notice of Noncompliance (Health Care Coverage)* (FEN304).

Note: The FEN304 is an FOC-owned form that FOCs generate in MiCSES. OCS has included an example of the FEN304 in Exhibit 6.06E2, which is being added to Section 6.06 with this publication.

Finally, this IV-D Memorandum explains an update to a federal regulation⁷⁵ which deleted the requirement that the cost of health insurance be measured based on the marginal cost of adding the child to the health insurance policy. This gives states flexibility when determining the health care coverage cost mandated by the order.⁷⁶

DISCUSSION:

Federal and state laws allow parents to meet their health care coverage obligations by obtaining and maintaining public health care coverage. Public health care coverage includes Medicaid or any other health care coverage established or maintained by a government.⁷⁷ OCS implemented this change in part in December 2019 with the updates to the MiCSES version of the *Uniform Child Support Order* (USO).⁷⁸ The MiCSES 10.2.2 Release added temporary language to paragraph 13 to allow parents to meet their health care coverage obligation with either private or public coverage.⁷⁹

In April 2020 (MiCSES 10.3.2 Release), updates to the MiCSES screens *Medical Order Provisions* (MORP) and *Order Preparation and Entry* (OPRE) allowed IV-D workers to document the type of health care coverage a parent is ordered to provide (e.g., private or public, private only, or public only).⁸⁰

With the MiCSES 10.4.1 Release (July 31, 2020), OCS will implement functionality to allow the automated and manual documentation of public health care coverage on the MDIN screen. This functionality also addresses when MiCSES will automatically generate the *National Medical Support Notice* (NMSN) to enforce health care coverage.

A. Public Health Care Coverage Information on the MDIN Screen

The MDIN screen documents member health care coverage details. With the MiCSES 10.4.1 Release, the MDIN screen will document information for public health care

⁷⁵ 45 CFR 303.31

⁷⁶ Michigan is not changing how reasonable cost is calculated.

⁷⁷ MCL 552.502a(g); MCL 552.602(bb)

⁷⁸ The State Court Administrative Office (SCAO) will modify its *Uniform Child Support Order* for the MiCSES Release in December 2020.

⁷⁹ Ref: [Section 4.20, "Support Order Recommendations and Order Entry," of the Michigan IV-D Child Support Manual](#) for information on meeting health care coverage obligations with private or public health care coverage.

⁸⁰ Ref: Section 4.20 of the *Michigan IV-D Child Support Manual* for more information about health care coverage types.

coverage. MiCSES will automatically update the MDIN screen daily with Medicaid⁸¹ information from the *Member Assistance History* (MAHI) screen. Updating the MDIN screen with this information will prevent MiCSES from automatically issuing a NMSN when a parent is complying with his/her order by providing public health care coverage for the child(ren).

CC. Initial Update From the MAHI Screen to the MDIN Screen

With the MiCSES 10.4.1 Release, an initial process will update the MDIN screen with *current* Medicaid information for all active dependents with a MAHI record.⁸² If the grantee⁸³ on the case is the parent who has been ordered to provide coverage, (s)he will be identified as the subscriber on the MDIN screen and will receive credit for insurance. The initial update of Medicaid information on the MDIN screen will not include historical data from the MAHI screen (i.e., it will not include previous periods when the member was on or off Medicaid). After the initial update, MiCSES will update the Medicaid information on the MDIN screen daily.

DD. Manually Updating Public Health Care Coverage Information on the MDIN Screen

If a parent notifies a IV-D worker that (s)he has obtained Medicaid or other public health care coverage that is not documented on the MDIN screen, the IV-D worker may update the MDIN screen with the coverage information. The IV-D worker will update the MDIN screen only if the parent provides proof of coverage or the IV-D worker is able to verify coverage on a Business Objects report.⁸⁴ IV-D workers will be unable to revise Medicaid information on the MDIN screen that was automatically updated from the MAHI screen.

XVI. NMSN Enforcement of Public Health Care Coverage

The NMSN is the federal form approved by the federal Office of Child Support Enforcement (OCSE) used to enforce employer-based health care coverage. When a parent is ordered to provide health care coverage for his/her child, MiCSES sends the NMSN to the parent's employer to enroll the child in the employer-based insurance if it is available at a reasonable cost.

The NMSN will not always be the appropriate enforcement tool because parents may meet their health care coverage obligation with either public or private health care coverage. The order to provide health care coverage will not be enforced with a NMSN when the parent who is ordered to provide either public or private coverage has provided Medicaid or other public health care coverage as documented on the MDIN screen.

⁸¹ Medicaid is public health care coverage, not insurance, but will be documented on the MDIN screen along with private insurance.

⁸² Ref: [MiCSES Screen Description: MDIN – Member Dependent Insurance](#) for information about how the Medicaid data will appear on the MDIN screen.

⁸³ The grantee is the person receiving assistance for the child.

⁸⁴ Business Objects Report QN-015, *Case Composition by Case Number*

However, when a parent who has been ordered to provide either private or public health care coverage stops providing public coverage, it will be appropriate to enforce the order with a NMSN. In this circumstance, MiCSES will automatically generate a NMSN.

XVII. Updates to Manual Sections

OCS has revised medical support policy in Sections 3.45, 4.20 and 6.06 of the *Michigan IV-D Child Support Manual*. The significant revisions to each manual section are listed below.

EE. Section 3.45, “Review and Modification”

- Revised the grounds for an FOC-initiated review of health care coverage;
- Updated the definition of health care coverage; and
- Clarified the purpose of the *Nxt Rvw Dt* field in MiCSES.

FF. Section 4.20, “Support Recommendations and Order Entry”

- Explained that recommendations for health care coverage in child support orders will include that health care coverage can be private or public;
- Described how to update the health care coverage type fields on the OPRE and MORP screens;
- Described the limited circumstances when both parents should be ordered to provide health care coverage; and
- Updated references to incorporate federal and state legislative changes.

GG. Section 6.06, “Medical Support”

- Updated references to health care coverage to be consistent with the definition in the federal regulation;⁸⁵
- Clarified that the federal regulation no longer requires that the reasonable cost percentage/amount be determined using the cost difference between self-coverage and self and child(ren) coverage;
- Explained the circumstances under which it is appropriate to use the NMSN to enforce health care coverage;
- Clarified that accessibility is a reason for parents to object to the NMSN;
- Explained that public health care coverage will be documented manually and automatically on the MDIN screen;
- Updated references to incorporate federal and state legislative changes; and
- Deleted the subsection “Medicaid and MIChild Health Insurance Coverage” and added the subsection “NMSNs and Public Health Care Coverage,” which discusses when to send the NMSN if the parent ordered to provide health care coverage has obtained public health care coverage.

⁸⁵ 45 CFR 303.31

XVIII. Medical Support Form Revisions**HH. *National Medical Support Notice (NMSN) (FEN302)***

The federal NMSN consists of Part A and Part B. The Department of Health and Human Services (DHHS) maintains Part A of the NMSN, and the Department of Labor maintains Part B of the NMSN. OCSE announced a change in the expiration date of Part B of the NMSN from October 31, 2019 to October 31, 2022.⁸⁶ OCS will update the expiration date on Part B of the NMSN in MiCSES (FEN302) to match the federal NMSN.

II. *Parent Health Care Coverage Explanation Sheet (FEN303)*

The FEN303 explains the NMSN and describes the circumstances when parents can object to providing health care coverage for their children through their employer. OCS revised the FEN303 to include “accessibility” as a reason for objecting to the NMSN. The updates to the FEN303 explain that health care coverage is not accessible if the parent(s) must travel too far to obtain health care services for the child.⁸⁷

JJ. *Notice of Noncompliance (Health Care Coverage) (FEN304)*

The FEN304 notifies parents that health care coverage was not obtained or maintained for their child(ren) as required by their order. The FEN304 was revised to notify parents that they can meet their health care coverage obligations with public coverage. When a child support order allows a parent to provide private or public health care coverage, MiCSES will insert a paragraph on the FEN304 that explains this to parents. Federal, state and local contact information regarding public health care coverage was added to the form.

Updates to the FEN304 also include an option to object to the NMSN when health care coverage provided by the employer is not accessible to the child. A sample of the FEN304 is included in the new Exhibit 6.06E2.

NECESSARY ACTION:

Retain this IV-D Memorandum until further notice.

Review Sections 3.45, 4.20, and 6.06 of the *Michigan IV-D Child Support Manual*. For those maintaining a hard copy of the manual, print the manual sections and add them to the manual. Discard the previously published versions of Section 3.45 (January 17, 2020), Section 4.20 (January 17, 2020), and Section 6.06 (August 21, 2017).

⁸⁶ Ref: [OCSE Action Transmittal \(AT\)-20-03, Revised National Medical Support Notice and Instructions Parts A and B – Expire Oct. 31, 2022.](#)

⁸⁷ This is a general definition of accessibility. Accessibility will be defined more precisely in the 2021 Michigan Child Support Formula.

REVIEW PARTICIPANTS:

Case Management Work Improvement Team
Establishment Work Improvement Team
Enforcement Work Improvement Team
Program Leadership Group

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CC:

None

SUPPORTING REFERENCES:

Federal
45 CFR 303.31

State
The Friend of the Court Act (MCL 552.501 – 552.535)
Support and Parenting Time Enforcement Act (MCL 552.601 – 552.650)
MCL 552.502a(g)
MCL 552.602(bb)

ATTACHMENTS:

Section 3.45: Review and Modification
Section 4.20: Support Recommendations and Order Entry
Section 6.06: Medical Support
Exhibit 6.06E2: *Sample Notice of Noncompliance (Health Care Coverage)* (FEN304)

FEN302: *National Medical Support Notice*

FEN303: *Parent Health Care Coverage Explanation Sheet*

EPF/CJF

IV-D MEMORANDUM 2020-026

TO: All Friend of the Court (FOC) Staff
All Prosecuting Attorney (PA) Staff

FROM: Erin P. Frisch, Director
Office of Child Support

DATE: September 14, 2020

UPDATE(S):

Manual

Form(s)

SUBJECT: Case Inventory Form Updates Regarding IV-D Confidentiality

ACTION DUE: None

POLICY EFFECTIVE DATE: Upon receipt

PURPOSE:

This IV-D Memorandum announces changes to the use of the *Case Inventory Addendum* (MC 21)⁸⁸ as a result of an amendment to Michigan Court Rule (MCR) 3.206(A)(3). The MC 21 is now considered a confidential document, not subject to service requirements, and available only to the filing party, the filing party's attorney, the court, and the FOC. There are no content changes to the MC 21; however, SCAO has changed the form name to *Confidential Case Inventory*.

This IV-D Memorandum also introduces a new version of the MC 21 in the Michigan Child Support Enforcement System (MiCSES). This version, Template 1101, will be prepopulated with case information stored in MiCSES and will allow IV-D staff to edit the information as needed. The existing MiCSES version of the MC 21 (Template 1100) is a blank version of the form that IV-D staff manually complete. It will remain unchanged in MiCSES except for the change to the form name.⁸⁹

The new Template 1101 will be available in MiCSES on September 18, 2020, with the MiCSES 10.5 Release.

This IV-D Memorandum replaces and obsoletes IV-D Memorandum 2019-012, *IV-D Confidentiality, Family Violence, and the Case Inventory Addendum*.

DISCUSSION:

- **Background**

The Michigan Supreme Court amended the MCR effective September 1, 2018 to prepare for SCAO's statewide e-filing project.⁹⁰ One of the amendments requires the filing party in a domestic relations case to disclose any known pending or resolved family division or tribal

⁸⁸ The MC 21 is owned and maintained by the State Court Administrative Office (SCAO).

⁸⁹ Both MiCSES templates of the MC 21 will be available on the *Establishment* tab within the *Document Generation* (DOGN) screen.

⁹⁰ Michigan Supreme Court Administrative Order No. 2002-37 (2018)

court case involving family members of anyone named in the case initiation document.⁹¹ Filers list these cases on the MC 21. The MC 21 allows a filing party to provide information that will help the court administer family division cases involving the family or individual family members.⁹² For each known case, the filer must disclose on the MC 21 information that includes court case name, court case number, and whether an order exists that addresses child support, custody, and/or parenting time.

The amendment to MCR 3.206 in September 2018 required a filer to serve the MC 21 on the other party along with the summons and complaint. However, due to concerns about the disclosure of confidential IV-D case information to another party,⁹³ SCAO submitted a proposal to the Michigan Supreme Court to further amend MCR 3.206 to make the MC 21 a confidential document.

XIX. Confidentiality of the Case Inventory

The Michigan Supreme Court amended MCR 3.206 on September 11, 2019 to state that the case inventory is:

- A confidential document;
- Not subject to service requirements; and
- Available only to the filing party, the filing party's attorney, the court, and the FOC.

The MC 21 must be kept with other confidential documents in the case file and/or imaging system similar to documents listed under MCR 3.218.

XX. MiCSES Functionality for the Prepopulated MC 21 (Template 1101)

IV-D staff requested MiCSES functionality to automatically prepopulate a version of the MC 21 with case information and allow users the the ability to edit the form to tailor it to a court's unique requirements. Starting September 18, 2020, MiCSES will provide Template 1101, a prepopulated version of the MC 21. On this form, IV-D staff will be able to manually edit the prepopulated checkboxes and case information as needed. This will reduce the time and effort needed to complete the form.

KK. MiCSES will prepopulate the following fields on the 1101:

⁹¹ MCR 3.206(A)(3)

⁹² Ref: [Friend of the Court Bureau \(FOCB\) Memorandum](#) dated September 25, 2019 for more details on the purpose of the MC 21.

⁹³ MCR 3.218(A)(3)(h); Ref: [Section 1.10, "Confidentiality/Security," of the Michigan IV-D Child Support Manual](#) regarding the confidentiality of IV-D information and the need to safeguard it.

**Court information (name, number, and county/state);
Case name;
Case/File no.;⁹⁴
Assigned judge;
Case status; and
Are support or custody/parenting time orders in effect?**

LL. MiCSES will list cases/dockets on the 1101 as follows:

- a. Case lists will begin with dockets for both the plaintiff and defendant members associated to the county for which the form was generated, followed by dockets for the same members associated to different counties;**
- b. The next cases listed will be any dockets for child members (without the same plaintiff and defendant members) associated to the county for which the form was generated, followed by dockets for the same child members associated to different counties;**
- c. The next cases listed will be any dockets for the plaintiff and another member or defendant and another member associated to the county for which the form was generated, followed by dockets for the same members associated to different counties; and**
- d. Dockets will display in ascending order within each grouping of cases listed above.⁹⁵**

NECESSARY ACTION:

Retain this IV-D Memorandum until further notice. With the publication of this memorandum, IV-D Memorandum 2019-012 is obsolete.

REVIEW PARTICIPANTS:

Establishment Work Improvement Team
Case Management Work Improvement Team
Program Leadership Group
SCAO FOCB

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⁹⁴ This field displays the docket number followed by the two-character court case type.

⁹⁵ Ref: the [MiCSES 10.5 Release Notes](#) for more details on the population of the 1101.

CC:

SCAO FOCB
All Office of Child Support (OCS) Staff

SUPPORTING REFERENCES:

State
MCR 3.206(A)(3)
MCR 3.218(A)(3)(h)
MCR 3.218

FOCB Memorandum dated September 25, 2019

Michigan Supreme Court Administrative Order No. 2002-37 (2018)

ATTACHMENT(S):

None

EPF/KLU

IV-D MEMORANDUM 2020-027

TO: All Friend of the Court (FOC) Staff
All Prosecuting Attorney (PA) Staff
All Office of Child Support (OCS) Staff

FROM: Erin P. Frisch, Director
Office of Child Support

DATE: September 14, 2020

SUBJECT: FIPS⁹⁶ Code Verification, International Case Indicators, and Hearing
Notifications Via CSENet⁹⁷

UPDATE(S):

Manual

Form(s)

ACTION DUE: None

POLICY EFFECTIVE DATE: Upon receipt

PURPOSE:

This IV-D Memorandum announces updates to MiCSES to comply with federal regulations and the 2017 version of [Automated Systems for Child Support Enforcement: A Guide for States](#).⁹⁸ These updates will:

- Prevent the entry of an unverified FIPS code;
- Allow a case to be identified as a Hague Child Support Convention⁹⁹ case or a foreign reciprocating country (FRC) case; and
- Generate a CSENet transaction when a hearing is scheduled to establish paternity or establish a support order for an intergovernmental case.

These updates will be available in MiCSES with the 10.5 Release on September 18, 2020.

DISCUSSION:

- **Use of Verified FIPS Codes**

IV-D agencies and tribunals are assigned a seven-digit FIPS code comprised of a two-digit FIPS State/Country Code, a three-digit FIPS County/Region Code, and a two-digit FIPS Office Code. Michigan IV-D offices use FIPS codes when interacting with child support

⁹⁶ FIPS stands for Federal Information Processing Standards. FIPS codes are also referred to as “Locator Codes” and are called “Locator Codes” on all Uniform Interstate Family Support Act (UIFSA) forms. This IV-D Memorandum uses “FIPS code” because that term is still used throughout the Michigan Child Support Enforcement System (MiCSES) and on the *Request for New Entry or Modification of Federal Information Processing Standard (FIPS) Code* (DHS-550).

⁹⁷ CSENet is the Child Support Enforcement Network.

⁹⁸ [Automated Systems for Child Support Enforcement: A Guide for States will be referred to as the Certification Guide for the remainder of this IV-D Memorandum.](#)

⁹⁹ Hague Child Support Convention cases will be referred to as Convention cases for the remainder of this IV-D Memorandum.

offices and jurisdictions outside of Michigan. These codes are used in the automatic generation of intergovernmental electronic communications via CSENet.¹⁰⁰

IV-D workers must use FIPS codes that have been verified by the federal Office of Child Support Enforcement (OCSE).¹⁰¹ It is important that accurate FIPS codes be maintained on the FIPS screen in MiCSES to ensure that intergovernmental communications are sent to the correct place. Changes in the MiCSES 10.5 Release will ensure that correct FIPS codes are entered in MiCSES.

XXI. Identification of Convention Countries and FRCs¹⁰²

Federal regulations require computerized child support systems (i.e., MiCSES) to maintain information pertaining to intergovernmental cases.¹⁰³ State systems must identify information received from or referred to a foreign country in which the Hague Child Support Convention is in force or a foreign country with which the state has entered into a reciprocal arrangement (i.e., FRC).¹⁰⁴

Prior to the MiCSES 10.5 Release, MiCSES was unable to track whether an intergovernmental case is from a Convention country, an FRC, or neither. The MiCSES 10.5 Release will add federally required functionality to identify and track this information in MiCSES.

Additionally, OCS is required under Title IV-D of the Social Security Act to report child support data, including intergovernmental case information, to OCSE annually. OCSE uses this data to compute incentives and program performance measures. With the MiCSES 10.5 Release, the system will have the ability to track the required intergovernmental case data in preparation for OCSE-157 updates in spring 2021. OCS will begin reporting this data to OCSE for fiscal year 2022.

XXII. Hearing Notifications for Intergovernmental Cases

Federal regulations require IV-D programs to provide (through CSENet if available) communications in intergovernmental cases when a hearing is scheduled that may result in the establishment of paternity and/or a child support order.¹⁰⁵ MiCSES uses CSENet to transfer child support information electronically through standardized transactions to provide intergovernmental case information to the initiating jurisdiction.

¹⁰⁰ For more information about FIPS codes, reference [Section 7.01, "Intergovernmental Overview," of the Michigan IV-D Child Support Manual](#).

¹⁰¹ Federal regulations require states to use verified information in their child support enforcement systems. Ref: Certification Guide, Chapter III, Section D-7.

¹⁰² Ref: [Section 7.15, "International," of the Michigan IV-D Child Support Manual](#) for more information on the Hague Child Support Convention.

¹⁰³ Ref: 45 Code of Federal Regulations (CFR) 307.10(b)(1-5)

¹⁰⁴ Ref: Certification Guide, Chapter III, Section A-6(c)(8).

¹⁰⁵ Ref: Chapter III, Section D-8(d) of the Certification Guide and 45 CFR 303.7(d)(7).

Prior to the MiCSES 10.5 Release, MiCSES was unable to use CSENet to transfer hearing information electronically. Changes in the 10.5 release will allow MiCSES to use CSENet to transfer this information electronically.

XXIII. Changes With the MiCSES 10.5 Release

MM. Updates to the FIPS Screen

Changes in the MiCSES 10.5 Release will allow the FIPS Administrator or Central Table Administrator (CTA) to update the *FIPS State/Country Code* field on the FIPS screen. The FIPS Administrator must still contact the Help Desk to have the new FIPS State/Country Code (two-digit code) added to the *County / State / Country Maintenance* (CSTC) screen prior to adding that code on the FIPS screen.

The MiCSES 10.5 Release will add a “Verified” indicator to the FIPS screen and mark all existing FIPS codes as verified. In addition, the FIPS screen will be updated with a new indicator to allow FIPS Administrators and CTAs to identify whether a country is a Convention country or an FRC.¹⁰⁶

NN. Updates to the *Intergovernmental Information* (ISIN) Screen

With the MiCSES 10.5 Release, the ISIN screen will be modified to require IV-D workers to select a new verified FIPS code if the existing record contains a FIPS code that is no longer verified. If an unverified FIPS code displays on the ISIN screen, MiCSES will display a message stating: “The FIPS Code is no longer verified.”¹⁰⁷

OO. Updates to the *Intergovernmental Send Correspondence* (ISND) Screen

With the MiCSES 10.5 Release, the ISND screen will be updated to display only Convention countries or FRCs with verified FIPS codes. Fields will be added to the *Destination FIPS* section of the ISND screen to identify whether a case is a Convention case or an FRC case.¹⁰⁸

PP. Update to CSENet Transactions for Intergovernmental Cases

The MiCSES 10.5 Release will introduce new functionality to trigger a transaction via CSENet when a hearing is scheduled for either paternity and/or child support order establishment. Prior to the MiCSES 10.5 Release, MiCSES did not automatically generate a CSENet transaction when a hearing was scheduled in an intergovernmental case.

¹⁰⁶ Ref: [MiCSES Screen Description: FIPS – Federal Information Processing Standards](#) for more information on the FIPS screen.

¹⁰⁷ Ref: [MiCSES Screen Description: ISIN – Intergovernmental Information](#) for more information on the ISIN screen.

¹⁰⁸ Ref: [MiCSES Screen Description: ISND – Intergovernmental Send Correspondence](#) for more information on the ISND screen.

While testing for the MiCSES 10.5 Release, OCS discovered that a paper transmittal will inappropriately be triggered for a Convention case in these situations. Since Convention cases are required to use Hague Child Support Convention-approved forms that are not available in MiCSES, the paper transmittal should not be generated. The MiCSES technical team is analyzing this issue to determine when a correction can be made in MiCSES.

Because of this defect, when a PA worker adds a hearing to a Convention case for paternity and/or support order establishment, MiCSES will open a new window that displays the transmittal. The PA worker will need to close the window so the outgoing paper transmittal is not generated.

NECESSARY ACTION:

Retain this memorandum until further notice.

REVIEW PARTICIPANTS:

Intergovernmental Work Improvement Team
Program Leadership Group

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SUPPORTING REFERENCES:

Federal
Title IV-D of the Social Security Act, section 459A

45 CFR 307.10(b)(1-5)
45 CFR 307(d)(7)

Automated Systems for Child Support Enforcement: A Guide for States (2017), Chapter III, Sections A-6(c)(8), C-2(h), D-7, D-7(h), D-8

ATTACHMENTS:

None

EPF/LTK

IV-D MEMORANDUM 2020-032

TO: All Friend of the Court (FOC) Staff
All Prosecuting Attorney (PA) Staff
All Office of Child Support (OCS) Staff

FROM: Erin P. Frisch, Director
Office of Child Support

DATE: November 13, 2020

SUBJECT: Implementing the 2021 Michigan Child Support Formula (MCSF) and MCSF Supplement

UPDATE(S):

Manual

Form(s)

ACTION DUE: None

POLICY EFFECTIVE DATE: Upon receipt

PURPOSE:

This IV-D Memorandum explains revisions to IV-D child support policy to incorporate updates in the 2021 MCSF and MCSF Supplement. This IV-D Memorandum also introduces changes to the Michigan Child Support Enforcement System (MiCSES) Calculator and the public Calculator, as well as the *Calculation Results* (CALCRSLT) template. These changes will be implemented with the MiCSES 10.6 Release on December 11, 2020. In addition, the MiCSES Calculator and public Calculator will begin calculating support amounts in accordance with the 2021 MCSF on that date. OCS is publishing this IV-D Memorandum a month before the MiCSES 10.6 Release date to help IV-D workers prepare for the transition from the 2017 MCSF to the 2021 MCSF.

This IV-D Memorandum also describes the revised Health Care Coverage provision in the State Court Administrative Office's (SCAO's) *Uniform Child Support Order (USO)*¹⁰⁹ and updates to the following sections of the *Michigan IV-D Child Support Manual*:

- Section 3.45, "Review and Modification";
- Section 4.20, "Support Recommendations and Order Entry"; and
- Section 6.06, "Medical Support."

Within these manual sections, change bars in the right margin indicate significant changes to the policy since its last publication. Updates to the year of the MCSF or MCSF Supplement from 2017 to 2021 are not identified with a change bar.

Finally, this IV-D Memorandum introduces a revised Exhibit 6.06E1, PDF Version of the *National Medical Support Notice* (NMSN) (FEN302). OCS published the revised version of the NMSN in July 2020 and updated the NMSN in Exhibit 6.06E1 with that version.¹¹⁰

¹⁰⁹ The *Uniform Child Support Order* is a SCAO form. In MiCSES, it is called the FOC10 or 5085 and is referred to as the USO.

¹¹⁰ IV-D workers use this fillable PDF version of the NMSN in limited circumstances that are described in Section 6.06 of the *Michigan IV-D Child Support Manual*.

DISCUSSION:

- **MCSF and MCSF Supplement Updates**

Federal regulation¹¹¹ requires that the state review its statewide child support formula every four years. In Michigan, SCAO is responsible for conducting this review.¹¹² SCAO has published the [2021 Michigan Child Support Formula Manual](#); however, the 2021 MCSF will not be effective until January 1, 2021. OCS will implement updates related to the 2021 MCSF and its [Supplement](#) in the MiCSES 10.6 Release on December 11, 2020. Although SCAO made many updates to the 2021 MCSF, this IV-D Memorandum will focus on the revisions that impact OCS policy and MiCSES. SCAO will publish training materials for all of the updates included in the 2021 MCSF and MCSF Supplement.

QQ. Potential Income Factors¹¹³

Section 4.20 provides guidance to IV-D workers on imputing income and explains the requirement to consider and evaluate the 11 potential income factors described in the MCSF. Each potential income factor has several subfactors. Per federal regulation,¹¹⁴ SCAO added subfactors to three of the potential income factors as listed below.

Potential Income Factor	Added Subfactors
Employment	Earnings History
Education	Literacy
Personal History	Age, Health and Residence

Section 4.20 has been updated to reference the additional potential income factors.

RR. Eliminating Ordinary Medical Expenses (OME)¹¹⁵

Two additional circumstances were added to MCSF 3.04(B) for when the court may eliminate the ordinary medical obligation. The new exceptions allow the court to eliminate OME when:

- An incapacitated payer's base child support amount is set at zero;¹¹⁶ **or**
- The child support recipient has an employer-paid benefit that pays the initial out-of-pocket costs for the children.

OCS updated Section 4.20 with the two additional circumstances when the IV-D worker may recommend that the court eliminate OME.

¹¹¹ 45 Code of Federal Regulations (CFR) 302.56

¹¹² Michigan Compiled Law (MCL) 552.519

¹¹³ Ref: 2021 MCSF Section 2.01(G) for more information on the potential income factors.

¹¹⁴ 45 CFR 302.56(c)(1)(iii)

¹¹⁵ Ref: 2021 MCSF Section 3.04 for more information on OME and the exceptions.

¹¹⁶ Ref: Section A(4) of this IV-D Memorandum for more information on incapacitation.

SS. Health Care Coverage Updates¹¹⁷

The 2021 MCSF and MCSF Supplement include several updates that address health care coverage, including:

Definition of Health Care Coverage

SCAO updated the definition of health care coverage to include both private and public health care coverage, making it consistent with state law.¹¹⁸

Accessibility

Federal and state law require health care coverage to be accessible and reasonable in cost.¹¹⁹ State law requires SCAO to include a presumption of accessibility in the MCSF.¹²⁰ The 2021 MCSF 3.05(A)(3) includes a definition of accessibility:

Health care coverage is presumed accessible if primary care services are covered within 30 miles or 30 minutes from any of the child's residences. Coverage may be considered at greater times and distances in areas where residents normally travel longer to access primary care services.

OCS updated Section 4.20 with this definition and added references to this definition in Section 6.06.

Parents Providing Health Care Coverage

The MCSF clarifies the limited circumstances when state law¹²¹ allows both parents to be ordered to provide health care coverage. Both parents may be ordered to provide health care coverage only when both parents already provide coverage or both parents agree to provide coverage.¹²²

TT. Incapacitation¹²³

MCSF/MCSF Supplement and Policy Updates

¹¹⁷ Ref: [Section 6.06, "Medical Support," of the Michigan IV-D Child Support Manual](#) for more information on health care coverage.

¹¹⁸ Ref: 45 CFR 303.31 and MCL 552.602(n) for the definition of health care coverage.

¹¹⁹ Ref: 45 CFR 303.31 and MCL 552.605a

¹²⁰ MCL 552.519

¹²¹ Ref: MCL 552.605a(2)

¹²² Ref: [Section 4.20, "Support Recommendations and Order Entry," of the Michigan IV-D Child Support Manual](#) for more information on who may be ordered to provide health care coverage.

¹²³ Ref: 2021 MCSF 4.02 and 2021 MCSF Supplement 3.04 for more information on incapacitation.

The MCSF and the MCSF Supplement include a new section on incapacitation. The sections describe the circumstances when a parent may be considered incapacitated and explain that the court is allowed to enter a zero support order under these circumstances. Sections 4.20 and 3.45 have been updated with information on incapacitation.

***Incapacitated* Checkbox**

The MiCSES 10.6 Release (December 11, 2020) will add an *Incapacitated* checkbox to the *Order Detail* tab on the *Order Preparation and Entry* (OPRE) screen. IV-D workers will check this box whenever entering a zero support order that is due to incapacitation and the order meets the MCSF guidelines for a zero support order.

SCAO will use the data from the *Incapacitated* checkbox to determine how often incapacitation is the reason for a zero support order and whether the MCSF will need further revisions. IV-D workers will select the *Incapacitated* checkbox only when the *Zero Support order* checkbox is also selected.¹²⁴

Incarceration

SCAO removed the incarceration deviation reason from the list of deviation reasons in the MCSF because incarceration is included in the section on incapacitation. Incarceration for 180 days¹²⁵ or more is considered a type of incapacitation.

UU. Administrative Cost-Benefit Deviation Threshold¹²⁶

The 2021 MCSF includes an update to the administrative cost-benefit deviation threshold, which increased from \$15 to \$20. This identifies when the cost to enforce and process payments outweighs the benefit of the minimum support-ordered amount. Section 4.20 has been updated to reflect this change.

XXIV. MiCSES Calculator and Public Calculator Updates

The updates to the MiCSES Calculator and public Calculator in the MiCSES 10.6 Release will ensure that IV-D staff can perform accurate calculations using the 2021 MCSF.¹²⁷

The *Health Care Coverage (HCC) Type* field was added to the MiCSES Calculator on the *Health* tab. The *HCC Type* field will be enabled if the *Recommended to Provide Health*

¹²⁴ Ref: [MiCSES Quick Reference Guide: OPRE – Prepare a Support Order](#) for information on how to enter a support order on the OPRE screen.

¹²⁵ Ref: Subsection 4.4 in [Section 3.45, “Review and Modification,” of the Michigan IV-D Child Support Manual](#) for more information on the federal requirement regarding non-custodial parents who are incarcerated for 180 days or more.

¹²⁶ Ref: 2021 MCSF 1.04 for more information on deviations.

¹²⁷ Changes to the MiCSES Calculator will be reflected in the public Calculator.

Insurance field has at least one parent selected. The IV-D worker will select the HCC Type that is being recommended for the parent(s).¹²⁸

Other updates to the MiCSES Calculator include:

- Removal of the incarceration deviation reason from the *Deviation Reason Code* field in the *Deviations* pop-up window on the *Results* page;¹²⁹
- An update to the additional children multiplier;
- Cost of living updates to the General Care Table, Low Income Threshold and Ordinary Medical Table;
- Revision of the potential income factors¹³⁰ and potential income comments to include the new subfactors; and
- Changing the year for the MCSF and MCSF Supplement to 2021.

XXV. Transition From the 2017 MCSF to the 2021 MCSF

On December 11, 2020, both the MiCSES Calculator and public Calculator will begin calculating support amounts in accordance with the 2021 MCSF. As a result, IV-D offices should prepare for this transition in the weeks prior to the release. The transition to the 2021 MCSF will affect all IV-D workers involved in order establishment, court-referred support investigations, and review and modification activities.

VV. 2017 Support Calculations

After the MiCSES 10.6 Release (December 11, 2020), the 2017 MCSF will no longer be maintained in the MiCSES Calculator or the public Calculator;¹³¹ therefore, the 2017 MCSF functionality will not be available after the implementation of the 2021 MCSF.¹³² This process will occur each time the MCSF is updated.

After December 11, 2020, support calculations created using the MiCSES Calculator prior to the release will still exist in the MiCSES Calculator and on the OPRE screen **if they are imported prior to the release**. They will be read-only and archived but may be reprinted.¹³³ A few factors from the 2017 MCSF will have been removed or changed

¹²⁸ Ref: Section 4.20 of the *Michigan IV-D Child Support Manual* for the description of the type of health care coverage the parent is to provide.

¹²⁹ Ref: 2021 MCSF 4.02 and 2021 MCSF Supplement 3.04 for more information on incapacitation, which includes incarceration.

¹³⁰ Ref: Section A(1) of this IV-D Memorandum for the updated potential income factors.

¹³¹ Public Calculator users will be notified on the welcome page of the public Calculator that the formula has been updated. Public users opening a saved calculation will be notified that they are opening a calculation using a prior formula.

¹³² When the 2017 MCSF was implemented, the Program Leadership Group decided not to maintain the previous version of the MCSF in MiCSES because the cost of maintaining two versions was too high, the volume of calculations using the previous version of the MCSF would decrease over time, and the functionality of previous versions of the MCSF has never been maintained within MiCSES.

¹³³ IV-D workers can reprint a 2017 MCSF calculation by going to the *Historical Reprints* (FHST) screen and reprinting the calculation results.

with the implementation of the 2021 MCSF; therefore, data entered for factors removed will not appear when IV-D workers are viewing a 2017 MCSF calculation.¹³⁴ The results of a 2017 MCSF calculation will not be changed and will remain the same, despite the fact that IV-D workers will be unable to view all of the data entered when reopening the calculation in the MiCSES Calculator.

WW. Preparation for the Transition

There are three strategies a IV-D office may use to transition 2017 MCSF calculations that are prepared but will not be imported to the OPRE screen before the implementation of the 2021 MCSF changes. An office may choose to use any combination of these strategies, depending on office business practices.

Immediately Import Completed Calculations Using the 2017 MCSF to the OPRE Screen Before December 11, 2020

In some offices, IV-D workers wait until the end of the 21-day objection period before importing calculations to the OPRE screen. In other offices, a IV-D worker transfers the calculation to another IV-D worker who imports the calculation to the OPRE screen after the 21-day objection period is over.

To prepare for the transition, IV-D workers in these offices may immediately import support calculations that use the 2017 MCSF to the OPRE screen upon their completion rather than wait for the objection period to elapse. This may require that the IV-D worker later edit the OPRE record if there are changes to the recommendation or if a new calculation is necessary. However, this option will eliminate the need for IV-D workers to manually enter the provisions of the support calculation after the release.

Offices that immediately import the calculations to the OPRE screen and do not wait for the objection period to elapse would not need to make any changes to their business process.¹³⁵

Manually Enter Calculations Using the 2017 MCSF After December 11, 2020

IV-D workers may wait and manually enter support calculations that used the 2017 MCSF on the OPRE screen after the release. Workers could manually enter the provisions of each support calculation (e.g., parenting time, overnights, support amounts for each tier, medical provisions, etc.) on the OPRE screen and then manually associate the Calculation ID to the OPRE record so the link between the

¹³⁴ Records that existed on the OPRE screen prior to the 10.6 release will not be changed by the 2021 MCSF revisions.

¹³⁵ Ref: Section 4.20 of the *Michigan IV-D Child Support Manual* and the *MiCSES Quick Reference Guide: OPRE – Prepare a Support Order* for more information on importing support calculations to the OPRE screen.

calculation and the recommendation and order is preserved.¹³⁶ This option may involve substantial manual work, especially for more complex support calculations involving multiple IV-D cases.

Temporarily Stop Work on Support Calculations

IV-D workers may temporarily stop running support calculations unless they know that the calculation will be imported to the OPRE screen prior to the release. This option would likely cause a delay in an office's order establishment, court-referred support investigations, and review and modification work. For cases in which an office chooses this option, IV-D staff should consider the current step in the process, the remaining steps, and the time period to complete those activities based on federal requirements.¹³⁷

XXVI. CALCRSLT Template Updates

All section headings and cites referencing the 2017 MCSF have been updated to the 2021 MCSF. Additionally, the *Details* page includes the following updates:

- "Health Care Coverage Type" was added to the "Health Care Allocations and Medical Obligations" section under the "Recommended to Provide Health Insurance" line;
- "Employer name," "Worker's Comp Agency Name," "Employer Name Responsible," and "Self-Employment Business Name" will be suppressed under the "Net Income Calculation" section for IV-D members who meet certain family violence criteria;¹³⁸
- "Child Receiving Benefit" was removed from the "Net Income Calculation" section;¹³⁹ and
- "Additional Children HC Ins Adjustment" was removed from the "Net Income Calculation" section because it is a duplicate line.

XXVII. Updates to the *Uniform Child Support Order (USO)*

SCAO revised the *Insurance* section of the USO, making it consistent with federal and state laws that allow parents to meet their health care coverage obligations with either private or public coverage.¹⁴⁰ The *Insurance* section name was changed to *Health Care Coverage*.

¹³⁶ Ref: *MiCSES Quick Reference Guides: OPRE – Prepare a Support Order* and [OPRE – Prepare a Modification Order After Review](#).

¹³⁷ 45 CFR 303.8(e) requires that a review be completed within 180 days of receiving the review request or locating the non-requesting parent, whichever occurs later. 45 CFR 303.4(d) requires that an order be established, or service of process be completed, within 90 days of locating the non-custodial parent.

¹³⁸ OCS will publish policy on the suppression of employer information in forms on December 7, 2020.

¹³⁹ This was removed because the benefit was inappropriately being applied to one child instead of being applied to all children. "Child Receiving Benefit" will be added to the income comments on CALCRSLT in a future release to ensure all children are clearly added to the benefit.

¹⁴⁰ Temporary language was added to paragraph 13 of the USO in December 2019 to comply with the federal regulation that allows parents to fulfill their obligation to provide health care coverage for their children through the use of public coverage.

For IV-D cases with a *Family Violence* field (also known as the Family Violence Indicator [FVI]) that says “Yes” and a *Family Violence CD* (FV code) that requires suppression, the employer information will be suppressed.¹⁴¹

Additional changes to the USO will be introduced by SCAO in a future communication. The new USO will be implemented in MiCSES on December 18, 2020.

XXVIII. Updates to Manual Sections

OCS has revised Sections 3.45, 4.20 and 6.06 of the *Michigan IV-D Child Support Manual*. The significant revisions are listed below.

- 1. Section 3.45 was updated to include language that incapacitation is a substantial change in circumstances.**
- 2. Section 4.20 updates include:**
 - Updated potential income factors;
 - Added two circumstances when it is permissible for the court to eliminate OME;
 - Added the definition of accessibility;
 - Updated the administrative cost-benefit deviation threshold;
 - Added an incapacitation section, including a description of the *Incapacitated* checkbox on the OPRE screen; and
 - Explained that the HCC type will be included on the CALCRSLT Template.
- 3. Section 6.06 was updated to include MCSF references for the definition of accessibility. In addition, a reference to a Michigan State Disbursement Unit (MiSDU) system was updated.**

NECESSARY ACTION:

Review Sections 3.45, 4.20 and 6.06 of the *Michigan IV-D Child Support Manual*. For those maintaining a hard copy of the manual, print the manual sections and add them to the manual. Discard the previously published versions of Sections 3.45, 4.20 and 6.06 (published July 27, 2020) as well as Exhibit 6.06E1 (published August 2017). This IV-D memorandum obsoletes IV-D Memorandum 2019-022, *State Law and Uniform Child Support Order (USO) Revisions Regarding Health Care Coverage*.

REVIEW PARTICIPANTS:

Enforcement Work Improvement Team
Establishment Work Improvement Team
Program Leadership Group

CONTACT PERSON:

¹⁴¹ OCS will publish policy on the suppression of employer information in forms on December 7, 2020.

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CC:

SCAO

SUPPORTING REFERENCES:

Federal

45 CFR 302.56
45 CFR 302.56(c)(1)(iii)
45 CFR 302.56(h)
45 CFR 303.31
45 CFR 303.31(2)
45 CFR 303.4(d)
45 CFR 303.8(e)

State

MCL 552.502(p)
MCL 552.519
MCL 552.602(n)
MCL 552.605a
MCL 552.605a(2)

ATTACHMENTS:

Section 3.45:	Review and Modification
Section 4.20:	Support Recommendations and Order Entry
Section 6.06:	Medical Support
Exhibit 6.06E1:	PDF Version of the NMSN (FEN302)
CALCRSLT:	Calculation Results Template

EPF/ALC

IV-D MEMORANDUM 2020-034

TO: All Friend of the Court (FOC) Staff
All Prosecuting Attorney (PA) Staff
All Office of Child Support (OCS) Staff

FROM: Erin P. Frisch, Director
Office of Child Support

DATE: December 7, 2020

SUBJECT: Suppression of Employer Information on Forms for Case Members With Family Violence

UPDATE(S):

Manual

Form(s)

RESPONSE DUE: None

POLICY EFFECTIVE DATE: Upon receipt

PURPOSE:

This IV-D Memorandum announces updates to Section 1.15, "Family Violence," of the *Michigan IV-D Child Support Manual* to comply with federal regulations for keeping identifying information confidential. Section 1.15 has been revised to add an employer's name and FEIN¹⁴² as identifying information not to be disclosed when a case member has:

- The Family Violence Indicator (FVI) set to "Yes" on the *Member Demographics (DEMO)* screen; and
- A *Family Violence CD (FV code)* that suppresses identifying information.

As a result of this policy change, OCS will update the functionality of three Michigan Child Support Enforcement System (MiCSES) forms:

- *Calculation Results (CALCRSLT)*; ¹⁴³
- *Notice Regarding Health Care Coverage (FEN308)*; and
- *Administrative Determination (FEN152)*.

In addition, OCS will update the functionality of the employer copy of the FEN308 to always display a member's Social Security number (SSN), even when family violence is indicated for a member.

The functionality of these forms will be updated with the MiCSES 10.6 Release on December 11, 2020. Copies of these forms are not published with this memorandum.

Significant changes since the last publication of Section 1.15 are indicated by a change bar in the right margin.

DISCUSSION:

¹⁴² The FEIN is the Federal Employer Identification Number.

¹⁴³ Ref: [IV-D Memorandum 2020-032, Implementing the 2021 Michigan Child Support Formula \(MCSF\) and MCSF Supplement](#), for information about other CALCRSLT updates with the MiCSES 10.6 Release.

Federal regulations define confidential information as any information relating to a specified individual or an individual who can be identified by reference to one or more factors specific to him or her, including but not limited to the individual's SSN, residential and mailing addresses, employment information, and financial information.¹⁴⁴ Section 1.15 details the specific types of identifying information that IV-D staff and the IV-D program must keep confidential to protect survivors of family violence.

IV-D staff and the IV-D program will not disclose confidential information when there is reasonable evidence of family violence or when releasing the information may result in physical or emotional harm to the case member.¹⁴⁵

OCS has updated Section 1.15 to include "Employer name" and "Employer FEIN" in the definition of identifying information. MiCSES will suppress employer information on forms when the case member's FVI is "Yes" and the FV code is:

- "CT" – Court order;
- "FP" – FPLS data indicates confidential address;
- "SS" – Sworn statement;
- "PW" – Michigan PPO with confidential address; or
- "FW" – Foreign PPO with confidential address.

When a IV-D case meets these conditions, it will affect the following forms as described below.

CALCRSLT

The CALCRSLT template will display a row of asterisks in place of the employer information in the following field(s):

- Employer Name;
- Worker's Comp Agency Name;
- Employer Name Responsible; and/or
- Self-Employment Business Name.

FEN308

The custodial party and non-custodial parent copy of the FEN308 will display a row of asterisks in place of the employer information in the following field(s):

- Employer/Withholder's Federal EIN Number;
- Employer/Withholder's Name;
- Employer/Withholder's Address; and/or
- Employee's Social Security Number.

In addition, the employer copy of the FEN308 will display the member's SSN when family violence is indicated on the DEMO screen. Prior to the MiCSES 10.6 Release, the employer copy of the FEN308 suppressed a member's SSN when family violence was indicated on the DEMO screen.

¹⁴⁴ Ref: 45 Code of Federal Regulations (CFR) 303.21(a).

¹⁴⁵ 42 United States Code (USC) 654(26)(B); 45 CFR 303.21(e).

FEN152

The FEN152 will not display the employer's name when a case member has family violence indicated on the DEMO screen.

NECESSARY ACTION:

Review Section 1.15 of the *Michigan IV-D Child Support Manual*. For those maintaining a hard copy of the manual, print the manual section and add it to the manual. Discard the previously published version of Section 1.15 (published May 25, 2018).

REVIEW PARTICIPANTS:

Case Management Work Improvement Team
Program Leadership Group

CONTACT PERSON:

Lynn Kulbacki
OCS Policy Analyst
kulbackil@michigan.gov

SUPPORTING REFERENCES:

Federal
45 CFR 303.21(a) and (e)
42 USC 654(26)(B)

State
None

ATTACHMENT:

Section 1.15: Family Violence

EPF/LRK

EFFECTIVE

March 1, 2020.

Subject(s)

SRB 2020-001

SRM 131, Confidentiality

1) Court Orders and Subpoenas

Prior to releasing any children's service information, all court orders must be sent to CSARequestforLegalResearch@michigan.gov and all subpoenas must be sent to MDHHS-Subpoena@michigan.gov.

2) Lawyer Guardian ad Litem

A Lawyer Guardian ad Litem (LGAL) must be given access to case file information regarding the child the LGAL represents and that child's parents. The name of the reporting person and any other confidential information regarding other children or adults, not represented by the LGAL, must be redacted.

3) Michigan Protection Advocacy Service

The Michigan Protection and Advocacy Service (MPAS) is a private organization that has been designated by the Governor of the State of Michigan as the advocate for the protection of the legal rights of persons with disabilities in this State. Upon receipt of a request from MPAS, MDHHS staff should immediately forward the request to MDHHS-MPAS@michigan.gov.

4) Native American Tribes

CPS records regarding an Indian child must be provided at the [earliest point](#) to a tribal representative, agency, or organization, including a multidisciplinary team, authorized by the Indian's child's tribe to care for, diagnose, treat, review, evaluate, or monitor active efforts regarding an Indian child, parent, or Indian custodian.

5) Redaction

When sending confidential information electronically, records must be redacted, then scanned and sent as a PDF.

**6) Release of
Alcohol and
Substance Abuse
Treatment Records**

Drug screens completed by MDHHS are not confidential and can be released to individuals allowed to receive CPS records under the Child Protection Law (CPL).

**7) Mental Health
Treatment Records**

Clarified individuals the department can release confidential mental health treatment records to without a release of information or a court order.

8) Medical Records

Clarified individuals the department can release confidential medical records to without a release of information or a court order.

**9) Release of
HIV/AIDS Records**

Clarified individuals the department can release confidential HIV/AIDS information to without a release of information or a court order.

**10) Educational
Records**

Information obtained from a school official who obtained the information through personal knowledge, observation, or heard from others is not considered a confidential educational record.

**11) Children's
Protective Service
records**

Clarified who can receive redacted copies of CPS records and who is allowed to receive the name of the reporting person as outlined in the CPL.

**12) Release of
Central Registry
information**

Clarified the process for requesting and releasing central registry information to in state and out of state entities.

**13) Foster care
Records**

This section was updated to identify who can receive redacted copies of foster care records, and it outlines information that must be provided to foster parents at the time of placement.

**14) Juvenile
Justice Records**

Clarified how Juvenile Justice (JJ) records are to be released, who is considered to be in the wards best interest when releasing confidential information, and in what circumstance MDHHS is able to release video surveillance or other recordings of a JJ youth.

**15) Adoption
Records**

Clarified the adoptive family evaluation may be shared with MDHHS, the court, the child's tribe, and the LGAL without written consent of the family being evaluated. This section was also updated to inform staff that MDHHS Adoption Program Office is the entity that can approve the release of closed adoption records.

**16) Public release
of Specified CPS
Information**

Clarified MDHHS employees should immediately contact the OFA at 517-241-9894 if they receive a request for public release of specified information.



STATE OF MICHIGAN

GRETCHEN WHITMER
GOVERNOR

DEPARTMENT OF HEALTH AND HUMAN SERVICES
LANSING

ROBERT GORDON
DIRECTOR

IV-D MEMORANDUM 2020-001

TO: All Friend of the Court (FOC) Staff
All Prosecuting Attorney (PA) Staff
All Office of Child Support (OCS) Staff

FROM: Erin P. Frisch, Director
Office of Child Support

DATE: January 17, 2020

SUBJECT: Corrections to the National Change of Address (NCOA) Process

ACTION DUE: None

POLICY EFFECTIVE DATE: Upon receipt

PURPOSE:

This IV-D Memorandum announces corrections to the National Change of Address (NCOA) batch process¹ in the Michigan Child Support Enforcement System (MiCSES). These corrections to the NCOA process will ensure:

- MiCSES sends only IV-D cases with eligible addresses to the Federal Case Registry (FCR) for submittal to the NCOA for address processing; and
- The NCOA batch process correctly records all responses received from the NCOA, regardless of the member’s address status in MiCSES.

The corrections to the NCOA batch process will be implemented with the MiCSES 10.3 Release on January 24, 2020.

The NCOA submittal process described in Section 3.15, “Addresses,” of the *Michigan IV-D Child Support Manual* is correct. However, OCS has updated Section 3.15 to remove references to non-IV-D cases because NCOA can be used only for IV-D cases. In addition, OCS has updated Section 3.15 based on recently published policy in Section 3.05, “Locate.” Within Section 3.15, significant updates since the last publication of the policy are indicated by a change bar in the right margin.

¹ This batch process is referred to as “[BATCH_DHS_DEMO_UPDT](#)” or “[BATCH_FCR_SUBMISSION](#).” It will be referred to in this memorandum as the “NCOA batch process.” Ref: the [MiCSES 10.3 Release Notes](#) for more information about the batch process.

<p>UPDATE(S):</p> <p><input checked="" type="checkbox"/> Manual</p> <p><input type="checkbox"/> Form(s)</p>

DISCUSSION:

A. NCOA Submittal Process MiCSES Logic Error

The NCOA submittal process, as described in Subsection 3.2 of Section 3.15, “Addresses,” of the *Michigan IV-D Child Support Manual*, correctly outlines the process for the automated submission of IV-D case member address information to the FCR for NCOA address processing. However, as a result of an error in the NCOA batch process logic, MiCSES has been submitting ineligible member addresses to the FCR for NCOA address processing. The NCOA batch process logic is also failing to record updated address responses on eligible member addresses that have an “N – Confirmed/Verified as Bad” *Action Code* on the *Member Address History* (AHIS) screen.²

Once ineligible member address records are submitted to the NCOA for address verification, MiCSES labels them with a “V – Verification Sent” *Action Code* on the AHIS screen. The “V – Verification Sent” *Action Code* disables the *Paper Postal* button on the AHIS screen until an electronic postal response is received from the NCOA. However, because MiCSES does not receive NCOA data on members with addresses that do not meet the FCR/NCOA submission criteria, the *Paper Postal* button remains disabled indefinitely, preventing IV-D workers from sending paper postal address verifications directly from the AHIS screen. As a result, OCS created a workaround by adding the *Paper Postal* button to the *Document Generation* (DOGN) screen. This has allowed IV-D staff to queue a paper postal address verification manually.

B. NCOA Submittal Process MiCSES Logic Fix

The MiCSES 10.3 Release will correct the NCOA batch process logic in MiCSES. The correction will ensure:

- Only eligible IV-D members with at least one open IV-D case and no family violence address suppression code in MiCSES are submitted to the NCOA for address verification; and
- All NCOA responses are recorded for eligible member addresses, regardless of whether the member address status prior to submission is “N – Confirmed/Verified as Bad.”

The corrections to the NCOA batch process logic will correct the issue with the *Paper Postal* button on the AHIS screen. This means IV-D workers will be able to send paper postal verifications directly from the AHIS screen and discontinue using the *Paper Postal* button added to the DOGN screen. The corrections will also clean up member address records waiting for a response from the NCOA. Currently, there

² Ref: [MiCSES Screen Description: AHIS – Member Address History](#) for more information on *Action Codes*.

are 400,000 IV-D cases and 800,000 IV-D member address records that will be affected by the correction to the NCOA batch process logic.³

C. Impacts to IV-D Staff

Corrections to the NCOA batch process logic will not lead to an increase in workload for IV-D staff, nor will MiCSES create alerts for IV-D staff on the *Alert Detail (ALRT)* screen. As a result of the corrections, IV-D staff will no longer see a blank NCOA response date in the *NCOA Resp Date* field on the AHIS screen for requests that are more than 10 days old.

D. Policy Revisions

In Section 3.15, OCS:

- Removed Subsection 3.2.5, “90-Day Locate Attempt Requirement.” This requirement is explained in Section 3.05, “Locate,” of the *Michigan IV-D Child Support Manual*;
- Removed a reference to non-IV-D cases with an open support order in Subsection 3.2.2. The NCOA submittal process only applies to IV-D cases; and
- Updated policy references in footnotes.

NECESSARY ACTION:

Review Section 3.15 of the *Michigan IV-D Child Support Manual*. For those maintaining a hard copy of the manual, print Section 3.15 and add it to the manual. Discard the previously published version of Section 3.15 (published May 27, 2016).

REVIEW PARTICIPANTS:

Case Management Work Improvement Team
Program Leadership Group

CONTACT PERSON:

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³ It is possible for IV-D members to have more than one address record waiting for a response from the NCOA.

ATTACHMENT:

Section 3.15: Addresses

EPF/KRB

IV-D MEMORANDUM 2020-002

TO: All Friend of the Court (FOC) Staff
All Prosecuting Attorney (PA) Staff
All Office of Child Support (OCS) Staff
All State Court Administrative Office (SCAO) Staff

FROM: Erin P. Frisch, Director
Office of Child Support

DATE: January 17, 2020

SUBJECT: Documenting Parental Engagement and Revised Order Entry
Methods

UPDATE(S):

Manual

Form(s)

ACTION DUE: None

POLICY EFFECTIVE DATE: January 24, 2020

PURPOSE:

This IV-D Memorandum introduces policy on documenting whether parents are engaged in establishing their new or modified child support orders. Federal regulation⁴ requires states to track and analyze order and payment data to ensure that support amounts calculated with the guidelines are appropriate, and deviations from the guidelines are limited. One of the required data elements, rates of default, will be evaluated further by quantifying parental engagement during the establishment of new and modified orders. The collection of this data will assist SCAO with its review of the Michigan Child Support Formula (MCSF).

OCS will implement the following changes with the Michigan Child Support Enforcement System (MiCSES) 10.3 Release on January 24, 2020:

- The ability to document parental engagement in establishing new or modified child support orders. OCS will add data fields to the *MiChildSupport Calculator* (CALC)⁵ and *Order Preparation and Entry* (OPRE)⁶ screens in MiCSES to help

⁴ Ref: 45 Code of Federal Regulations (CFR) 302.56(h)(2). The regulation was revised in the Flexibility, Efficiency, and Modernization in Child Support Enforcement Programs final rule, which was published on December 20, 2016.

⁵ This change only applies to the MiChildSupport Calculator in MiCSES – not the MiChildSupport Calculator that is available to the public. In this memorandum, the MiChildSupport Calculator in MiCSES will be referred to as the MiCSES Calculator, which is the CALC screen in MiCSES. Ref: [MiCSES Screen Description: CALC – MiChildSupport Calculator](#) for more information on the CALC screen.

⁶ Ref: [MiCSES Screen Description: OPRE – Order Preparation and Entry](#) for more information on the OPRE screen.

IV-D staff track parental engagement for SCAO's quadrennial review⁷ of the MCSF; and

- A revised list of values to ensure that IV-D workers accurately document how an order is entered. OCS will update the list of values in the OPRE screen's *Entry Method* field to help SCAO evaluate data that is required by federal regulation⁸ for improving the MCSF.⁹

OCS has revised policy in Section 3.45, "Review and Modification," and Section 4.20, "Support Recommendations and Order Entry," of the *Michigan IV-D Child Support Manual* to reflect these changes. Within Sections 3.45 and 4.20, significant changes to the policy since its last publication are indicated by a change bar in the right margin of the manual section. Reorganized content or content that has not been substantively updated with new information or policy is not identified with a change bar.

This IV-D Memorandum also announces an update to the *Calculation Results Template* (CALCRSLT)¹⁰ to include one of the fields that will be added to the MiCSES Calculator.

DISCUSSION:

Federal regulations¹¹ require states to:

- Track deviations from the guidelines, orders based on imputed income, orders based on the low-income adjustment, and rates of default; and
- Compare payments on orders with those same characteristics.¹²

SCAO will use the order and payment data to evaluate whether applying the MCSF results in order amounts that:

- Are appropriate given the parents' resources and family circumstances; and
- Could lead to more reliable child support payments.

Identifying the number of deviations from the guidelines may help SCAO and the Michigan Child Support Formula Committee determine whether the normal application of the formula too often results in an unfair or unjust outcome that requires a deviation.¹³

⁷ Michigan is required to review its guidelines every four years. Ref: 45 Code of Federal Regulations (CFR) 302.56(e).

⁸ 45 CFR 302.56(h)(2)

⁹ SCAO is responsible for analyzing the data required by the federal regulation and for reviewing the guidelines.

¹⁰ Ref: [Section 4.20, "Support Recommendations and Order Entry," Subsection 3.6, "Calculation Results \(CALC\) Template,"](#) of the *Michigan IV-D Child Support Manual*.

¹¹ Ref: 45 CFR 302.56(h)(2).

¹² MiCSES already tracks orders established using imputed income and the low-income adjustment as well as deviations from the guidelines and default orders.

¹³ Ref: 2017 MCSF 1.04 or more information about deviations.

One of the data elements that the federal regulation requires states to track and analyze is the rates of default. A default order may indicate that the parents were not engaged in the process of establishing their order. However, often a default order may result even though a parent did engage in one or more ways to establish his/her order. To identify when this happens and evaluate these default orders, Michigan will also track parental engagement. Recording this data will help SCAO and the Michigan Child Support Formula Committee better understand the results and impacts of previous formula revisions. It will also help Michigan track how the IV-D program is doing on engaging parents in the key milestones of order establishment and modification.

OCS and all of the IV-D program partners want to meaningfully engage parents in the process of establishing their orders in an effort to encourage parents to comply with the orders they participate in creating. Documenting parental engagement, particularly in the establishment of default orders, will help SCAO:

- Identify when parents are and are not engaged in the process of establishing their orders; and
- Analyze the impact of their engagement on whether they comply with their orders.

Representatives from SCAO, FOCs, PAs and OCS decided to effectively evaluate the rates of default by tracking the parents' level of engagement throughout the two stages of the establishment process. Parental engagement will be tracked:

- During the calculation of support; and
- Between the calculation of support and order entry.

A. Documenting Parental Engagement

Parental engagement will be measured as follows:

- When the support amount is calculated, a parent is engaged if (s)he provided information for the support calculation; and
- After the support is calculated and when the order is entered, a parent is engaged if (s)he participated at any time during this period.

These stages are detailed below.

1. Providing Information for the Support Calculation

IV-D workers use several types of information to calculate an appropriate support amount, and they obtain this information from parents whenever possible. The information provided by parents includes, but is not limited to, income, health care, child care, and family size. Parents may provide this information verbally or

in writing; communication methods include completing questionnaires, participating in an interview, or responding to a phone call.

Beginning January 24, 2020, IV-D workers will document whether one **or** both parents provided any information for the calculation of support, whether in writing, in person, or over the phone. They will indicate this on the MiCSES Calculator and the OPRE screen.

a. MiCSES Calculator – *List* Page and *Family* Tab

On the *List* page, a IV-D worker will select whether one or both parents provided information. After clicking “new calculation,” the *List* page can no longer be updated. If IV-D workers need to change this selection later during the calculation of the support order, they will update it on the *Family* tab of the MiCSES Calculator.¹⁴ However, if IV-D workers need to change their selection after the calculation is saved, they will do so on the OPRE screen.

b. OPRE Screen – *Support Setup* Tab

When the calculation is imported to the OPRE screen, MiCSES will transfer the information from the *Family* tab of the MiCSES Calculator to the OPRE screen in the *Provided Info* checkbox on the *Support Setup* tab.¹⁵ If a parent provides information for the support calculation after the calculation is imported to the OPRE screen, a IV-D worker will indicate this on the OPRE screen. Updating the OPRE screen will not retroactively update the information in the MiCSES Calculator.

2. Participation Between the Calculation of Support and Order Entry

IV-D workers will document whether one or both parents participated at any time after the calculation of support and before the new or modified order is entered. Participation includes, but is not limited to:

- Attending a hearing;
- Initiating or responding to phone calls;
- Returning questionnaires or providing other documentation; or
- Participating in an interview or mediation.

IV-D workers will document participation on the OPRE screen in the *Participation* field on the *Order Detail* tab. IV-D workers will document whether parents

¹⁴ Ref: *MiCSES Screen Description: CALC – MiChildSupport Calculator* for more information about completing these fields.

¹⁵ Ref: *MiCSES Screen Description: OPRE – Order Preparation and Entry* for more information on completing this field on the OPRE screen.

participated by selecting “plaintiff,” “defendant,” “neither,” “both,” or “unknown” in the *Participation* field.

B. Documenting the Order Entry Method

A revised list of values for the *Entry Method* field on the OPRE screen’s *Order Detail* tab will be available on January 24, 2020. These values will allow IV-D workers to accurately identify how a support order was entered. The most commonly used entry methods will be placed near the top of the list. This is a mandatory field.

Prior to the changes described in this IV-D Memorandum, the *Entry Method* field was prepopulated with a value that the IV-D worker could change. This field will no longer have a prepopulated value. IV-D workers will select a value consistent with how the judge’s signature was obtained to finalize the order. When no other value applies, IV-D workers will select “judicial hearing.”

The values¹⁶ listed below are in the order that they will appear in the *Entry Method* field:

Value	New or Revised	Description of Value
FOC 21-Day Proposed Order	New	Order following an FOC recommended order with a statutory 21-day objection period.
Consent Order	Revised	Order based on an agreement of the parties, also known as a stipulation. This value combines two of the existing values, Consent Referee and Consent Judicial.
Judicial Hearing	Revised	Order resulting from a hearing held by a judge.
Default with Hearing (Entry of Judgment)	Revised	Default order entered after a hearing is held and one party presents evidence. ¹⁷
Default Without Hearing (Entry of Proposed Judgment)	Revised	Default order where a hearing is not held and the proposed judgment is sent 14 days in advance. A party may object to the proposed judgment. ¹⁸
Referee Recommendation/Hearing	Revised	Proposed order resulting from a referee-held hearing/recommendation.
Judicial De Novo (Objection to	Revised	Order entered after a judicial hearing resulting from an objection to a referee recommendation/hearing.

¹⁶ Ref: *MiCSES Screen Description: OPRE – Order Preparation and Entry* for more information about the list of values.

¹⁷ Ref: Michigan Court Rule (MCR) 3.210(B)(4)(a).

¹⁸ Ref: MCR 3.210(B)(4)(b).

Value	New or Revised	Description of Value
Referee Recommendation)		
Private/Unknown ¹⁹	New	Non-IV-D order or when entry details are unknown.
Other State's Order	Existing	Order received from another state.
Administrative	New	IV-D office activity effectuating terms of an order (e.g., redirection, abatement). This does not result in a new order being entered.

C. Revisions to Sections 3.45 and 4.20

1. Revisions to Section 3.45

- a. Revised Subsection 7.3, "Gathering Information," to add the requirement for IV-D workers to document whether parents provided information for the support calculation;
- b. Added references to Section 4.20 for more information about updating the MiCSES Calculator and OPRE screens; and
- c. Removed references to the date that IV-D workers were required to use the MiCSES Calculator.

2. Revisions to Section 4.20

- a. Removed references to the *Child Support Recommendation (GUIDLINE)* template;
- b. Added Subsection 3.2.1, "Providing Information for the Support Calculation" to discuss documenting whether parents provided information for the support calculation and the new fields for indicating this on the MiCSES Calculator and the OPRE screen;
- c. Added Subsection 4.2.2, "Order Entry Methods" to describe revisions to the *Entry Method* field on the OPRE screen;
- d. Added Subsection 5.1, "Parental Participation," to provide information on documenting whether parents participated before the order was entered; and
- e. Removed references to the date that IV-D workers were required to use the MiCSES Calculator.

¹⁹ This value replaces a blank value that was removed.

D. Update to the *Calculation Results (CALCRSLT)* Template

OCS has added a *Provided Information for Support Calculation* field to the *Family/Children Details* section to record whether either parent provided information for the calculation of support.

NECESSARY ACTION:

Review Sections 3.45 and 4.20 of the *Michigan IV-D Child Support Manual*. For those maintaining a hard copy of the manual, print the manual sections and add them to the manual. Discard the previously published versions of Section 3.45 (published March 4, 2019) and Section 4.20 (published September 25, 2017).

The updated CALCRSLT template published with this memorandum replaces the CALCRSLT template (Rev. 12/16), which was last published with IV-D Memorandum 2016-035, *Implementing the 2017 Michigan Child Support Formula (MCSF) and Transitioning National Medical Support Notice (NMSN) Processing to the NMSN Processing Unit*.

REVIEW PARTICIPANTS:

Enforcement Work Improvement Team
Establishment Work Improvement Team
Case Management Work Improvement Team
Program Leadership Group

CONTACT PERSON:

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OCS Policy Analyst
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Clarka10@michigan.gov

CC:

None

SUPPORTING REFERENCES:

Federal
45 CFR 302.56(e)
45 CFR 302.56(h)(2)

State
MCR 3.210(B)(4)(a)
MCR 3.210(B)(4)(b)

ATTACHMENTS:

Section 3.45: Review and Modification

Section 4.20: Support Recommendations and Order Entry

CALCRSLT: *Calculation Results* Template

EPF/ALC

IV-D MEMORANDUM 2020-003

TO: All Friend of the Court (FOC) Staff
All Prosecuting Attorney (PA) Staff
All Office of Child Support (OCS) Staff

FROM: Erin P. Frisch, Director
Office of Child Support

DATE: February 20, 2020

SUBJECT: Office of Child Support (OCS) Equity Impact Assessment Tool
and Community Advisory Council

UPDATE(S):

Manual

Form(s)

ACTION DUE: None

POLICY EFFECTIVE DATE: Upon receipt

PURPOSE:

This IV-D Memorandum provides information about the OCS Equity Impact Assessment Tool, which OCS will use to help ensure that its statewide IV-D policies and procedures result in equitable outcomes for the diverse families Michigan’s child support program serves. OCS is committed to the principles of diversity, equity and inclusion within Michigan’s child support program.

This IV-D Memorandum also explains the role of the OCS Community Advisory Council, which is an important component of the Equity Impact Assessment Tool. This memorandum does not require action and does not introduce changes to any IV-D policy or procedure.

OCS has been conducting and will continue to conduct outreach at conferences and meetings to explain the tool and the council.

DISCUSSION:

A. Background

In May 2018, the Michigan Department of Health and Human Services (MDHHS) approved a [Diversity, Equity, and Inclusion Plan](#) that was developed by the MDHHS Diversity Committee. The purpose of the plan is to improve outcomes for customers, communities, stakeholders and employees by addressing inequities at a systemic level.

MDHHS created several resources in support of the plan, including:

1. A web-based training on the identification of systemic racism – OCS plans to make this training available to all IV-D staff in March 2020.²⁰ This training will satisfy the Contract Performance Standards requirement for customer service training.²¹ Because this training was created by MDHHS, it may not be available through the Learning Management System. OCS will provide instructions for accessing the training and ensuring that CPS credit is received.
2. An Equity Impact Assessment Tool – This tool can be used to guide the policy decision-making process and help evaluate the impacts of existing and future policies and programs. OCS introduced the MDHHS Equity Impact Assessment Tool to its Program Development Division (PDD)²² in the fall of 2018. At that time, PDD staff received preliminary training on the use of the tool.

Shortly thereafter, OCS formed the Equity Impact Assessment Workgroup to plan the implementation of the MDHHS Equity Impact Assessment Tool in OCS with regard to its development of IV-D policies, programs and initiatives. The workgroup consists of representatives from the MDHHS Health Disparities and Minority Health Section and representatives from PDD.

B. Equity Impact Assessment Tool

The use of MDHHS’s Equity Impact Assessment Tool will support the Michigan Child Support Program’s Strategic Plan by using data and families’ experiences to help evaluate child support practices.²³

The Equity Impact Assessment Tool is an evaluation process that follows a series of formalized procedures. At a high level, the Equity Impact Assessment Tool consists of the following steps:

1. Proposal;
2. Data;
3. Community Engagement;
4. Analysis and Strategies;
5. Implementation; and
6. Accountability and Communication.

[Exhibit 2020-003E1, the MDHHS Equity Impact Review Process Overview](#),²⁴ provides more information on the tool and the steps listed above.

²⁰ OCS will announce the training in an email notification when it is available.

²¹ Ref: [Section 1.25, “Contracts,” of the Michigan IV-D Child Support Manual](#).

²² OCS PDD consists of the Policy section, the Training and Application Support Services section, and other program developers.

²³ Ref: the goal “Improve Child Support Processes” in the [Michigan Child Support Program Strategic Plan 2018-2020](#) on mi-support.

²⁴ This document was created by the MDHHS **Office of Equity and Minority Health**.

The Equity Impact Assessment Workgroup quickly realized that implementation of the tool could not go forward without community input on and engagement with the IV-D program's decision-making process. Therefore, the workgroup began planning for an OCS Community Advisory Council.

C. OCS Community Advisory Council

The OCS Community Advisory Council will be a group of 8 to 12 individuals tasked with providing input on both new and existing IV-D policies and procedures. OCS is looking for council participants with diverse characteristics (e.g., race, ethnicity, abilities) who represent the different roles of child support customers (e.g., both parents and non-parent caregivers, such as grandparents). OCS intends that some of the council participants will be formally or informally affiliated with community organizations that advocate for and assist and support marginalized populations; therefore, they will be able to represent not only their own personal experience with the child support program, but that of others as well.

The council will not include child support practitioners²⁵ as formal members because those individuals are already represented in the policy development process (e.g., in workgroups, Work Improvement Teams, etc.). OCS will provide administrative support and facilitators for the council, but these individuals will not be considered formal members of the council, and they will remain neutral in the council's discussions.

OCS will identify Community Advisory Council participants through a series of informational meetings conducted in the Lansing area.²⁶ These informational meetings should begin in April 2020, and the council should begin its monthly meetings in June 2020.

[Exhibit 2020-003E2, the OCS Community Advisory Council Charter](#), documents the expectations for the council's:

- Purpose;
- Goals;
- Objectives;
- Scope;
- Approach;
- Membership;
- Communication;
- Budget; and
- Evaluation process.

²⁵ Child support practitioners include FOC, PA, State Court Administrative Office, or OCS staff.

²⁶ OCS intends that eventually, the OCS Community Advisory Council will include representation from beyond the Lansing metropolitan area; however, it was logistically simpler to use the Lansing area as a starting point for this new initiative.

The creation of the OCS Community Advisory Council will support the Michigan Child Support Program's Strategic Plan to improve the customer experience by giving the program an opportunity to hear from customers as they experience IV-D services. Also, customers will have the opportunity to learn about and better understand child support processes, provide their input, and know that they have been heard.

While child support practitioners will not be formal members of the OCS Community Advisory Council, OCS expects that, from time to time, they may be asked to speak with the council as subject matter experts. Individuals participating in this manner will only provide information and will not be involved in the council's deliberations. Practitioners may be asked to sign a Memorandum of Understanding recognizing the role they play as collaborators with the council and what kinds of input and participation the council expects.

OCS anticipates that any participating child support practitioners will serve as an informal bridge between the council and the child support program's Work Improvement Teams and other workgroups.

Any child support practitioner interested in learning more about the council or the role of child support practitioners within the council may contact Julie Vandenoorn (vandenboomj@michigan.gov).

D. Impacts to the Policy Development Process

As the implementation of the Equity Impact Assessment Tool results in changes to the IV-D policy development process, OCS will inform all affected partners within the Michigan child support program.

NECESSARY ACTION:

Retain this IV-D Memorandum until further notice.

REVIEW PARTICIPANTS:

OCS Equity Impact Assessment Workgroup
Customer Services Workgroup
Program Leadership Group

CONTACT PERSON:

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OCS Program Re-Engineering Specialist
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ATTACHMENTS:

Exhibit 2020-003E1: MDHHS Equity Impact Review Process Overview

Exhibit 2020-003E2: OCS Community Advisory Council Charter

EPF/JJV

IV-D MEMORANDUM 2020-004

TO: All Friend of the Court (FOC) Staff
All Prosecuting Attorney (PA) Staff
All Office of Child Support (OCS) Staff

FROM: Erin P. Frisch, Director
Office of Child Support

DATE: February 21, 2020

SUBJECT: Behavioral Interventions in Child Support, Phase 2

ACTION DUE: None

POLICY EFFECTIVE DATE: Upon receipt

PURPOSE:

This IV-D Memorandum shares the results of the review and modification intervention conducted by member offices of the Behavioral Interventions Workgroup (BI Workgroup) in the spring and summer of 2019. It also includes information on OCS's plans for working on a second phase of behavioral interventions with IV-D offices in 2020 and 2021.

This memorandum is informational only and does not introduce any new statewide policy or procedure.

DISCUSSION:

A. Background

In 2014, the federal Office of Child Support Enforcement (OCSE) awarded five-year grants to eight child support agencies under the Behavioral Interventions for Child Support Services (BICS) demonstration project. In 2018, OCSE chose several state and tribal IV-D programs to participate as BICS Peer Learning Sites. Michigan's Office of Child Support was one of the programs selected.

IV-D staff can refer to [IV-D Memorandum 2019-002, Behavioral Interventions in Child Support](#), for more information about behavioral economics, the BICS project, and Michigan's participation as a Peer Learning Site.

Michigan's BI Workgroup developed, implemented and evaluated a behavioral intervention with training and technical assistance from the OCSE BICS Project Support Team.

UPDATE(S):

Manual

Form(s)

B. Michigan's Intervention: Review and Modification

Michigan's behavioral intervention was based on the problem statement that custodial parties (CPs) and non-custodial parents (NCPs) often do not participate in the review and modification process. This is problematic because the lack of participation can result in:

- Terminated reviews (wasted staff time and effort);
- Additional staff efforts to discover relevant financial information;
- Support amounts that do not reflect the parties' actual circumstances and ability to pay; and/or
- Additional time and effort spent by staff when parties object to a recommended order developed without their participation.

IV-D Memorandum 2019-002 provides detailed information on the steps the BI Workgroup took to analyze the problem, diagnose bottlenecks in the review and modification process, and design an intervention to address some of the behavioral issues identified.

Seven county offices participated in the review and modification intervention. OCS staff took the following actions in the intervention that are not taken in the usual review and modification process:

1. Sent a postcard to CPs and NCPs a few days before they received the *Notice of Support Review*;
2. Sent the CP and NCP a revised version of the *Notice of Support Review* in a non-standard envelope;²⁷
3. Gave some CPs and NCPs an opportunity to provide review information through a telephone or in-person interview rather than completing the *Case Questionnaire* (FOC39); and
4. Provided follow-up phone calls, emails, and/or text messages to CPs and NCPs if the office received no response to the *Notice of Support Review*.

The intervention included reviews that were conducted at the request of the CP or NCP, reviews that were conducted at the initiative of the FOC office, and court-ordered reviews. It excluded automatic three-year public assistance reviews.

C. Evaluation and Analysis

²⁷ The *Notice of Support Review* (RNMRVWNOT) is generated by the Michigan Child Support Enforcement System (MiCSES). For the intervention, OCS created an alternate version of the *Notice of Support Review* that contained simpler language, additional information about the review process, and email addresses and phone numbers that customers could use to ask questions about the review.

1. Evaluation

The OCS Planning, Evaluation and Analysis (PEA) team compiled intervention data from spreadsheets submitted by the offices that participated in the review and modification intervention and conducted an evaluation of that data.

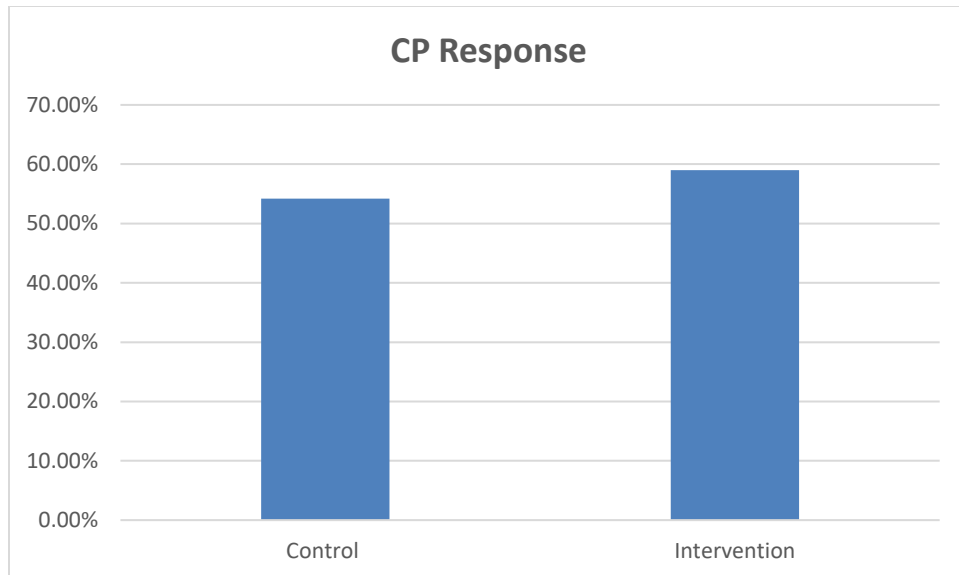
The BI Workgroup primarily wanted to find out whether the intervention increased CP and NCP responses in the review and modification process. The workgroup also wanted to learn whether or not the intervention affected:

- The number of reviews completed, as opposed to terminated;
- The use of review data from third-party sources; and
- The number of objections received.

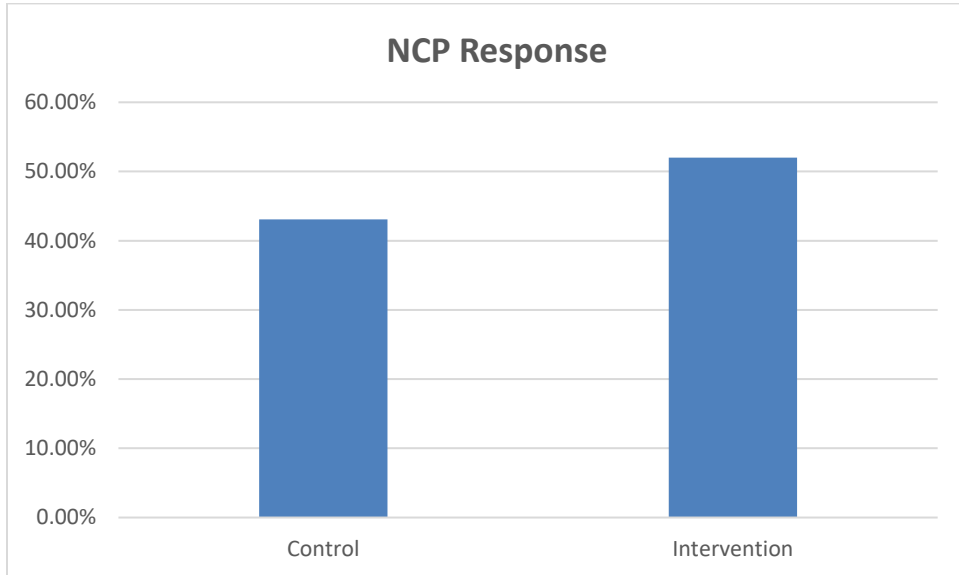
a. CP and NCP Responses

OCS PEA determined that the interventions resulted in a statistically significant increase in the responses of both CPs and NCPs.

In the non-intervention (or “control”) reviews, CPs responded 54.2% of the time, compared to 59% of the time in the intervention reviews.

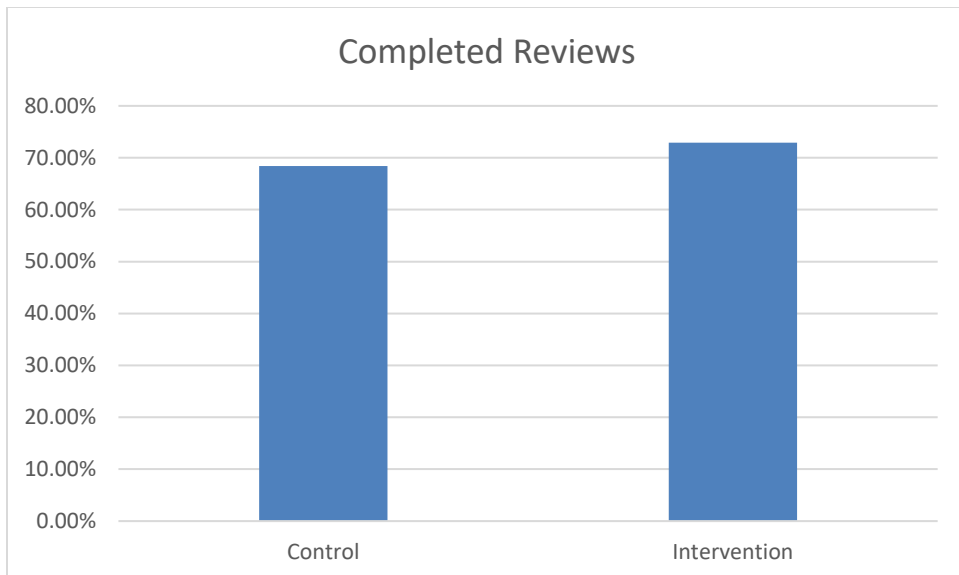


In the control reviews, NCPs responded only 43.1% of the time. In the intervention reviews, NCPs responded at a rate of 52.0%.



b. Completed Reviews

The intervention also resulted in a slight increase in completed reviews (68.4% in the control group, compared to 72.9% in the intervention group). This result is different enough to be considered statistically significant.



c. Use of Third-Party Review Data and the Number of Objections Received

For the other questions (use of third-party data for the review and the number of objections received), the data did not show a significant difference between the control and intervention groups.

2. Analysis

While OCS PEA's evaluation demonstrates that the intervention made a difference in the response rates and the number of completed reviews, the evaluation was not able to explain which element(s) of the intervention actually "moved the needle." The intervention consisted of many departures from the standard review and modification process, and there was no quantitative data available to show what caused the improvements to the numbers (e.g., Was it the postcard, the revised *Notice of Support Review*, etc.?).

The BI Workgroup members discussed the evaluation findings and provided a qualitative analysis. Based on their experiences during the intervention, the workgroup members agreed that the majority of the improvement in response rates could be attributed to the follow-up step (i.e., action #4 under Section B above). Offices that spent more time and devoted more resources to follow-up activities (e.g., phone calls, emails, and text messages) saw greater increases in their CP and NCP response rates.

Many offices also attributed the increased response rates to the revised *Notice of Support Review* (i.e., action #2 under Section B above). The revised notice used simpler language, included additional information about the review process, and provided dedicated email addresses and phone numbers that customers could use to ask questions about the review.

The Kent County FOC office has continued to use a modified version of the *Notice of Support Review* in their support review process after the conclusion of the intervention. The office compared a test group of reviews that used the revised notice (and no other intervention components) with the control group from the intervention, and found that the use of the revised notice alone resulted in an increased NCP response rate (41.3% in the control group and 46.5% in the test group).

The Kent County notice is attached to this memorandum (Ref: [Exhibit 2020-004E1](#)).²⁸

²⁸ Offices sending forms that are not generated from MiCSES must document the sending of those forms in MiCSES.

D. BI Workgroup's Recommendations

1. Recommendations to Offices Doing Review and Modification Work

Based on the results and experiences of the interventions, the BI Workgroup provides the following recommendations to offices doing review and modification work. These recommendations may help improve CP and NCP engagement with the review and modification process.²⁹ OCS intends to include these recommendations in a future publication of Section 3.45 of the *Michigan IV-D Child Support Manual*.

a. Dedicated Phone Line or Email Address

Offices (especially those with larger caseloads) should consider providing CPs and NCPs with a dedicated phone line or email address to direct questions regarding review and modification. Offices should then staff the email box or phone line with experienced review and modification professionals. At least one participating office chose to continue this practice after the conclusion of the intervention.

b. Follow-Up Communication

Currently, MiCSES automatically sends a second *Notice of Support Review*³⁰ if the CP or NCP fails to return information by the deadline. Rather than send a second notice by mail, offices participating in the intervention followed up with these CPs or NCPs by phone, email or text message.³¹

Of the three follow-up methods, contacting a CP or NCP by telephone yielded the most success. Reminding CPs or NCPs that the review was pending and the office needed input was often sufficient to move the review along. However, telephone reminders also resulted in more work than the other two follow-up methods. Once a CP or an NCP had FOC staff on the phone, they often asked questions beyond the support review process. In some offices, this proved time-consuming.

The BI Workgroup recommends that offices follow up using one or more of these three methods rather than solely relying on MiCSES to send a second *Notice of Support Review*.³² While the follow-up process is labor-intensive, it

²⁹ Ref: [Section 3.45, "Review and Modification," of the Michigan IV-D Child Support Manual](#) for more information about the tracking of CP and NCP engagement during the review process.

³⁰ This is the *Notice of Support Review – Second Request* (RNM2NDRVWNOT) in MiCSES.

³¹ Offices must ensure that all communications adhere to policy established in [Section 1.10, "Confidentiality/Security," of the Michigan IV-D Child Support Manual](#). Email and text communication may occur securely through the MiChildSupport Portal. See [Section 1.35, "MiChildSupport Portal," of the Michigan IV-D Child Support Manual](#) for more information.

³² Ref: Section 3.45 of the *Michigan IV-D Child Support Manual* for information on when MiCSES sends the second notice and how to prevent it from generating.

can provide parties with a better understanding of the review process and improve responses. Anecdotally, in some cases, the follow-up seems to have also improved parties' perceptions of the child support program, thus advancing its Strategic Plan goal of improving the customer experience.

2. Recommendation to the Program Leadership Group (PLG)

The BI Workgroup has also made a recommendation to the PLG. When the workgroup analyzed behavioral bottlenecks in the review and modification process, one of the most serious bottlenecks the group identified was the hassle caused by the absence of an online case questionnaire. Because OCS authorized the group's charter with the understanding that little to no system work would be done to support the intervention, the group could not test an online case questionnaire as part of its intervention.

The BI Workgroup recommended to the PLG that Michigan's IV-D program pursue functionality that would permit parents to complete the *Case Questionnaire* online, whether through Michigan Legal Self-Help, through the MiChildSupport Portal, or by some other means. Although this has not been tested in an intervention, the child support program has demonstrated through other work (e.g., the availability of the e1201 and e842³³) that child support customers have a strong desire to complete forms online when possible.

3. Recommendations Regarding Forms

- a. Members of the BI Workgroup provided feedback to the Enforcement Work Improvement Team (ENF WIT) regarding the *Case Questionnaire*. Feedback included the identification of superfluous fields and confusing language. The ENF WIT has formed a subcommittee to work on revisions to the form.
- b. OCS is working to make recommendations to the Interagency Forms Committee regarding the *Notice of Support Review*, including the use of friendlier language, icons, and frequently asked questions (FAQs).

E. Phase 2 of Michigan's Behavioral Interventions Work

The PLG approved the BI Workgroup's charter in the summer of 2018. At that time, the charter indicated that the workgroup would complete its behavioral intervention project as a BICS Peer Learning Site by September 30, 2019. It also indicated that the workgroup would then decide whether to disband or to continue behavioral intervention work in Michigan without the ongoing assistance of the OCSE BICS Project Support Team.

³³ Ref: [Section 2.05, "Referrals and Applications," of the Michigan IV-D Child Support Manual](#) for information on the e1201 and e842.

Through study, discussions, work with mentor sites and the BICS Project Support Team, and trial-and-error during the review and modification intervention, the BI Workgroup had gained knowledge that it wanted to share with the rest of Michigan's child support program. The workgroup discussed its thoughts with the PLG, and in November 2019, the PLG approved Phase 2 of Michigan's behavioral intervention work.

In this second phase, the BI Workgroup intends to transform itself. Some of the original BI Workgroup members will remain and act as mentors to future behavioral intervention sites. Phase 2 interventions will not be limited to a single theme; offices will be able to identify and work on any problem they choose.

1. BI Assistance for Interested Offices

The BI Workgroup learned that it is difficult to design a single behavioral intervention that works equally well in different offices. Due to the varying sizes of the offices and the differences in business processes, something that works well in one office may be cumbersome in another. Nevertheless, the workgroup recognizes that there is an advantage to sharing ideas and information with others who do things differently. In this second phase, offices will work on individual interventions while still benefiting from the exchange of ideas with others working on a similar problem.

Phase 2 activities will consist of the following:

a. Introductory Webinar

All interested child support offices in Michigan may learn about behavioral economics and problem identification in an introductory webinar.

b. Proposal Submission

After the webinar, interested offices may submit proposals for behavioral interventions they would like to undertake within their individual offices. Each office will customize its own intervention, based on its own needs.

The template for the proposal has not yet been finalized; however, it will be a one- or two-page document based on the BICS "Defining the Problem" worksheet (Ref: [Exhibit 2020-004E2](#)). The submitting office need not have an entire intervention planned at the proposal stage.

c. Proposal Review and Approval

OCS and State Court Administrative Office (SCAO) staff, as well as mentors who were involved with the review and modification intervention, will review the proposals. If more offices submit proposals than can be accommodated,

preference will be given to the proposals that best exemplify the priorities laid out in the [Michigan Child Support Program’s Strategic Plan](#):

- Improve Child Support Processes;
- Improve the Customer Experience;
- Improve Education and Outreach; and
- Improve Data Tools and Implement Technology.

Offices will then be grouped according to the type of intervention they plan to conduct (e.g., noncooperation interventions, service of process interventions, enforcement interventions, etc.). Exact groupings will depend on what types of proposals offices submit.

d. Planning, Conducting and Evaluating the Intervention

Participating offices are expected to plan, create, carry out, and evaluate a behavioral intervention with help from OCS and BI Workgroup mentors. While OCS will provide technical assistance, it is unable to provide any financial or system support for interventions. OCS may allow flexibility under its child support policies if an office requests consideration (i.e., a “policy waiver”).

All participating offices will attend ongoing instructional webinars. The groups of offices will work in between the webinars with OCS and SCAO staff, and with the mentors who participated in the review and modification intervention.

2. Tentative Timeline

Spring 2020	OCS shares information about results of the review and modification intervention, and about the next phase of behavioral interventions work with IV-D partners (information will be shared in this IV-D Memorandum, conference presentations, WITs and Workgroups, etc.)
June 2020	Webinar – Introduction to behavioral economics/problem identification, providing guidance on submitting proposals
June/July 2020	Interested offices submit proposals; OCS, SCAO, and mentors split offices into groups of similar interventions
August 2020	Webinar – Diagnosing bottlenecks
August/Sept. 2020	Participating offices diagnose their bottlenecks
October 2020	Webinar – Intervention design
October/Nov. 2020	Participating offices design their intervention
November 2020	Webinar – Evaluation
November/Dec. 2020	Participating offices establish their evaluation approach
January – April 2021	Participating offices conduct their interventions
May/June 2021	Participating offices share results

OCS will announce the introductory webinar through a Help Desk notification. If any office staff would like more information before then, they may contact Julie Vandenberg, OCS Program Re-Engineering Specialist, at vandenboomj@michigan.gov.

NECESSARY ACTION:

Retain this IV-D Memorandum until further notice.

Office staff should consider participating in the introductory webinar when it is announced in spring 2020 to learn about BI and how they can use it to enhance performance and service. Participation is not considered a commitment to submit a proposal.

REVIEW PARTICIPANTS:

Behavioral Interventions Workgroup
Program Leadership Group

CONTACT PERSON:

Julie Vandenberg
OCS Program Re-Engineering Specialist
(517) 241-4453
vandenboomj@michigan.gov

ATTACHMENTS:

Exhibit 2020-004E1: Kent County *Notice of Support Review*

Exhibit 2020-004E2: BICS “Defining the Problem” Worksheet

EPF/JJV

IV-D MEMORANDUM 2020-005

TO: All Friend of the Court (FOC) Staff
All Prosecuting Attorney (PA) Staff
All Office of Child Support (OCS) Staff

FROM: Erin P. Frisch, Director
Office of Child Support

DATE: February 24, 2020

SUBJECT: Update to the *Notice of Order of Filiation* (DCH-0839)

ACTION DUE: None

POLICY EFFECTIVE DATE: Upon receipt

PURPOSE:

This IV-D Memorandum announces an updated version of the *Notice of Order of Filiation* (DCH-0839) in the Michigan Child Support Enforcement System (MiCSES). The DCH-0839 is available in MiCSES as Form 6130.

The revised form will be uploaded to MiCSES on February 28, 2020.

DISCUSSION:

Court staff complete and submit a DCH-0839 when a judge declares a legal father in a court order. In September 2016, the Michigan Department of Health and Human Services (MDHHS) updated the DCH-0839 to:

- Remove payment information for ordering a copy of a new birth record;
- Remove spaces for entering the name, mailing address and phone number of parents for mailing the new birth record; and
- Add space for entering the address of the legal father.

Form 6130 in MiCSES is currently the October 2013 version of the DCH-0839. It will be updated to reflect the September 2016 version of the form.

NECESSARY ACTION:

Retain this IV-D Memorandum until further notice. This memorandum obsoletes IV-D Memorandum 2013-032, *Update to the Notice of Order of Filiation (DCH-0839)* and its attached DCH-0839 (Form 6130) (Rev. 10-2013).

REVIEW PARTICIPANTS:

UPDATE(S):

Manual

Form(s)

Program Leadership Group

CONTACT PERSON:

Shari Martin
OCS PDD Editor
(517) 335-5929
Martins3@michigan.gov

CC:

None

ATTACHMENT:

MiCSES Form 6130: *Notice of Order of Filiation (DCH-0839)*

EPF/SM

IV-D MEMORANDUM 2020-006

TO: All Attorney General (AG) Child Support
Division Staff
All Friend of the Court (FOC) Staff
All Prosecuting Attorney (PA) Staff
All Office of Child Support (OCS) Staff

FROM: Erin P. Frisch, Director
Office of Child Support

DATE: February 27, 2020

SUBJECT: Internal Revenue Service's (IRS's) Background Investigation
Requirements: Local Office Preparation Encouraged

UPDATE(S):

Manual

Form(s)

ACTION DUE: May 29, 2020 (Recommended)

POLICY EFFECTIVE DATE: Upon receipt

PURPOSE:

This IV-D Memorandum announces the IRS's mandated background investigation requirements for safeguarding and protecting federal tax information (FTI).³⁴ These requirements include background and citizenship or residency checks of current and prospective IV-D staff to determine their suitability for accessing FTI within the IV-D program. This IV-D Memorandum also explains state law that grants Michigan the authority to conduct IRS background investigations³⁵ for FTI purposes.

In addition, this memorandum provides an overview of the background investigation process and actions that IV-D offices may take to prepare for implementation of the requirements. OCS has tentatively scheduled implementation for local offices in late summer or early fall of 2020 and will announce the implementation date in a future publication. OCS recommends IV-D offices take steps as described in this memorandum to prepare for implementation. In March 2020, OCS will begin preparations to implement the fingerprint-based background investigations only for State of Michigan IV-D employees hired by OCS. At a future date, OCS will publish updated policy with instructions on the fingerprinting procedure and background investigation process, required training, and forms.

³⁴ FTI includes any tax return or return information that the IV-D program receives from the IRS for purposes of locating individuals who owe child support, establishing child support obligations, and collecting child support obligations. Ref: [Section 1.10, "Confidentiality/Security," of the Michigan IV-D Child Support Manual](#) for more information on FTI.

³⁵ In this memorandum, the IRS background investigation is alternately referred to as "background investigation" or "background check."

OCS recognizes the complexities of coordinating statewide fingerprinting of prospective and current IV-D staff. OCS will continue to work with Michigan Department of Health and Human Services (MDHHS) staff; the Michigan Department of Civil Service (Civil Service); the Michigan State Police (MSP); the Department of Technology, Management & Budget (DTMB); contractors; and FOC, PA, AG and State Court Administrative Office (SCAO) partners to develop a statewide rollout plan and timeframes for the completion of background checks.

This IV-D Memorandum provides the following information related to background investigations:

- A. Legal requirements;
- B. Individuals subject to the background investigation requirements;
- C. Background investigations;
- D. Accessing fingerprint-based Criminal History Record Information (CHRI; pronounced “Cry”);
- E. Preparation for implementation of the background investigation requirement;
- F. Fingerprint-based background check suitability criteria and appeals process;
- G. MSP-required training for users accessing CHRI and/or CHRIS;³⁶
- H. Disclosure of fingerprint-based CHRI;
- I. Audits of IV-D offices that handle fingerprint-based CHRI; and
- J. Background check reinvestigations.

DISCUSSION:

OCS receives FTI from the IRS for IV-D purposes; OCS then provides access to the FTI to Michigan’s IV-D staff. OCS is required by the Internal Revenue Code (IRC) 6103(p)(4)(C) to safeguard FTI in accordance with IRS requirements found in the [IRS Publication 1075: Tax Information Security Guidelines for Federal, State and Local Agencies](#). In 2016, the IRS revised the *Publication 1075* to require state and local agencies to conduct background investigations on current and prospective employees who will have access to FTI. Individuals must have a favorable Federal Bureau of Investigation (FBI) local background investigation and a citizenship or residency verification to be granted access to FTI.³⁷

In 2018, the Public Employee Fingerprint-Based Criminal History Check Act³⁸ (Michigan Compiled Laws [MCL] 15.651 – 15.654)³⁹ granted local and state agencies the authority to conduct background investigations for FTI purposes.

³⁶ CHRIS refers to the Michigan State Police Criminal History Record Internet Subscription Service (CHRIS) System. Ref: Section D(1) of this memorandum for more information.

³⁷ In September 2018, the IRS audited OCS and issued a significant finding that stated: “The agency does not have written background investigation policy and procedures to determine the suitability of agency personnel, support personnel in other state agencies, and authorized contractors prior to granting them access to FTI.”

³⁸ Public Act 427 of 2018

³⁹ The FBI approved the state law in May 2019.

In January 2020, MDHHS (OCS's umbrella agency) published department-wide policy⁴⁰ on the IRS-mandated background investigations with an effective date of March 1, 2020. Beginning in March 2020, OCS will take steps to implement the fingerprint-based background investigations only for State of Michigan IV-D employees hired by OCS. County office IV-D staff do not need to take action at this time, and OCS will provide more information soon regarding the fingerprinting and background check process.

OCS will continue to work with MDHHS, MSP, DTMB, the FOC/PA focus group, and SCAO representatives to develop a process for implementation of background investigations within each IV-D office for current and prospective IV-D staff.

A. Legal Requirements

1. Federal Requirements: IRS *Publication 1075*

Background investigations⁴¹ must include, at a minimum:

- FBI fingerprinting and a fingerprint-based background check;
- A local law enforcement check; and
- A citizenship or residency check.

Additionally, agencies receiving FTI from the IRS must adhere to the following IRS *Publication 1075* background investigation requirements:

- Develop a written policy that requires individuals with access to FTI to have completed a favorable background check;⁴²
- Identify all IV-D employees or IV-D contractors who currently have access to FTI and have not completed the required screening, and initiate a background check;
- Establish background check result criteria that define requirements for preventing or removing an individual's access to FTI;
- Ensure a reinvestigation is conducted within 10 years from the date of the previous background investigation for individuals requiring access to FTI; and
- Make a sample of background investigations available for inspection upon request from IRS auditors.

2. State Law: Public Employee Fingerprint-Based Criminal History Check Act⁴³

The Public Employee Fingerprint-Based Criminal History Check Act grants local and state agencies that receive or access FTI the authority to implement the IRS

⁴⁰ Ref: *Administrative Policy Security (APS) 1250-04, Employee Background Check.*

⁴¹ IRS *Publication 1075*, Section 5.1.1

⁴² OCS is responsible for this requirement and is meeting it by issuing this memorandum and future policy materials.

⁴³ Ref: MCL 15.651 – 15.654.

background investigations. It authorizes the FBI fingerprinting of individuals who access FTI and/or federal information databases with FTI. Additionally, this act:

- Grants the authority for an agency requesting FBI fingerprints to receive Criminal History Record Information (CHRI) from the MSP and FBI;
- Prohibits the disclosure of fingerprint-based criminal history check results to contractors;⁴⁴
- Permits fingerprint-based criminal history results to be shared between local and state agencies upon written request; and
- Prescribes penalties for the inappropriate release of fingerprint-based criminal history check results.

B. Individuals Subject to the Background Investigation Requirements

1. IV-D Staff

IV-D office directors or designees will ensure all IV-D staff,⁴⁵ IV-D contractors and IV-D subcontractors complete favorable background investigations.

Although there are some IV-D staff who do not routinely access FTI to perform their IV-D tasks or responsibilities, it has been determined that with rare exception **all** professionals performing IV-D duties will be subject to the IRS background investigation requirement. Once staff are designated as “IV-D” (either in whole or in part),⁴⁶ they are granted free and largely unrestricted access to IV-D offices, IV-D computer systems, and hard-copy files that may contain FTI. As a result of that unrestricted access, IV-D staff may intentionally or unintentionally come across FTI.⁴⁷

By requiring all IV-D staff to undergo an IRS background investigation, Michigan’s child support program will avoid the complex and costly physical and electronic separation of staff. Those separations would require some IV-D staff (those with FTI access) to have unrestricted access to all IV-D physical and virtual (electronic) spaces, while other IV-D staff (those without intended FTI access) would have strict limitations for accessing IV-D physical and virtual spaces.

2. Rare Exception: IV-D Contractors Who Do Not Have Access to IV-D Systems

⁴⁴ Contract staff must not have access to fingerprint-based criminal history check information for making FTI suitability determinations. Ref: Subsection H, “Disclosure of Fingerprint-Based CHRI,” of this memorandum for more information.

⁴⁵ The primary, but not sole, examples of IV-D staff who are subject to the IRS background check requirements are staff in FOC, PA, OCS, AG or SCAO offices.

⁴⁶ Ref: [IV-D Memorandum 2012-012, Time Documentation](#), for more information on time documentation for personnel costs charged to the Title IV-D Cooperative Reimbursement Program (CRP) contracts.

⁴⁷ For example, IV-D staff may access FTI during their normal course of business if they print FTI and mail it to a member of a case.

There are some workers who perform IV-D work but do not have access to FTI and, in fact, would **not** unintentionally come across FTI because of strict physical and virtual separation from other IV-D staff or offices. Primary examples would be contractors or subcontractors⁴⁸ performing specific and narrow IV-D duties, grant evaluators, and others working on IV-D grant-related or special projects who do not have unrestricted access to IV-D physical locations or IV-D data systems.

Example of a Rare Exception:

OCS has a statewide contract for genetic testing services. The contractor is paid using IV-D funds and is subject to IV-D confidentiality requirements pursuant to the contract. However, the contractor is located in its own facility, does not have unrestricted access to IV-D physical locations, and does not have access to IV-D data, files or computer systems containing FTI. After the implementation of the IRS background investigations, if genetic testing contracted staff visit a IV-D office, they must sign a visitors log and be escorted while in the facility. Consequently, genetic testing contracted staff will **not** undergo an IRS background investigation.

C. Background Investigations

Some IV-D offices already conduct a local law enforcement check and a citizenship or residency check for all new employees. However, the required FBI fingerprinting and fingerprint-based criminal history checks for FTI purposes are distinct procedures that are not met by any other criminal history check that offices may perform.

Below is an overview of the background investigation process and requirements. OCS will provide more detail as it becomes available. Information provided in subsequent sections of this policy is specific to FBI-fingerprint based background investigation requirements.

1. FBI Fingerprinting and Fingerprint-Based Criminal History Check⁴⁹

a. FBI Fingerprinting and Criminal History Results

A criminal history background check is performed through an individual's name and fingerprint search. Criminal history records received from the FBI

⁴⁸ OCS must notify the IRS prior to executing any agreement to disclose FTI to a contractor. Contractors consist of, but are not limited to, cloud computing providers, consolidated data centers, off-site storage facilities, shred companies, technology support, or tax modeling/revenue forecasting providers. Ref: Section 11.3 of the IRS *Publication 1075* for information on disclosing FTI to contractors.

⁴⁹ Ref: MCL 15.654.

may only be used for the specific purpose requested.⁵⁰ Therefore, if IV-D staff have been fingerprinted in the past for a purpose other than suitability to access FTI, they must be fingerprinted again for FTI purposes.

Designated MDHHS, OCS, DTMB or local office staff will instruct IV-D staff to complete a fingerprint background check request form provided by the MSP and bring it with them to an approved live-scan vendor.⁵¹ After fingerprinting an individual, the approved live-scan vendor will send the scanned fingerprints to the MSP to be run through the FBI's Integrated Automated Fingerprint Identification System.⁵² The MSP will receive from the FBI any CHRI⁵³ that matches with the fingerprinted individual.

b. FBI Fingerprinting Locations

Authorized MDHHS, OCS or local IV-D office personnel will instruct IV-D staff to go to an Idemia⁵⁴ fingerprinting location. OCS is working to determine whether mobile fingerprinting units are available for state and local IV-D offices. MSP representatives have indicated that fingerprinting for FTI purposes at sheriff's offices is not currently available. OCS is also exploring other approved live-scan vendors and location options that local IV-D offices may use. At this time, IV-D staff should anticipate traveling to a fingerprinting location.

c. FBI Fingerprinting Costs

OCS will cover fingerprinting costs for all IV-D staff in MDHHS, DTMB, SCAO, AG, and local IV-D offices, and for OCS contractors. Fingerprinting costs include the state and federal background check fee collected by the MSP and the fingerprint vendor charges to do the actual fingerprinting.

2. Local Law Enforcement Check⁵⁵

State and local government agencies with access to FTI must complete a local background check on prospective IV-D workers. This includes a check of:

⁵⁰ Ref: 28 Code of Federal Regulations (CFR) 20.33.

⁵¹ Live-scan fingerprinting means fingerprints are rolled across a glass plate and scanned.

⁵² The Integrated Automated Fingerprint Identification System, known as the IAFIS, is a national fingerprint and criminal history information system maintained by the FBI's Criminal Justice Information Services (CJIS) Division.

⁵³ CHRI includes personal descriptors regarding an individual and information on misdemeanor convictions and felony arrests and convictions.

⁵⁴ Idemia is an FBI-approved vendor that provides live-scan fingerprinting services. The State of Michigan has contracted with Idemia for fingerprinting services.

⁵⁵ IRS *Publication 1075*, Section 5.1.1

- Local law enforcement agencies where the individuals who will have access to FTI have lived, worked and/or attended school within the last five years; and
- If applicable, the appropriate agency regarding any identified arrests.⁵⁶

IV-D offices may use the Internet Criminal History Access Tool (ICHAT) for local background checks.⁵⁷ ICHAT⁵⁸ provides access to Michigan's public records (arrests, charges, and judicial disposition) of all felonies and serious misdemeanors that are punishable by over 93 days of incarceration. IV-D offices are not required to rerun ICHAT checks for existing IV-D workers on whom an ICHAT has already been performed.

3. Citizenship or Residency Validation⁵⁹

For each new IV-D worker hired after November 16, 1986, IV-D offices complete the United States Citizenship and Immigration Services (USCIS) [Form I-9](#) to document verification of the worker's identity and authorization to work in the United States. Within three days of completion of Form I-9, IV-D offices will process any new IV-D worker through E-Verify⁶⁰ to assist with verification of his/her status and the documents provided with Form I-9.

IV-D offices are not required to conduct another citizenship or residency validation for existing IV-D workers for whom a validation has already been performed.

D. Accessing Fingerprint-Based Criminal History Record Information (CHRI)

1. The Michigan State Police Criminal History Record Internet Subscription Service (CHRISS) System

The MSP maintains CHRI in the CHRISS system. CHRISS is a secure website that allows authorized users to receive background check information in real time. CHRI consists of:

- Any notations or other written or electronic evidence of an arrest, detention, complaint or other formal criminal charge relating to an identifiable person; and
- Identifying information regarding the individual, as well as the disposition of any charges.

⁵⁶ IRS *Publication 1075*, Section 5.1.1

⁵⁷ Ref: [SCAO Administrative Memorandum \(ADM\) 2009-01, Criminal History Background Checks for Prospective and Existing Friend of the Court \(FOC\) Employees](#), for information on using ICHAT for prospective and existing FOC employees.

⁵⁸ ICHAT is free for government agencies. There is a process for government agencies to obtain an agency code so they can use ICHAT without charge.

⁵⁹ IRS *Publication 1075*, Section 5.1.1

⁶⁰ The online E-Verify system is free of charge; it is located at <https://www.e-verify.gov/>.

The results of the fingerprint search will include a national agency check, which allows agencies receiving FTI to check an applicant's criminal history in all 50 states.

2. Obtaining Authorized Access to CHRI and CHRIS

Access to CHRI and CHRIS is authorized and strictly monitored by designated MSP staff. Each IV-D office must use the CHRIS system for reviewing FBI fingerprint-based background check information that was obtained for the purposes of accessing FTI. CHRI in CHRIS is a subset of the criminal justice information that the FBI CJIS⁶¹ provides to civil agencies in order to perform employment determinations. As a recipient of criminal history records, IV-D offices must comply with state and federal laws and CJIS security policy.⁶²

Each IV-D office director or his/her designee will complete an application to request access to CHRIS for FTI purposes. OCS will provide more information on required MSP forms before the implementation of statewide background checks.

Prior to granting state and local agencies access to CHRIS, the MSP requires state and local agencies determine a Local Agency Security Officer (LASO) and other authorized personnel who will have access to CHRI and/or CHRIS. Personnel authorized to access CHRI and/or CHRIS⁶³ within each IV-D office will be limited to:

- The LASO;
- The CHRIS Administrator(s); and/or
- An individual(s) in a hiring manager role.

Only one person in a IV-D office may serve as the LASO. However, offices may identify one or more individuals to serve in the roles of CHRIS Administrator and hiring manager.

An individual(s) selected for the LASO, the CHRIS Administrator, and hiring manager role can be the same person or persons who serve as the office's Local Options Administrator, Authorized Requester, or designated security person.⁶⁴

⁶¹ All Michigan users of CJIS information must adhere to the requirements as outlined in the FBI CJIS security policy. Ref: the [Michigan CJIS Security Policy Addendum](#) and the FBI [CJIS Security Policy Resource Center](#).

⁶² The MSP is responsible for overseeing the security and management of all criminal justice information exchanges with the State of Michigan as well as reporting compliance to the FBI.

⁶³ If these personnel do not access FTI, there is no authority or responsibility for them to be fingerprinted.

⁶⁴ Ref: Section 1.10 of the *Michigan IV-D Child Support Manual* for a discussion of the Local Options Administrator, Authorized Requester, and designated security person roles.

Detailed information on the LASO, the CHRIS Administrator, and hiring manager roles is listed below.

a. Local Agency Security Officer (LASO)

A LASO is the IV-D office's point of contact for the safeguarding of CHRI. The LASO will:

- Be familiar with state and general requirements for handling and safeguarding access to CHRI within the IV-D office;
- Support policy compliance and provide training to ensure CHRI recipients follow agency policy, procedures and practices; and
- Ensure the inappropriate release of CHRI is reported to the MSP Information Security Officer.

b. CHRIS Administrator

The CHRIS Administrator will be responsible for:

- Adding additional authorized users⁶⁵ to the agency account;
- Coordinating the fingerprinting process;
- Accessing CHRI in CHRIS;
- Making suitability determinations after review of an individual's criminal history in CHRIS (optional);
- Securely maintaining appropriate suitability determination records for auditing purposes;
- Inactivating any agency user accounts within 24 hours of termination or a transfer to a non-authorized position; and
- Maintaining the subscription list to CHRIS.

c. Hiring Manager

The hiring manager role will be responsible for:

- Accessing CHRI for the purpose of making suitability determinations;
- Making suitability determinations after review of an individual's information from CHRIS, the local law enforcement check, and the citizenship or residency validation; and
- Adhering to the necessary confidentiality and safeguarding requirements of having access to CHRI.

OCS recommends that each IV-D office director or his/her designee take steps to determine the limited personnel who will safeguard and access CHRI and/or

⁶⁵ An authorized user may include personnel who are part of the employment and background check determination process for IV-D staff who require access to CHRI.

CHRISS. These individuals will play a role in reviewing the criminal history results of IV-D staff (e.g., State of Michigan employees and contracted staff) and determining their suitability to work in the IV-D program.⁶⁶ The LASO, the CHRISS users, and those who will do the suitability determinations for IV-D staff (e.g., hiring manager) may or may not be IV-D staff themselves. However, these individuals will access CHRISS only to determine the suitability of IV-D staff (all of whom have access or possible access to FTI) to do IV-D work and not other types of work or tasks.

E. Preparation for Implementation of the Background Investigation Requirement

1. FOC, PA, AG and SCAO Offices

IV-D office directors or their designees in FOC, PA, AG and SCAO offices must designate an individual or individuals with the following roles for their offices:

- Local Agency Security Officer (LASO);
- CHRISS Administrator; and
- Hiring manager.

2. State of Michigan IV-D Employees

a. MDHHS IV-D Employees

Civil Service will coordinate background investigations for MDHHS State of Michigan IV-D employees. OCS will work closely with MDHHS to coordinate the upcoming implementation of the fingerprinting and background process for state IV-D staff.

b. DTMB IV-D Employees

A State of Michigan DTMB-designated staff member(s) will be responsible for coordinating the fingerprinting and screening process for DTMB State of Michigan IV-D employees.

3. IV-D Contractors

a. DTMB Contracted IV-D Staff

For DTMB contracted IV-D staff, a State of Michigan DTMB designated staff member(s) will be responsible for coordinating the fingerprinting and screening process. State-employed staff will make the suitability

⁶⁶ Ref: Section F of this memorandum for information on the criteria used to make suitability determinations for individuals to work in the IV-D program.

determinations for these contracted staff without sharing CHRI with contractors or vendors.

b. OCS Contracted IV-D Staff

For OCS contracted IV-D staff, a State of Michigan OCS designated IV-D staff member(s) will coordinate the fingerprinting process and will make the suitability determinations for these contracted staff without sharing CHRI with contractors or vendors.

c. Local Office Contracted IV-D Staff

For local contracted IV-D staff, a local government-employed designated IV-D staff member(s) will coordinate the fingerprinting process and will make the suitability determinations for these contracted staff without sharing CHRI with contractors or vendors.

F. Fingerprint-Based Background Check Suitability Criteria and Appeals Process

1. Suitability Criteria

In addition to requiring OCS to conduct fingerprint-based background checks, the IRS requires OCS to establish suitability criteria from the background check results that will prevent or remove an employee's access to FTI.⁶⁷

OCS worked with the MDHHS Office of Compliance and an FOC/PA focus group to develop a list of criteria to determine an employee's suitability to access FTI (i.e., to do IV-D work). Local IV-D offices will use the following suitability standards and evaluation factors to assess a IV-D worker's suitability to access FTI and therefore work in the IV-D program.

a. Prospective IV-D Staff

For prospective IV-D staff, the hiring manager⁶⁸ will identify felonies for the following crimes and activities in determining an individual's suitability to handle FTI:

- Theft;
- Misappropriation;
- Larceny;
- Burglary;
- Robbery;
- Fraud;

⁶⁷ IRS *Publication 1075*, Section 5.1.1

⁶⁸ Local offices may determine that the CHRIS Administrator will perform the investigation.

- Identity theft;
- Illegal credit card use; and
- Any crime involving fraud, deceit or dishonesty with a potential for financial gain to the individual or for the benefit of another.

1) Felony Convictions Within Five Years

If it is determined that a prospective IV-D worker has been convicted of a felony for a crime(s) listed above within five years, the candidate is not suitable to access FTI and will not be hired to work in the IV-D program.

In rare circumstances, a hiring manager may determine a prospective IV-D worker has been convicted of a felony for a crime listed above that is unusual and does not pose a reasonable risk that the individual will misuse confidential information. In these limited cases, the hiring manager will use the evaluation factors listed in Section F(1)(b) below and will escalate a request for an exception to the FOC office director, PA child support manager, or IV-D director within his/her office.

Example of a Rare Exception:

Jane (an FOC hiring manager) found that Tom (a prospective IV-D worker) was convicted of a felony four years ago for theft of retail goods. Tom's felony was not financial-related, and he has a solid history of working with confidential information in previous jobs. Jane received excellent references from Tom's previous employers. Tom reported this felony on his application with an explanation of the conviction.

Jane was confident Tom would make a positive addition to her staff and the program, so she requested an exception because the crime does not pose a reasonable risk that Tom will misuse IV-D information. Jane notified Randy (Jane's FOC office manager) and asked for an exception. Randy approved the exception and documented the reason for the determination.

2) Felony Convictions More Than Five Years Ago

If a prospective IV-D worker has been convicted of a felony listed above **more than five years ago**, the hiring manager will apply the evaluation factors listed in Section F(1)(b) below to determine if the prospective IV-D worker is suitable to access FTI and therefore work in the IV-D program.

b. Current IV-D staff

For current IV-D staff, their hiring manager will review records for the felonies and activities described in Section F(1)(a) above and consider the following evaluation factors:

- The specific job duties and responsibilities related to the access to FTI by the applicant/employee;
- Any impact the criminal offense(s) for which the applicant/employee was previously convicted will have on his/her fitness and trustworthiness to access and safeguard confidential information, including FTI, and the potential risk of misuse of such information;
- The time that has elapsed since the conviction⁶⁹ of the criminal offense or offenses;
- The seriousness of the offense(s);
- Any information produced by the applicant/employee, or produced on his/her behalf, respecting his/her rehabilitation and good conduct;
- Material or intentional false statement, deception, or fraud in the examination or appointment of a IV-D worker; and
- Any statute or regulatory bar that prevents the lawful employment of the person involved in the position in question.

If the hiring manager determines that there is a reasonable risk for the misuse of confidential information, (s)he will notify the employee, contractor, subcontractor, or prospective employee in writing that, based on the results of the background investigation findings, the individual was determined not to be (or is no longer) suitable for the position (s)he seeks/holds.

2. Criminal History Record Appeals Process

If a fingerprint applicant wishes to challenge the accuracy or completeness of any entry in his/her background check results, the applicant can request and receive a copy of his/her CHRI. The appeals process for challenging the results will be described at a later time.

G. MSP-Required Training for Users Accessing CHRI and/or CHRIS

The MSP requires three different types of training for staff with access to CHRI and/or CHRIS. These trainings will be separate from all other IV-D and IRS security training that staff already take. As part of the implementation planning process, the OCS Training Services team will work with the MSP to coordinate training for the LASO, the CHRIS Administrator(s), and hiring manager(s) appointed within each IV-D office using OCS's Learning Management System (LMS) as appropriate. The required MSP and CHRIS trainings are described in detail below.

⁶⁹ MDHHS policy uses the term "occurrence."

1. MSP-Coordinated LASO and CHRIS Administrator Training

The MSP requires LASOs and CHRIS Administrators to complete CHRIS training before MSP will authorize access to the system. This training will provide information on completing required MSP forms, policies, auditing, training requirements, and procedures for individuals who will have access to CHRI in CHRIS. This will be an in-person classroom training coordinated by the MSP.

2. Enhanced Security Awareness Training for LASOs

The MSP requires the LASO within each IV-D office to take an enhanced security awareness training directed and coordinated by the MSP. The MSP is in the process of creating this training and will provide more information when it is available.

This LASO training will be required prior to a LASO assuming his/her duties but no later than six months after the LASO's initial assignment, and it will be required annually thereafter. At a minimum, this training will address the following:

- Roles and responsibilities of individuals accessing CHRI;
- Additional state/local/tribal/federal agency LASO roles and responsibilities;
- A summary of audit findings from previous MSP audits of state and local agencies;
- Findings from the last FBI audit of the IV-D office; and
- Most recent changes to the CJIS security policy.

3. Security Awareness Training for IV-D Office Staff With CHRI Access

The MSP requires agencies to establish, implement and administer Security Awareness Training that meets the minimum standards provided in the FBI CJIS Security Policy. The LASO within each IV-D office must ensure this training is provided to individuals in their office who access CHRIS and/or CHRI, whether digital or physical, within six months of their initial access to CHRI and every two years thereafter.

The Security Awareness Training will provide awareness of the security necessary for authorized personnel who access CHRI or areas where CHRI is processed while performing their daily duties. All authorized individuals who have access to CHRI must take the Security Awareness Training. MSP will ask IV-D offices to provide documentation that the training was conducted within the required timeframes.

This training will be provided by the IV-D program, not MSP. The OCS Training Services team will work with MSP to develop a web-based training on the LMS.

H. Disclosure of Fingerprint-Based CHRI⁷⁰

An agency will use CHRI received from the MSP only for the purpose of evaluating an individual's qualification for **IV-D employment**. An agency, FOCs, PAs, and other government employees **must not** share an individual's CHRI with vendors or contractors even if those vendors or contractors are the individual's employer. Agencies, FOCs, PAs, and other government employees may inform vendor/contractor hiring authorities only whether an applicant has passed the fingerprint-based criminal history check.

However, an agency may provide fingerprint-based criminal history check results to:

- The IRS or other federal governmental entities as required by federal regulation or law; and
- Other local and state agencies that have been granted access to FTI by the IRS.

I. Audits of IV-D Offices That Handle Fingerprint-Based CHRI

Local and state IV-D offices with personnel who have access to CHRI and/or CHRIS are subject to audits and review by the FBI and the MSP.

J. Background Check Reinvestigations

The IRS requires that a reinvestigation of a IV-D worker's background be conducted every 10 years at a minimum. In Michigan, this 10-year reinvestigation requirement will be met with the CHRIS system's "rapback" process.⁷¹ The rapback process is an automatic notification to the MSP of subsequent criminal history information matches for previously submitted fingerprints. The MSP will notify a IV-D office's authorized users of CHRIS when there is a new result for one of the IV-D workers in their office.⁷²

NECESSARY ACTION:

As appropriate, OCS recommends that IV-D offices begin discussions with unions, human resource personnel, and contracted vendors performing IV-D work regarding the implementation of the IRS background investigation requirements. OCS recommends IV-D offices determine the individual(s) who will have the LASO and/or CHRIS Administrator and/or hiring manager roles prior to implementation.

Retain this IV-D Memorandum until further notice.

⁷⁰ Ref: MCL 15.653.

⁷¹ Ref: MCL 15.654 for the authority for fingerprints stored in CHRIS to be searched against future fingerprint submissions, and any relevant results to be shared with submitting and subscribing entities.

⁷² Currently, rapback is available for state CHRI. Rapback is not available for federal CHRI.

REVIEW PARTICIPANTS:

Case Management Work Improvement Team
Enforcement Work Improvement Team
Financials Work Improvement Team
Intergovernmental Work Improvement Team
Program Leadership Group

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CC:

None

SUPPORTING REFERENCES:

Federal
28 CFR 20.33
IRC 6103(p)(4)(C)
IRS *Publication* 1075

State
MCL 15.651 – 15.654

SCAO ADM 2009-01

ATTACHMENTS:

None

EPF/TAM

IV-D MEMORANDUM 2020-007

TO: All Friend of the Court (FOC) Staff
All Prosecuting Attorney (PA) Staff
All Office of Child Support (OCS) Staff

FROM: Erin P. Frisch, Director
Office of Child Support

DATE: February 28, 2020

UPDATE(S):

Manual

Form(s)

SUBJECT: Updated Phone Number for Passport Denial and Tax Offset

ACTION DUE: None

POLICY EFFECTIVE DATE: Upon receipt

PURPOSE:

This IV-D Memorandum announces an update to the phone number that is used for passport denial and tax offset in the Michigan Child Support Program.

The Department of Technology, Management & Budget (DTMB) recently notified OCS that the Passport Denial/Tax Refund Offset telephone number was changed to 517-241-2922. Individuals who call the previous number (517-373-2932) will hear an intercept message and will be transferred to the new number until March 17, 2020.⁷³

OCS has updated this phone number in two sections of the *Michigan IV-D Child Support Manual*:

- Section 6.21, "Tax Refund Offset"; and
- Section 6.24, "Passport Denial/Restriction."

This change is indicated by a change bar in the right margin of each manual section.

In addition, OCS has updated the form *Emergency Notice of Withdrawal of Passport Denial* (DHS-318) with the new Passport Denial/Tax Refund Offset telephone number.

NECESSARY ACTION:

Retain this IV-D Memorandum until further notice. For those maintaining a hard copy of the *Michigan IV-D Child Support Manual*, print the manual sections and add them to the

⁷³ This was first announced in the email notification [Passport Denial/Tax Refund Offset Telephone Number Change](#) on January 27, 2020.

manual. Discard the previously published versions of Section 6.21 (published August 20, 2018) and Section 6.24 (published September 5, 2017).

REVIEW PARTICIPANTS:

Program Leadership Group

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CC:

None

ATTACHMENTS:

Section 6.21:	Tax Refund Offset
Section 6.24:	Passport Denial/Restriction
DHS-318:	<i>Emergency Notice of Withdrawal of Passport Denial</i>

EPF/SM

IV-D MEMORANDUM 2020-008

TO: All Friend of the Court (FOC) Staff
All Prosecuting Attorney (PA) Staff
All Office of Child Support (OCS) Staff

FROM: Erin P. Frisch, Director
Office of Child Support

DATE: March 12, 2020

UPDATE(S):

Manual

Form(s)

SUBJECT: New Procedure for Sending Bankruptcy Notices to FOC Offices and Introduction of Section 6.15, "Bankruptcy," of the *Michigan IV-D Child Support Manual*

ACTION DUE: None

POLICY EFFECTIVE DATE: Upon receipt

PURPOSE:

This IV-D Memorandum announces a change to the bankruptcy notification procedures. OCS Central Operations staff will no longer mail a bankruptcy notice received from a trustee to the FOC office. Instead, Central Operations staff will scan the bankruptcy notice, upload it to the Michigan Child Support Enforcement System (MiCSES) *Historical Reprints* (FHST) screen, and notify the FOC bankruptcy contact via email.

This memorandum also introduces Section 6.15, "Bankruptcy," of the *Michigan IV-D Child Support Manual*. Section 6.15 incorporates existing bankruptcy policy from Michigan IV-D Action Transmittal (AT) 2008-014, *REVISED: The Bankruptcy Abuse Prevention and Consumer Protection Act of 2005 (Bankruptcy Act)*. Policy in Section 6.15 does not include information regarding pre-October 2005 bankruptcy filings because it is no longer relevant.

Within Section 6.15, changes to the bankruptcy notification process and other significant updates are indicated by change bars in the right margin. Reorganized content and minor wording changes since the last publication of the policy are not identified with change bars.

Section 6.15 includes one exhibit, the Bankruptcy Notices Log (Exhibit 6.15E1). This exhibit, which was formerly Attachment 1 of AT 2008-014, has been updated to include space for OCS Central Operations staff to record:

- The date they uploaded the notice to the MiCSES FHST screen; and
- The date they emailed the FOC.

Finally, this memorandum introduces an updated table of contents for the *Michigan IV-D Child Support Manual*. Section 6.15, “Bankruptcy,” has been added to the table of contents, along with asterisks at the end of the section title to indicate the availability of this new manual section.

DISCUSSION:

A. Uploading Documents to the MiCSES *Historical Reprints* (FHST) Screen

OCS implemented functionality to upload and retrieve documents on the FHST screen in June 2018.⁷⁴ This functionality allows IV-D staff a secure way to upload and share documents in MiCSES without using encryption. Since the implementation of this functionality, OCS has improved IV-D staff access to case-related documents.

OCS Central Operations staff decided to improve the efficiency of the bankruptcy notification process by using the FHST functionality to upload bankruptcy notices. Central Operations staff will now upload notices to MiCSES and notify the FOC via email instead of mailing the notices to the FOC.

B. Updates to Policy in Section 6.15

Section 6.15 describes the child-support-related sections of the federal Bankruptcy Act of 2005⁷⁵ and provides instructions for handling child support cases when the non-custodial parent (NCP) has filed for bankruptcy. It also aids IV-D staff⁷⁶ actions in bankruptcy cases. It does not directly address any IV-D rules or requirements. IV-D offices are encouraged to confirm their chosen course of action on bankruptcy cases with their own bankruptcy law experts.

1. Updates to Bankruptcy Notification Procedures

Upon receipt of a notice from a bankruptcy trustee, OCS Central Operations staff will scan the notice and upload it to the MiCSES FHST screen rather than copy it and mail it to the designated bankruptcy contact. Section 6.15 describes the information that Central Operations staff will select and enter into the FHST screen when uploading notices.

Central Operations staff will then send an email to the designated bankruptcy contact(s) at the affected FOC office(s) as listed on mi-support. Central Operations staff will not fax a copy of the notice to FOC offices.

⁷⁴ Ref: [IV-D Memorandum 2018-005, *Uploading Documents to the Historical Reprints \(FHST\) Screen in the Michigan Child Support Enforcement System \(MiCSES\)*](#).

⁷⁵ Public Law (P.L.) 109-8 of 2005 amended 11 United States Code (USC) 101 to 1330.

⁷⁶ IV-D staff include OCS, FOC and PA staff. Occasionally, PA staff may handle cases in which the NCP has filed for bankruptcy.

Finally, Central Operations staff will complete the Bankruptcy Notices Log by entering the date they uploaded the notice to MiCSES and the date they emailed the FOC, along with their initials to indicate the task is complete.

2. Other Updates to Section 6.15

- The approximate percentage of bankruptcy petitioners who file under Chapter 7 has been updated;⁷⁷
- Definitions were removed because they are listed in the [Michigan Child Support Program Glossary](#) on mi-support;
- The phone number for contacting Central Operations staff has been changed to 517-241-7800; and
- The OCS address to which Michigan bankruptcy trustees send required notices, pleadings and correspondence has been changed (the street address and building suite number were removed).

NECESSARY ACTION:

Review Section 6.15 of the *Michigan IV-D Child Support Manual*. For those maintaining a hard copy of the manual, print Section 6.15, Exhibit 6.15E1, and the updated table of contents and add them to the manual.

This policy obsoletes AT 2008-014 and its attachments:

- Attachment 1, Bankruptcy Notices Log; and
- Attachment 2, Bankruptcy Contacts List.

REVIEW PARTICIPANTS:

Enforcement Work Improvement Team
OCS Central Operations
Program Leadership Group

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CC:

None

⁷⁷ Ref: United States Courts, Judiciary News, [Bankruptcy Filings Continue to Decline](#), published April 22, 2019.

SUPPORTING REFERENCES:

Federal
P.L. 109-8 of 2005

State
None

ATTACHMENTS:

Section 6.15: Bankruptcy

Exhibit 6.15E1: Bankruptcy Notices Log

Michigan IV-D Child Support Manual Introduction and Table of Contents

EPF/CPT

IV-D MEMORANDUM 2020-009

TO: All Friend of the Court (FOC) Staff
All Prosecuting Attorney (PA) Staff
All Office of Child Support (OCS) Staff

FROM: Erin P. Frisch, Director
Office of Child Support

DATE: March 23, 2020

SUBJECT: Information Technology (IT) Support Options, the Billing Process for IT Services, and Changes to Chapter 1 of the *Michigan IV-D Child Support Manual*

UPDATE(S):

Manual

Form(s)

RESPONSE DUE: None

POLICY EFFECTIVE DATE: Upon receipt

PURPOSE:

This IV-D Memorandum introduces the new Section 1.23, "Cooperative Reimbursement Program (CRP) Agreements (Contracts)," of the *Michigan IV-D Child Support Manual*. Section 1.23 describes the information technology (IT) support options available to county FOC, PA and combined IV-D offices that began fiscal year (FY) 2016 and the process for billing IT hardware, software and county-supplied data-processing services. The IT hardware, software and county-supplied data-processing services discussed throughout the manual section and its exhibits are reimbursable via Title IV-D funds only if they are:

- Needed to provide IV-D services to IV-D customers pursuant to OCS policies; or
- Authorized under other federal Title IV-D guidance or law.

This policy replaces and obsoletes IV-D Memorandum 2012-004, *Michigan Child Support Enforcement System (MiCSES) Technical Support Guidelines, Personal Computer (PC) Allocation Guidelines, Data Processing (DP) Costs and Reimbursement Through the Cooperative Reimbursement Program (CRP), and IV-D-Funded Computer Equipment Requests*.

There are significant changes to this policy since its last publication. Therefore, no change bars appear in the right margin to identify specific changes.

Section 1.23 includes CRP policy information that was previously contained in Action Transmittals (ATs) and IV-D Memorandums on mi-support. As CRP policy is updated, OCS will add it to this manual section and obsolete the ATs and IV-D Memorandums that previously contained this policy.

With the addition of CRP (Contracts) information to Chapter 1 of the *Michigan IV-D Child Support Manual*, OCS has made title changes to two existing sections in Chapter 1 to better reflect the content in these sections:

- Section 1.25, “Contracts,” has been changed to “Contract Performance Standards (CPS)”;
- and
- Section 1.30, “Performance Factors, Incentives, and the Data Reliability Audit,” has been changed to “Federal Performance Measures and Incentives.”

These manual sections are being published with this memorandum with title changes only and no content changes. There are no change bars to indicate significant changes in Section 1.25. In Section 1.30, change bars indicate minor updates to references in footnotes.

Exhibits 1.25E1, 1.25E2, 1.25E3, 1.25E6, and 1.25E7 are also being published with this memorandum because the title of Section 1.25 has been changed in each exhibit.

With the publication of this memorandum, all CRP-related ATs and IV-D Memorandums, Frequently Asked Questions (FAQs) and other documents that were previously listed under Section 1.25 on mi-support will be listed under Section 1.23.

Finally, this IV-D Memorandum also announces an updated table of contents for the *Michigan IV-D Child Support Manual*. Section 1.23, “Cooperative Reimbursement Program (CRP) Agreements (Contracts)” has been added to the manual, and asterisks have been added to the end of the section title in the table of contents to indicate the availability of this new manual section. The titles of Section 1.25 and Section 1.30 have also been changed, as explained above.

DISCUSSION:

For the purposes of this policy, data processing is defined as “access to or use of a computer-based system(s).” Included in data-processing costs are hardware and software and the cost of IT support staff. Office supplies (e.g., printer paper, toner, etc.) are excluded from the definition of data-processing costs.

A. Overview of IT Support Models: State-Managed and County-Managed

As of the beginning of FY 2016, each FOC, PA or combined IV-D office selected either a state-managed or a county-managed IT support model. Section 1.23 includes a detailed description of each IT model.

Each county FOC or PA office may choose its own IT support model. However, in most counties, both the FOC and PA office have chosen the same IT support model.

B. Elements Common to Both IT Support Models

There are several aspects that both IT models have in common. Both state-managed and county-managed offices:

1. Will resolve problems with DTMB-provided⁷⁸ hardware or software through the DTMB Client Services Center.
2. May purchase printers, scanners, monitors and other peripherals such as keyboards and mice without prior OCS approval, and may request reimbursement through the CRP contract.
3. Must comply with the IT and computer security requirements in [Section 1.10, “Confidentiality/Security,” of the Michigan IV-D Child Support Manual](#). Section 1.10 covers IT security requirements and includes a section on computer system security.
4. May move DTMB-provided network hardware and/or PCs/laptops within the confines of the county offices.
5. Will follow the requirements in Exhibit 1.23E1 regarding the number of PCs/laptops provided to state-managed offices and the number that may be purchased by county-managed offices.
6. Must obtain prior written approval from OCS Financial Management if they want to change their IT support model and will follow the procedure outlined in Exhibit 1.23E2.

Section 1.23 explains each of these common elements in more detail.

C. Elements Specific to the State-Managed IT Support Model and the County-Managed IT Support Model

Section 1.23 discusses specific aspects of each IT support model in five areas:

- Hardware and software;
- Support for PCs/laptops and related software;
- Funding of IT purchases;
- Confidentiality/Security; and
- Disposal of IT hardware.

NECESSARY ACTION:

⁷⁸ DTMB is the Department of Technology, Management & Budget.

Review Section 1.23 of the *Michigan IV-D Child Support Manual*. For those maintaining a hard copy of the manual, print Section 1.23 and its five exhibits; Section 1.25 and its exhibits E1, E2, E3, E6, and E7; and Section 1.30; and add them to the manual. Discard the previous versions of Section 1.25 (published September 3, 2019); Section 1.25 exhibits E1, E2, E3, E6, and E7; and Section 1.30 (published April 29, 2015).

This policy obsoletes IV-D Memorandum 2012-004 and its attachments.

REVIEW PARTICIPANTS:

MDHHS/OCS Financial Management
Program Leadership Group

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CC:

None

ATTACHMENTS:

Section 1.23:	Cooperative Reimbursement Program (CRP) Agreements (Contracts)
Exhibit 1.23E1:	Allowable Number of Personal Computers (PCs)/Laptops
Exhibit 1.23E2:	County-Managed Purchases of Hardware and Software, and Billing of Data-Processing (DP) Costs
Exhibit 1.23E3:	County-Managed Purchases of Imaging Systems
Exhibit 1.23E4:	Information Technology (IT) Purchasing Checklist
Exhibit 1.23E5:	Appropriate Allocation of Data-Processing Costs
Section 1.25:	Contract Performance Standards (CPS)
Exhibit 1.25E1:	Court Action Referral (CAR) Processing CARD
Exhibit 1.25E2:	Locate CARD

Exhibit 1.25E3: Service of Process (SOP) CARD

Exhibit 1.25E6: Medical Support CARD

Exhibit 1.25E7: Timely Enforcement CARD

Section 1.30: Federal Performance Measures and Incentives

Michigan IV-D Child Support Manual: Introduction and Table of Contents

EPF/STB

IV-D MEMORANDUM 2020-010

TO: All Friend of the Court (FOC) Staff
All Prosecuting Attorney (PA) Staff
All Office of Child Support (OCS) Staff

FROM: Erin P. Frisch, Director
Office of Child Support

DATE: March 30, 2020

SUBJECT: Documenting the Health Care Coverage Type and Updates to
the *National Medical Support Notice* (NMSN)

UPDATE(S):

Manual

Form(s)

ACTION DUE: None

POLICY EFFECTIVE DATE: Upon receipt

PURPOSE:

This IV-D Memorandum announces policy and system updates to comply with a revised federal regulation⁷⁹ and state laws⁸⁰ that allow parents to meet their health care coverage obligations with public health care coverage.⁸¹ Starting with the Michigan Child Support Enforcement System (MiCSES) 10.3.2 Release on April 3, 2020, IV-D workers will document the type of health care coverage a parent is ordered to provide on the *Medical Order Provisions* (MORP) and *Order Preparation and Entry* (OPRE) screens.

The policy changes discussed in this memorandum will be added to Sections 3.45, "Review and Modification," 4.20, "Support Recommendations and Order Entry," and 6.06, "Medical Support," of the *Michigan IV-D Child Support Manual* in a future revision of these manual sections.

This IV-D Memorandum also announces updates to the *National Medical Support Notice* (NMSN) (FEN302) that will be implemented with the MiCSES 10.3.2 Release.

Finally, this memorandum discusses future MiCSES changes related to NMSN enforcement and the entry of health care coverage types in MiCSES. These changes are planned for the MiCSES 10.4 Release in June 2020.

⁷⁹ Ref: 45 Code of Federal Regulations (CFR) 303.31. This federal regulation was amended by the [Final Rule: Flexibility, Efficiency, and Modernization in Child Support Enforcement Programs](#), which was published on December 20, 2016.

⁸⁰ The Friend of the Court Act (Michigan Compiled Law [MCL] 552.501 – 552.535) and the Support and Parenting Time Enforcement Act (MCL 552.601 – 552.650) were amended by House Bills 4304 and 4305 effective June 20, 2019.

⁸¹ Ref: [IV-D Memorandum 2019-022, State Law and Uniform Support Order \(USO\) Revisions Regarding Health Care Coverage for more information about the state law revisions.](#)

DISCUSSION:

State law requires the court to order one or both parents to provide health care coverage that is accessible and reasonable in cost.⁸² In December 2019, OCS added text to paragraph 13 of all *Uniform Support Orders* (USOs) generated in MiCSES. This text, which replaced the standard insurance provision in paragraph 2,⁸³ requires the parent(s)⁸⁴ to provide health care coverage for the child(ren) but does not specify that the coverage must be private or public. The definition of health care coverage includes both public and private health care coverage.⁸⁵ This ensures that most child support orders will allow parents to provide either public or private health care coverage to meet their health care coverage obligations.

A. Documenting the Health Care Coverage (HCC) Type on the OPRE and MORP Screens

Currently, NMSNs generate on all orders with a health care coverage provision, even when a parent can appropriately comply with the order by providing public coverage. Updates in the MiCSES 10.3.2 Release will give IV-D workers the ability to document in MiCSES the type of health care coverage ordered. Therefore, if parents object to the NMSN based on the fact that they are able to provide public coverage for their child(ren), IV-D workers can verify that a parent appropriately meets his/her obligation by reviewing the type of coverage ordered on the MORP screen.⁸⁶ When IV-D workers identify the type of health care coverage ordered, the IV-D program can appropriately enforce the order.

1. *Health Care Coverage (HCC) Type* Fields on the OPRE and MORP Screens

With the MiCSES 10.3.2 Release, the required fields *Payer HCC Type* and *Payee HCC Type* will be added to the *Med/Dev Detail* tab on the OPRE screen and to the *Medical Insurance* tab on the MORP screen. IV-D workers will complete these fields on the OPRE screen to document the type of health care coverage the parent is ordered to provide for the child(ren). One or both *HCC Type* fields will become enabled when the *Payer Ins Ind* and/or *Payee Ins Ind* field is checked on the OPRE screen. IV-D workers will complete the *HCC Type* field only for a payee or payer who has been ordered to provide health care coverage. HCC type information entered on the OPRE screen will automatically

⁸² MCL 552.605a(2)

⁸³ The USO changes were made with the MiCSES 10.2.2 Release on December 6, 2019.

⁸⁴ The court orders only parents to provide health care coverage for their child(ren). However, a court may permit a parent to provide health care coverage through a third party (e.g., a stepparent). Ref: 2017 Michigan Child Support Formula 3.05(B)(3).

⁸⁵ MCL 552.602(n)

⁸⁶ A future system update will allow MiCSES to automatically determine whether to generate a NMSN based on the type of health care coverage documented on the OPRE and MORP screens. Ref: Section C of this memorandum for more information.

populate the *Payer HCC Type* and/or *Payee HCC Type* on the *Medical Insurance* tab on the MORP screen.

In the *HCC Type* fields, IV-D workers will select one of three options:

- a. Private or Public – IV-D workers will select this option when the order does not specify whether the health care coverage must be private or public, and the paragraph 13 text is inserted in the USO.

Note: Orders that allow parents to obtain public or private health care coverage give parents the greatest flexibility in meeting their health care coverage obligations and increase the likelihood of children receiving necessary medical services.

- b. Private Only – IV-D workers will select this option when the order specifies that the health care coverage must be private, and the standard insurance provision in paragraph 2 is selected in the USO.⁸⁷
- c. Public Only – IV-D workers will select this option when the order specifies that the health care coverage must be public.⁸⁸

2. Orders Entered Prior to April 3, 2020

IV-D workers may, but are not required to, retroactively update the *HCC Type* fields for orders entered after December 6, 2019⁸⁹ and before April 3, 2020 (the MiCSES 10.3.2 Release). IV-D workers may view the OPRE and MORP screens for orders entered prior to April 3, 2020 without updating the *HCC Type* fields. However, if IV-D workers make an update to either the OPRE screen or the MORP screen, they will be required to also update the *HCC Type* field if the payer or payee was ordered to provide health care coverage when the order was entered.

3. Orders Entered After April 3, 2020

IV-D workers must complete the *HCC Type* field on the OPRE screen for all orders entered after April 3, 2020 that include health care coverage.

4. County Impacts

⁸⁷ This language primarily appears in USOs not generated in MiCSES.

⁸⁸ Eligibility for public health care coverage is determined outside of the IV-D program. If ordered, public-only coverage can be enforced by sending letters to a parent or using civil contempt to show cause a parent who has not applied for public health care coverage.

⁸⁹ This is the date of the MiCSES 10.2.2 Release, when the paragraph 13 language allowing parents to provide private or public coverage was added to USOs generated from MiCSES.

OCS will provide a report that will include orders entered between December 6, 2019 and April 3, 2020. The report will be provided for informational purposes only. A county may use the report to retroactively update the health care coverage type on orders entered after December 6, 2019 and before April 3, 2020. Each county will determine whether and how to use the report. OCS will announce the availability of the report in an email notification and will provide more information about the report prior to its distribution.

B. *National Medical Support Notice (NMSN)*

The NMSN is the federal form approved by the Office of Child Support Enforcement (OCSE) used to enforce health care coverage. IV-D agencies must use the NMSN to enforce health care coverage where appropriate.⁹⁰ The federal NMSN consists of Part A and Part B. The Department of Health and Human Services maintains Part A, and the Department of Labor maintains Part B. Employers complete Part A to document the reason that health care coverage is not available to the employee or the date the employer forwarded Part B to the plan administrator. Part B allows the plan administrator to respond when the employer has enrolled the dependent(s) in available health care coverage.

In October 2019, OCSE announced⁹¹ the following modifications to Part A of the federal NMSN form, effective November 1, 2019:

- A change in the expiration date from October 31, 2019 to October 31, 2022.
- The addition of checkboxes on page 1 to designate the form as a NMSN or a termination notice.
- The addition of a bordered section on Page 2 that reads:

⁹⁰ 45 CFR 303.32

⁹¹ Ref: [OCSE Action Transmittal \(AT\)-19-05, Revised Part A National Medical Support Notice \(NMSN\) and Instructions](#).

Additional Information for Termination Order/Notice (Optional)

- 1. Effective date of medical support termination: _____
- 2. Reason for termination: _____
- 3. Child(ren) to be terminated:

Child(ren)'s Name(s) (Last, First, Middle)	DOB
_____	_____
_____	_____
_____	_____

- Changes to paragraph 4 under Employer Response:
 - The *Date of Termination* field was changed to *Effective date of termination*; and
 - The *Reason for termination* field was added.
- The addition of a new paragraph 3 under Employer Responsibilities that reads:

If the Termination Order/Notice (Optional) checkbox is checked, you are required to terminate the health care coverage for the child(ren) identified in the order unless the employee has indicated that they want to continue coverage voluntarily.

With the MiCSES 10.3.2 Release, OCS will update the FEN302 in MiCSES to align with the federal NMSN form. However, OCS will not implement functionality to enable use of either of the checkboxes on page 1. IV-D workers will continue to use the *Notice Regarding Health Care Coverage* (FEN308) to terminate the NMSN.⁹²

The Department of Labor will update the expiration date for Part B of the NMSN at a future date.

C. MiCSES Changes Scheduled for June 2020

With the MiCSES 10.4 Release in June 2020, MiCSES will have the ability to automatically determine whether to generate a NMSN based on the type of health care coverage that was ordered and documented on the OPRE and MORP screens. Therefore, IV-D workers will be able to prevent unnecessary automated NMSN

⁹² Ref: [Section 6.06, "Medical Support," of the Michigan IV-D Child Support Manual](#) for more information about terminating NMSNs.

enforcement by correctly documenting in MiCSES the type of health care coverage that was ordered.

OCS is also planning to implement the following with the MiCSES 10.4 Release:

- Updates to the *Member Dependent Insurance* (MDIN) screen; and
- Additional functionality to address other aspects of the revised federal regulation and state laws.

OCS will publish a IV-D Memorandum announcing these changes prior to the release in June 2020.

NECESSARY ACTION:

Retain this IV-D Memorandum until further notice. Consider retroactively updating health care coverage obligations in MiCSES as discussed in Section A of this IV-D Memorandum. This IV-D Memorandum obsoletes the previous version of the FEN302 (Rev. 03/17).

REVIEW PARTICIPANTS:

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Program Leadership Group

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SUPPORTING REFERENCES:

Federal
45 CFR 303.31
45 CFR 303.32

State
MCL 400.64(2)
MCL 552.602(n)
MCL 552.605a(2)
MCL 552.501 – 552.535
MCL 552.601 – 552.650

ATTACHMENT:

FEN302: *National Medical Support Notice*

EPF/CJF

IV-D MEMORANDUM 2020-011

TO: All Friend of the Court (FOC) Staff
All Prosecuting Attorney (PA) Staff
All State Court Administrative Office (SCAO) Contacts

FROM: Erin P. Frisch, Director
Office of Child Support

DATE: April 9, 2020

SUBJECT: County IV-D Office Requests for Remote Access Due to COVID-19
Stay-at-Home Orders

UPDATE(S): <input type="checkbox"/> Manual <input type="checkbox"/> Form(s)

ACTION DUE: As soon as possible

POLICY EFFECTIVE DATE: Upon receipt

PURPOSE:

Due to various stay-at-home orders enacted as a result of the COVID-19 pandemic,⁹³ OCS is temporarily offering remote access options to IV-D systems and resources that will enable county IV-D staff to conduct child support program functions at a home-based office.

Regardless of the acceptable remote access option a county IV-D office uses, OCS will not provide laptops to county IV-D offices for IV-D workers. IV-D staff must use existing state- or county-issued computers (whether desktop or laptop). IV-D staff may not use personal equipment due to the high security risks this imposes on IV-D systems and information. OCS supports IV-D workers taking their agency-issued computers home to work remotely on a temporary basis. Staff must comply with local office policies that address removing agency-issued equipment from their office.

OCS understands that some IV-D offices have already implemented strategies to maintain operations and provide child support services, and that these strategies may not fully comply with the requirements provided here. OCS appreciates those efforts and asks the directors of those IV-D offices to follow the steps in Section B of this IV-D Memorandum.

OCS will host a webinar to answer questions that county IV-D office staff may have regarding the information in this memorandum; attendance is optional. The date and time of the webinar will be announced in an email notification.

⁹³ The ability of county staff to go into their offices may be constrained by Michigan’s COVID-19 Stay-at-Home Executive Order (EO2020-21), local stay-at-home orders, Supreme Court order, local court Administrative Order, funding unit orders, etc.

DISCUSSION:

A. Temporary Remote Access Options for County IV-D Offices

County IV-D offices may request one of two OCS-approved options to allow their staff to temporarily access IV-D systems and resources from home:

- A SecurID token; or
- An alternative remote access solution (for county-managed offices only).

Each option is discussed below.

1. Requesting SecurID Tokens

IV-D county offices that are interested in receiving state-issued SecurID tokens to access the Michigan Child Support Enforcement System (MiCSES) and other IV-D information systems from a remote location must email the MiCSES Help Desk as soon as possible. The Michigan Department of Health and Human Services (MDHHS) Security and Compliance Office and the Department of Technology, Management & Budget (DTMB) have approved OCS to temporarily issue SecurID “soft tokens”⁹⁴ to county IV-D staff. DTMB staff will email IV-D staff with information on enabling use of the SecurID soft token. It may take from five to seven business days for counties to receive the token. DTMB will bill the costs of leasing and providing SecurID tokens to OCS. OCS will not pass along those costs to county IV-D offices at this time.

OCS has already received several requests for tokens from county offices but was awaiting state approvals before processing them. OCS will now process these requests, and county staff who submitted them do not need to submit an additional request.

DTMB is making every effort to issue all requested tokens as quickly as possible.

a. Factor to Consider

In determining a need to request SecurID tokens, county-managed IV-D offices should consider that a SecurID token does not allow the user simultaneous access to state resources and county- or court-administered or county-specific applications and products (e.g., an imaging system). While the token is in use, it prevents the user from accessing anything other than MiCSES and other state-administered IV-D information systems.⁹⁵

⁹⁴ A soft token is a *software* version of a *physical* token (“hard token”) that is used to provide two-factor authentication for authorized users to access IV-D systems and resources.

⁹⁵ State- and county-managed IV-D staff will be able to access all IV-D systems and resources such as MiCSES, mi-support, CPR/BRS, and Business Objects but will have limited Internet-browsing capabilities.

b. Process for Requesting SecurID Tokens

Authorized Requesters⁹⁶ or the county office manager/director must request SecurID tokens by completing the attached [County Mass SecurID Request Spreadsheet \(Exhibit 2020-011E1\)](#) and submitting it to the MiCSES Help Desk. Authorized Requesters must include the following information for each individual:

- County name;
- User last name;
- User first name;
- User email;
- County type (FOC/PA/SCAO);
- Last four digits of the Social Security number (SSN); and
- Birth month and day (MM/DD).

Also, the county IV-D and/or IT directors or their designees must review and electronically sign⁹⁷ the attached [Temporary County IV-D Office Alternative Work Location Agreement \(Exhibit 2020-011E2\)](#).

IV-D staff working remotely must complete the [County IV-D User Remote Access Request \(MDHHS-5454\)](#) as described in [IV-D Memorandum 2016-013, Remote Access for County IV-D Offices](#).⁹⁸ IV-D staff must submit the completed MDHHS-5454 to their county Authorized Requester. Signatures on this form can be electronic.⁹⁹ OCS understands that due to staff working in remote locations, it may take several work days for county IV-D offices to collect and sign these forms. Therefore, the county IV-D office's Authorized Requester or office manager/director may submit the *County Mass SecurID Request Spreadsheet* and the *Temporary County IV-D Office Alternative Work Location Agreement* to the MiCSES Help Desk before submitting the MDHHS-5454 forms. This will allow OCS to expedite the process for granting remote access.

Following the submission of the spreadsheet and the agreement, the county Authorized Requester or office manager/director must submit the MDHHS-5454 forms as soon as possible to the MiCSES Help Desk.

To access the Learning Management System (LMS), staff in these offices must disconnect from the state network connection via the SecurID token and access the LMS through their normal Internet connection.

⁹⁶ An Authorized Requester is a person within a IV-D office who has the authority to approve IV-D system access and sign related security forms.

⁹⁷ An electronic signature can be provided by typing a name or inserting an image of a signature on the form(s) in the signature box.

⁹⁸ Ref: IV-D Memorandum 2016-013 for information on physical safeguarding requirements when working remotely.

⁹⁹ An electronic signature can be provided by typing a name or inserting an image of a signature on the form(s) in the signature box.

The county's Authorized Requester or office manager/director will fax or email the completed *County Mass SecurID Request Spreadsheet*, the *Temporary County IV-D Office Alternative Work Location Agreement*, and any MDHHS-5454 forms to the MiCSES Help Desk:

Fax: 517-241-9703

Email: DIT-MiCSES-Helpdesk@michigan.gov

Note: Both the spreadsheet and the agreement must be attached to the email as **encrypted attachments**.¹⁰⁰

2. OCS-Approved Alternative Remote Access Solution for County-Managed IV-D Offices

a. Overview

County-managed IV-D offices may use an alternative remote access solution that will allow for simultaneous access of state and county resources while staff are working at home. County IV-D workers may connect virtually to their county network and then connect to the state network through the Local Government Network (LGNet); they will then have access to both county/court-administered and state-administered IV-D systems and resources. County IV-D offices may connect to the state network through the LGNet by using one of the two methods described below. The information on these acceptable remote access methods is provided by DTMB and is intended for county IT staff; county IV-D professionals will need to consult with their IT staff regarding implementation. OCS approves of both methods.

The remote access methods are:

- 1) Virtual Desktop Infrastructure (VDI) – VDI is the use of virtual machines to provide and manage virtual desktops. VDI hosts desktop environments on a centralized server and deploys them to end-users on request. Examples of VDI include but are not limited to VMWare Horizons 7, Citrix HDS, or Microsoft Windows Virtual Desktop on Azure.
- 2) Virtual Private Network (VPN) into the county network – A remote-access VPN allows individual users to establish secure connections with a remote computer network. Those users can access the secure resources on that network as if they were directly connected to the network's servers. This solution is the same type used by IV-D workers when using a SecurID token. The only difference is that a state-issued SecurID token connects

¹⁰⁰ Encryption is necessary because confidential information appears on these documents.

users to the State of Michigan network, while a VPN concentrator and the county VPN will allow individuals to connect to the county network.

If a county IV-D office chooses one of the above methods, OCS recommends that the selected method provide two-factor authentication and encryption to ensure safeguarding of IV-D data and system information.¹⁰¹

b. Process for Requesting an Alternative Remote Access Solution

OCS does not require pre-approval for offices to implement an alternative remote access solution as described above. However, if the county pursues one of these solutions, the county IV-D and/or IT directors or their designees must complete and sign the *Temporary County IV-D Office Alternative Work Location Agreement* (Exhibit 2020-011E2) and send it to the MiCSES Help Desk by email or fax. They will include a document that describes the alternative remote access method the office will implement. If the request is emailed, this document and the agreement must be sent as **encrypted attachments**.

IV-D staff who are working remotely must also complete the MDHHS-5454 and submit it to their county Authorized Requester. The county Authorized Requester or office manager/director may submit the completed MDHHS-5454 to the MiCSES Help Desk following the submission of the *Temporary County IV-D Office Alternative Work Location Agreement*. The MiCSES Help Desk will accept these forms with electronic signatures.

County IT staff with questions about the remote access methods described above may contact Steve Wensko by email at wenskos@michigan.gov. He will respond as soon as practical.

B. Remote Access Methods Not Approved by OCS

County IV-D offices may have already implemented or may wish to implement a remote-access solution that differs from those described above. If so, office directors will submit a description of the method to OCS for review and approval. In the submission, office directors, in consultation with their IT providers, should provide an explanation of the solution's features that describes how IV-D data is secured and the mitigation steps implemented, if any. This will help ensure a timely and efficient review. The explanation should also indicate whether the solution includes the use of personal devices (e.g., computers, phones). OCS and DTMB will consult with county office directors and county IT providers as necessary during the review.

County IV-D office directors or their designee will send these requests in an **encrypted** email to their office's OCS contract manager.

¹⁰¹ Ref: IV-D Memorandum 2016-013 for information on technical safeguarding requirements when working remotely.

Offices that have already implemented different remote access methods and received consultation from IT providers in implementing those methods can continue using them until the review is complete.

For offices that wish to implement a different remote access method but have not yet done so, OCS cannot guarantee a quick turnaround on the approval process. OCS encourages these offices to request SecurID tokens as a temporary measure to allow IV-D staff to work from home while waiting for OCS approval on an alternative method. OCS also encourages these offices to explore the approved remote access solutions described in this memorandum.

[Exhibit 2020-011E3](#) contains a list of CRP Contract Managers and their contact information.¹⁰²

C. Ending Temporary Remote Access Options for County IV-D Offices

When stay-at-home orders are lifted and county offices begin to resume normal functions, OCS will notify all offices regarding the discontinuation of the temporary remote access options. OCS will announce this in an email notification. At that time, OCS will disable all temporary SecurID tokens. County IV-D staff will return to their office and will stop working from home. OCS will work with PLG members and other partners to help ensure a smooth return to normal operations.

When these temporary remote access options are discontinued, OCS and the counties will continue to work together as before the executive order to explore methods for performing IV-D activities from remote locations.

NECESSARY ACTION:

Retain this IV-D Memorandum until further notice.

REVIEW PARTICIPANTS:

Program Leadership Group

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CC:

¹⁰² This list is also found on the [Partner Contact Information](#) page on mi-support.

DTMB-MiCSES Project Team

ATTACHMENTS:

Exhibit 2020-011E1: *County Mass SecurID Request Spreadsheet*

Exhibit 2020-011E2: *Temporary County IV-D Office Alternative Work Location Agreement*

Exhibit 2020-011E3: Cooperative Reimbursement Program (CRP) Contract Manager List

EPF/TAM

IV-D MEMORANDUM 2020-012

TO: All Friend of the Court (FOC) Staff
All Prosecuting Attorney (PA) Staff
All Office of Child Support (OCS) Staff

FROM: Erin P. Frisch, Director
Office of Child Support

DATE: April 27, 2020

SUBJECT: Revised *Interstate Notice of Lien* (FEN060)

ACTION DUE: None

POLICY EFFECTIVE DATE: Upon receipt

PURPOSE:

This IV-D Memorandum announces updates to the *Interstate Notice of Lien* (FEN060). The federal Office of Child Support Enforcement (OCSE) announced revisions to the *Interstate Notice of Lien* on July 26, 2018.¹⁰³ Updates made to the FEN060 will ensure that the OCS form matches the federal form. The revised FEN060 will be implemented in the Michigan Child Support Enforcement System (MiCSES) with the 10.3.3 Release on May 1, 2020.

DISCUSSION:

The FEN060 is used during the administrative lien and levy process to notify financial institutions and IV-D programs in other states that a lien has been placed on a non-custodial parent's (NCP's) assets.¹⁰⁴ In this revision of the FEN060, OCS will modify the format and some of the text. Existing functionality to generate the FEN060 will not change. Instructions to complete the FEN060 are not included in MiCSES but can be accessed from OCSE's website.¹⁰⁵

A. Format, Heading and Expiration Date Changes to the FEN060

1. Format

¹⁰³ Ref: [OCSE Action Transmittal \(AT\)-18-05, Administrative Subpoena and Notice of Lien Forms – Expire July 31, 2021.](#)

¹⁰⁴ Ref: [Section 6.27, "Liens – FIDM/MSFIDM," of the Michigan IV-D Child Support Manual](#) for information on using the FEN060.

¹⁰⁵ Ref: OCSE AT-18-05 to access the instructions for the FEN060.

UPDATE(S):

Manual

Form(s)

OCS has changed the format of the FEN060 from a two-page letter to a three-page form. OCS has also changed the layout of the FEN060 to match the federal form.

2. Heading

On page 1, the existing heading information was removed. It contained the seal of Michigan as well as contact information and other content, depending on which office generated the form – OCS Central Operations or an FOC office.

The revised heading on the FEN060 includes:

- A statement regarding the disclosure of information;
- Instructions for the recipient of the form if (s)he is not the intended recipient; and
- An area in the upper-right corner of the page for a file stamp.

In addition, the “To” and “From” lines contain a brief definition of the entities, agencies or individuals listed under those areas, and the obligor information includes the field “Alias Name(s).”

3. Expiration Date

The expiration date on the form has been updated from 06/30/2018 to 07/31/2021.

B. Content Changes to the FEN060

Much of the content from the previous version of the FEN060 is included on the revised form. However, the form has been divided into six sections for ease of reading. Each of these sections and any significant content changes from the previous version of the form are described below.

1. Section I – Case Identifier

The table in this section has fields for:

- IV-D case numbers or non-IV-D docket numbers; and
- Remittance IDs or other payment identifiers (optional).

2. Section II – Lien Notice

This section provides information on the date the lien was entered, the amount of unpaid support owed, the issuing tribunal, and the tribunal number.

While the previous version of the FEN060 stated that the judgment may be subject to interest, the revised form states that the judgment may be subject to interest, penalties, fees, surcharge, or other related amounts. Also, new language added to this section informs the recipient of the notice to contact the IV-D agency, obligee or his/her private attorney to obtain the current lien amount.

Checkboxes for “real property,” “personal property,” and “real and personal property” have been added to the statement that the lien attaches to all nonexempt real/personal property of the obligor.

A barcode box has been added. The form instructions state that this box is for entities using imaging technology.

3. Section III – Property Description

This section provides information on the property. It includes a box to enter property descriptions, and a checkbox to select if additional sheets have been attached to describe the property.

4. Section IV – Remit Payment

This section is new and provides information for remitting payment to the Michigan State Disbursement Unit (MiSDU), the obligee, or the obligee representative.

5. Section V – Submission Entity

This section provides information regarding the IV-D agency that generated the form on behalf of the obligee. Language and checkboxes providing options to “Check either ‘A’ or ‘B’” have been removed from this section because only one option is now provided.

6. Section VI – Release of Lien

This is a new section for the issuer of the lien to complete once the lien has been satisfied. This section is also signed and dated by the authorized agent.

Encryption requirements for sending the FEN060 electronically are included in this section.

C. Addition of Tool Tips to the Electronic FEN060

OCS has added tool tips to new editable fields in the electronic version of the FEN060 to alert users to complete the fields. The tool tip appears when users roll their cursor over the fields.

- In Section II, the *Issuing Tribunal* field provides a tool tip to alert the IV-D worker to “Edit as you like”;¹⁰⁶
- In Section II, the three checkboxes “real property,” “personal property,” and “real and personal property” have the tool tip “Click to select”; and
- In Section III, the checkbox for “Continued on attached sheet(s)...” has the tool tip “Click to select.”

NECESSARY ACTION:

Retain this IV-D Memorandum until further notice. The updated FEN060 (Rev. 5/20) replaces the previous version of the FEN060 (Rev. 10/17), which was published with IV-D Memorandum 2017-024.

REVIEW PARTICIPANTS:

Enforcement Work Improvement Team
Program Leadership Group

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CC:

None

SUPPORTING REFERENCES:

Federal
OCSE AT-18-05

State
None

ATTACHMENT:

FEN060: *Interstate Notice of Lien*

EPF/AC

¹⁰⁶ All editable fields in the FEN060 provide a tool tip that states “Click to select” or “Edit as you like.” The form contains existing tool tips where IV-D workers are to select dates, edit locations, or update phone/fax numbers.

IV-D MEMORANDUM 2020-013

TO: All Friend of the Court (FOC) Staff
All Prosecuting Attorney (PA) Staff
All Office of Child Support (OCS) Staff

FROM: Erin P. Frisch, Director
Office of Child Support

DATE: May 12, 2020

SUBJECT: Partner Operations During the COVID-19 Pandemic

ACTION DUE: Contact your OCS Contract Manager as soon as possible if your office requires assistance

POLICY EFFECTIVE DATE: Upon receipt

PURPOSE:

Due to various measures enacted as result of the COVID-19 pandemic,¹⁰⁷ FOC and PA offices in Michigan must assess their operations and find alternate methods to serve Michigan’s child support customers.

Title IV-D child support services constitute an essential service in Michigan and must remain available during the pandemic while also meeting the social distancing standards recommended by the Centers for Disease Control (CDC) and the Michigan Department of Health and Human Services (MDHHS). Any FOC or PA offices that cannot find a way to continue to provide services should contact OCS for assistance in addressing barriers or obstacles.

This memorandum discusses OCS resources and assistance to support FOC and PA offices in providing services. It also explains the approach OCS plans to take for the evaluation of the fiscal year 2020 Contract Performance Standards (CPS).

UPDATE(S):

Manual

Form(s)

¹⁰⁷ These measures include state executive orders, local stay-at-home orders, court closures, etc.

DISCUSSION:

A. Background

Michigan Governor Gretchen Whitmer, in reaction to the COVID-19 pandemic, declared a State of Emergency on March 10, 2020 through Executive Order 2020-04. Subsequent executive orders closed schools, limited public gatherings, and eventually ordered Michigan's citizens to "stay home, stay safe" in Executive Order 2020-21, which took effect on March 24, 2020. That order limited the ability to "require workers to leave their homes or places of residence except to the extent that those workers are necessary to sustain or protect life or to conduct minimum basic operations."

On March 18, 2020, the Michigan Supreme Court issued Administrative Order 2020-2, which included guidance on which FOC operations should be prioritized during the emergency. The Michigan Supreme Court has since issued a series of orders pertaining to court operations during the COVID-19 crisis,¹⁰⁸ and the State Court Administrative Office and its Friend of the Court Bureau have issued guidelines, policies, and practice aids to assist FOC offices.¹⁰⁹

B. Barriers and Obstacles to Providing Services

In response to executive orders, Michigan's PA and FOC offices were closed to the public. However, all of these offices do not have access to the same resources to continue providing services to customers. Some offices have been able to implement remote work arrangements or staggered work hours so staff can safely continue to work in the office, while other offices have used administrative leave or furloughed staff and are considered closed. Some offices are able to offer their usual services, some offices are offering limited services, and some offices aren't offering any services at this time.

OCS recognizes and commends the steps offices have taken to protect staff, to protect customers, and to continue services. OCS also understands that there has been uncertainty around the various COVID-19-related directives. The speed at which orders were implemented and events unfolded caused local authorities and offices to make swift and difficult decisions about operations.

Most offices are still working to solve issues, including:

- Remote access to software applications, including the Michigan Child Support Enforcement System (MiCSES), and mobile devices;
- Receiving customers, conducting interviews, and executing necessary documents;

¹⁰⁸ Ref: the [Administrative Orders \(COVID-19\) page](#) on the Michigan One Court of Justice website.

¹⁰⁹ Ref: the [Judicial Branch Response to COVID-19 page](#) on the Michigan One Court of Justice website.

- Arranging service of process at a time in which servers may be unavailable and methods of safe service are limited; and
- Mitigating health risks involved with sample collection for genetic testing.

C. OCS Resources and Assistance

OCS wants to help FOC and PA offices provide essential IV-D services to child support customers. To that end, OCS is providing the following resources to assist offices.

1. mi-support

The [Coronavirus page](#) on mi-support was introduced on March 16, 2020. This page includes Frequently Asked Questions (FAQs),¹¹⁰ office closures and cancellations, announcements, and news releases. It also includes a county office status spreadsheet, which displays detailed data for each county's current level of operations. Additionally, it contains general information on the coronavirus and resources for working remotely. The Help Desk emails all IV-D staff when there are updates to the page.

2. Michigan State Disbursement Unit (MiSDU)

The MiSDU has remained open and processing payments throughout the response to the pandemic. It has also been taking customer calls for 27 FOC offices, including Wayne County, that have closed or had limited capacity due to the COVID-19 emergency. As a result, call volume to the MiSDU has more than doubled. The MiSDU estimates that in April alone, its staff took 2,500 additional calls and answered 10,000 additional questions. Although the call wait time has increased from one minute to about 40 minutes, callers have been appreciative to speak with someone and get answers to their questions.

3. Remote Access

On April 9, 2020, OCS released [IV-D Memorandum 2020-011, County IV-D Office Requests for Remote Access Due to COVID-19 Stay-at-Home Orders](#). This memorandum provides guidance and instructions that allow partner staff to work remotely.

4. Continuity Teams

OCS, with the support of the Program Leadership Group, is creating six teams to help ensure the continuity of Michigan's child support operations while considering the social distancing and stay-at-home orders. The teams will identify and address challenges, recommend solutions, and establish communication

¹¹⁰ An office with a question that is not addressed in the FAQs may submit the question in a Help Desk ticket.

plans – efforts that began prior to the formalized creation of the teams. OCS will share more information about the continuity teams as charters are developed and work is initiated.

5. Genetic Testing

OCS is currently working with the DNA Diagnostics Center (DDC), the Michigan IV-D program's genetic testing contract holder, to determine the safest means of conducting genetic sample collection. OCS will provide more information as it becomes available.

D. Actions for Offices

Now that the initial confusion surrounding the COVID-19 pandemic and related closures has started to subside, offices are resuming operations to the best of their ability.

OCS asks that all office managers or designees assess their operations and level of service. Any office that remains unable to provide IV-D services to its child support customers should contact its OCS Contract Manager via email as soon as possible. The office manager or designee should explain the obstacles or challenges that prevent the office from operating. OCS will assist offices in determining how to safely offer child support services.

Offices are also encouraged to use their professional networks such as the Friend of the Court Association (FOCA) and the PA Forum to connect with offices that have been able to successfully offer child support services. The Michigan Child Support Office Status spreadsheet on the mi-support Coronavirus page will help identify which services are being provided in which offices.

E. Contract Performance Standards (CPS)

OCS will not hold offices responsible for meeting any of the CPS benchmarks at the conclusion of fiscal year 2020.

OCS will review fiscal-year-end numbers and post reports to mi-support using the process explained in [Section 1.25, "Contract Performance Standards \(CPS\)," of the Michigan IV-D Child Support Manual](#). Counties are encouraged to review and analyze these reports as part of their evaluation process. However, where offices that fall short of benchmarks would normally be asked by the Contract Managers to submit Response Questionnaires or Corrective Action Plans, these steps will be omitted from the process.¹¹¹ The Program Leadership Group and the IV-D Director will assume that any office that has fallen short has done so due to office closures, reduced staffing, or other circumstances directly related to the COVID-19

¹¹¹ Subsection 2.8.3(B)(9) of Section 1.25 explains some of the circumstances under which offices are not required to complete Corrective Action Plans.

emergency. Offices will not be required to submit Response Questionnaires or Corrective Action Plans for fiscal year 2020.

At this time, OCS will still expect offices to meet CPS benchmarks in fiscal year 2021. During the fiscal year 2021 evaluation, the fiscal year 2020 numbers will be used as prescribed – to look for five percentage points' improvement for offices that fall short of the benchmark for a standard.

NECESSARY ACTION:

Office managers will assess their operations and level of service. Any office that remains unable to provide IV-D services to its child support customers should contact its OCS Contract Manager via email as soon as possible.

REVIEW PARTICIPANTS:

OCS Executive Management Team
Program Leadership Group

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ATTACHMENTS:

None

EPF/JJV

IV-D MEMORANDUM 2020-014

TO: All Friend of the Court (FOC) Staff
All Prosecuting Attorney (PA) Staff
All Office of Child Support (OCS) Staff

FROM: Erin P. Frisch, Director
Office of Child Support

DATE: May 22, 2020

UPDATE(S):

Manual

Form(s)

SUBJECT: Genetic Testing Sample Collection During the COVID-19 Pandemic

ACTION DUE: None

POLICY EFFECTIVE DATE: June 1, 2020

PURPOSE:

This IV-D Memorandum announces the statewide restart of genetic testing sample collections effective June 1, 2020. OCS suspended genetic testing sample collections (“sample collections”) on March 19, 2020 due to Executive Order 2020-21, which directed Michigan citizens to “stay home, stay safe” during the COVID-19 pandemic. Subsequent executive orders extended these directives and instructed that organizations take precautions to protect people during the pandemic.¹¹²

When sample collection restarts, there will be a revised process to ensure a “no direct physical contact” specimen collection. This process, which is introduced in this IV-D Memorandum, is intended to protect customers and IV-D staff.

For IV-D offices that use DDC¹¹³-contracted staff for specimen collection, onsite collectors will be required to follow the revised process. For county offices with IV-D staff performing staff-assisted specimen collections, OCS is introducing this process as voluntary. However, OCS highly recommends that IV-D staff follow the process.

Note: The [DDC Collector vs. IV-D Staff-Assisted Collection Spreadsheet \(Exhibit 2020-014E1\)](#) lists which counties use DDC to collect genetic testing samples and which counties use IV-D staff-assisted specimen collection.

This memorandum also discusses acquiring personal protective equipment (PPE) to be used in sample collection.

DISCUSSION:

¹¹² [Executive Order 2020-21](#) took effect on March 24, 2020. Ref: [Executive Orders 2020-42, 2020-70 and 2020-77](#).

¹¹³ The DNA Diagnostics Center (DDC) is OCS’s genetic testing contractor.

A. Background

Genetic paternity testing is used to establish paternity and resolve disputes in IV-D child support cases.¹¹⁴ In IV-D offices, DDC-contracted staff collect genetic testing samples, or IV-D staff assist customers in collecting the samples. DDC provides paternity testing for the Michigan IV-D program.

Paternity testing must be conducted so families can secure financial support for their children, and sample collection must be done safely. Therefore, when the sample collection process was suspended, OCS collaborated with DDC to determine how to expediently and safely restart the process.

1. Options Considered for Sample Collection

OCS and DDC considered all options when discussing how to best restart the sample collection process. However, the use of DDC physical collection locations and additional DDC staff for conducting sample collections were quickly identified as non-viable options.

a. DDC Physical Collection Locations

While DDC maintains approved DNA-testing centers throughout Michigan, many of them are hospitals, health departments, and medical offices. Currently, these locations are being used exclusively for the COVID-19 pandemic and other critical medical services. Therefore, they cannot accommodate an increase in appointments for sample collection.

b. Additional DDC Staff

The Genetic Paternity Testing Services contract¹¹⁵ identifies counties that have an on-site DDC-contracted collector to conduct specimen collections; DDC is unable to provide this service for any additional counties.

After exploring the above options, and with no other viable options remaining, OCS determined that counties must keep the same collection method that was in place prior to the suspension of sample collection on March 19, 2020. Revisions to the collection method will include several modifications to keep customers and staff safe during sample collection.

2. Date for Resuming Sample Collection

The June 1, 2020 restart date provides partners with time for review of the revised sample collection procedure and allows for coordination between IV-D

¹¹⁴ Michigan Compiled Law (MCL) 722.711 and 722.714

¹¹⁵ Ref: [Exhibit 4.10E1, Genetic Paternity Testing Services Contract Overview 2010-2015](#).

staff and DDC regarding sample collection dates and times. Though some counties will not be operational by June 1, 2020, counties must begin establishing plans to initiate sample collection as soon as feasible.

In counties using DDC-contracted onsite collectors, DDC will ensure its collection staff are available on each scheduled collection day. Given that, each county will coordinate with DDC regarding start dates for genetic testing collection in advance of any scheduled collections taking place. County staff will contact DDC at the telephone numbers or email addresses listed under the Additional Information section at the end of this memorandum.

B. Revised Genetic Testing Sample Collection Procedure

DDC modified the [Assisted Buccal Specimen Collection – Chain of Custody Procedure](#) (Ref: [Exhibit 2020-014E2](#)). The procedure has been revised to align with workplace safety measures as recommended by the Centers for Disease Control (CDC). The revised procedure incorporates suggested protocols for sanitizing collection sites before and after each customer, reduces the transfer of paperwork between collector and customer, and changes the sample collection process to a “no physical contact” collection when necessary. All IV-D staff responsible for sample collection will read and follow the procedure as directed by their local office manager.

Additional revisions to the procedure are explained below.

1. Location of Genetic Testing Specimen Collection

Counties should consider all available options when determining where to safely conduct sample collections. This includes, but is not limited to, parking lots, lobby areas, and any other open space that allows for proper social distancing.¹¹⁶

2. Social-Distancing Measures

To the maximum extent possible, sample collections in IV-D offices should be performed consistently with the social-distancing practices and other mitigation measures necessary to protect IV-D staff and customers.

As explained in the collection procedure, customers will perform the sample collection themselves by swabbing the inside of their cheek. IV-D staff will instruct customers in this process. This will ensure no physical contact between the IV-D worker and the customer.

3. Discontinued Use of Fingerprinting

¹¹⁶ Executive Order 2020-77 section 11(d) states that workers and patrons must be kept at least six feet apart from one another to the maximum extent possible while on the premises.

After research and discussions with PA staff and DDC, OCS determined there was no legal requirement preventing the removal of the fingerprint option from the collection procedure. OCS acknowledges that, in the past, the fingerprint option has provided an enhanced confidence that challenges to the identity of individuals tested could be quickly resolved. However, this is not critical for sample collection in the normal course of business, nor is there a safe method for its continued use in today's environment. The collection of fingerprints requires IV-D staff and multiple customers to repeatedly touch the fingerprint pads; this jeopardizes the health and safety of both IV-D staff and customers. As a result, DDC removed the fingerprint option from the procedure.

C. Collection Supplies and Personal Protective Equipment (PPE)

1. Collection Supplies

DDC is contractually required to provide all necessary supplies for specimen collection. These supplies include:

- Specimen collection kits;
- Client Authorization/Chain of Custody forms;
- Camera and film; and
- Gloves.¹¹⁷

DDC will provide the supplies listed above for their contracted onsite collectors and for IV-D staff doing assisted collections.

Note: DDC will provide gloves for their collectors and for IV-D staff who do assisted collections. As described in the collection procedure,¹¹⁸ customers will collect the sample themselves; when doing so, customers need not wear gloves to protect the sample.

2. Personal Protective Equipment (PPE)

For the purposes of the sample collection process, PPE is identified as:

- Face coverings;
- Cleaning supplies;
- Plexiglass shields; and
- Gloves for the protection of individuals.

The Division of Emergency Preparedness & Response (DEPR) within the Michigan Department of Health and Human Services (MDHHS) has agreed to

¹¹⁷ DDC provides gloves for the protection and integrity of the sample collected. DDC does not consider their glove supply as a form of PPE.

¹¹⁸ Ref: Exhibit 2020-014E2.

provide IV-D staff with necessary PPE for sample collection.¹¹⁹ All counties designated as being IV-D staff-assisted collection counties may obtain PPE from DEPR for the purpose of conducting sample collections. Additionally, counties using DDC-contracted onsite collectors may obtain authorized cleaning supplies from DEPR.¹²⁰ A designee from each of the IV-D offices will contact the assigned regional coordinator identified in the [Regional Healthcare Coalition Contact Information Sheet](#) (Ref: [Exhibit 2020-014E3](#)). This sheet identifies eight Emergency Preparedness Regions within Michigan,¹²¹ and each region has a specific process for requesting PPE.

Regional coordinators will likely be unfamiliar with these incoming requests from IV-D offices. Therefore, when contacting the regional coordinator, the designee must explain that the PPE request is on behalf of MDHHS-OCS. The designee will also indicate that the PPE will be used in genetic testing specimen collection to fulfill contractual, state and federal requirements for paternity and child support establishment on behalf of families. If regional coordinators require additional information or confirmation, the designee may contact Kara Bradley, OCS Policy Analyst, at bradleyk8@michigan.gov for assistance.

County IV-D staff are not required to solely use DEPR for their sample-collection PPE needs. They may use all available resources in securing PPE for their offices. PPE is a IV-D-reimbursable expense.

D. Other Items for Collection Setup

County offices interested in conducting sample collection in a “parking lot” setting, as opposed to a confined office space, can do so. The purchase of items such as tents to facilitate this setup will be considered a IV-D reimbursable expense. Questions about IV-D-reimbursable expenses should be directed to the county’s OCS Contract Manager.

For guidance and consultation regarding proper protocols for sample collection, county offices may contact DDC.

E. Additional Information

In the near future, OCS will offer a webinar to discuss the revised procedures for sample collection during the COVID-19 pandemic. OCS will announce the date and time of this webinar in an email notification.

¹¹⁹ DEPR will provide PPE for sample collection only. IV-D offices must obtain PPE and cleaning supplies that may be needed for other IV-D activities through other available resources.

¹²⁰ At this time, DDC expects local IV-D staff to sanitize the physical collection area before and/or after a collection occurs.

¹²¹ The *Regional Healthcare Coalition Contact Information Sheet* separates counties located in and around the Detroit area into Region 2S and Region 2N.

Counties with questions or concerns relating to their sample collection responsibilities may contact Kara Bradley, OCS Policy Analyst, at bradleyk8@michigan.gov. For information regarding scheduling of DDC-contracted collectors and proper sample collection protocols and safety measures, IV-D staff may contact either:

Lauren Elkins
DDC Collection Network Supervisor
Phone: 513-881-4003
Email: lelkins@dnacenter.com

Or

Kari Bowlin
DDC Collection Network Supervisor
Phone: 513-881-4048
Email: kbowlin@dnacenter.com

NECESSARY ACTION:

Establish and implement a plan to begin genetic testing sample collection. Read and follow the revised sample collection procedure as instructed by your office manager. Retain this IV-D Memorandum until further notice.

REVIEW PARTICIPANTS:

Program Leadership Group

CONTACT PERSON:

Kara Bradley
OCS Policy Analyst
Bradleyk8@michigan.gov

CC:

None

SUPPORTING REFERENCES:

Federal
None

State
MCL 722.711
MCL 722.714

ATTACHMENTS:

- 2020-014E1: DDC Collector vs. IV-D Staff-Assisted Collection Spreadsheet
- 2020-014E2: Assisted Buccal Specimen Collection – Chain of Custody Procedure
- 2020-014E3: Regional Healthcare Coalition Contact Information Sheet

EPF/KRB

IV-D MEMORANDUM 2020-015

TO: All Friend of the Court (FOC) Staff
All Prosecuting Attorney (PA) Staff
All Office of Child Support (OCS) Staff

FROM: Erin P. Frisch, Director
Office of Child Support

DATE: June 1, 2020

SUBJECT: Impacts of the COVID-19 Pandemic on Child Support Initiatives and Operations Continuity

ACTION DUE: Contact your OCS Contract Manager if your office is unable to provide IV-D services to child support customers

POLICY EFFECTIVE DATE: Upon receipt

PURPOSE:

Delivery of Title IV-D child support services has been compromised during the COVID-19 pandemic for a variety of reasons. Because child support services are essential, it is necessary to provide these services while considering the health and safety of families and IV-D employees. There are many new challenges to OCS's traditional way of doing business that require thoughtful responses and creative solutions. For at least the next year, OCS anticipates the child support program to be shaped by the timeline set by COVID-19. The IV-D community faces difficult choices between conflicting needs and imperatives.

OCS, along with the Program Leadership Group (PLG), has created six Operations Continuity Teams to help ensure Michigan's child support operations continue while considering social distancing, CDC¹²² guidance, and the governor's orders. The teams, which will be temporary, will identify and address challenges, recommend solutions, and establish communication plans – efforts that began prior to the formalized creation of the teams.

This IV-D Memorandum provides an overview of the six Operations Continuity Teams. It also identifies some of the COVID-19-related challenges OCS currently faces and how those challenges are expected to affect child support work going forward.

DISCUSSION:

A. Background

¹²² CDC is the Centers for Disease Control and Prevention.

UPDATE(S):

Manual

Form(s)

OCS issued [IV-D Memorandum 2020-013, Partner Operations During the COVID-19 Pandemic](#), on May 12, 2020. That memorandum provided instructions for IV-D offices to contact their OCS Contract Manager via email if they are experiencing barriers or obstacles to providing IV-D services. That memorandum also briefly introduced the Operations Continuity Teams, which will be responsible for addressing those barriers and obstacles.

B. Operations Continuity Teams

1. Purpose

The Operations Continuity Teams are expected to identify and confront barriers best addressed centrally and regionally through collaboration with other offices. Each team will receive issues reported by the OCS Contract Managers, the OCS Executive Management Team (EMT), and members of the team.

If there are barriers at the local level that limit OCS's ability to assist an office (e.g., union issues, local orders, hardware challenges, or funding), the team will communicate them to the EMT.

Each team will conduct a monthly evaluation to determine whether its work is complete.

2. Membership

The Operations Continuity Teams consist of representatives from OCS, the State Court Administrative Office (SCAO), the Michigan Child Support Enforcement System (MiCSES) team, the Michigan Department of Technology, Management and Budget (DTMB), the Michigan Department of Health and Human Services (MDHHS), and FOC and PA offices.

Each team includes at least one member of the OCS EMT who will advise which team actions require executive support and liaise with other members of the EMT and the PLG as needed.

3. The Individual Teams

There are six Operations Continuity Teams:

a. Legal

This team will identify legal authority and options to provide IV-D services in alternate ways.

b. Technical Support

This team will work to provide technical assistance to local offices and consult with local IT experts as necessary.

c. Centralize/Regionalize Activities

This team will determine how to provide services if local offices are unable to do so.

d. Customer Remote Interaction

This team will explore methods to remotely interact with parents and the public.

e. Paternity Order and Establishment Barriers

This team will explore court rule, legal or other authorization; operational flexibility; and best practices around various establishment issues.

f. Liaison and Support

This team will collaborate and communicate with local offices, advise the OCS training team, and undertake other significant tasks.

4. Communication

The Operations Continuity Teams will communicate to all OCS staff primarily via email notification. The teams' communications may be listed on mi-support as well. Any additional locations for accessing team information will be announced in an email notification.

5. Additional Information

The [Operations Continuity Teams Charter \(Exhibit 2020-015E1\)](#) provides more information about the teams, their membership, and their goals.

C. Impacts on Initiatives and Other Work

As the child support program shifts its focus to vital COVID-19 responses and business continuity, other activities will be temporarily suspended or delayed. Additionally, in reaction to the state budget crisis caused by the pandemic, the majority of OCS staff are currently working four-day weeks and will continue to do so through at least July 2020. The days off have been staggered to help with availability and continuity; however, there will be impacts because OCS is working at 80 percent capacity.

- Work Improvement Teams (WITs) and Workgroups

Co-leads of WITs and Workgroups have been authorized to slow activity and postpone meetings as appropriate and necessary. Many of the professionals on those teams now have critical roles to serve on the Operations Continuity Teams. OCS will continue to refer to team members for policy input and review as needed.

- Training Services

OCS's Training Services Unit is now dedicating time and capacity to reworking its training delivery model (see the Liaison and Support team description above). For many critical educational needs, Training Services traditionally has relied on classroom training, which requires travel and up to 14 participants. In light of the current environment, such an approach must be temporarily revamped; this will take significant consideration and effort. Training Services is particularly interested in making sure hands-on learning is still possible.

Consequently, typical in-classroom training (e.g., New Employee Training, Enforcement Training) will not be offered for the time being. This is a fresh opportunity to use evolving technology to train and inform IV-D staff. More information will follow in the coming months.

- Help Desk Conversion

Prior to the COVID-19 pandemic, OCS and DTMB had established plans to convert the MiCSES Help Desk from a DTMB-administered team to an OCS-administered team. IV-D staff may have learned of these plans through a variety of speaking engagements and other announcements. Conversion of the Help Desk has been placed on hold due to ongoing state budget constraints as a result of the COVID-19 pandemic. Going forward, OCS and DTMB will look for opportunities to reinstate those plans.

- MiCSES Releases

For the past few months, MiCSES resources have been dedicated to technology and functionality needs associated to the IV-D program's COVID-19 response. Additionally, state budget constraints will limit or suspend some technology initiatives. Both of these constraints have affected and may continue to affect MiCSES' previously planned schedules and releases. As these changes occur, OCS will notify the IV-D community.

NECESSARY ACTION:

Offices will continue to contact OCS Contract Managers via email if they are unable to provide IV-D services to child support customers.

REVIEW PARTICIPANTS:

Operations Continuity Team Leads
OCS Executive Management Team
Program Leadership Group

CONTACT PERSON:

Julie Vandenboom
OCS Program Re-Engineering Specialist
(517) 241-4453
vandenboomj@michigan.gov

ATTACHMENT:

Exhibit 2020-015E1: Operations Continuity Teams Charter

EPF/JJV

IV-D MEMORANDUM 2020-016

TO: All Friend of the Court (FOC) Staff
All Prosecuting Attorney (PA) Staff
All Office of Child Support (OCS) Staff

FROM: Erin P. Frisch, Director
Office of Child Support

DATE: June 8, 2020

SUBJECT: Re-establishment of the Professional License Interface

ACTION DUE: None

POLICY EFFECTIVE DATE: Upon receipt

PURPOSE:

This IV-D Memorandum announces that OCS will re-establish the professional license interface between the Michigan Department of Licensing and Regulatory Affairs (LARA) and the Michigan Child Support Enforcement System (MiCSES). IV-D workers use this information to suspend professional licenses,¹²³ locate non-custodial parents (NCPs), estimate income when calculating support, evaluate the ability to pay,¹²⁴ and enforce child support.

This IV-D Memorandum describes the updates that will change how professional license data is displayed on MiCSES screens, forms and Business Objects reports. These updates will ensure OCS receives and displays accurate license data from LARA until all professional licenses are moved from LARA's License 2000 (L2K) system to its new Michigan Professional Licensing System (MiPLUS).

OCS will implement the following changes with the MiCSES 10.4 Release on June 12, 2020:

- Remove duplicate professional license data from MiCSES.
- Add fields and make updates to several MiCSES screens.
- Ensure the correct data populates in the *License Type* field on the following forms:
 - *Order To Suspend License* (FEN039); and

¹²³ Ref: Michigan Compiled Law (MCL) 552.628 for information on requirements to suspend licenses.

¹²⁴ Ref: [Section 6.39, "Civil Contempt \(Show Cause\)," of the Michigan IV-D Child Support Manual](#) for information on evaluating the ability to pay.

UPDATE(S): <input type="checkbox"/> Manual <input type="checkbox"/> Form(s)

- *Order Rescinding License Suspension (Child Support/Parenting Time) (FEN041)*.
- Update the following Business Objects reports and MiCSES report:
 - *Member Income and Location Report (LC-001) (MILR)*;
 - *Income and Location Report (LC-002) (ILR)*;
 - *Proactive Locate – Licensing Report (LC-012)*; and
 - *Court Order Information Report (CCRT)*.

IV-D workers will not be able to view the changes described in this memorandum until June 16, 2020. The MiCSES team will test the first file before processing it in MiCSES.

This memorandum also explains that open *License Suspension (LCSP)* activity chains for L2K licenses that have moved to MiPLUS will not automatically close after the MiCSES 10.4 Release. IV-D staff may review those activity chains and determine whether to close them and/or open a new activity chain.

Lastly, a change will be made to the Procedural Justice as an Alternative to Contempt (PJAC) output file with the MiCSES 10.4 Release. This will only affect counties participating in the PJAC project and using the report.

DISCUSSION:

LARA upgraded its professional licensing system from the L2K system to the new MiPLUS in June 2017. It began moving professional license data from L2K to MiPLUS at that time and will continue moving license data until April 2021.¹²⁵ The MiCSES 10.4 Release will remove duplicate licenses, add new fields, and update screens, forms, and reports.

A. Removal of Duplicate License Data

Throughout the process of LARA moving data from L2K to MiPLUS, OCS has continued receiving professional license data for those license types that have not yet moved to MiPLUS. In April 2019, LARA sent duplicate professional license data to OCS for L2K licenses that had migrated to MiPLUS.¹²⁶ The MiCSES 10.4 Release will remove that duplicate data from MiCSES.

B. Addition of New License Fields

With the MiCSES 10.4 Release, the following new fields will appear on screens and reports:

¹²⁵ OCS announced the initial migration of professional license data in June 2017. Ref: the June 26, 2017 email notification [Issue Identified: EMS/Nursing Professional License Data](#).

¹²⁶ Each license had two license numbers – one in the old L2K format and the other in the new MiPLUS format.

- *License Description* or *License Type Desc*;¹²⁷ and
- *Secondary Status*.

1. License Types and Descriptions

LARA's L2K system identified licenses with a numeric code that displays in the *License Type* field on the *Member Licenses (MLIC)*, *Enforcement Forms Matrix (ENFM)*, and *Enforcement Processor (ENFP)* screens. The *License Type* field displays license descriptions on the *Contempt Ability to Pay Screening (CAPS)* screen, MiCSES forms and reports, and Business Objects reports. The existing *License Type* field will remain on the MLIC, ENFM, and ENFP screens to display the alphanumeric codes for Secretary of State (SOS)¹²⁸ licenses and numeric codes for L2K licenses that have yet to move to MiPLUS. The field will also remain on the CAPS screen, forms, and Business Objects reports to continue displaying license descriptions. The *License Type* field will be blank for MiPLUS licenses on the MLIC, ENFM, and ENFP screens.

MiPLUS identifies licenses with a description that will display in the new *License Type Desc* field or *License Description* field. Adding these fields to screens will ensure IV-D workers can easily view the correct license information and quickly determine the type of profession for which the NCP has been licensed.

a. Specializations

Many professional licenses will include a specialization for the License Type. The specialization identifies the specific type of professional license. For example, an orthodontist's License Type will show as "Dentist - Orthodontist." In this case, "Orthodontist" is the specialization.

b. Temporary Military Spouse and Special Volunteer License Types

Temporary Military Spouse and Special Volunteer license types will display with a subtype to identify the type of professional license (e.g., Dentist) and, if applicable, a specialization (e.g., Orthodontist). For example: "Temporary Military Spouse - Dentist - Orthodontist."

2. Secondary Status

The status of L2K licenses that have not moved to MiPLUS will populate the *License Status* or *Status* field on MiCSES screens and Business Objects reports. Before the MiCSES 10.4 Release, the MLIC, ENFM and ENFP screens

¹²⁷ Some screens will have a *License Type Desc* field or *License Description* field. Only one of these fields will appear on each screen or report.

¹²⁸ The SOS licenses are driver's licenses. The updates described in this IV-D Memorandum do not include substantive updates to the driver's license information.

displayed two shortened statuses: “Active” or “Unverified.” Business Objects reports and the CAPS screen displayed the full status sent from LARA (e.g., Active – Active).

With the MiCSES 10.4 Release, license statuses from the L2K system will remain in the *License Status* field. However, the status will appear as:

- Active; or
- Lapsed.

For licenses that have moved from L2K to MiPLUS, MiCSES screens and Business Objects reports will display a primary license status and a secondary license status. The secondary status will provide more information about the license’s primary status. MiPLUS license information will populate both of the following fields:

- *License Status or Status*: This existing field will indicate whether the license is Active or Lapsed.
- *Secondary Status*: This new field will indicate one of three statuses: Active, Lapsed, or Limited. Although there are many possible secondary statuses, only three primary/secondary status combinations¹²⁹ will be transferring to the MLIC screen from the Data Warehouse with the MiCSES 10.4 Release. All of the possible primary/secondary status combinations will appear on Business Objects reports and the CAPS screen.

A status will appear in both the *License Status or Status* field and the *Secondary Status* field on the MLIC screen only in one of these combinations:

License Status	Secondary Status
Active	Active
Lapsed	Lapsed
Active	Limited

An Active license is a license that is currently valid. A Limited license is a valid license with limitations. A Lapsed license is a license that is no longer valid. IV-D workers can suspend Active and Limited licenses.

¹²⁹ Ninety-nine percent of the licenses with an Active status will transfer to the MLIC screen, and 75 percent of Lapsed statuses will transfer to the MLIC screen. The small percentage of status data not transferring to the MLIC screen is an issue with existing functionality. A ticket has been entered to fix this issue.

C. Changes to MiCSES Screens

1. MLIC Screen

The MLIC screen is a IV-D member-level screen. It provides information on IV-D member driver's licenses from SOS and professional licenses from LARA.

With the MiCSES 10.4 Release, OCS will make the following changes to the MLIC screen:

- Add two new fields:¹³⁰ *License Type Desc* and *Secondary Status*;¹³¹ and
- Move the license descriptions for professional and SOS license types from the *License Types* field to the *License Type Desc* field.¹³²

2. CAPS Screen

IV-D workers use the information on the CAPS screen for review and modification, NCP locate, and evaluating an NCP's ability to pay.

OCS will add a *Secondary Status* field¹³³ to the Locate tile on the CAPS screen, and this field will be populated with data from MILR.¹³⁴

3. ENFP Screen

The ENFP screen is used to manage enforcement remedy activity chains, including the LCSP activity chain. Updates to the ENFP screen will ensure that forms generated using the LCSP activity chain capture information from updated fields on the MLIC and ENFM screens.¹³⁵ In the *Source ID* field's *License Information* pop-up window, OCS will add a *License Type Desc* field.¹³⁶

¹³⁰ Ref: [MiCSES Screen Description: MLIC – Member Licenses](#) for information on how these fields will appear on the MLIC screen.

¹³¹ Ref: Section B of this IV-D Memorandum for more information on the *License Type Desc* field and the *Secondary Status* field.

¹³² This update only moves the list of values from one field to another. No other changes will be made to the existing functionality for SOS data.

¹³³ Ref: [MiCSES Screen Description: CAPS – Contempt Ability to Pay Screening](#) for more information on how the *Secondary Status* field will appear on the CAPS screen.

¹³⁴ Ref: [Business Objects Report Description: Member Income and Location Report \(LC-001\) \(MILR\)](#) for information on how the *Secondary Status* field will appear on MILR.

¹³⁵ Ref: [MiCSES Screen Description: ENFP – Enforcement Processor](#) screen for more information on how license information will appear on the ENFP screen.

¹³⁶ The *License Type* field will contain the alphanumeric code for the driver's licenses and the numeric code for the L2K professional licenses.

4. ENFM Screen

The ENFM screen provides access to editable documents related to enforcement remedies. OCS will make the following changes to the ENFM screen:¹³⁷

- Update the list of values in the *Source ID* field; and
- Add a *License Description* field in the *Member and License* pop-up window.

D. Updates to the FEN039 and FEN041

With the MiCSES 10.4 Release, the *License Type* field on the FEN039 and FEN041 will be populated with data from the *License Type Desc* field on the MLIC screen. It is currently populated with data from the *License Type* field on the MLIC screen.

E. Updates to Business Objects Reports and the MiCSES CCRT Report

Updates in the MiCSES 10.4 Release will make professional license information more consistent across MiCSES and Business Objects reports.¹³⁸

1. Business Objects Reports

The following changes will be made to the MILR, ILR,¹³⁹ and LC-012¹⁴⁰ reports:

- A *Secondary Status* field will be added; and
- The *License Type* field¹⁴¹ will be populated with data from the MLIC screen's *License Type Desc* field followed by a hyphen and the license number (e.g., Dentist - Orthodontist - 354654654).

2. CCRT Report

The *License Type* field¹⁴² will populate with data from the *License Type Desc* field on the MLIC screen.

¹³⁷ Ref: [MiCSES Screen Description: ENFM – Enforcement Forms Matrix](#) screen for more information on how these changes will appear on the ENFM screen.

¹³⁸ There were two separate reference lists of licenses for L2K, one list of licenses for MiCSES, and one list of licenses for Business Objects reports. This update combines both L2K lists and the list for MiPLUS into one synchronized list that will be used for all reports and MiCSES screens.

¹³⁹ Ref: [Business Objects Report Description: Income and Location Report \(LC-002\) \(ILR\)](#) for more information on how these changes will appear on ILR.

¹⁴⁰ Ref: [Business Objects Report Description: Proactive Locate – Licensing \(LC-012\)](#) for more information on how these changes will appear on the LC-012 report.

¹⁴¹ Ref: Section B(1) of this IV-D Memorandum for examples of how information will appear in the *License Type* field. The *License Type* field on Business Objects reports will display information as it appears in the *License Type Desc* field on the MLIC screen.

¹⁴² Ref: [MiCSES Report Description: Court Order Information Report \(CCRT\)](#) for more information on how this field will appear on the CCRT report.

F. Open License Suspension Chains

L2K licenses that have moved to MiPLUS have a new license number. Open LCSP activity chains for L2K licenses that have moved to MiPLUS will not automatically close after the MiCSES 10.4 Release. IV-D staff may review those activity chains and determine whether to close them and/or open a new activity chain. OCS will create a spreadsheet that lists the L2K licenses with open LCSP activity chains and post it in the mi-support Document Distribution Center. OCS will send out an email notification when the spreadsheet is available.

G. Procedural Justice as an Alternative to Contempt (PJAC) Output File

With the MiCSES 10.4 Release, the PJAC process output file¹⁴³ will retrieve data from the MLIC screen's *License Type Desc* field. This only impacts counties participating in this project and using this report.

NECESSARY ACTION:

This IV-D Memorandum obsoletes IV-D Memorandum 2019-013, *Professional License Data Updates* and Exhibit 2019-013E1, *LARA Professional License Data Websites*.

REVIEW PARTICIPANTS:

Enforcement Work Improvement Team
Case Management Work Improvement Team
Establishment Work Improvement Team
Program Leadership Group

CONTACT PERSON:

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CC:

None

¹⁴³ OCS entered into an agreement with MDRC (formerly known as the Manpower Demonstration Research Corporation) to conduct a project aimed at evaluating the effect of PJAC on child support cases that are about to go through show cause for non-compliance. This project produces an output file that requires NCP demographic information which includes licensing information.

SUPPORTING REFERENCES:

Federal

None

State

MCL 552.628

ATTACHMENT(S):

None

EPF/ALC

IV-D MEMORANDUM 2020-017

TO: All Friend of the Court (FOC) Staff
All Prosecuting Attorney (PA) Staff
All Office of Child Support (OCS) Staff

UPDATE(S):

FROM: Erin P. Frisch, Director
Office of Child Support

Manual

Form(s)

DATE: June 8, 2020

SUBJECT: Suppression of Forms in the Michigan Child Support Enforcement System (MiCSES) Due to the Good Cause Status of a Case

ACTION DUE: None

POLICY EFFECTIVE DATE: June 12, 2020

PURPOSE:

This IV-D Memorandum announces a correction to a system error that resulted in MiCSES' noncompliance with IV-D good cause policy and federal regulations. OCS has corrected the good cause process to include the suppression of forms sent to parties as a result of Title IV-D activity on IV-D cases with an active public assistance record and a good cause status of "P" (Pending), "E" (Good Cause Granted, End Action), or "D" (Good Cause Granted, Continue Action). Depending on the CP's good cause status, certain forms in MiCSES will be prevented from automatically or manually generating to the custodial party (CP). This change will be implemented June 12, 2020 with the MiCSES 10.4 Release.

OCS has revised *Michigan IV-D Child Support Manual* Section 2.15, "Cooperation/Noncooperation/Good Cause," to include this correction to the good cause process. OCS has also revised Section 2.15 with minor updates to clarify existing policy and reorganize some content to make it easier to understand. Significant updates to Section 2.15 since its last publication are indicated by a change bar in the right margin of the manual section. Content in Section 2.15 that has been moved or reorganized is not identified with change bars.

DISCUSSION:

A. Suppression of Forms

1. Background of Issue

If a CP who receives public assistance requests good cause for not cooperating with child support activity, federal regulations¹⁴⁴ prohibit the IV-D program from requiring or requesting information or participation from the CP. IV-D staff cannot verbally or in writing request action from him/her. However, IV-D staff can request information or assistance from the CP if the good cause claim is denied.

OCS recently discovered an error that prevented MiCSES from suppressing forms in good cause cases. Specifically, MiCSES was generating and sending forms on IV-D cases with a good cause status that does not permit activity to establish paternity and secure support.

OCS worked with IV-D program partners to determine which case conditions and forms required suppression. The result was a correction in MiCSES to regulate the manual and automatic generation of forms depending on the good cause status of the IV-D case.

Note: Good cause is a IV-D-case-based status in MiCSES, unlike family violence, which is a member-based status. Forms suppression is based on the good cause status of the IV-D case, not the family violence indicator (FVI) of a member.

2. Suppression Criteria

A IV-D case qualifies for forms suppression when all the following are true in MiCSES:

- a. The *IV-D Case Type* is “A - TANF,” “M - Medicaid,” or “N - Other IV-D”;
- b. The *IV-D Case Status* is “O - Open”;
- c. The *Good Cause Status* is “P” (Pending), “D” (Good Cause Granted, Continue Action), or “E” (Good Cause Granted, End Action); and
- d. The public assistance record is active for the dependent(s) on the case.

IV-D workers will find the *IV-D Case Type*, *IV-D Case Status* and *Good Cause Status* on the *Case Member Details* (CASE) screen in MiCSES. The assistance record is found on the *Member Assistance History* (MAHI) screen or the *Bridges Case Information* (BRDG) screen.

3. Suppression Rules

If a IV-D case has a good cause status of “Pending” or “Good Cause Granted, End Action,” IV-D workers will not send forms to the CP and other case recipients (non-custodial parent [NCP], employer, etc.). MiCSES will prevent the manual and automatic generation of forms to these case members.

¹⁴⁴ 45 Code of Federal Regulations (CFR) 302.31(b) and (c)

If a IV-D case has a “Good Cause Granted, Continue Action” good cause status:

- a. IV-D workers will not send forms that request action of the CP but will send forms that provide case information to the CP. MiCSES will suppress the manual and automatic generation of forms that request action but will allow the manual and automatic generation of forms that provide information; and
- b. IV-D workers may send forms to other case recipients (NCP, employer, etc.). MiCSES will allow these types of forms to be generated manually and automatically.¹⁴⁵

Note: MiCSES will not suppress intergovernmental forms when a good cause status exists. The recipient of the intergovernmental forms is the other state’s intergovernmental agency, not a CP or other recipient.

A IV-D worker may access forms on a non-IV-D case with a docket in which the IV-D case has closed due to a “Good Cause Granted, End Action” status. MiCSES will not suppress forms on a non-IV-D (L-type) case because such a case is no longer a IV-D case that is bound by federal IV-D requirements; the court order remains valid and the court may issue forms as it deems appropriate.

4. Error Messages

MiCSES will alert a IV-D worker when a form cannot be generated due to the good cause status of the case. If a IV-D worker tries to manually generate a suppressed form, a system error will display. Error messages will appear on MiCSES screens that contain form templates for generation to the CP or other recipients (NCP, employer, etc.).

Starting with the MiCSES 10.4 Release, MiCSES will:

- a. Check the good cause status of a case when a IV-D worker tries to edit a template for a suppressed form on the *Historical Reprints* (FHST) screen. If the good cause status is “Pending,” “Good Cause Granted, End Action,” or “Good Cause Granted, Continue Action,” MiCSES will display an error message informing the IV-D worker that the form cannot be re-created; and
- b. Disable the Edit feature on existing forms that will be suppressed due to a good cause determination after the MiCSES 10.4 Release. For example, if a IV-D worker creates a *Paternity Complaint – Agency* (template 1060) before the release, and the case is “Pending” good cause, the *Edit* button on the FHST screen will be grayed out (unavailable) for the form after the release.

¹⁴⁵ The [MiCSES Customer Information Guide: Good Cause Suppressed Templates](#) shows whether forms are suppressed for the CP and other case recipients based on the good cause status of the case (Pending, End Action, or Continue Action).

The IV-D worker will be unable to edit a suppressed form that was created before the release. This will prevent IV-D workers from taking time to edit forms that will not be generated and sent.

B. Policy Updates to Section 2.15

There are several updates in Section 2.15 that increase understanding, clarify good cause policy, and provide correction. The updates are as follows:

- Correction and addition of legal references and footnotes;
- Reorganization of the “Good Cause” subsection; and
- Addition of the MiCSES form suppression feature to the good cause process.

NECESSARY ACTION:

Review Section 2.15 of the *Michigan IV-D Child Support Manual*. For those maintaining a hard copy of the manual, print the manual section and add it to the manual. Discard the previously published version of Section 2.15 (published February 29, 2016).

REVIEW PARTICIPANTS:

Case Management Work Improvement Team
Program Leadership Group

CONTACT PERSON:

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CC:

None

SUPPORTING REFERENCES:

Federal
45 CFR 302.31(b) and (c)

State
None

ATTACHMENT:

Section 2.15: Cooperation/Noncooperation/Good Cause

EPF/AMC

IV-D MEMORANDUM 2020-018

TO: All Friend of the Court (FOC) Staff
All Prosecuting Attorney (PA) Staff
All Office of Child Support (OCS) Staff

FROM: Erin P. Frisch, Director
Office of Child Support

DATE: June 11, 2020

SUBJECT: Discontinued Phone Number for the Michigan Unemployment Insurance Agency's (MUIA's) FOC Unit Customer Service

UPDATE(S):

Manual

Form(s)

ACTION DUE: None

POLICY EFFECTIVE DATE: Upon receipt

PURPOSE:

This IV-D Memorandum announces that the phone number for MUIA's FOC Unit Customer Service has been discontinued. FOC staff who seek MUIA assistance will refer to MUIA's Other Party (OTHP) ID for contact information.

OCS has revised Section 6.03, "Income Withholding," of the *Michigan IV-D Child Support Manual* with this information. In addition, OCS has updated the definition of MUIA in the manual section. Significant changes to Section 6.03 since its last publication are indicated by a change bar in the right margin.

DISCUSSION:

MUIA's FOC Unit discontinued its customer service phone number (313-456-2793) on December 31, 2019. As a result, FOCs wishing to contact MUIA will use the contact information listed in OTHP ID 105350962 on the OTHP screen in the Michigan Child Support Enforcement System (MiCSES). The MUIA OTHP ID contains the most current contact information.

In Section 6.03, OCS has removed the MUIA FOC Unit Customer Service phone number and fax number from Subsections 13.3.2(E) and 13.3.2(I). These subsections now refer readers to OTHP ID 105350962 on the OTHP screen for MUIA contact information.

Additionally, in the "Definitions" subsection of Section 6.03, OCS has changed the name of the agency that administers the MUIA. "Michigan Department of Talent and Economic Development (TED) Talent Investment Agency (TIA)" was replaced with "Michigan Department of Labor and Economic Opportunity (LEO)."

NECESSARY ACTION:

Retain this IV-D Memorandum until further notice. For those maintaining a hard copy of the *Michigan IV-D Child Support Manual*, print Section 6.03 and add it to the manual. Discard the previously published version of Section 6.03 (published August 20, 2018).

REVIEW PARTICIPANTS:

Program Leadership Group

CONTACT PERSON:

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CC:

None

ATTACHMENT:

Section 6.03: Income Withholding

EPF/CPT

IV-D MEMORANDUM 2020-019

TO: All Friend of the Court (FOC) Staff
All Prosecuting Attorney (PA) Staff
All Office of Child Support (OCS) Staff

FROM: Erin P. Frisch, Director
Office of Child Support

DATE: June 15, 2020

SUBJECT: Revisions to Intergovernmental Forms

RESPONSE DUE: None

POLICY EFFECTIVE DATE: Upon receipt

PURPOSE:

The federal Office of Child Support Enforcement (OCSE) has announced a revised expiration date and other minor updates to the federally approved standard intergovernmental forms. The revised forms will be available in the Michigan Child Support Enforcement System (MiCSES) on June 19, 2020.

DISCUSSION:

IV-D workers use the intergovernmental forms, or a combination of these forms, to make up intergovernmental packets and transmittals. IV-D workers can find a list of required forms for each type of intergovernmental request in [Exhibit 7.01E1, Intergovernmental Referrals – Required UIFSA Forms](#).

OCSE updated the expiration date from 12/31/19 to 12/31/2022 on all the forms. The expiration date appears only on page 1 of each form. On some forms, only the expiration date was updated, while on other forms, text and formatting changes were made in addition to the expiration date. All the forms are listed below, along with a description of each form and the significant changes that were made. Changes in spacing, formatting, capitalization, punctuation, and text size are not included.

A. Forms With an Updated Expiration Date Only

1. *Child Support Agency Confidential Information Form (SINTCONFINFO)* – This form safeguards the privacy of individuals by providing a means to record their personal identifying information (PII) on a separate document that is not to be filed with a tribunal or shared with the other party.

<p>UPDATE(S):</p> <p><input type="checkbox"/> Manual</p> <p><input checked="" type="checkbox"/> Form(s)</p>

2. *Personal Information Form for UIFSA § 311 (SINTPERSINFO)* – This form records, in a separate document, the PII required by the Uniform Interstate Family Support Act (UIFSA) 2008, eliminating repetition of the required PII in the *Uniform Support Petition, Declaration in Support of Establishing Parentage, and General Testimony*.
3. *Child Support Locate Request (FSA-206 and INTLOCDS)* – A IV-D agency uses this form to request locate information from another state if a CSENet agreement¹⁴⁶ is not in place.
4. *Notice of Determination of Controlling Order (FSA-208 and INTNDCO)* – This form provides a standard format for alerting entities in other jurisdictions about a controlling order determination.

B. Forms With an Updated Expiration Date and Additional Updates

1. *Child Support Enforcement Transmittal #1 – Initial Request (FSA-200-1 and INTTRANS1)* – An initiating transmittal is required to refer IV-D intergovernmental cases to a responding state’s Interstate Central Registry (ICR).

In Section I of the INTTRANS1, the sentence “(Please return the acknowledgment form)” was changed to “(Please acknowledge receipt of the Transmittal #1).”

2. *Child Support Enforcement Transmittal #1 – Initial Request Acknowledgment (INTACK1)* – This form provides a standard format for a responding child support agency to acknowledge the receipt of a Transmittal #1 request and to notify the initiating agency of any additional forms or information needed. The following changes were made to INTACK1:
 - a. The sentence “Return this form to the initiating jurisdiction” was removed from the top of the page and from the ACKNOWLEDGMENT section; and
 - b. In the footer, the sentence “Return This to the Initiating Jurisdiction” was removed,¹⁴⁷ and the form number “FSA-200-1” was added.
3. *Child Support Enforcement Transmittal #2 – Subsequent Actions (FSA-200-2 and INTTRANS2)* – The initiating or responding jurisdiction uses this form to request or provide additional information in previously referred cases. The following changes were made to Section I of INTTRANS2:

¹⁴⁶ Ref: [Section 7.01, “Intergovernmental Overview,” of the Michigan IV-D Child Support Manual](#) for information on the use of CSENet.

¹⁴⁷ This text only showed on the first page.

- a. A new selectable checkbox 18 was added after checkbox 17;
 - b. The following language was added next to the new checkbox 18:
“Modification of the order in an open intergovernmental case. Please advise what pleading or documents are needed”; and
 - c. The previous checkbox 18, “Other (List and describe in section III),” was numbered 19.
4. *Child Support Enforcement Transmittal #3 – Request for Assistance/Discovery (FSA-200-3 and INTTRANS3)* – The requesting jurisdiction uses this form when it is working its case locally and needs limited assistance from another jurisdiction. The following changes were made to Section I of INTTRANS3:
- a. In the sentence “The requesting agency asks for the following payment processing action,” the word “action” was changed to “information/action”;
 - b. Under the above sentence, a new checkbox 11 was added, along with the sentences: “Provide the Remittance ID for this case (IV-D or non-IV-D) in your state. This is the Remittance ID that the employer/income withholder should include with payments sent to your agency’s State Disbursement Unit (SDU);” and
 - c. The previous checkbox 11 was numbered 12. The following changes were made to the new checkbox 12:
 - 1) The second sentence was changed from “Send payments to: (SDU Name and Address)” to “Send payments to the requesting agency’s SDU: (SDU Name, SDU Address, and Remittance ID)”;
 - 2) The last line, “Payment Locator Code: _____ State _____,” was removed.
5. *Declaration in Support of Establishing Parentage (FSA-204 and PATERNITYAFF)* – This form supplements the *Uniform Support Petition* when parentage is at issue in an intergovernmental case. The following changes were made to PATERNITYAFF:
- a. On page 1, the text “COMPLETE THE DECLARATION TO THE EXTENT THAT YOU HAVE THE INFORMATION” was added in a box below the box stating “A SEPARATE DECLARATION IS REQUIRED FOR EACH CHILD NEEDING PARENTAGE ESTABLISHED”;
 - b. In Section II, the text “To Be Completed by the Petitioner (Continued)” was updated to read “To Be Completed by the Petitioner (complete either 1 or 2, as appropriate)”;
 - c. In Section III, the text “To Be Completed by the Birth Mother Only” was updated to read “To Be Completed by the Birth Mother Only (if you are not the birth mother, skip this Section and go to Section IV)”;
 - d. In Section V, the word “or” was added under the “Petitioner (Name)” line, and a “Name/Title, Agency or Tribunal Representative” date/signature line was added.

6. *General Testimony* (FSA-202 and GENTEST/GENTESTVER) – This form provides a framework for stating detailed information and evidence to support the action requested in the petition. The following changes were made to GENTEST/GENTESTVER:
 - a. In Section IV, box 3, “Child care expense per month \$_____” was changed to:

Child care expense per month – Total: \$_____

State Subsidized: \$_____

Out of Pocket: \$_____
 - b. In Section XI, the text “...true to the best of my knowledge and belief” was changed to “...true to the best of my knowledge, information, and belief,” and the word “or” was added under the “Petitioner (Name)” line.
7. *Letter of Transmittal Requesting Registration* (FSA-207 and INTREGSTMT) – The initiating jurisdiction completes this form to request registration of an existing order for enforcement and/or modification. The following changes were made to INTREGSTMT:
 - a. Above Section I, the sentence “For IV-D cases, a Transmittal #1 and Child Support Agency Confidential Information Form must be attached” was updated to read: “To open an intergovernmental IV-D case, attach a Transmittal #1 and the Child Support Agency Confidential Information Form”; and
 - b. In Section VI, the text “...true to the best of my knowledge and belief” was changed to “...true to the best of my knowledge, information, and belief.”
8. *Uniform Support Petition* (FSA-201 and INTSUPPORT): This is the legal pleading needed for the responding state to initiate action.

In the sentence that begins “Under penalty of perjury...” the text “knowledge and belief” was changed to “knowledge, information, and belief.”

NECESSARY ACTION:

IV-D workers must use the updated intergovernmental forms for intergovernmental case processing. With the publication of this memorandum, the intergovernmental forms (Rev. 12/17) published with IV-D Memorandum 2017-026 are obsolete.

REVIEW PARTICIPANTS:

Intergovernmental Work Improvement Team
Program Leadership Group

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SUPPORTING REFERENCES:

Federal
45 Code of Federal Regulations (CFR) 303.7(a)(4)
Public Law 113-183

OCSE AT-17-01

State
Act 255 of 2015
Michigan Compiled Law (MCL) 552.2102(e)
MCL 552.2307(1)(c)
MCL 552.2310

ATTACHMENTS:

- INTTRANS1: *Child Support Enforcement Transmittal #1 – Initial Request (FSA-200-1)*
- INTACK1: *Child Support Enforcement Transmittal #1 – Initial Request Acknowledgment*
- INTTRANS2: *Child Support Enforcement Transmittal #2 – Subsequent Actions (FSA-200-2)*
- INTTRANS3: *Child Support Enforcement Transmittal #3 – Request for Assistance/Discovery (FSA-200-3)*
- SINTCONFINFO: *Child Support Agency Confidential Information Form*
- SINTPERSINFO: *Personal Information Form for UIFSA § 311*
- PATERNITYAFF: *Declaration in Support of Establishing Parentage (FSA-204)*
- GENTEST/
GENTESTVER: *General Testimony (FSA-202)*
- INTSUPPET: *Uniform Support Petition (FSA-201)*

INTLOCDS: *Child Support Locate Request (FSA-206)*

INTREGSTMT: *Letter of Transmittal Requesting Registration (FSA-207)*

INTNDCO: *Notice of Determination of Controlling Order (FSA-208)*

EPF/LRK

IV-D MEMORANDUM 2020-020

TO: All Friend of the Court (FOC) Staff
All Prosecuting Attorney (PA) Staff
All Office of Child Support (OCS) Staff

FROM: Erin P. Frisch, Director
Office of Child Support

DATE: July 9, 2020

SUBJECT: Introduction of the Resource Guide for Referring Child Support
Customers to Available Resources

UPDATE(S):

Manual

Form(s)

ACTION DUE: None

POLICY EFFECTIVE DATE: Upon receipt

PURPOSE:

This IV-D Memorandum introduces a Resource Guide that IV-D staff may use to refer payers and support recipients to resources for help with basic needs. It contains contact information for organizations that provide assistance with food, housing, health care, and parenting, among other needs. It also provides contact information for various government agencies, financial services, legal services, and employment services.

The Resource Guide is available on the mi-support [Public Materials](#) page.¹⁴⁸ FOC staff may customize the last section of the Resource Guide by adding information for community resources in their area. They may print the guide for staff and customers in their office or share it electronically.

There is also a Quick Reference Resource Guide that contains the same list of resources and contact information as the Reference Guide but does not contain a description of each resource. The Quick Reference Resource Guide is also available on the mi-support Public Materials page. FOC staff may customize it, print it, and/or share it electronically.

The Resource Guide will be posted on the Michigan Department of Health and Human Services (MDHHS) OCS public website in the near future. OCS will send out an email notification when the guide is available online.

DISCUSSION:

Overview

¹⁴⁸ mi-support > Program Library tab > Public Materials

OCS, in collaboration with the State Court Administrative Office (SCAO), determined that a comprehensive guide to available resources would be a valuable tool for IV-D staff when assisting child support customers, especially during a time of heightened need due to the COVID-19 pandemic. As a result, the OCS Outreach Team worked with a SCAO staff member to develop the Resource Guide.

OCS's development of the Resource Guide advances the Michigan Child Support Program's Strategic Plan goal to improve the customer experience. When interacting with child support customers, IV-D staff will be able to quickly offer resources that may enhance their lives and enable them to better provide for their children.

The Resource Guide encourages IV-D staff to use motivational interviewing techniques, such as open-ended questions, to explore customers' needs and provide resource information. To learn more about motivational interviewing, IV-D staff may access recorded sessions about motivational interviewing techniques in the [Learning Management System \(LMS\)](#).¹⁴⁹

Maintenance of the Resource Guide

Approximately 30 to 45 days after publication of the Resource Guide on mi-support, the OCS Outreach Team plans to send a survey to IV-D staff asking about the helpfulness of the guide and any suggested updates they may have. At that time, the Outreach Team will make any updates or modifications.

Updates to the Resource Guide will be made on an ongoing basis. The frequency of updates will be determined at a later date. The last revision date for the Resource Guide will appear on its cover page. OCS will revise the electronic versions of the Resource Guide without announcing the update through a IV-D Memorandum or an email notification. The revision date will be maintained.

If readers learn that a correction to the Resource Guide is needed, they may contact the OCS Outreach Team at OCS-Outreach-Team@michigan.gov.

NECESSARY ACTION:

Retain this IV-D Memorandum until further notice.

REVIEW PARTICIPANTS:

Program Leadership Group

CONTACT PERSON:

Kerry Page

¹⁴⁹ To find these sessions in the LMS, IV-D staff may enter "motivational interviewing" in the Search field in the upper-right corner of the screen.

Departmental Specialist
PageK@michigan.gov

CC:

None

ATTACHMENT(S):

None

EPF/KP

IV-D MEMORANDUM 2020-021

TO: All Friend of the Court (FOC) Staff
All Prosecuting Attorney (PA) Staff
All Office of Child Support (OCS) Staff

FROM: Erin P. Frisch, Director
Office of Child Support

DATE: July 27, 2020

SUBJECT: Public Health Care Coverage Updates

UPDATE(S):

Manual

Form(s)

ACTION DUE: None

POLICY EFFECTIVE DATE: Upon receipt

PURPOSE:

This IV-D Memorandum introduces policy and system updates to comply with federal regulation¹⁵⁰ and state law¹⁵¹ revisions that allow parents to meet their health care coverage obligations with public health care coverage.¹⁵² This IV-D Memorandum explains new functionality to manually and automatically enter public health care coverage information on the *Member Dependent Insurance* (MDIN) screen in the Michigan Child Support Enforcement System (MiCSES). This functionality will be implemented with the MiCSES 10.4.1 Release on July 31, 2020.

This IV-D Memorandum announces updates to the following sections of the *Michigan IV-D Child Support Manual*:

- Section 3.45, “Review and Modification”;
- Section 4.20, “Support Recommendations and Order Entry”; and
- Section 6.06, “Medical Support.”

These updates include portions of the policy that was introduced in 2019-022 and [IV-D Memorandum 2020-010, Documenting the Health Care Coverage Type and Updates to the National Medical Support Notice \(NMSN\)](#). Significant changes to the manual sections since their last publication are indicated by change bars in the right margin.

¹⁵⁰ Ref: 45 Code of Federal Regulations (CFR) 303.31. This federal regulation was amended by the [Final Rule: Flexibility, Efficiency, and Modernization in Child Support Enforcement Programs](#), which was published on December 20, 2016.

¹⁵¹ The Friend of the Court Act (Michigan Compiled Law [MCL] 552.501 – 552.535) and the Support and Parenting Time Enforcement Act (MCL 552.601 – 552.650) were amended by House Bills 4304 and 4305 effective June 20, 2019.

¹⁵² IV-D staff were initially informed of these changes in [IV-D Memorandum 2019-022, State Law and Uniform Child Support Order \(USO\) Revisions Regarding Health Care Coverage](#).

Content that has been reorganized or reformatted since the last publication is not identified with a change bar.

This IV-D Memorandum also announces updates to medical support forms in MiCSES with the 10.4.1 release. Revisions will be made to the following forms:

- *National Medical Support Notice* (FEN302);
- *Parent Health Care Coverage Explanation Sheet* (FEN303); and
- *Notice of Noncompliance (Health Care Coverage)* (FEN304).

Note: The FEN304 is an FOC-owned form that FOCs generate in MiCSES. OCS has included an example of the FEN304 in Exhibit 6.06E2, which is being added to Section 6.06 with this publication.

Finally, this IV-D Memorandum explains an update to a federal regulation¹⁵³ which deleted the requirement that the cost of health insurance be measured based on the marginal cost of adding the child to the health insurance policy. This gives states flexibility when determining the health care coverage cost mandated by the order.¹⁵⁴

DISCUSSION:

Federal and state laws allow parents to meet their health care coverage obligations by obtaining and maintaining public health care coverage. Public health care coverage includes Medicaid or any other health care coverage established or maintained by a government.¹⁵⁵ OCS implemented this change in part in December 2019 with the updates to the MiCSES version of the *Uniform Child Support Order* (USO).¹⁵⁶ The MiCSES 10.2.2 Release added temporary language to paragraph 13 to allow parents to meet their health care coverage obligation with either private or public coverage.¹⁵⁷

In April 2020 (MiCSES 10.3.2 Release), updates to the MiCSES screens *Medical Order Provisions* (MORP) and *Order Preparation and Entry* (OPRE) allowed IV-D workers to document the type of health care coverage a parent is ordered to provide (e.g., private or public, private only, or public only).¹⁵⁸

With the MiCSES 10.4.1 Release (July 31, 2020), OCS will implement functionality to allow the automated and manual documentation of public health care coverage on the

¹⁵³ 45 CFR 303.31

¹⁵⁴ Michigan is not changing how reasonable cost is calculated.

¹⁵⁵ MCL 552.502a(g); MCL 552.602(bb)

¹⁵⁶ The State Court Administrative Office (SCAO) will modify its *Uniform Child Support Order* for the MiCSES Release in December 2020.

¹⁵⁷ Ref: [Section 4.20, "Support Order Recommendations and Order Entry," of the Michigan IV-D Child Support Manual](#) for information on meeting health care coverage obligations with private or public health care coverage.

¹⁵⁸ Ref: Section 4.20 of the *Michigan IV-D Child Support Manual* for more information about health care coverage types.

MDIN screen. This functionality also addresses when MiCSES will automatically generate the *National Medical Support Notice* (NMSN) to enforce health care coverage.

A. Public Health Care Coverage Information on the MDIN Screen

The MDIN screen documents member health care coverage details. With the MiCSES 10.4.1 Release, the MDIN screen will document information for public health care coverage. MiCSES will automatically update the MDIN screen daily with Medicaid¹⁵⁹ information from the *Member Assistance History* (MAHI) screen. Updating the MDIN screen with this information will prevent MiCSES from automatically issuing a NMSN when a parent is complying with his/her order by providing public health care coverage for the child(ren).

1. Initial Update From the MAHI Screen to the MDIN Screen

With the MiCSES 10.4.1 Release, an initial process will update the MDIN screen with *current* Medicaid information for all active dependents with a MAHI record.¹⁶⁰ If the grantee¹⁶¹ on the case is the parent who has been ordered to provide coverage, (s)he will be identified as the subscriber on the MDIN screen and will receive credit for insurance. The initial update of Medicaid information on the MDIN screen will not include historical data from the MAHI screen (i.e., it will not include previous periods when the member was on or off Medicaid). After the initial update, MiCSES will update the Medicaid information on the MDIN screen daily.

2. Manually Updating Public Health Care Coverage Information on the MDIN Screen

If a parent notifies a IV-D worker that (s)he has obtained Medicaid or other public health care coverage that is not documented on the MDIN screen, the IV-D worker may update the MDIN screen with the coverage information. The IV-D worker will update the MDIN screen only if the parent provides proof of coverage or the IV-D worker is able to verify coverage on a Business Objects report.¹⁶² IV-D workers will be unable to revise Medicaid information on the MDIN screen that was automatically updated from the MAHI screen.

B. NMSN Enforcement of Public Health Care Coverage

The NMSN is the federal form approved by the federal Office of Child Support Enforcement (OCSE) used to enforce employer-based health care coverage. When

¹⁵⁹ Medicaid is public health care coverage, not insurance, but will be documented on the MDIN screen along with private insurance.

¹⁶⁰ Ref: [MiCSES Screen Description: MDIN – Member Dependent Insurance](#) for information about how the Medicaid data will appear on the MDIN screen.

¹⁶¹ The grantee is the person receiving assistance for the child.

¹⁶² Business Objects Report QN-015, *Case Composition by Case Number*

a parent is ordered to provide health care coverage for his/her child, MiCSES sends the NMSN to the parent's employer to enroll the child in the employer-based insurance if it is available at a reasonable cost.

The NMSN will not always be the appropriate enforcement tool because parents may meet their health care coverage obligation with either public or private health care coverage. The order to provide health care coverage will not be enforced with a NMSN when the parent who is ordered to provide either public or private coverage has provided Medicaid or other public health care coverage as documented on the MDIN screen.

However, when a parent who has been ordered to provide either private or public health care coverage stops providing public coverage, it will be appropriate to enforce the order with a NMSN. In this circumstance, MiCSES will automatically generate a NMSN.

C. Updates to Manual Sections

OCS has revised medical support policy in Sections 3.45, 4.20 and 6.06 of the *Michigan IV-D Child Support Manual*. The significant revisions to each manual section are listed below.

1. Section 3.45, "Review and Modification"

- Revised the grounds for an FOC-initiated review of health care coverage;
- Updated the definition of health care coverage; and
- Clarified the purpose of the *Nxt Rvw Dt* field in MiCSES.

2. Section 4.20, "Support Recommendations and Order Entry"

- Explained that recommendations for health care coverage in child support orders will include that health care coverage can be private or public;
- Described how to update the health care coverage type fields on the OPRE and MORP screens;
- Described the limited circumstances when both parents should be ordered to provide health care coverage; and
- Updated references to incorporate federal and state legislative changes.

3. Section 6.06, "Medical Support"

- Updated references to health care coverage to be consistent with the definition in the federal regulation;¹⁶³

¹⁶³ 45 CFR 303.31

- Clarified that the federal regulation no longer requires that the reasonable cost percentage/amount be determined using the cost difference between self-coverage and self and child(ren) coverage;
- Explained the circumstances under which it is appropriate to use the NMSN to enforce health care coverage;
- Clarified that accessibility is a reason for parents to object to the NMSN;
- Explained that public health care coverage will be documented manually and automatically on the MDIN screen;
- Updated references to incorporate federal and state legislative changes; and
- Deleted the subsection “Medicaid and MiChild Health Insurance Coverage” and added the subsection “NMSNs and Public Health Care Coverage,” which discusses when to send the NMSN if the parent ordered to provide health care coverage has obtained public health care coverage.

D. Medical Support Form Revisions

1. National Medical Support Notice (NMSN) (FEN302)

The federal NMSN consists of Part A and Part B. The Department of Health and Human Services (DHHS) maintains Part A of the NMSN, and the Department of Labor maintains Part B of the NMSN. OCSE announced a change in the expiration date of Part B of the NMSN from October 31, 2019 to October 31, 2022.¹⁶⁴ OCS will update the expiration date on Part B of the NMSN in MiCSES (FEN302) to match the federal NMSN.

2. Parent Health Care Coverage Explanation Sheet (FEN303)

The FEN303 explains the NMSN and describes the circumstances when parents can object to providing health care coverage for their children through their employer. OCS revised the FEN303 to include “accessibility” as a reason for objecting to the NMSN. The updates to the FEN303 explain that health care coverage is not accessible if the parent(s) must travel too far to obtain health care services for the child.¹⁶⁵

3. Notice of Noncompliance (Health Care Coverage) (FEN304)

The FEN304 notifies parents that health care coverage was not obtained or maintained for their child(ren) as required by their order. The FEN304 was revised to notify parents that they can meet their health care coverage obligations with public coverage. When a child support order allows a parent to provide private or public health care coverage, MiCSES will insert a paragraph

¹⁶⁴ Ref: [OCSE Action Transmittal \(AT\)-20-03, Revised National Medical Support Notice and Instructions Parts A and B – Expire Oct. 31, 2022.](#)

¹⁶⁵ This is a general definition of accessibility. Accessibility will be defined more precisely in the 2021 Michigan Child Support Formula.

on the FEN304 that explains this to parents. Federal, state and local contact information regarding public health care coverage was added to the form.

Updates to the FEN304 also include an option to object to the NMSN when health care coverage provided by the employer is not accessible to the child. A sample of the FEN304 is included in the new Exhibit 6.06E2.

NECESSARY ACTION:

Retain this IV-D Memorandum until further notice.

Review Sections 3.45, 4.20, and 6.06 of the *Michigan IV-D Child Support Manual*. For those maintaining a hard copy of the manual, print the manual sections and add them to the manual. Discard the previously published versions of Section 3.45 (January 17, 2020), Section 4.20 (January 17, 2020), and Section 6.06 (August 21, 2017).

REVIEW PARTICIPANTS:

Case Management Work Improvement Team
Establishment Work Improvement Team
Enforcement Work Improvement Team
Program Leadership Group

CONTACT PERSON:

CyKenya Ford
OCS Policy Analyst
(517) 241-5067
fordc3@michigan.gov

CC:

None

SUPPORTING REFERENCES:

Federal
45 CFR 303.31

State
The Friend of the Court Act (MCL 552.501 – 552.535)
Support and Parenting Time Enforcement Act (MCL 552.601 – 552.650)
MCL 552.502a(g)
MCL 552.602(bb)

ATTACHMENTS:

Section 3.45:	Review and Modification
Section 4.20:	Support Recommendations and Order Entry
Section 6.06:	Medical Support
Exhibit 6.06E2:	<i>Sample Notice of Noncompliance (Health Care Coverage)</i> (FEN304)
FEN302:	<i>National Medical Support Notice</i>
FEN303:	<i>Parent Health Care Coverage Explanation Sheet</i>

EPF/CJF

IV-D MEMORANDUM 2020-022

TO: All Friend of the Court (FOC) Staff
All Prosecuting Attorney (PA) Staff
All Office of Child Support (OCS) Staff

FROM: Erin P. Frisch, Director
Office of Child Support

DATE: August 5, 2020

SUBJECT: Updates to Hague Child Support Convention Forms

ACTION DUE: None

POLICY EFFECTIVE DATE: Upon receipt

PURPOSE:

This IV-D Memorandum announces the following updates to the Hague Child Support Convention (Convention) forms:

- A new expiration date of February 28, 2023; and
- The addition of the Paperwork Reduction Act of 1995 Statement of Public Burden.

There are no changes to content in the forms.

IV-D workers will use the updated Convention forms for manual case processing. They can access the forms through the [OCSE website](#) or from [mi-support](#); the Convention forms are not available in the Michigan Child Support Enforcement System (MiCSES).

DISCUSSION:

Hague Child Support Convention Forms

There are 14 Convention forms, including the Transmittal, Acknowledgement, and 12 case-processing forms:

- Annex I: Transmittal form under Article 12(2);
- Annex II: Acknowledgement form under Article 12(3);
- Annex A1: Application for Recognition or Recognition and Enforcement;
- Annex A2: Abstract of a Decision;
- Annex A3: Statement of Enforceability of a Decision;
- Annex A4: Statement of Proper Notice;

UPDATE(S):

Manual

Form(s)

- Annex A5: Status of Application Report (Application for Recognition or Recognition and Enforcement);
- Annex B1: Application for Enforcement of a Decision Made or Recognized in the Requested State;
- Annex B2: Status of Application Report (Application for Enforcement);
- Annex C1: Application for Establishment of a Decision;
- Annex C2: Status of Application Report (Application for Establishment of a Decision);
- Annex D1: Application for Modification of a Decision;
- Annex D2: Status of Application Report (Application for Modification of a Decision); and
- Annex E1: Financial Circumstances Form.

Information about the use of each Convention form is found in [IV-D Memorandum 2016-040, Hague Maintenance Convention Case-Processing Forms](#).

Changes to the Forms

The expiration date on the forms has been changed from April 30, 2020 to February 28, 2023. In addition, the Paperwork Reduction Act of 1995 Statement of Public Burden has been added to each form. This statement is placed at the bottom of page 1 and includes the following:

- The purpose of the form or the information;
- The estimated time for completing the form;
- A statement that the collection of information is mandatory per 45 CFR 303.7;¹⁶⁶
- The fact that an agency may not conduct or sponsor, and a person is not required to respond to, a form that is subject to the requirements of the Paperwork Reduction Act of 1995, unless it displays a currently valid OMB control number; and
- The email address for submitting comments on the form.

NECESSARY ACTION:

Retain this IV-D Memorandum until further notice. IV-D staff should begin using the new versions of the Convention forms and discard any copies of the previous versions. The Convention forms published with IV-D Memorandum 2016-040 are obsolete.

REVIEW PARTICIPANTS:

Program Leadership Group

CONTACT PERSON:

¹⁶⁶ CFR is the Code of Federal Regulations. Annex I states that the collection of information is required to process child support cases under the 2007 Hague Child Support Convention.

Lynn Kulbacki
Intergovernmental Policy Analyst
kulbackil@michigan.gov

ATTACHMENTS:

- Annex I: Transmittal form under Article 12(2)
- Annex II: Acknowledgement form under Article 12(3)
- Annex A1: Application for Recognition or Recognition and Enforcement
- Annex A2: Abstract of a Decision
- Annex A3: Statement of Enforceability of a Decision
- Annex A4: Statement of Proper Notice
- Annex A5: Status of Application Report (Application for Recognition or Recognition and Enforcement)
- Annex B1: Application for Enforcement of a Decision Made or Recognized in the Requested State
- Annex B2: Status of Application Report (Application for Enforcement)
- Annex C1: Application for Establishment of a Decision
- Annex C2: Status of Application Report (Application for Establishment of a Decision)
- Annex D1: Application for Modification of a Decision
- Annex D2: Status of Application Report (Application for Modification of a Decision)
- Annex E1: Financial Circumstances Form

EPF/LTK

IV-D MEMORANDUM 2020-023

TO: All Friend of the Court (FOC) Staff
All Prosecuting Attorney (PA) Staff
All State Court Administrative Office (SCAO) Contacts

FROM: Erin P. Frisch, Director
Office of Child Support

DATE: August 11, 2020

SUBJECT: Updates to Memorandum 2020-011, *County IV-D Office Requests for Remote Access Due to COVID-19 Stay-at-Home Orders*

UPDATE(S):

Manual

Form(s)

ACTION DUE: As soon as possible

POLICY EFFECTIVE DATE: Upon receipt

PURPOSE:

Due to the changing circumstances of the COVID-19 pandemic, OCS is working to enable and support long-term remote access options for county IV-D offices to access IV-D applications and data. OCS offered remote access solutions for counties in IV-D Memorandum 2020-011,¹⁶⁷ but referred to these solutions as temporary for the duration of the pandemic. This IV-D Memorandum describes options that OCS is considering for permanent remote access for county IV-D offices. Remote access solutions approved by OCS since the start of the pandemic, and those that may be submitted and approved as a result of the pandemic, will not be subject to withdrawal of approval until an acceptable permanent alternative is available.

As OCS continues to develop long-term remote access options, county IV-D offices will notify OCS of their immediate remote access use or needs by:

- Reporting to OCS the remote access method(s) their staff are using if they have not already communicated this to OCS. These offices will complete any necessary forms and submit them to OCS as soon as possible; or
- Submitting a remote access request to OCS if they do not currently have staff working remotely but wish to do so.

This IV-D Memorandum includes information on the process for how IV-D offices can request additional technology equipment due to COVID-19. This memorandum also announces an update to [Exhibit 2020-011E3, Cooperative Reimbursement Program \(CRP\) Contract Manager List](#) due to a recent staffing change among the OCS contract

¹⁶⁷ Ref: [IV-D Memorandum 2020-011, County IV-D Office Requests for Remote Access Due to COVID-19 Stay-at-Home Orders](#).

managers.¹⁶⁸ For ease of reading, Exhibit 2020-011E3 on mi-support will be replaced with an updated version; it will not be obsoleted and republished as a new exhibit with this memorandum.

DISCUSSION:

A. Possible Long-Term Remote Access Solutions

Section C of IV-D Memorandum 2020-011 discussed OCS's plan to discontinue temporary remote access approvals and to terminate those already approved when stay-at-home orders are lifted. It explained that OCS would work with Program Leadership Group (PLG) members and other partners on a smooth transition. However, since the publication of the memorandum, county IV-D offices have expressed a need for OCS to implement *permanent* remote access opportunities so local offices can plan accordingly.

The Technical Support Operations Continuity Team¹⁶⁹ is currently working with the Department of Technology, Management & Budget (DTMB) on viable long-term remote access methods for county IV-D offices. With a wide array of remote access technologies available, it takes time to ensure that a particular technology is compliant with all federal and state safeguarding requirements.

OCS is considering the following:

- Adopting DTMB's state-approved virtual desktop infrastructure solution; and
- Working with counties that have remote access solutions which are different from the OCS-approved methods¹⁷⁰ to determine if their solutions may be viable long-term and/or are viable for other counties.

OCS is currently reviewing these options for compliance with federal and state requirements for safeguarding IV-D data, systems and resources. OCS will provide more information on options for permanent remote access in IV-D offices as it becomes available.

Until those permanent solutions are determined, OCS will continue supporting offices in their attempts to gain remote access. OCS will not withdraw previously approved remote access solutions without a more permanent solution in place. The only exception to this would be the discovery of major security risks that would make it unwise to continue a chosen solution. If that occurs, OCS will work closely with the affected office(s) to identify risk mitigation strategies and/or to transition to a new solution.

¹⁶⁸ This list is also found on the [Partner Contact Information](#) page on mi-support.

¹⁶⁹ Ref: [IV-D Memorandum 2020-015, Impacts of the COVID-19 Pandemic on Child Support Initiatives and Operations Continuity](#).

¹⁷⁰ Ref: Section B(2) of this memorandum.

Note: It is acceptable for IV-D staff to use a wireless internet connection for remote access. A direct connection to an internet service provider's modem/router via an ethernet cable is not required.

B. Reporting and Requesting Remote Access Solutions for County IV-D Offices

1. OCS-Approved Remote Access Solutions¹⁷¹

IV-D Memorandum 2020-011 describes remote access methods for county IV-D offices. County IV-D offices may request one of two OCS-approved options to allow their staff to access IV-D systems and resources from a home-based office:

- A SecurID token; or
- An alternative remote access solution (for county-managed offices¹⁷² only).

If county IV-D offices are already using one of these methods, county IV-D offices must report their chosen method to OCS and complete the necessary forms if they have not already done so. County IV-D offices that are not currently working remotely and would like to implement one of the methods described above must submit a remote access request to OCS. For information on the reporting and requesting of OCS-approved remote access methods, refer to IV-D Memorandum 2020-011.

2. Remote Access Methods Not Approved by OCS

OCS understands that some IV-D offices have already implemented a remote access solution that has not yet been submitted and approved by OCS. A non-OCS-approved remote access solution may not fully comply with IV-D data security requirements. Therefore, county IV-D offices must report the remote access method they are using so OCS can review it and provide guidance to ensure IV-D systems and information are protected. IV-D offices may continue using their remote access solution during the review process. OCS will notify these offices if their existing method poses safeguarding concerns. OCS will also work closely with the offices to identify mitigation strategies they can implement to address those concerns.

C. Additional Technology Needs

According to IV-D Memorandum 2020-011, IV-D staff must use *existing* state- or county-issued computers (whether desktop or laptop) to accomplish work from

¹⁷¹ For information on remote access requirements for accessing IV-D applications and resources from other alternate work locations, refer to [IV-D Memorandum 2016-013, Remote Access for County IV-D Offices](#).

¹⁷² At county-managed offices, the county manages process controls and IT infrastructure and PCs/laptops/devices that access the state systems or any county system that contains IV-D data.

home.¹⁷³ However, OCS has changed its position on this, and if county IV-D offices have a need to purchase additional or new technology (e.g., laptops) due to COVID-19, they may submit a written request to the appropriate contract manager via email.¹⁷⁴ County IV-D offices will include the following in their equipment request:

- An indication if the IV-D office is county-managed or state-managed;¹⁷⁵
- A business case for the purchase (e.g., an explanation why current computer equipment is not sufficient to work remotely and the number of laptops needed); and
- A completed [Information Technology Purchasing Checklist \(Ref: Exhibit 1.23E4\)](#).

The IV-D office's assigned contract manager and the DTMB MiCSES Project Management Office will review the request. The office will receive a response from its assigned contract manager within three business days.

Approved technology requests for county-managed offices will be reimbursed at the federal Title IV-D rate of 66 percent. State-managed office technology requests will be approved only if state funding is available. Submitting a request will not guarantee approval.¹⁷⁶

NECESSARY ACTION:

If IV-D office managers have not already done so, they will notify OCS of their immediate remote access use or needs.

Retain this IV-D Memorandum until further notice.

REVIEW PARTICIPANTS:

Program Leadership Group

CONTACT PERSON:

Tamara Marques
OCS Policy Analyst
(517) 241-5017
marquest@michigan.gov

¹⁷³ IV-D staff may not use personal equipment due to the high security risks it imposes on IV-D systems and information. OCS is monitoring for any changes to DTMB's position on the use of personal equipment.

¹⁷⁴ OCS first announced this in an email notification on June 8, 2020.

¹⁷⁵ For IV-D offices whose IT infrastructure is managed by the State of Michigan, the State of Michigan will provide equipment to these offices.

¹⁷⁶ Ref: [IV-D Memorandum 2020-009, Information Technology \(IT\) Support Options, the Billing Process for IT Services, and Changes to Chapter 1 of the Michigan IV-D Child Support Manual](#), for information on how technology requests are billed for state-managed and county-managed offices.

CC:

DTMB-MiCSES Project Team

ATTACHMENTS:

None

EPF/TAM

IV-D MEMORANDUM 2020-024

TO: All Friend of the Court (FOC) Staff
All Prosecuting Attorney (PA) Staff
All Office of Child Support (OCS) Staff

FROM: Erin P. Frisch, Director
Office of Child Support

DATE: August 17, 2020

SUBJECT: Genetic Testing Sample Collection During the COVID-19 Pandemic

ACTION DUE: None

POLICY EFFECTIVE DATE: June 1, 2020

PURPOSE:

This IV-D Memorandum updates and replaces the policy in IV-D Memorandum 2020-014, *Genetic Testing Sample Collection During the COVID-19 Pandemic*. IV-D Memorandum 2020-014 announced the restart of the genetic testing process on June 1, 2020. It also discussed the revised genetic testing sample collection process. In this memorandum, changes that have been made to the policy since the publication of IV-D Memorandum 2020-014 are indicated by a change bar in the right margin.¹⁷⁷

Exhibits 2020-014E1 and 2020-014E2 from IV-D Memorandum 2020-014 are being republished with this memorandum as Exhibits 2020-024E1 and 2020-024E2, respectively. These exhibits have no content changes. Exhibit 2020-014E3, Regional Healthcare Coalition Contact Information Sheet, is obsolete. It is being replaced by Exhibit 2020-024E3, Michigan Local Emergency Manager Contact Information Sheet.

OCS suspended genetic testing sample collections (“sample collections”) on March 19, 2020 due to Executive Order 2020-21, which directed Michigan citizens to “stay home, stay safe” during the COVID-19 pandemic. Subsequent executive orders extended these directives and instructed that organizations take precautions to protect people during the pandemic.¹⁷⁸

UPDATE(S):

Manual

Form(s)

¹⁷⁷ Changes to the sample collection process that are discussed in this memorandum were first communicated to IV-D staff in the June 4, 2020 email notification [UPDATE: Genetic Testing Sample Collection – Change in Process for Requesting Personal Protective Equipment \(PPE\)](#).

¹⁷⁸ Executive Order 2020-21 took effect on March 24, 2020. Ref: Executive Orders 2020-42, 2020-70 and 2020-77. The Governor’s Executive and Emergency Orders related to COVID-19 can be found at https://www.michigan.gov/whitmer/0,9309,7-387-90499_90705---,00.html.

In the restarted sample collection process, there is a revised process to ensure a “no direct physical contact” specimen collection. This process, which is introduced in this IV-D Memorandum, is intended to protect customers and IV-D staff.

For IV-D offices that use DDC¹⁷⁹-contracted staff for specimen collection, onsite collectors will be required to follow the revised process. For county offices with IV-D staff performing staff-assisted specimen collections, OCS is introducing this process as voluntary. However, OCS highly recommends that IV-D staff follow the process.

Note: The [DDC Collector vs. IV-D Staff-Assisted Collection Spreadsheet \(Exhibit 2020-24E1\)](#) lists which counties use DDC to collect genetic testing samples and which counties use IV-D staff-assisted specimen collection.

This memorandum also discusses acquiring personal protective equipment (PPE) to be used in sample collection.

DISCUSSION:

A. Background

Genetic paternity testing is used to establish paternity and resolve disputes in IV-D child support cases.¹⁸⁰ In IV-D offices, DDC-contracted staff collect genetic testing samples, or IV-D staff assist customers in collecting the samples. DDC provides paternity testing for the Michigan IV-D program.

Paternity testing must be conducted so families can secure financial support for their children, and sample collection must be done safely. Therefore, when the sample collection process was suspended, OCS collaborated with DDC to determine how to restart the process expediently and safely.

1. Options Considered for Sample Collection

OCS and DDC considered all options when discussing how to best restart the sample collection process. However, the use of DDC physical collection locations and additional DDC staff for conducting sample collections were quickly identified as non-viable options.

a. DDC Physical Collection Locations

While DDC maintains approved DNA-testing centers throughout Michigan, many of them are hospitals, health departments, and medical offices. Currently, these locations are being used exclusively for the COVID-19 pandemic and other critical medical services. Therefore, they cannot accommodate an increase in appointments for sample collection.

¹⁷⁹ The DNA Diagnostics Center (DDC) is OCS’s genetic testing contractor.

¹⁸⁰ Michigan Compiled Law (MCL) 722.711 and 722.714

b. Additional DDC Staff

The Genetic Paternity Testing Services contract¹⁸¹ identifies counties that have an on-site DDC-contracted collector to conduct specimen collections; DDC is unable to provide this service for any additional counties.

After exploring the above options, and with no other viable options remaining, OCS determined that counties must keep the same collection method that was in place prior to the suspension of sample collection on March 19, 2020. Revisions to the collection method include several modifications to keep customers and staff safe during sample collection.

2. Date for Resuming Sample Collection

The June 1, 2020 restart date provided partners with time for review of the revised sample collection procedure and allowed for coordination between IV-D staff and DDC regarding sample collection dates and times. If some counties are still not operational, they must begin establishing plans to initiate sample collection as soon as feasible.

In counties using DDC-contracted onsite collectors, DDC will ensure its collection staff are available on each scheduled collection day. Given that, each county will coordinate with DDC regarding start dates for genetic testing collection in advance of any scheduled collections taking place. County staff will contact DDC at the telephone numbers or email addresses listed under the Additional Information section at the end of this memorandum.

B. Revised Genetic Testing Sample Collection Procedure

DDC modified the [Assisted Buccal Specimen Collection – Chain of Custody Procedure](#) (Ref: [Exhibit 2020-024E2](#)). The procedure has been revised to align with workplace safety measures as recommended by the Centers for Disease Control (CDC). The revised procedure incorporates suggested protocols for sanitizing collection sites before and after each customer, reduces the transfer of paperwork between collector and customer, and changes the sample collection process to a “no physical contact” collection when necessary. All IV-D staff responsible for sample collection will read and follow the procedure as directed by their local office manager.

Additional revisions to the procedure are explained below.

1. Location of Genetic Testing Specimen Collection

¹⁸¹ Ref: [Exhibit 4.10E1, Genetic Paternity Testing Services Contract Overview 2010-2015](#).

Counties should consider all available options when determining where to safely conduct sample collections. This includes, but is not limited to, parking lots, lobby areas, and any other open space that allows for proper social distancing.¹⁸²

2. Social-Distancing Measures

To the maximum extent possible, sample collections in IV-D offices should be performed consistently with the social-distancing practices and other mitigation measures necessary to protect IV-D staff and customers.

As explained in the collection procedure, customers will perform the sample collection themselves by swabbing the inside of their cheek. IV-D staff will instruct customers in this process. This will ensure no physical contact between the IV-D worker and the customer.

3. Discontinued Use of Fingerprinting

After research and discussions with PA staff and DDC, OCS determined there was no legal requirement preventing the removal of the fingerprint option from the collection procedure. OCS acknowledges that, in the past, the fingerprint option has provided an enhanced confidence that challenges to the identity of individuals tested could be quickly resolved. However, this is not critical for sample collection in the normal course of business, nor is there a safe method for its continued use in today's environment. The collection of fingerprints requires IV-D staff and multiple customers to repeatedly touch the fingerprint pads; this jeopardizes the health and safety of both IV-D staff and customers. As a result, DDC removed the fingerprint option from the procedure.

C. Collection Supplies and Personal Protective Equipment (PPE)

1. Collection Supplies

DDC is contractually required to provide all necessary supplies for specimen collection. These supplies include:

- Specimen collection kits;
- Client Authorization/Chain of Custody forms;
- Camera and film; and
- Gloves.¹⁸³

DDC will provide the supplies listed above for their contracted onsite collectors and for IV-D staff doing assisted collections.

¹⁸² Executive Order 2020-77 section 11(d) states that workers and patrons must be kept at least six feet apart from one another to the maximum extent possible while on the premises.

¹⁸³ DDC provides gloves for the protection and integrity of the sample collected. DDC does not consider their glove supply as a form of PPE.

Note: DDC will provide gloves for their collectors and for IV-D staff who do assisted collections. As described in the collection procedure,¹⁸⁴ customers will collect the sample themselves; when doing so, customers need not wear gloves to protect the sample.

2. Personal Protective Equipment (PPE)

For the purposes of the sample collection process, PPE is identified as:

- Face coverings;
- Cleaning supplies;
- Plexiglass shields; and
- Gloves for the protection of individuals.

All counties designated as being IV-D staff-assisted collection counties may obtain PPE from their assigned local emergency manager as identified in the Michigan Local Emergency Manager Contact Information Sheet (Ref: [Exhibit 2020-024E3](#)) for the purpose of conducting sample collections. Additionally, counties using DDC-contracted onsite collectors may obtain authorized cleaning supplies from their assigned local emergency manager.¹⁸⁵ A designee from each of the IV-D offices will contact the assigned local emergency manager to determine the specific process necessary for requesting PPE.

Local emergency managers will likely be unfamiliar with these incoming requests from IV-D offices. Therefore, when contacting the county's emergency manager, the designee must explain that the PPE will be used in genetic testing specimen collection to fulfill contractual, state and federal requirements for paternity and child support establishment on behalf of families. Local emergency managers will route PPE requests through the approval process and will fill requests based on the availability of supplies. If a designee's local emergency manager requires additional information or confirmation, the designee may contact Kara Bradley, OCS Policy Analyst, at bradleyk8@michigan.gov for assistance.

IV-D offices may also obtain PPE via the Pure Michigan Business Connect (PMBC) program through the Michigan Economic Development Corporation (MEDC). MEDC has developed the PMBC COVID-19 Procurement Platform portal to support the PPE needs of business and industries within Michigan. More information on the PMBC COVID-19 Procurement Platform can be found at <https://www.michiganbusiness.org/ppe/>.

County IV-D staff are not required to use only local emergency managers for their sample-collection PPE needs. Local IV-D offices are encouraged to use all

¹⁸⁴ Ref: Exhibit 2020-024E2.

¹⁸⁵ At this time, DDC expects local IV-D staff to sanitize the physical collection area before and/or after a collection occurs.

available resources in securing PPE. Depending on the source of the supply, IV-D offices may need to pay for the PPE. However, PPE is a IV-D-reimbursable expense.

D. Other Items for Collection Setup

County offices interested in conducting sample collection in a “parking lot” setting, as opposed to a confined office space, can do so. The purchase of items such as tents to facilitate this setup will be considered a IV-D-reimbursable expense. Questions about IV-D-reimbursable expenses should be directed to the county’s OCS Contract Manager.

For guidance and consultation regarding proper protocols for sample collection, county offices may contact DDC.

E. Additional Information

On May 28, 2020, OCS conducted the webinar *New Genetic Testing Sample Collection Procedures During COVID-19*, which discussed the revised procedures for sample collection during the COVID-19 pandemic. The webinar was recorded and is stored in the [Learning Management System \(LMS\)](#). OCS will consider conducting another webinar if there is increasing interest for one.

Counties with questions or concerns relating to their sample collection responsibilities may contact Kara Bradley, OCS Policy Analyst, at bradleyk8@michigan.gov. For information regarding scheduling of DDC-contracted collectors and proper sample collection protocols and safety measures, IV-D staff may contact either:

Lauren Elkins
DDC Collection Network Supervisor
Phone: 513-881-4003
Email: lelkins@dnacenter.com

Or

Kari Bowlin
DDC Collection Network Supervisor
Phone: 513-881-4048
Email: kbowlin@dnacenter.com

NECESSARY ACTION:

Establish and implement a plan to begin genetic testing sample collection. Read and follow the revised sample collection procedure as instructed by your office manager.

Retain this IV-D Memorandum until further notice. This IV-D Memorandum obsoletes and replaces IV-D Memorandum 2020-014 (published May 22, 2020) and its three exhibits.

REVIEW PARTICIPANTS:

Program Leadership Group

CONTACT PERSON:

Kara Bradley
OCS Policy Analyst
Bradleyk8@michigan.gov

SUPPORTING REFERENCES:

Federal
None

State
MCL 722.711
MCL 722.714

ATTACHMENTS:

- Exhibit 2020-024E1: DDC Collector vs. IV-D Staff-Assisted Collection Spreadsheet
- Exhibit 2020-024E2: Assisted Buccal Specimen Collection – Chain of Custody Procedure
- Exhibit 2020-024E3: Michigan Local Emergency Manager Contact Information Sheet

EPF/KRB

IV-D MEMORANDUM 2020-025

TO: All Friend of the Court (FOC) Staff
All Prosecuting Attorney (PA) Staff
All Office of Child Support (OCS) Staff

FROM: Erin P. Frisch, Director
Office of Child Support

DATE: August 28, 2020

SUBJECT: New Process for Securely Providing a Personal Identification Number (PIN) to Authenticated MiChildSupport Portal Users

UPDATE(S):

Manual

Form(s)

ACTION DUE: None

POLICY EFFECTIVE DATE: Upon receipt

PURPOSE:

This IV-D Memorandum announces the ability for IV-D workers to view and share the PIN that customers use to access the MiChildSupport Portal. It also announces a new process for IV-D workers to manually authenticate (verify) a customer's identity in order to securely provide the PIN. This new manual authentication process will provide increased security to verify the identity of customers requesting their PIN. It will also allow MiChildSupport Portal users to gain access to the advanced features available on their accounts more quickly. IV-D workers may begin using this new process after August 28, 2020.

The new manual authentication process will be required only when providing the PIN to customers; it will be optional for IV-D staff to use in other situations. Section 1.10, "Confidentiality/Security," of the *Michigan IV-D Child Support Manual* continues to provide the authentication process for other situations where IV-D workers must verify the identity of an individual to share or collect case information or to conduct an interview.

This change meets the Michigan Child Support Program's Strategic Plan goal to use technology to improve child support services. In addition, the new process will address the need for electronic communication during the COVID-19 pandemic and will help prepare for the upcoming login changes for the MiChildSupport Portal expected in fall 2020.¹⁸⁶

¹⁸⁶ OCS is planning to implement a new login and automated identity verification process for the MiChildSupport Portal in fall 2020. However, there may still be times when IV-D staff will use the manual verification process. For example, if users fail the automated identity verification process but wish to obtain their PIN before receiving it in the mail, IV-D staff will use the manual process to verify the customer's identity and provide the PIN.

The process changes discussed in this memorandum will be added to Section 1.35, “MiChildSupport Portal,” in a future revision of the manual section.

DISCUSSION:

As discussed in Section 1.35 of the *Michigan IV-D Child Support Manual*, the MiCase application within the MiChildSupport Portal provides three levels of access to users (i.e., case participants/customers): initial, basic, and full-level access. Full-level access gives MiCase users access to advanced site features such as viewing sensitive case information and taking specific actions on their account. These actions include those available to customers now and those planned for the future (e.g., completing case questionnaires or changing their address). Because of the increased sharing that occurs in full-level access, a PIN is necessary.

The PIN is a “shared secret.” A shared secret is a data element, code, or number known only to the IV-D program and the customer (the custodial party [CP] or non-custodial parent [NCP]). It gives the program a high confidence level that the individual attempting to gain access to MiCase’s full service is who the program believes the person to be. This allows the IV-D program to enhance its electronic interactions with customers¹⁸⁷ because it knows it is interacting with the *correct* customer.

When a CP or NCP requests full-level access to MiCase, the IV-D program generates the PIN on the *MiCase Letter* (DHS-1151) and mails it to the customer’s verified address in the Michigan Child Support Enforcement System (MiCSES). IV-D workers have requested access to the PIN located on DHS-1151 so they can share it with customers who have problems receiving or locating the DHS-1151; for example, customers may not receive the DHS-1151 because their address is not up-to-date in MiCSES. Additionally, due to the COVID-19 pandemic, it has become increasingly important for customers to receive full-level access to MiCase quickly so they can electronically communicate with their IV-D worker.

New MiCSES functionality will allow IV-D staff to view a customer’s PIN, but **before sharing the PIN, IV-D staff must authenticate the customer.**¹⁸⁸ Authentication is a critical step to ensure customers are who they say they are and that another person (e.g., the other party on the case) is not impersonating the intended MiCase user.

A. Manual Authentication Process – Verifying a Customer’s Identity

1. Criteria for Verifying a Customer’s Identity Over the Phone

¹⁸⁷ For example, the IV-D program may obtain electronic signatures from an individual in the future.

¹⁸⁸ If users call the FOC or PA about full-level access to their case on MiCase, IV-D staff will inform them about the process to receive their PIN after verifying their identity. A MiCase alert telling users they may call the child support program to get their PIN more quickly will be considered for a future enhancement.

To verify a customer’s identity over the phone, IV-D staff must ask the customer a series of questions and verify the responses in MiCSES. The information required will depend on whether customers already have a court order and if they are a CP or an NCP. Considering the information the two parties on a IV-D case may both know, it is intended that the combination of requested information will be known only by the intended party.

a. Information to Verify Customers With a Court Order

- Their address;¹⁸⁹
- Their Social Security number (SSN);¹⁹⁰
- Their date of birth;
- The names of the parties on the case;
- The docket number or county of order; and
- One item from either of the following lists:¹⁹¹

For CPs (including third-party CPs):	For NCPs:
<ul style="list-style-type: none"> • Other IV-D case(s) the CP has and the parties/child(ren) on the case(s);¹⁹² • Family Independence Program (FIP) number, Food Assistance Program (FAP) number, or Medicaid number for the CP;¹⁹³ • Total amount of a recent payment received;¹⁹⁴ • Amount of a recent payment the CP received from the NCP on one of his/her IV-D cases;¹⁹⁵ or • Driver’s license¹⁹⁶ or state-issued identification number.¹⁹⁷ 	<ul style="list-style-type: none"> • Other IV-D case(s) the NCP has and the parties/child(ren) on the case(s); • FIP, FAP or Medicaid number for the NCP; • Amount of their last payment; • Amount ordered to pay each month on one of their IV-D cases;¹⁹⁸ or • Driver’s license or state-issued identification number.

b. Information to Verify Customers Without a Court Order

¹⁸⁹ There may be times when the MiCSES address does not match the address provided by the CP/NCP because addresses in MiCSES are not always accurate. When this occurs, IV-D workers will ask for two items from the CP/NCP information list instead of one.

¹⁹⁰ For individuals who do not have an SSN (such as a guest of the country), IV-D workers will ask for two items from the CP/NCP information list instead of one.

¹⁹¹ If IV-D workers have some doubt about the person’s identity, they may ask for more than one item.

¹⁹² This can be viewed on the *Case Search List* (CLST) screen in MiCSES when searching by member ID.

¹⁹³ This can be viewed on the *Member Assistance History* (MAHI) screen in MiCSES in the *AC-ID* field.

¹⁹⁴ This can be viewed on the *Check Register* (CHKV) screen in MiCSES.

¹⁹⁵ This can be viewed on the *Financial Event Diary* (ELOG) screen when queried by docket number.

¹⁹⁶ This can be viewed on the *Member Demographics* (DEMO) screen or the *Member Licenses* (MLIC) screen.

¹⁹⁷ MiCSES does not capture a state-issued identification number; however, it is sometimes entered in the *Driver’s License No* field on the DEMO screen.

¹⁹⁸ This can be viewed on the *Overview* tab on the *Obligation Maintenance* (OBLG) screen.

- Their address;
- Their SSN;¹⁹⁹
- Their date of birth; and
- One item from either of the following lists:²⁰⁰

For CPs (including third-party CPs):	For NCPs:
<ul style="list-style-type: none"> • Other IV-D case(s) the CP has and the parties/child(ren) on the case(s); • FIP or Medicaid number for the CP; • Child(ren)'s name(s), date(s) of birth, and SSN(s); or • Driver's license or state-issued identification number. 	<ul style="list-style-type: none"> • Other IV-D case(s) the NCP has and the parties/child(ren) on the case(s); • FIP or Medicaid number for the NCP; • Date of service of process;²⁰¹ • Child(ren)'s name(s), date(s) of birth, and SSN(s); or • Driver's license or state-issued identification number.

2. Verifying a Customer's Identity In-Person or in a Video Conference Call

Before providing a PIN in-person or using video conferencing, IV-D staff must confirm the customer's identity using one of the following:

- Driver's license;
- State-issued identification; or
- Passport.

If the customer is unable to provide identification, the IV-D worker will use the process for verifying a customer over the phone. Refer to Section A(1) above.

B. Customers Whose Identity Cannot Be Manually Authenticated

Customers whose identity cannot be manually authenticated in-person or over the phone can do one of the following:

- Locate the information necessary to verify their identity and contact the FOC or PA.²⁰² An example of this would be customers who need to find their FIP or Medicaid number; or
- Wait to receive their DHS-1151 letter in the mail.

¹⁹⁹ For individuals who do not have an SSN (such as a guest of the country), IV-D workers will ask for two items from the CP/NCP information list instead of one.

²⁰⁰ If IV-D workers have some doubt about the person's identity, they may ask for more than one item.

²⁰¹ This can be viewed on the *Service of Process* (LSOP) screen in MiCSES.

²⁰² It is possible that customers may contact a Support Specialist for manual authentication of their identity. Although OCS expects this to be rare, Support Specialists may manually authenticate a customer's identity and provide the PIN.

C. Viewing the PIN in MiCSES

After August 28, 2020, IV-D workers can obtain a customer's PIN by viewing the DHS-1151 on the *Historical Reprints* (FHST) screen in MiCSES. When a customer requests full-level access in MiCase, MiCSES generates the DHS-1151 and uploads it to the FHST screen that evening. Therefore, IV-D workers will not be able to see the PIN on the same day that the customer requests it; instead, it will be available in MiCSES the following business day.²⁰³

MiCSES will generate a PIN only for a customer who has one of the following addresses marked as "Y" (Yes) in MiCSES:

- Alternative;
- Mailing;
- Residential; or
- Legal.

If a customer does not have one of these address types, MiCSES will not generate a PIN. When this happens, the MiChildSupport Portal will display a message telling customers to contact their FOC office to update their address.²⁰⁴

D. Mailing of the DHS-1151

MiCSES will generate the DHS-1151 and mail it at the time the customer requests the PIN, regardless of whether the customer contacts the local FOC or PA and chooses to receive the PIN in-person or over the phone.

If customers choose to receive their PIN in-person or over the phone but are not able to provide the information required to verify their identity, they will still receive the PIN via mail at their address listed in MiCSES.

E. Future Option to View the PIN

OCS will work with the MiCSES Project Team to display the PIN for IV-D staff more quickly. The intent is to display it as soon as the customer requests full-level MiCase access, rather than awaiting the generation of the DHS-1151 overnight. This will permit IV-D staff to assist customers in "real time" by guiding them in the registration process, authenticating their identity following the procedures above, and then sharing the PIN so the customer can gain full-level access all on the same day.²⁰⁵

²⁰³ If a customer requests a PIN after the evening batch runs, the DHS-1151 will not upload to the FHST screen until the following day's evening batch runs.

²⁰⁴ A request has been made to the MiChildSupport Portal team to update the message to tell customers they may also contact their PA office to update their address.

²⁰⁵ MiCSES will still generate and mail the DHS-1151 to the customer. IV-D staff should explain that to the customer.

This view of the PIN will likely occur within the MiChildSupport Portal and will be available to those IV-D offices and staff with the necessary roles in MiChildSupport.

When this functionality is available, OCS and the MiCSES Project team will issue an email notification explaining how to view the PIN in MiChildSupport.²⁰⁶ The notification will refer readers to this IV-D Memorandum. OCS will not issue an update to this IV-D Memorandum.

NECESSARY ACTION:

Retain this IV-D Memorandum until further notice.

REVIEW PARTICIPANTS:

Customer Remote Interaction Continuity Team
Paternity/Order Establishment Barriers Continuity Team
Program Leadership Group

CONTACT PERSON:

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CC:

None

ATTACHMENTS:

None

EPF/KLU

²⁰⁶ The PIN will remain visible on the DHS-1151 stored on the FHST screen.

IV-D MEMORANDUM 2020-026

TO: All Friend of the Court (FOC) Staff
All Prosecuting Attorney (PA) Staff

FROM: Erin P. Frisch, Director
Office of Child Support

DATE: September 14, 2020

UPDATE(S):

Manual

Form(s)

SUBJECT: Case Inventory Form Updates Regarding IV-D Confidentiality

ACTION DUE: None

POLICY EFFECTIVE DATE: Upon receipt

PURPOSE:

This IV-D Memorandum announces changes to the use of the *Case Inventory Addendum* (MC 21)²⁰⁷ as a result of an amendment to Michigan Court Rule (MCR) 3.206(A)(3). The MC 21 is now considered a confidential document, not subject to service requirements, and available only to the filing party, the filing party's attorney, the court, and the FOC. There are no content changes to the MC 21; however, SCAO has changed the form name to *Confidential Case Inventory*.

This IV-D Memorandum also introduces a new version of the MC 21 in the Michigan Child Support Enforcement System (MiCSES). This version, Template 1101, will be prepopulated with case information stored in MiCSES and will allow IV-D staff to edit the information as needed. The existing MiCSES version of the MC 21 (Template 1100) is a blank version of the form that IV-D staff manually complete. It will remain unchanged in MiCSES except for the change to the form name.²⁰⁸

The new Template 1101 will be available in MiCSES on September 18, 2020, with the MiCSES 10.5 Release.

This IV-D Memorandum replaces and obsoletes IV-D Memorandum 2019-012, *IV-D Confidentiality, Family Violence, and the Case Inventory Addendum*.

DISCUSSION:

A. Background

²⁰⁷ The MC 21 is owned and maintained by the State Court Administrative Office (SCAO).

²⁰⁸ Both MiCSES templates of the MC 21 will be available on the *Establishment* tab within the *Document Generation* (DOGN) screen.

The Michigan Supreme Court amended the MCR effective September 1, 2018 to prepare for SCAO's statewide e-filing project.²⁰⁹ One of the amendments requires the filing party in a domestic relations case to disclose any known pending or resolved family division or tribal court case involving family members of anyone named in the case initiation document.²¹⁰ Filers list these cases on the MC 21. The MC 21 allows a filing party to provide information that will help the court administer family division cases involving the family or individual family members.²¹¹ For each known case, the filer must disclose on the MC 21 information that includes court case name, court case number, and whether an order exists that addresses child support, custody, and/or parenting time.

The amendment to MCR 3.206 in September 2018 required a filer to serve the MC 21 on the other party along with the summons and complaint. However, due to concerns about the disclosure of confidential IV-D case information to another party,²¹² SCAO submitted a proposal to the Michigan Supreme Court to further amend MCR 3.206 to make the MC 21 a confidential document.

B. Confidentiality of the Case Inventory

The Michigan Supreme Court amended MCR 3.206 on September 11, 2019 to state that the case inventory is:

- A confidential document;
- Not subject to service requirements; and
- Available only to the filing party, the filing party's attorney, the court, and the FOC.

The MC 21 must be kept with other confidential documents in the case file and/or imaging system similar to documents listed under MCR 3.218.

C. MiCSES Functionality for the Prepopulated MC 21 (Template 1101)

IV-D staff requested MiCSES functionality to automatically prepopulate a version of the MC 21 with case information and allow users the the ability to edit the form to tailor it to a court's unique requirements. Starting September 18, 2020, MiCSES will provide Template 1101, a prepopulated version of the MC 21. On this form, IV-D staff will be able to manually edit the prepopulated checkboxes and case information as needed. This will reduce the time and effort needed to complete the form.

²⁰⁹ Michigan Supreme Court Administrative Order No. 2002-37 (2018)

²¹⁰ MCR 3.206(A)(3)

²¹¹ Ref: [Friend of the Court Bureau \(FOCB\) Memorandum](#) dated September 25, 2019 for more details on the purpose of the MC 21.

²¹² MCR 3.218(A)(3)(h); Ref: [Section 1.10, "Confidentiality/Security," of the Michigan IV-D Child Support Manual](#) regarding the confidentiality of IV-D information and the need to safeguard it.

1. MiCSES will prepopulate the following fields on the 1101:
 - a. Court information (name, number, and county/state);
 - b. Case name;
 - c. Case/File no.;²¹³
 - d. Assigned judge;
 - e. Case status; and
 - f. Are support or custody/parenting time orders in effect?

2. MiCSES will list cases/dockets on the 1101 as follows:
 - a. Case lists will begin with dockets for both the plaintiff and defendant members associated to the county for which the form was generated, followed by dockets for the same members associated to different counties;
 - b. The next cases listed will be any dockets for child members (without the same plaintiff and defendant members) associated to the county for which the form was generated, followed by dockets for the same child members associated to different counties;
 - c. The next cases listed will be any dockets for the plaintiff and another member or defendant and another member associated to the county for which the form was generated, followed by dockets for the same members associated to different counties; and
 - d. Dockets will display in ascending order within each grouping of cases listed above.²¹⁴

NECESSARY ACTION:

Retain this IV-D Memorandum until further notice. With the publication of this memorandum, IV-D Memorandum 2019-012 is obsolete.

REVIEW PARTICIPANTS:

Establishment Work Improvement Team
Case Management Work Improvement Team
Program Leadership Group
SCAO FOCB

CONTACT PERSON:

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²¹³ This field displays the docket number followed by the two-character court case type.

²¹⁴ Ref: the [MiCSES 10.5 Release Notes](#) for more details on the population of the 1101.

CC:

SCAO FOCB
All Office of Child Support (OCS) Staff

SUPPORTING REFERENCES:

State
MCR 3.206(A)(3)
MCR 3.218(A)(3)(h)
MCR 3.218

FOCB Memorandum dated September 25, 2019

Michigan Supreme Court Administrative Order No. 2002-37 (2018)

ATTACHMENT(S):

None

EPF/KLU

IV-D MEMORANDUM 2020-027

TO: All Friend of the Court (FOC) Staff
All Prosecuting Attorney (PA) Staff
All Office of Child Support (OCS) Staff

FROM: Erin P. Frisch, Director
Office of Child Support

DATE: September 14, 2020

SUBJECT: FIPS²¹⁵ Code Verification, International Case Indicators, and
Hearing Notifications Via CSENet²¹⁶

UPDATE(S):

Manual

Form(s)

ACTION DUE: None

POLICY EFFECTIVE DATE: Upon receipt

PURPOSE:

This IV-D Memorandum announces updates to MiCSES to comply with federal regulations and the 2017 version of [Automated Systems for Child Support Enforcement: A Guide for States](#).²¹⁷ These updates will:

- Prevent the entry of an unverified FIPS code;
- Allow a case to be identified as a Hague Child Support Convention²¹⁸ case or a foreign reciprocating country (FRC) case; and
- Generate a CSENet transaction when a hearing is scheduled to establish paternity or establish a support order for an intergovernmental case.

These updates will be available in MiCSES with the 10.5 Release on September 18, 2020.

DISCUSSION:

A. Use of Verified FIPS Codes

²¹⁵ FIPS stands for Federal Information Processing Standards. FIPS codes are also referred to as "Locator Codes" and are called "Locator Codes" on all Uniform Interstate Family Support Act (UIFSA) forms. This IV-D Memorandum uses "FIPS code" because that term is still used throughout the Michigan Child Support Enforcement System (MiCSES) and on the *Request for New Entry or Modification of Federal Information Processing Standard (FIPS) Code* (DHS-550).

²¹⁶ CSENet is the Child Support Enforcement Network.

²¹⁷ *Automated Systems for Child Support Enforcement: A Guide for States* will be referred to as the Certification Guide for the remainder of this IV-D Memorandum.

²¹⁸ Hague Child Support Convention cases will be referred to as Convention cases for the remainder of this IV-D Memorandum.

IV-D agencies and tribunals are assigned a seven-digit FIPS code comprised of a two-digit FIPS State/Country Code, a three-digit FIPS County/Region Code, and a two-digit FIPS Office Code. Michigan IV-D offices use FIPS codes when interacting with child support offices and jurisdictions outside of Michigan. These codes are used in the automatic generation of intergovernmental electronic communications via CSENet.²¹⁹

IV-D workers must use FIPS codes that have been verified by the federal Office of Child Support Enforcement (OCSE).²²⁰ It is important that accurate FIPS codes be maintained on the FIPS screen in MiCSES to ensure that intergovernmental communications are sent to the correct place. Changes in the MiCSES 10.5 Release will ensure that correct FIPS codes are entered in MiCSES.

B. Identification of Convention Countries and FRCs²²¹

Federal regulations require computerized child support systems (i.e., MiCSES) to maintain information pertaining to intergovernmental cases.²²² State systems must identify information received from or referred to a foreign country in which the Hague Child Support Convention is in force or a foreign country with which the state has entered into a reciprocal arrangement (i.e., FRC).²²³

Prior to the MiCSES 10.5 Release, MiCSES was unable to track whether an intergovernmental case is from a Convention country, an FRC, or neither. The MiCSES 10.5 Release will add federally required functionality to identify and track this information in MiCSES.

Additionally, OCS is required under Title IV-D of the Social Security Act to report child support data, including intergovernmental case information, to OCSE annually. OCSE uses this data to compute incentives and program performance measures. With the MiCSES 10.5 Release, the system will have the ability to track the required intergovernmental case data in preparation for OCSE-157 updates in spring 2021. OCS will begin reporting this data to OCSE for fiscal year 2022.

C. Hearing Notifications for Intergovernmental Cases

Federal regulations require IV-D programs to provide (through CSENet if available) communications in intergovernmental cases when a hearing is scheduled that may result in the establishment of paternity and/or a child support order.²²⁴ MiCSES uses

²¹⁹ For more information about FIPS codes, reference [Section 7.01, "Intergovernmental Overview," of the Michigan IV-D Child Support Manual](#).

²²⁰ Federal regulations require states to use verified information in their child support enforcement systems. Ref: Certification Guide, Chapter III, Section D-7.

²²¹ Ref: [Section 7.15, "International," of the Michigan IV-D Child Support Manual](#) for more information on the Hague Child Support Convention.

²²² Ref: 45 Code of Federal Regulations (CFR) 307.10(b)(1-5)

²²³ Ref: Certification Guide, Chapter III, Section A-6(c)(8).

²²⁴ Ref: Chapter III, Section D-8(d) of the Certification Guide and 45 CFR 303.7(d)(7).

CSENet to transfer child support information electronically through standardized transactions to provide intergovernmental case information to the initiating jurisdiction.

Prior to the MiCSES 10.5 Release, MiCSES was unable to use CSENet to transfer hearing information electronically. Changes in the 10.5 release will allow MiCSES to use CSENet to transfer this information electronically.

D. Changes With the MiCSES 10.5 Release

1. Updates to the FIPS Screen

Changes in the MiCSES 10.5 Release will allow the FIPS Administrator or Central Table Administrator (CTA) to update the *FIPS State/Country Code* field on the FIPS screen. The FIPS Administrator must still contact the Help Desk to have the new FIPS State/Country Code (two-digit code) added to the *County / State / Country Maintenance* (CSTC) screen prior to adding that code on the FIPS screen.

The MiCSES 10.5 Release will add a “Verified” indicator to the FIPS screen and mark all existing FIPS codes as verified. In addition, the FIPS screen will be updated with a new indicator to allow FIPS Administrators and CTAs to identify whether a country is a Convention country or an FRC.²²⁵

2. Updates to the *Intergovernmental Information* (ISIN) Screen

With the MiCSES 10.5 Release, the ISIN screen will be modified to require IV-D workers to select a new verified FIPS code if the existing record contains a FIPS code that is no longer verified. If an unverified FIPS code displays on the ISIN screen, MiCSES will display a message stating: “The FIPS Code is no longer verified.”²²⁶

3. Updates to the *Intergovernmental Send Correspondence* (ISND) Screen

With the MiCSES 10.5 Release, the ISND screen will be updated to display only Convention countries or FRCs with verified FIPS codes. Fields will be added to the *Destination FIPS* section of the ISND screen to identify whether a case is a Convention case or an FRC case.²²⁷

²²⁵ Ref: [MiCSES Screen Description: FIPS – Federal Information Processing Standards](#) for more information on the FIPS screen.

²²⁶ Ref: [MiCSES Screen Description: ISIN – Intergovernmental Information](#) for more information on the ISIN screen.

²²⁷ Ref: [MiCSES Screen Description: ISND – Intergovernmental Send Correspondence](#) for more information on the ISND screen.

4. Update to CSENet Transactions for Intergovernmental Cases

The MiCSES 10.5 Release will introduce new functionality to trigger a transaction via CSENet when a hearing is scheduled for either paternity and/or child support order establishment. Prior to the MiCSES 10.5 Release, MiCSES did not automatically generate a CSENet transaction when a hearing was scheduled in an intergovernmental case.

While testing for the MiCSES 10.5 Release, OCS discovered that a paper transmittal will inappropriately be triggered for a Convention case in these situations. Since Convention cases are required to use Hague Child Support Convention-approved forms that are not available in MiCSES, the paper transmittal should not be generated. The MiCSES technical team is analyzing this issue to determine when a correction can be made in MiCSES.

Because of this defect, when a PA worker adds a hearing to a Convention case for paternity and/or support order establishment, MiCSES will open a new window that displays the transmittal. The PA worker will need to close the window so the outgoing paper transmittal is not generated.

NECESSARY ACTION:

Retain this memorandum until further notice.

REVIEW PARTICIPANTS:

Intergovernmental Work Improvement Team
Program Leadership Group

CONTACT PERSON:

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SUPPORTING REFERENCES:

Federal
Title IV-D of the Social Security Act, section 459A

45 CFR 307.10(b)(1-5)
45 CFR 307(d)(7)

Automated Systems for Child Support Enforcement: A Guide for States (2017),
Chapter III, Sections A-6(c)(8), C-2(h), D-7, D-7(h), D-8

ATTACHMENTS:

None

EPF/LTK

IV-D MEMORANDUM 2020-028

TO: All Friend of the Court (FOC) Staff
All Prosecuting Attorney (PA) Staff
All Office of Child Support (OCS) Staff

FROM: Erin P. Frisch, Director
Office of Child Support

DATE: September 28, 2020

SUBJECT: Transition to a New Vendor for the Michigan State Disbursement Unit (MiSDU)

UPDATE(S):

Manual

Form(s)

ACTION DUE: None

POLICY EFFECTIVE DATE: Upon receipt

PURPOSE:

The Michigan IV-D program has contracted with Conduent State & Local Solutions, Inc. (Conduent) to administer MiSDU services. The transition from the current vendor, Informatix, Inc., to Conduent will be complete on November 30, 2020.

This IV-D Memorandum discusses the following changes that will occur with the transition:

- A new prepaid debit card on which custodial parties (CPs) will receive their child support payments;
- A new system IV-D staff may use to view MiSDU correspondence, view payment processing details, and electronically submit the *Request for Central Receipt Adjustment/Suspense Work* (DHS-307); and
- A new web-based payment service on the MiSDU.com website that non-custodial parents (NCPs) and employers will use to submit child support payments.

This IV-D Memorandum also discusses the communication plan to notify child support customers and IV-D staff about these changes.

Updates to forms and other policy materials are expected during the transition. OCS will issue updates and provide further guidance in future email notifications, IV-D Memorandums, and *Michigan IV-D Child Support Manual* revisions. Furthermore, the MiSDU will continue to develop and implement improvements after November 30, 2020. OCS will inform IV-D staff as these improvements are made available.

DISCUSSION

A. Changes Occurring With the Transition to the New MiSDU Vendor

1. Replacement of the Existing Debit Card With a New Debit Card

With limited exemptions, Michigan Compiled Law (MCL) 400.236 requires the MiSDU to disburse child support payments electronically to the CP's personal bank account or a prepaid debit card. Many CPs receive child support payments to their personal bank account and will not be affected by the transition of the MiSDU vendor. The MiSDU will continue to disburse child support payments to those bank accounts. However, CPs who receive disbursements to the prepaid debit card will be affected.

As part of the transition to the new vendor, the MiSDU will replace the U.S. Bank ReliaCard with the Way2Go Card® Prepaid Mastercard.²²⁸

a. Debit Card Notice of Change

Starting October 5, 2020, the MiSDU will notify U.S. Bank ReliaCard cardholders by U.S. mail that they will receive their Way2Go Card in November. U.S. Bank ReliaCard cardholders will receive a Debit Card Notice of Change letter and a Way2Go Card Informational Flyer. The Debit Card Notice of Change explains the transition to the new debit card. The Way2Go Card Informational Flyer explains the Way2Go Card fees, web portal access,²²⁹ and mobile applications available for cardholders.

The materials also instruct customers to contact an MiSDU customer service representative regarding questions about information in the letter. However, if customers contact IV-D staff about this mailing, IV-D staff may reference Exhibit 2020-028E1, Debit Card Notice of Change, and Exhibit 2020-028E2, Way2Go Card Informational Flyer, to assist with customer questions.

Conduent will send the Debit Card Notice of Change and the Way2Go Card Informational Flyer to approximately 250,000 CPs currently enrolled to receive child support payments on a debit card. Conduent will send the materials to CPs with case conditions that meet the following criteria:

- The CP has received a payment within the past 12 months; and
- The CP has a currently charging child support order, or past-due support is owed to the CP.

These CPs will begin receiving a Way2Go Card in early November 2020. The MiSDU will continue to run additional queries prior to mailing the Debit Card

²²⁸ The Way2Go Card Prepaid Mastercard will be referred to as the Way2Go Card throughout this IV-D Memorandum. The Way2Go Card is a chip-enabled debit card issued by Comerica Bank.

²²⁹ Way2Go cardholders will have access to the web portal at www.GoProgram.com to view card activity and usage.

Notice of Change materials. This will help ensure that CPs who have address or disbursement method changes in MiCSES are appropriately included or removed from the mailing list. CPs who meet the case conditions described above and do not have a verified address in MiCSES will not receive a notice or the new debit card.²³⁰ CPs who do not receive the Way2Go Card during the initial mailing but receive a child support payment will receive a paper check.

b. Mailing the New Debit Card to CPs

Starting November 2, 2020, the MiSDU will begin sending approximately 250,000 Way2Go Cards by U.S. mail, in three waves. The Way2Go Cards will be mailed to CPs who currently receive child support payments on a debit card and have the case conditions described above. In this mailing, CPs will also receive the Way2Go Card terms and conditions, information about activating the debit card,²³¹ and information about online services available for cardholders.

c. Debit Card Disbursements

Disbursement of child support payments to the U.S. Bank ReliaCard will end on November 29, 2020. The MiSDU will begin disbursements of child support payments on the new Way2Go Card on November 30, 2020.

Note: U.S. Bank ReliaCard funds will not be transferred to the new Way2Go Card. However, CPs can continue to use the U.S. Bank ReliaCard to spend-down the funds that exist on it. To prevent future debit card fees on the U.S. Bank ReliaCard, IV-D staff may encourage existing cardholders to spend their remaining balance. After November 30, 2020, IV-D staff will direct CPs to contact U.S. Bank regarding questions or balance information on their debit card.²³²

d. Temporary Suspension of Offering Debit Cards

1) New Child Support Recipients

The MiSDU currently mails new child support recipients their first support payment by paper check. Included in that mailing is the *Direct Deposit*

²³⁰ If IV-D staff verify and update the CP's address in MiCSES on or after November 30, 2020, the CP will receive a paper check. If there is still a bad address in MiCSES for the CP on or after November 30, the CP's child support payment will go on an SCBA (CP Bad Address) hold.

²³¹ Before using their new debit card, CPs must activate it by calling the number on the back of the card. CPs may also call this number to obtain card balances or to speak to a Way2Go Card customer service representative.

²³² U.S. Bank ReliaCard contact information is available on the back of the card.

Authorization Form (DHS-1377),²³³ along with instructions indicating that the CP must choose either direct deposit or a debit card for future support payments within 21 days. If CPs do not return the DHS-1377 within 21 days, they will automatically receive a debit card.

On August 28, 2020, the MiSDU temporarily stopped including in this mailing the DHS-1377 and instructions indicating the CP must choose direct deposit or the debit card.²³⁴ Therefore, new child support recipients will receive paper checks until this process is resumed. During the transition to the new MiSDU vendor, CPs may sign up for direct deposit to their personal bank account by completing and returning the DHS-1377.²³⁵ They may obtain the DHS-1377 by calling the MiSDU or by downloading it from the MiSDU website.

On November 30, 2020, the MiSDU will resume insertion of the DHS-1377 in the mailing of the first support payment to new child support recipients, along with instructions indicating the CP must choose either direct deposit or the debit card. If CPs do not return the DHS-1377 within 21 days, they will automatically receive a Way2Go Card. The MiSDU will mail this same information to those CPs who have been receiving their support payments by paper check during the transition.

2) Current Child Support Recipients

CPs receiving their child support payments by direct deposit to their personal bank account may voluntarily sign up to receive their future child support payments on a prepaid debit card. CPs can request to switch from direct deposit to a prepaid debit card by completing and returning the *Debit Card Authorization Form (DHS-1371)*.

On October 16, 2020, the MiSDU will temporarily suspend processing the DHS-1371 from CPs requesting a prepaid debit card. At that time, the MiSDU will stop issuing the U.S. Bank ReliaCard. Effective November 30, 2020, the MiSDU will resume processing the DHS-1371 from CPs and will issue the new Way2Go Card.

2. Transition From Web Resource Center (WRC) Info-Trac to KidSTAR²³⁶

Currently, the MiSDU electronically scans child support payments, documents associated to child support payment receipts, and county correspondence. The

²³³ Ref: [Michigan IV-D Action Transmittal 2009-008, Michigan's Electronic Disbursement Process](#), for more information about the DHS-1377.

²³⁴ CPs who are currently set up for direct deposit of their child support payments to their personal bank account will not be affected by the transition of the MiSDU vendor.

²³⁵ The MiSDU will temporarily suspend processing DHS-1377 requests on November 12, 2020 but will resume processing direct deposit requests on November 30.

²³⁶ WRC Info-Trac is Informatix's proprietary system. KidSTAR is Conduent's proprietary system.

MiSDU stores these images in its WRC Info-Trac. Authorized IV-D staff can access these images via WRC Info-Trac. Additionally, IV-D staff can submit the DHS-307 electronically via WRC Info-Trac.

On November 30, 2020, the MiSDU will replace WRC Info-Trac with KidSTAR. Authorized IV-D staff will use KidSTAR to:

- View and print county correspondence mailed to the MiSDU;
- View payment transactions and payment receipt images; and
- Submit and track the DHS-307.

The MiSDU is working to transfer all WRC Info-Trac data to KidSTAR. IV-D staff will continue to use WRC Info-Trac until the existing system data is transferred to KidSTAR. The MiSDU anticipates the data transfer will be complete on or around the implementation date of November 30, 2020.

a. Access to KidSTAR

The MiSDU is working on the process to provide existing WRC Info-Trac users access to KidSTAR. The MiSDU will send an email notification to IV-D staff when access to KidSTAR will be made available. The notification will include any actions current WRC Info-Trac users may need to take to access KidSTAR. Because KidSTAR will allow access to confidential IV-D data and federal tax information, IV-D staff who do not currently have access to WRC Info-Trac must complete the *IV-D Program Request for Computer Access* (DHS-393) on or after November 30, 2020 to gain access to KidSTAR.²³⁷ OCS is working to update the DHS-393 to include access requests for the new KidSTAR system before the November 30, 2020 transition. OCS will notify IV-D staff of changes to system access request forms through a IV-D Memorandum.

b. KidSTAR Training for IV-D Staff

Before the implementation of KidSTAR, Conduent, in partnership with the OCS Training and Application Support Services Section, will provide training opportunities to learn about the features and navigation of KidSTAR. Virtual/Online training opportunities and training materials will be made available to IV-D staff in early November. OCS will send email notifications when training opportunities and materials are available.

3. New Service for Submitting Support Payments Online – ExpertPay

Currently, the MiSDU allows NCPs and employers to submit child support payments through the MiSDU website. NCPs and employers register with the

²³⁷ Ref: [Section 1.10, "Confidentiality/Security," of the Michigan IV-D Child Support Manual](#) for information about accessing systems containing confidential IV-D data and federal tax information.

MiSDU to make these online payments through the Informatix payment processing system.

On November 30, 2020, Conduent's online child support payment processing system, ExpertPay, will replace the Informatix online child support payment processing system. As of November 30, 2020, NCPs and employers who are currently registered to make online payments must register to make online payments through ExpertPay on the MiSDU website.

The MiSDU will post a message on its website to alert NCPs and employers of upcoming changes to the online payment process. The message will explain when they need to begin registering with ExpertPay to make online payments on the MiSDU website. The MiSDU will also email this information to NCPs and employers with recurring online payments to prevent interruptions to their payments. This email will be sent to the address that NCPs and employers have recorded through the MiSDU website and not the one appearing on MiChildSupport.

4. Timeline of Transition Actions

The actions occurring with the MiSDU vendor transition are summarized below.

Date (Dates are approximate)	MiSDU Action
October 5, 2020	Notify U.S. Bank ReliaCard cardholders that they will receive their Way2Go Card in November.
October 16, 2020	Temporarily suspend processing the DHS-1371 from CPs requesting the U.S. Bank ReliaCard.
November 2, 2020	Begin mailing the new Way2Go Card to U.S. Bank ReliaCard cardholders.
November 12, 2020	Temporarily suspend processing DHS-1377 requests from CPs requesting direct deposit.
November 29, 2020	End the disbursements of child support payments to the U.S. Bank ReliaCard.

Date (Dates are approximate)	MiSDU Action
November 30, 2020	<ul style="list-style-type: none"> • Begin disbursements of child support payments to the Way2Go Card. • Resume processing DHS-1377 requests from CPs requesting direct deposit. • Resume processing the DHS-1371 from CPs requesting the Way2Go Card. • Implement KidSTAR for IV-D staff to view documents associated to child support payment receipts, view county correspondence, and submit the DHS-307. • Begin accepting online child support payments received through ExpertPay on the MiSDU website from NCPs and employers.

B. Other Communications and Outreach

In addition to communications discussed earlier in this IV-D Memorandum, the MiSDU and OCS will provide the following communications regarding the transition to the new MiSDU vendor.

1. Public Communications

The MiSDU will update its website with information regarding the Way2Go Card and ExpertPay.

OCS will post messages on the announcement section of the MiChildSupport Portal to alert CPs and NCPs of the upcoming debit card and online payment changes.

OCS will also update the [Electronic Disbursement of Support Frequently Asked Questions](#) on the [MDHHS public website](#) with information regarding the new Way2Go Card before the November 30, 2020 implementation.

2. IV-D Staff Communications

OCS will update the [MiSDU](#) page under the Central Activities menu on mi-support. IV-D staff are encouraged to refer to this page for up-to-date MiSDU transition information, training opportunities, and resources.

OCS will discuss information in this IV-D Memorandum in the October Child Support Updates Call. OCS will issue an email notification as appropriate.

OCS will publish a IV-D Memorandum in November 2020 to introduce form changes and other MiSDU transition details.

3. *Child Support Marketing Card* (DHS-Pub-139)

OCS is working to update the DHS-Pub-139 with the Way2Go Card contact information.²³⁸ OCS recommends county staff wait until the DHS-Pub-139 is updated before placing an order for more cards. OCS will send an email notification when the DHS-Pub-139 is updated and when county staff can resume placing orders for the card.

C. Transition Questions From CPs and NCPs

As information about the upcoming MiSDU changes reaches CPs and NCPs in the coming weeks, IV-D staff may receive questions about the Way2Go Card and making online payments through ExpertPay on the MiSDU website. IV-D staff may direct CPs and NCPs to contact the MiSDU by calling 877-543-2660 or visiting the MiSDU website. As needed, IV-D staff can refer to Exhibits 2020-028E1 and 2020-028E2 to share information with CPs about the upcoming debit card changes.

NECESSARY ACTION:

Retain this IV-D Memorandum until further notice.

REVIEW PARTICIPANTS:

Financial Work Improvement Team
Program Leadership Group

CONTACT PERSON:

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CC:

None

SUPPORTING REFERENCES:

Federal
None

²³⁸ Ref: [Section 1.35, "MiChildSupport Portal," of the Michigan IV-D Child Support Manual](#) for more information about the DHS-Pub-139.

State
MCL 400.236

ATTACHMENTS:

Exhibit 2020-028E1: Debit Card Notice of Change

Exhibit 2020-028E2: Way2Go Card Informational Flyer

EPF/JLA

IV-D MEMORANDUM 2020-029

TO: All Friend of the Court (FOC) Staff
All Prosecuting Attorney (PA) Staff
All Office of Child Support (OCS) Staff

FROM: Erin P. Frisch, Director
Office of Child Support

DATE: October 1, 2020

SUBJECT: Contract Performance Standards During Fiscal Year 2021

ACTION DUE: None

POLICY EFFECTIVE DATE: Upon receipt

PURPOSE:

This IV-D Memorandum discusses the approach OCS plans to take in evaluating partner offices using the Contract Performance Standards (CPS) during fiscal year (FY) 2021, which begins on October 1, 2020.

[IV-D Memorandum 2020-013, *Partner Operations During the COVID-19 Pandemic*](#), explained the approach OCS is taking for the evaluation of the CPS in FY 2020, which ended September 30, 2020. No office will be required to provide a Response Questionnaire or a Corrective Action Plan for FY 2020.

DISCUSSION:

A. Background

Michigan Governor Gretchen Whitmer, in reaction to the COVID-19 pandemic, declared a State of Emergency on March 10, 2020 through Executive Order 2020-04. Subsequent executive orders closed schools, limited public gatherings, and eventually ordered Michigan’s citizens to “stay home, stay safe” in Executive Order 2020-21, which took effect on March 24, 2020.

On March 18, 2020, the Michigan Supreme Court issued Administrative Order 2020-2, which included guidance on which FOC operations should be prioritized during the emergency. The Michigan Supreme Court has since issued a series of orders pertaining to court operations during the COVID-19 crisis,²³⁹ and the State Court

UPDATE(S): <input type="checkbox"/> Manual <input type="checkbox"/> Form(s)

²³⁹ Ref: the [Administrative Orders \(COVID-19\)](#) page on the Michigan Courts One Court of Justice website.

Administrative Office and its Friend of the Court Bureau have issued guidelines, policies, and practice aids to assist FOC offices.²⁴⁰

In response to executive orders, Michigan's PA and FOC offices were closed to the public. Since then, subsequent Executive and Administrative Orders have been issued, and offices have reopened in varying capacities. Michigan is following a phased approach, the [MI Safe Start Plan](#), as its economy reopens.

B. Barriers and Obstacles to Providing Services

OCS recognizes and commends the steps offices have taken to protect staff, to protect customers, and to continue to provide IV-D services. OCS and the Program Leadership Group (PLG) understand that many offices are still struggling to reach pre-pandemic service levels; therefore, they wish to provide some leeway around the CPS.

Offices are still working to resolve issues, which include:

- Receiving customers, conducting interviews, and executing necessary documents while courts and offices may be closed to the public;
- Enforcing orders when law enforcement will not execute non-criminal bench warrants;
- Arranging service of process while servers may have limited availability, and methods of safe service are limited;
- Continuing backlogs in the courts;
- Mitigating health risks involved with sample collection for genetic testing; and
- Completing all necessary work while staff are laid off or temporarily furloughed, or while offices are temporarily closed because a staff member has tested positive for COVID-19.

OCS and its Operations Continuity Teams²⁴¹ continue to work toward helping offices resolve these issues.

Any office that is unable to provide IV-D services to its child support customers should contact its contract manager via email as soon as possible. The office manager or designee should explain the obstacles, and OCS will assist in determining how to safely offer child support services.

C. CPS Approach for FY 2021

²⁴⁰ Ref: the [Judicial Branch Response to COVID-19](#) page on the Michigan Courts One Court of Justice website.

²⁴¹ Ref: [IV-D Memorandum 2020-015, Impacts of the COVID-19 Pandemic on Child Support Initiatives and Operations Continuity](#), for more information on the Operations Continuity Teams.

OCS previously announced that offices will not be held responsible for meeting any of the CPS benchmarks at the conclusion of FY 2020, which ended September 30, 2020.²⁴² OCS's approach to CPS for FY 2021 is described below.

1. Michigan Child Support Enforcement System (MiCSES) Work Measures

a. No Evaluation of MiCSES Work Measures for at Least the First Quarter of FY 2021

As of the publication of this IV-D Memorandum, OCS **may** evaluate the CPS MiCSES Work Measures for some portions of FY 2021. The earliest that the revised FY 2021 measurement period would begin, however, is January 1, 2021. Offices will not be held responsible for meeting any of the CPS benchmarks for MiCSES Work Measures between October 1, 2020 and December 31, 2020 (and potentially longer).

During time periods that OCS is not formally evaluating, CPS reports will still be available through Business Objects for offices to track their progress. OCS encourages offices to periodically review their CPS performance on these reports, even while OCS is not evaluating performance, to monitor how their office's recovery is progressing.

b. Revised FY 2021 Measurement Period for MiCSES Work Measures

After consulting with the PLG, OCS has decided that it will resume evaluation of the CPS when the **entire state** of Michigan enters "MI Safe Start" **Phase 6**, "Post-Pandemic."²⁴³ Once this occurs, OCS will begin evaluating CPS at the beginning of the next fiscal quarter, provided that offices have at least 30 days to prepare. If there are not 30 days between Michigan's entry into Phase 6 and the first day of the next fiscal quarter, the evaluation will begin the first day of the subsequent fiscal quarter.

Potential start dates for the revised FY 2021 measurement period are January 1, April 1, or July 1, 2021. Regardless of the start date, the revised FY 2021 measurement period will end September 30, 2021. It is also possible that Michigan will not reach Phase 6 by June 1, 2021; in that case, CPS would not be formally evaluated for FY 2021.

Offices that do not meet established benchmarks (or improve performance by five points over FY 2020 year-end percentages) during the revised FY 2021 measurement period will be asked to complete and submit a Response Questionnaire. The Response Questionnaire will be reviewed according to policy²⁴⁴ and will help the IV-D program understand what issues offices may

²⁴² Ref: IV-D Memorandum 2020-013 for more information.

²⁴³ Ref: <https://www.mistartmap.info/> for information on Michigan's MI Safe Start plan.

²⁴⁴ Ref: [Section 1.25, "Contract Performance Standards," of the Michigan IV-D Child Support Manual.](#)

still be experiencing as they ramp back up to pre-pandemic service levels. After Response Questionnaires are reviewed, it is possible that offices may be asked to submit a Corrective Action Plan.²⁴⁵

OCS will notify offices about the revised FY 2021 measurement period via an email notification prior to the start of the measurement period. OCS will also communicate the revised FY 2021 measurement period via email to all CPS Contacts²⁴⁶ once it is determined.

2. Training Measures

The Customer Service and MiCSES Training Measures will **not** be evaluated for FY 2021 (October 1, 2020 through September 30, 2021). OCS will continue to measure training and provide reports. Offices will not be penalized if they do not meet the Training Measures benchmarks for FY 2021.

OCS encourages offices to continue training staff while the Training Measures are not being evaluated. To receive credit for training, IV-D staff must continue to record their training within the Learning Management System as described in Section 1.25 of the *Michigan IV-D Child Support Manual*.

3. CPS Reports

a. MiCSES Work Measurement Reports

The OCS Planning, Evaluation and Analysis (PEA) team will create reports to account for the revised FY 2021 measurement period. PEA is developing a process to manually manipulate the CPS data to exclude the period(s) that OCS is not measuring. This process will be tested prior to its use, and reports will be posted on mi-support for offices to track their progress. These reports will be called the “Revised FY 2021 Measurement Period CPS Reports.” OCS will send an additional communication about these reports when they are available.

The *PM-100 IV-D Child Support Contract Performance Standard Summary Report* (PM-100) and *PM-101 IV-D Child Support Contract Performance Standard Detail Report* (PM-101) were designed to report for a full fiscal year, with each subsequent month’s report displaying data cumulatively, year-to-date. OCS will **not** modify the PM-100 and PM-101, and the reports will remain available for offices to run. These Business Objects reports will track the standard FY 2021 measurement period, not the revised FY 2021 measurement period.

²⁴⁵ Ref: Section 1.25 of the *Michigan IV-D Child Support Manual* for more information on the Response Questionnaire review process and when a Corrective Action Plan may be required.

²⁴⁶ CPS Contacts are defined in Section 1.25 of the *Michigan IV-D Child Support Manual*.

The *PM-102 IV-D Child Support Contract Performance Standard Improvement Report* (PM-102), which identifies the cases that have outstanding CPS case conditions as of the date it is run, will remain available as well. It will not be modified.

b. CPS Training Reports

The *PM-103 Contract Performance Standards Training Measures Report – Annual* (PM-103) and the *PM-104 Contract Performance Standards Training Measures Report – Biennial* (PM-104) will be available as usual.²⁴⁷ OCS PEA does not plan to issue revised versions of the PM-103 and PM-104.

D. Ongoing Need to Measure Performance

The PLG recognizes that it may be some time before Michigan’s IV-D program reaches pre-pandemic service levels. As a result, the PLG has asked the Performance Management Workgroup to consider whether the program should institute interim performance standards for the duration of the pandemic. The PLG also identified an ongoing need to assist offices in adjusting business practices for pandemic conditions, which is currently being accomplished through the Operations Continuity Teams.

No decisions have been made regarding the evaluation of CPS in FY 2022 (October 1, 2021 – September 30, 2022). Even if Michigan has not reached Phase 6 of the MI Safe Start Plan by then, it is possible that OCS will conduct some sort of evaluation. OCS and the PLG will continue to discuss CPS as the pandemic and its response efforts unfold in Michigan.

NECESSARY ACTION:

Retain this IV-D Memorandum until further notice.

REVIEW PARTICIPANTS:

OCS Executive Management Team
Program Leadership Group

CONTACT PERSON:

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²⁴⁷ Ref: Section 1.25 of the *Michigan IV-D Child Support Manual* for more information on when the PM-103 and PM-104 become available.

ATTACHMENTS:

None

EPF/JJV

IV-D MEMORANDUM 2020-030

TO: All Friend of the Court (FOC) Staff
All Prosecuting Attorney (PA) Staff
All Office of Child Support (OCS) Staff

FROM: Erin P. Frisch, Director
Office of Child Support

DATE: October 21, 2020

SUBJECT: New Hire Reporting Outreach and Compliance Materials

ACTION DUE: None

POLICY EFFECTIVE DATE: Upon receipt

PURPOSE:

This IV-D Memorandum announces that OCS will no longer publish employer outreach and compliance materials for new hire reporting on mi-support.

OCS has revised *Michigan IV-D Child Support Manual* Section 3.10, "New Hire" to remove references to specific new hire reporting materials. Significant changes to Section 3.10 since its last publication are indicated by a change bar in the right margin of the manual section.

DISCUSSION:

OCS has removed detailed descriptions of the following new hire letters from Section 3.10:

- *New Hire Reporting Proactive Compliance Letter* (DHS-1014);
- *New Hire Report Rejection Letter* (DHS-1017); and
- *New Hire Reporting/Quarterly Wage Match Compliance Letter* (DHS-1018).

In place of these descriptions, OCS has added a narrative summary of the employer outreach and compliance efforts and materials. OCS will continue to be involved in the development, review, and approval of the new hire reporting letters.

The OCS Contract Manager assigned to the new hires contract will continue to ensure that contract obligations are met and will coordinate review and approval of employer outreach and compliance materials with OCS Program Development Division (PDD) staff, the contractor, and the Michigan Department of Health and Human Services. OCS PDD staff will continue to review the content of the outreach and compliance materials

UPDATE(S):

Manual

Form(s)

for adherence to IV-D policy and legal requirements. The New Hires Operation Center is responsible for outreach.

Additional Updates to Section 3.10

Public health care coverage was added as an example of when sending a *National Medical Support Notice* to an employer may not be required. In addition, minor changes were made to update references in footnotes.

NECESSARY ACTION:

Review Section 3.10 of the *Michigan IV-D Child Support Manual*. For those maintaining a hard copy of the manual, print the manual section and add it to the manual. Discard the previously published version of Section 3.10 (published August 29, 2014).

This IV-D Memorandum obsoletes the DHS-1014, DHS-1017, and DHS-1018, which were last published with IV-D Memorandum 2019-009 (May 2019).

REVIEW PARTICIPANTS:

Program Leadership Group

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CC:

OCS Contract Manager – New Hire Operations

ATTACHMENT:

Section 3.10: New Hire

EPF/CPT

IV-D MEMORANDUM 2020-031

TO: All Friend of the Court (FOC) Staff
All Prosecuting Attorney (PA) Staff
All Office of Child Support (OCS) Staff
All Michigan State Disbursement Unit (MiSDU) Staff

FROM: Erin P. Frisch, Director
Office of Child Support

DATE: November 10, 2020

SUBJECT: Michigan State Disbursement Unit (MiSDU) Vendor Transition
Information, Including Revised Forms and Publications

UPDATE(S):

Manual

Form(s)

ACTION DUE: None

POLICY EFFECTIVE DATE: Upon receipt

PURPOSE:

This IV-D Memorandum announces revisions to forms, publications, websites, and other materials as a result of the transition to a new vendor for the administration of MiSDU services. The transition from the current vendor, Informatix, Inc., to Conduent State & Local Solutions, Inc. (Conduent) will be complete on November 30, 2020.²⁴⁸

This IV-D Memorandum also discusses the Way2Go Card²⁴⁹ pre-acquisition disclosure and fee schedule. Content in this IV-D Memorandum replaces and obsoletes IV-D Memorandum 2019-003, *U.S. Bank ReliaCard Pre-Acquisition Disclosure and Fee Schedule*. In addition, Exhibit 2019-003E1, U.S. Bank ReliaCard Disclosure Insert, is being obsoleted and replaced by Exhibit 2020-031E1, Way2Go Card Disclosure Insert.

Exhibit 2015-007E1, Electronic Disbursement of Support – Frequently Asked Questions, is being obsoleted and replaced by Exhibit 2020-031E2. The title of the exhibit will remain the same. Significant changes to this document since its last publication are identified with a change bar in the right margin.

Additionally, with the transition to the new MiSDU vendor, IV-D staff will no longer submit the *Request for Central Receipt Adjustment/Suspense Work* (DHS-307) by encrypted email. OCS policy will be updated in the future to reflect this change.

²⁴⁸ For additional information on the transition to the new MiSDU vendor, reference [IV-D Memorandum 2020-028, Transition to a New Vendor for the Michigan State Disbursement Unit \(MiSDU\)](#).

²⁴⁹ The Way2Go Card prepaid Mastercard will replace the U.S. Bank ReliaCard as the prepaid debit card on which custodial parties (CPs) will receive their child support payments.

DISCUSSION:

A. OCS Form Revisions

Eleven forms have been updated due to the transition to the new MiSDU vendor. Six of the forms have been revised with a new Michigan Department of Health and Human Services (MDHHS) nondiscrimination statement²⁵⁰ and updated to meet MDHHS usability standards for people with disabilities. Most of these forms have minor text changes in addition to these changes. The five remaining forms have content changes. Changes to these forms are described below.

1. Forms Updated With the Revised MDHHS Nondiscrimination Statement and MDHHS Usability Standards

MDHHS is in the process of enhancing its forms to better serve customers with disabilities. Changes such as enlarged text size and increased space for entering responses make the forms easier to read and use.²⁵¹ Also, forms updated according to MDHHS usability standards cannot include logos.

a. Form Updated With Usability Standards Only

OCS has updated the *Employer Payment Coupon/Remittance* (DHS-1258). to meet MDHHS usability standards, including the removal of the MiSDU logo.

b. Forms Updated With Usability Standards and Minor Text Changes

OCS has revised the following forms with minor text changes in addition to MDHHS usability standards and the removal of the MiSDU logo:²⁵²

- *Request for Central Receipt Adjustment/Suspense Work* (DHS-307): The “Email to” line was removed;

Note: Conduent is working on instructions to submit the DHS-307 electronically through KidSTAR beginning on November 30, 2020.²⁵³ IV-D staff may also continue to submit DHS-307 requests by fax or mail as described in IV-D Memorandum 2005-011.²⁵⁴

²⁵⁰ Ref: [MDHHS Administrative Policy Compliance, APX 680](#).

²⁵¹ For a description of MDHHS usability standards, reference [IV-D Memorandum 2019-009, OCS Forms With Updated Michigan Department of Health and Human Services \(MDHHS\) Letterhead and Modified Formatting for Customers With Disabilities](#).

²⁵² Any changes to form names in the *Michigan IV-D Child Support Manual* will be updated as needed in a future revision to the manual.

²⁵³ KidSTAR is replacing Web Resource Center (WRC) Info-Trac. Ref: IV-D Memorandum 2020-028 for more information.

²⁵⁴ Ref: [IV-D Memorandum 2005-011, Submission of the Request for Central Receipt Adjustment/Suspense Work Form \(DHS-307\); Revised Computer Access Forms; Access to TierTrac](#).

- *Temporary Payment Coupon* (DHS-831): The word “obligors” was replaced with “child support payers,” and the instructions were revised for ease of reading;
- *Debit Card Authorization* (DHS-1371): The “Other Phone” field was replaced with a “Date of Birth” field;
- *Address Change Request* (DHS-1376): The name of the form was changed from *Address Change Form* to *Address Change Request*. The field “Other Telephone Number” was changed to “Cell Phone Number.” Also, an “Email Address” field was added.²⁵⁵
- *Direct Deposit Authorization* (DHS-1377): The name of the form was changed from *Direct Deposit Authorization Form* to *Direct Deposit Authorization*. The “Other Phone” field was replaced with a “Date of Birth” field.

2. Forms With Content Changes

a. User Access Security Forms

The MiSDU transition affects the:

- *IV-D Program Request to Delete Computer Access* (DHS-392);
- *IV-D Program Request for Computer Access* (DHS-393); and
- *IV-D Program Request for Changing Computer Access* (DHS-395).

In addition to minor formatting updates, each of these forms was revised with the following changes:

- Information regarding Web Resource Center Info-Trac was replaced with KidSTAR (and its user roles, if applicable);²⁵⁶ and
- A field for OneSpan Sign eSignature was added.²⁵⁷

Other specific changes are described below.

²⁵⁵ As a result of partner feedback and several customer service improvement initiatives, OCS is adding cell phone number and email address fields to OCS-owned forms as they are updated. This important contact information can be used for texting and electronic communication with CPs and non-custodial parents (NCPs).

²⁵⁶ OCS will update [Section 1.10, “Confidentiality/Security,” of the Michigan IV-D Child Support Manual](#) with information about the KidSTAR user roles at the next available opportunity.

²⁵⁷ OneSpan Sign eSignature is software that will be introduced in an upcoming IV-D Memorandum; IV-D staff will not use this field at this time.

1) DHS-393 and DHS-395

The e-IWO user role was removed from the list of roles for the Federal Child Support Portal.²⁵⁸

2) DHS-393

OCS added a statement under the User Agreement regarding compliance with background investigation requirements. IV-D Memorandum 2020-006²⁵⁹ discusses these upcoming requirements. In preparation for the procedures for compliance, OCS updated the DHS-393 now. OCS will publish additional information in early 2021.

3) DHS-395

Under the Federal Child Support Portal, the “Electronic Document Exchange (EDE) Superuser” checkbox was moved from the OCS-only roles to the Enhanced Access roles.

b. *Billing Coupon* (DHS-1259)

OCS made the following changes to the DHS-1259:

- Added a monthly coupon;
- Moved the coupon instructions to the back of the form, and added a statement to the main page that coupon instructions are on the back of the form;
- Removed the Social Security number (SSN) field to avoid unnecessary inclusion of this sensitive data;
- Added a Member ID to aid payment posting;
- Added a change of address checkbox;²⁶⁰ and
- Replaced the MICR²⁶¹ line with bar codes.

c. *Notice Regarding Your Electronic Payments* (FEN805)

The FEN805 is generated in MiCSES once a quarter after the member merge process runs. This form notifies the MiCSES member that his/her electronic funds transfer (EFT) has been changed and/or that EFT will be used for future

²⁵⁸ The e-IWO user role is no longer available on the Federal Child Support Portal. The Office of Child Support Enforcement decommissioned the role in 2018. OCS will update [Section 3.06, “Federal Child Support Portal,” of the Michigan IV-D Child Support Manual](#) with this information at the next available opportunity.

²⁵⁹ Ref: [IV-D Memorandum 2020-006, Internal Revenue Service’s \(IRS’s\) Background Investigation Requirements: Local Office Preparation Encouraged.](#)

²⁶⁰ [Section 3.15, “Addresses,” of the Michigan IV-D Child Support Manual](#) will be updated in the future to include the DHS-1259.

²⁶¹ MICR stands for magnetic ink character recognition code; the new vendor uses bar codes instead.

disbursements. OCS has revised the FEN805 with clearer language for customers. In addition, the last four numbers of the customer's debit card will appear on the debit card version of the FEN805. The FEN805 includes a copy of the DHS-1377.²⁶²

The FEN805 is in MiCSES and requires a release to update. It will be updated with the MiCSES 10.5.2 Release on November 13, 2020.

B. OCS Publication Revisions

OCS has updated the *Child Support Marketing Card* (DHS-Pub-139) with Way2Go Card information and minor revisions. There are two versions of the *Child Support Marketing Card*:

- DHS-Pub-139-PA, which contains PA and FOC contact information; and
- DHS-Pub-139-FOC, which contains FOC contact information.

County staff may order copies of the card by sending an email to the MiCSES Help Desk.²⁶³

C. Updates to Websites

The MiSDU website (www.misdu.com) will be updated to incorporate all changes due to the transition to Conduent. Conduent will redesign the website with an updated look and feel that is more user-friendly. OCS will send an email notification when the website is updated.

OCS will update the [MiSDU page](#) on mi-support with published notifications, policies and procedures related to the MiSDU vendor transition.

OCS has updated the Frequently Asked Questions (FAQs) regarding electronic disbursement of support. These FAQs are accessible via a link on the [MDHHS child support website](#).²⁶⁴

D. Updates to Electronic Disbursement of Support – Frequently Asked Questions (Exhibit 2020-031E2)

²⁶² For more information on the FEN805, reference [Michigan IV-D Action Transmittal 2009-005, Member Merge](#) and [IV-D Memorandum 2019-011, Updates to the Notice Regarding Electronic Payments \(FEN805\)](#).

²⁶³ Ref: [Section 1.35, "MiChildSupport Portal," of the Michigan IV-D Child Support Manual](#) for more information about the *Child Support Marketing Card*. The mi-support [Public Materials](#) page contains an image of the marketing card and IV-D staff instructions for ordering cards. A copy of the marketing card is not attached to this memorandum.

²⁶⁴ From the MDHHS home page, go to Child Support → Parent Resources → Payments → Frequently Asked Questions. Ref: Section D of this memorandum for more information about the FAQs.

OCS has updated the FAQs regarding electronic payments with information about the Way2Go Card. The FAQs will help customers with common questions about electronic payments. Also, IV-D staff may refer to these FAQs when assisting child support customers with questions. A link to the FAQs appears on the MDHHS child support website and on the MiSDU website.

E. Way2Go Card Pre-Acquisition Disclosure and Fee Schedule (Exhibit 2020-031E1)²⁶⁵

1. Overview

Federal regulations require the provision of comprehensive disclosure information to CPs prior to acquiring the Way2Go prepaid debit card. Therefore, the Michigan IV-D program will provide disclosure documents²⁶⁶ before CPs acquire a Way2Go Card. The IV-D program will also provide a statement that the CP does not have to accept the Way2Go Card and has options for receiving child support payments.²⁶⁷

2. Background

On October 5, 2016, the federal Bureau of Consumer Financial Protection issued a new federal regulation for prepaid accounts under Regulation E: The Electronic Fund Transfer Act.²⁶⁸ The new federal regulation, which is commonly referred to as the Prepaid Rule, extends Regulation E coverage to prepaid accounts.²⁶⁹ Prepaid accounts include the Way2Go debit card that Michigan's IV-D program uses to electronically disburse child support payments to families. The Prepaid Rule requires the financial institution²⁷⁰ to provide customers comprehensive information regarding prepaid account terms and conditions before they open the account. Therefore, the Michigan IV-D program is required to provide CPs complete disclosure information for the Way2Go Card before they receive the card. This information includes fee schedules, credit protection rights, and

²⁶⁵ Federal requirements regarding pre-acquisition disclosure and fee schedules were originally described in IV-D Memorandum 2019-003. However, because OCS is obsoleting that memorandum with the publication of this one, the information from that memorandum is included in this section.

²⁶⁶ Ref: IV-D Memorandum 2020-028 for more information about these documents.

²⁶⁷ The Michigan IV-D program began taking these actions with its debit card on April 1, 2019. The Bureau of Consumer Financial Protection extended the overall effective date of the federal requirements from April 1, 2018 to April 1, 2019. Ref: The Bureau of Consumer Financial Protection Final Rule, [Rules Concerning Prepaid Accounts Under the Electronic Fund Transfer Act \(Regulation E\) and the Truth in Lending Act \(Regulation Z\)](#).

²⁶⁸ Ref: [15 United State Code \(USC\) 1693](#).

²⁶⁹ 12 Code of Federal Regulations (CFR) 1005.15 is published on [page 84326, Volume 81, Number 225 of the Federal Register](#).

²⁷⁰ A government agency is considered a financial institution under Regulation E of the Electronic Funds Transfers Act. Ref: 12 CFR 1005.15(a) for more information.

instructions for CPs to choose the method in which they will receive child support payments.²⁷¹

3. Way2Go Card Disclosure Documents²⁷²

The Michigan IV-D program will provide CPs with two disclosure documents prepared by Comerica Bank, which issues the Way2Go Card.²⁷³

- The Short Form (Pre-Acquisition Disclosure) contains a brief summary of Way2Go Card fees. It also notifies recipients they have two direct deposit options: their personal bank account or the **prepaid** debit card account; and
- The Long Form (Fee Schedule) provides comprehensive fee information and consumer financial protection information.

These form requirements were already met for those CPs who currently hold a U.S. Bank ReliaCard when they received the mailing that the MiSDU issued earlier this fall. This mailing is described in IV-D Memorandum 2020-028.

4. Delivery of Disclosure Documents

Effective November 30, 2020, the Michigan IV-D program will provide Way2Go Card disclosure information to new recipients of child support payments before they acquire a Way2Go Card.

The MiSDU will print the Pre-Acquisition Disclosure and Fee Schedule as a two-sided insert and mail the insert to new payees with their first support payment check. Reference Exhibit 2020-031E1 for a sample of the insert.

5. Acquiring the Way2Go Card

Michigan's IV-D program offers two ways for a CP to acquire a Way2Go Card:

- The MiSDU mails CPs their first support payment by paper check. Included in that mailing is the *Direct Deposit Authorization (DHS-1377)*²⁷⁴ along with instructions indicating that recipients must choose either direct deposit or a

²⁷¹ Ref: 12 CFR 1005.15 and 12 CFR 1005.18 for specific language that must be included on the disclosures.

²⁷² The content in the disclosure documents is owned by Comerica Bank.

²⁷³ There are instances under the Prepaid Rule that allow only the Short Form to be provided; however, because the Way2Go Card is not available for purchase in retail locations, both disclosures must be provided at the same time.

²⁷⁴ A copy of the DHS-1377 is included with the FEN805. Ref: Section A(2)(c) of this memorandum for more information.

debit card for future support payments.²⁷⁵ The MiSDU will also include the disclosure insert in this mailing. To select direct deposit to their checking or savings account, CPs must complete and return the DHS-1377 within 21 days. If customers do not return the DHS-1377, they will automatically receive a Way2Go Card. IV-D staff should encourage new CPs to wait for their first paper check from the MiSDU to ensure they receive the disclosure.

- CPs who currently receive child support funds electronically disbursed to their personal bank account have the option to switch to a Way2Go Card by completing and returning the *Debit Card Authorization* (DHS-1371).²⁷⁶ When CPs request the DHS-1371, MiSDU staff will attach the disclosure document to the form. The disclosure document will also be available on the MiSDU website.

Note: If the DHS-1371 is available for public access in local offices, IV-D staff **must** print the disclosure document and attach it to the DHS-1371.

6. Additional Information

IV-D staff and CPs may direct their disclosure-related questions to the MiSDU. Financial questions may be directed to Way2Go Customer Service by calling 1-844-649-9843 or by visiting www.GoProgram.com.

Customers with questions about remaining balances or fees on their U.S. Bank ReliaCard can visit www.usbankreliacard.com or call U.S. Bank Customer Service at 1-855-233-8374.

NECESSARY ACTION:

Retain this IV-D Memorandum until further notice. County IV-D offices are encouraged to add *links* to the updated forms to their websites rather than upload the forms to the websites. They are also asked to remove any old versions of the forms from their websites. Offices should replace any hard copies of old forms in their offices with the updated forms.

With the publication of this policy, the following are obsolete:

- IV-D Memorandum 2015-007, *Changes to the U.S. Bank ReliaCard Visa (Debit Card)* and Exhibit 2015-007E1; and
- IV-D Memorandum 2019-003 and Exhibit 2019-003E1.

²⁷⁵ This process is temporarily suspended during the transition to the new MiSDU vendor but will resume on or around November 30, 2020. Ref: Michigan Compiled Law (MCL) 400.236 for more information on requirements about changing child support payments from paper checks to electronic disbursement.

²⁷⁶ This process is temporarily suspended during the transition to the new MiSDU vendor but will resume on or around November 30, 2020.

REVIEW PARTICIPANTS:

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CC:

None

SUPPORTING REFERENCES:

Federal
12 CFR 1005.15
12 CFR 1005.18
15 USC 1693

State
MCL 400.236

ATTACHMENTS:

- Exhibit 2020-031E1: Way2Go Card Disclosure Insert
- Exhibit 2020-031E2: Electronic Disbursement of Support – Frequently Asked Questions
- DHS-307: *Request for Central Receipt Adjustment/Suspense Work*
- DHS-392: *IV-D Program Request to Delete Computer Access*
- DHS-393: *IV-D Program Request for Computer Access*
- DHS-395: *IV-D Program Request for Changing Computer Access*
- DHS-831: *Temporary Payment Coupon*
- DHS-1258: *Employer Payment Coupon/Remittance*
- DHS-1259: *Billing Coupon*

DHS-1371: *Debit Card Authorization*
DHS-1376: *Address Change Request*
DHS-1377: *Direct Deposit Authorization*
FEN805: *Notice Regarding Your Electronic Payments*

EPF/SLM

IV-D MEMORANDUM 2020-032

TO: All Friend of the Court (FOC) Staff
All Prosecuting Attorney (PA) Staff
All Office of Child Support (OCS) Staff

FROM: Erin P. Frisch, Director
Office of Child Support

DATE: November 13, 2020

SUBJECT: Implementing the 2021 Michigan Child Support Formula (MCSF) and
MCSF Supplement

UPDATE(S):

Manual

Form(s)

ACTION DUE: None

POLICY EFFECTIVE DATE: Upon receipt

PURPOSE:

This IV-D Memorandum explains revisions to IV-D child support policy to incorporate updates in the 2021 MCSF and MCSF Supplement. This IV-D Memorandum also introduces changes to the Michigan Child Support Enforcement System (MiCSES) Calculator and the public Calculator, as well as the *Calculation Results* (CALCRSLT) template. These changes will be implemented with the MiCSES 10.6 Release on December 11, 2020. In addition, the MiCSES Calculator and public Calculator will begin calculating support amounts in accordance with the 2021 MCSF on that date. OCS is publishing this IV-D Memorandum a month before the MiCSES 10.6 Release date to help IV-D workers prepare for the transition from the 2017 MCSF to the 2021 MCSF.

This IV-D Memorandum also describes the revised Health Care Coverage provision in the State Court Administrative Office's (SCAO's) *Uniform Child Support Order* (USO)²⁷⁷ and updates to the following sections of the *Michigan IV-D Child Support Manual*:

- Section 3.45, "Review and Modification";
- Section 4.20, "Support Recommendations and Order Entry"; and
- Section 6.06, "Medical Support."

Within these manual sections, change bars in the right margin indicate significant changes to the policy since its last publication. Updates to the year of the MCSF or MCSF Supplement from 2017 to 2021 are not identified with a change bar.

²⁷⁷ The *Uniform Child Support Order* is a SCAO form. In MiCSES, it is called the FOC10 or 5085 and is referred to as the USO.

Finally, this IV-D Memorandum introduces a revised Exhibit 6.06E1, PDF Version of the *National Medical Support Notice* (NMSN) (FEN302). OCS published the revised version of the NMSN in July 2020 and updated the NMSN in Exhibit 6.06E1 with that version.²⁷⁸

DISCUSSION:

A. MCSF and MCSF Supplement Updates

Federal regulation²⁷⁹ requires that the state review its statewide child support formula every four years. In Michigan, SCAO is responsible for conducting this review.²⁸⁰ SCAO has published the [2021 Michigan Child Support Formula Manual](#); however, the 2021 MCSF will not be effective until January 1, 2021. OCS will implement updates related to the 2021 MCSF and its [Supplement](#) in the MiCSES 10.6 Release on December 11, 2020. Although SCAO made many updates to the 2021 MCSF, this IV-D Memorandum will focus on the revisions that impact OCS policy and MiCSES. SCAO will publish training materials for all of the updates included in the 2021 MCSF and MCSF Supplement.

1. Potential Income Factors²⁸¹

Section 4.20 provides guidance to IV-D workers on imputing income and explains the requirement to consider and evaluate the 11 potential income factors described in the MCSF. Each potential income factor has several subfactors. Per federal regulation,²⁸² SCAO added subfactors to three of the potential income factors as listed below.

Potential Income Factor	Added Subfactors
Employment	Earnings History
Education	Literacy
Personal History	Age, Health and Residence

Section 4.20 has been updated to reference the additional potential income factors.

2. Eliminating Ordinary Medical Expenses (OME)²⁸³

Two additional circumstances were added to MCSF 3.04(B) for when the court may eliminate the ordinary medical obligation. The new exceptions allow the court to eliminate OME when:

²⁷⁸ IV-D workers use this fillable PDF version of the NMSN in limited circumstances that are described in Section 6.06 of the *Michigan IV-D Child Support Manual*.

²⁷⁹ 45 Code of Federal Regulations (CFR) 302.56

²⁸⁰ Michigan Compiled Law (MCL) 552.519

²⁸¹ Ref: 2021 MCSF Section 2.01(G) for more information on the potential income factors.

²⁸² 45 CFR 302.56(c)(1)(iii)

²⁸³ Ref: 2021 MCSF Section 3.04 for more information on OME and the exceptions.

- An incapacitated payer's base child support amount is set at zero;²⁸⁴ **or**
- The child support recipient has an employer-paid benefit that pays the initial out-of-pocket costs for the children.

OCS updated Section 4.20 with the two additional circumstances when the IV-D worker may recommend that the court eliminate OME.

3. Health Care Coverage Updates²⁸⁵

The 2021 MCSF and MCSF Supplement include several updates that address health care coverage, including:

a. Definition of Health Care Coverage

SCAO updated the definition of health care coverage to include both private and public health care coverage, making it consistent with state law.²⁸⁶

b. Accessibility

Federal and state law require health care coverage to be accessible and reasonable in cost.²⁸⁷ State law requires SCAO to include a presumption of accessibility in the MCSF.²⁸⁸ The 2021 MCSF 3.05(A)(3) includes a definition of accessibility:

Health care coverage is presumed accessible if primary care services are covered within 30 miles or 30 minutes from any of the child's residences. Coverage may be considered at greater times and distances in areas where residents normally travel longer to access primary care services.

OCS updated Section 4.20 with this definition and added references to this definition in Section 6.06.

c. Parents Providing Health Care Coverage

The MCSF clarifies the limited circumstances when state law²⁸⁹ allows both parents to be ordered to provide health care coverage. Both parents may be

²⁸⁴ Ref: Section A(4) of this IV-D Memorandum for more information on incapacitation.

²⁸⁵ Ref: [Section 6.06, "Medical Support," of the Michigan IV-D Child Support Manual](#) for more information on health care coverage.

²⁸⁶ Ref: 45 CFR 303.31 and MCL 552.602(n) for the definition of health care coverage.

²⁸⁷ Ref: 45 CFR 303.31 and MCL 552.605a

²⁸⁸ MCL 552.519

²⁸⁹ Ref: MCL 552.605a(2)

ordered to provide health care coverage only when both parents already provide coverage or both parents agree to provide coverage.²⁹⁰

4. Incapacitation²⁹¹

a. MCSF/MCSF Supplement and Policy Updates

The MCSF and the MCSF Supplement include a new section on incapacitation. The sections describe the circumstances when a parent may be considered incapacitated and explain that the court is allowed to enter a zero support order under these circumstances. Sections 4.20 and 3.45 have been updated with information on incapacitation.

b. *Incapacitated* Checkbox

The MiCSES 10.6 Release (December 11, 2020) will add an *Incapacitated* checkbox to the *Order Detail* tab on the *Order Preparation and Entry* (OPRE) screen. IV-D workers will check this box whenever entering a zero support order that is due to incapacitation and the order meets the MCSF guidelines for a zero support order.

SCAO will use the data from the *Incapacitated* checkbox to determine how often incapacitation is the reason for a zero support order and whether the MCSF will need further revisions. IV-D workers will select the *Incapacitated* checkbox only when the *Zero Support order* checkbox is also selected.²⁹²

c. Incarceration

SCAO removed the incarceration deviation reason from the list of deviation reasons in the MCSF because incarceration is included in the section on incapacitation. Incarceration for 180 days²⁹³ or more is considered a type of incapacitation.

5. Administrative Cost-Benefit Deviation Threshold²⁹⁴

The 2021 MCSF includes an update to the administrative cost-benefit deviation threshold, which increased from \$15 to \$20. This identifies when the cost to

²⁹⁰ Ref: [Section 4.20, "Support Recommendations and Order Entry," of the Michigan IV-D Child Support Manual](#) for more information on who may be ordered to provide health care coverage.

²⁹¹ Ref: 2021 MCSF 4.02 and 2021 MCSF Supplement 3.04 for more information on incapacitation.

²⁹² Ref: [MiCSES Quick Reference Guide: OPRE – Prepare a Support Order](#) for information on how to enter a support order on the OPRE screen.

²⁹³ Ref: Subsection 4.4 in [Section 3.45, "Review and Modification," of the Michigan IV-D Child Support Manual](#) for more information on the federal requirement regarding non-custodial parents who are incarcerated for 180 days or more.

²⁹⁴ Ref: 2021 MCSF 1.04 for more information on deviations.

enforce and process payments outweighs the benefit of the minimum support-ordered amount. Section 4.20 has been updated to reflect this change.

B. MiCSES Calculator and Public Calculator Updates

The updates to the MiCSES Calculator and public Calculator in the MiCSES 10.6 Release will ensure that IV-D staff can perform accurate calculations using the 2021 MCSF.²⁹⁵

The *Health Care Coverage (HCC) Type* field was added to the MiCSES Calculator on the *Health* tab. The *HCC Type* field will be enabled if the *Recommended to Provide Health Insurance* field has at least one parent selected. The IV-D worker will select the HCC Type that is being recommended for the parent(s).²⁹⁶

Other updates to the MiCSES Calculator include:

- Removal of the incarceration deviation reason from the *Deviation Reason Code* field in the *Deviations* pop-up window on the *Results* page;²⁹⁷
- An update to the additional children multiplier;
- Cost of living updates to the General Care Table, Low Income Threshold and Ordinary Medical Table;
- Revision of the potential income factors²⁹⁸ and potential income comments to include the new subfactors; and
- Changing the year for the MCSF and MCSF Supplement to 2021.

C. Transition From the 2017 MCSF to the 2021 MCSF

On December 11, 2020, both the MiCSES Calculator and public Calculator will begin calculating support amounts in accordance with the 2021 MCSF. As a result, IV-D offices should prepare for this transition in the weeks prior to the release. The transition to the 2021 MCSF will affect all IV-D workers involved in order establishment, court-referred support investigations, and review and modification activities.

1. 2017 Support Calculations

After the MiCSES 10.6 Release (December 11, 2020), the 2017 MCSF will no longer be maintained in the MiCSES Calculator or the public Calculator;²⁹⁹

²⁹⁵ Changes to the MiCSES Calculator will be reflected in the public Calculator.

²⁹⁶ Ref: Section 4.20 of the *Michigan IV-D Child Support Manual* for the description of the type of health care coverage the parent is to provide.

²⁹⁷ Ref: 2021 MCSF 4.02 and 2021 MCSF Supplement 3.04 for more information on incapacitation, which includes incarceration.

²⁹⁸ Ref: Section A(1) of this IV-D Memorandum for the updated potential income factors.

²⁹⁹ Public Calculator users will be notified on the welcome page of the public Calculator that the formula has been updated. Public users opening a saved calculation will be notified that they are opening a calculation using a prior formula.

therefore, the 2017 MCSF functionality will not be available after the implementation of the 2021 MCSF.³⁰⁰ This process will occur each time the MCSF is updated.

After December 11, 2020, support calculations created using the MiCSES Calculator prior to the release will still exist in the MiCSES Calculator and on the OPRE screen **if they are imported prior to the release**. They will be read-only and archived but may be reprinted.³⁰¹ A few factors from the 2017 MCSF will have been removed or changed with the implementation of the 2021 MCSF; therefore, data entered for factors removed will not appear when IV-D workers are viewing a 2017 MCSF calculation.³⁰² The results of a 2017 MCSF calculation will not be changed and will remain the same, despite the fact that IV-D workers will be unable to view all of the data entered when reopening the calculation in the MiCSES Calculator.

2. Preparation for the Transition

There are three strategies a IV-D office may use to transition 2017 MCSF calculations that are prepared but will not be imported to the OPRE screen before the implementation of the 2021 MCSF changes. An office may choose to use any combination of these strategies, depending on office business practices.

a. Immediately Import Completed Calculations Using the 2017 MCSF to the OPRE Screen Before December 11, 2020

In some offices, IV-D workers wait until the end of the 21-day objection period before importing calculations to the OPRE screen. In other offices, a IV-D worker transfers the calculation to another IV-D worker who imports the calculation to the OPRE screen after the 21-day objection period is over.

To prepare for the transition, IV-D workers in these offices may immediately import support calculations that use the 2017 MCSF to the OPRE screen upon their completion rather than wait for the objection period to elapse. This may require that the IV-D worker later edit the OPRE record if there are changes to the recommendation or if a new calculation is necessary. However, this option will eliminate the need for IV-D workers to manually enter the provisions of the support calculation after the release.

³⁰⁰ When the 2017 MCSF was implemented, the Program Leadership Group decided not to maintain the previous version of the MCSF in MiCSES because the cost of maintaining two versions was too high, the volume of calculations using the previous version of the MCSF would decrease over time, and the functionality of previous versions of the MCSF has never been maintained within MiCSES.

³⁰¹ IV-D workers can reprint a 2017 MCSF calculation by going to the *Historical Reprints* (FHST) screen and reprinting the calculation results.

³⁰² Records that existed on the OPRE screen prior to the 10.6 release will not be changed by the 2021 MCSF revisions.

Offices that immediately import the calculations to the OPRE screen and do not wait for the objection period to elapse would not need to make any changes to their business process.³⁰³

b. Manually Enter Calculations Using the 2017 MCSF After December 11, 2020

IV-D workers may wait and manually enter support calculations that used the 2017 MCSF on the OPRE screen after the release. Workers could manually enter the provisions of each support calculation (e.g., parenting time, overnights, support amounts for each tier, medical provisions, etc.) on the OPRE screen and then manually associate the Calculation ID to the OPRE record so the link between the calculation and the recommendation and order is preserved.³⁰⁴ This option may involve substantial manual work, especially for more complex support calculations involving multiple IV-D cases.

c. Temporarily Stop Work on Support Calculations

IV-D workers may temporarily stop running support calculations unless they know that the calculation will be imported to the OPRE screen prior to the release. This option would likely cause a delay in an office's order establishment, court-referred support investigations, and review and modification work. For cases in which an office chooses this option, IV-D staff should consider the current step in the process, the remaining steps, and the time period to complete those activities based on federal requirements.³⁰⁵

D. CALCRSLT Template Updates

All section headings and cites referencing the 2017 MCSF have been updated to the 2021 MCSF. Additionally, the *Details* page includes the following updates:

- "Health Care Coverage Type" was added to the "Health Care Allocations and Medical Obligations" section under the "Recommended to Provide Health Insurance" line;
- "Employer name," "Worker's Comp Agency Name," "Employer Name Responsible," and "Self-Employment Business Name" will be suppressed under the "Net Income Calculation" section for IV-D members who meet certain family violence criteria;³⁰⁶

³⁰³ Ref: Section 4.20 of the *Michigan IV-D Child Support Manual* and the *MiCSES Quick Reference Guide: OPRE – Prepare a Support Order* for more information on importing support calculations to the OPRE screen.

³⁰⁴ Ref: *MiCSES Quick Reference Guides: OPRE – Prepare a Support Order* and [OPRE – Prepare a Modification Order After Review](#).

³⁰⁵ 45 CFR 303.8(e) requires that a review be completed within 180 days of receiving the review request or locating the non-requesting parent, whichever occurs later. 45 CFR 303.4(d) requires that an order be established, or service of process be completed, within 90 days of locating the non-custodial parent.

³⁰⁶ OCS will publish policy on the suppression of employer information in forms on December 7, 2020.

- “Child Receiving Benefit” was removed from the “Net Income Calculation” section;³⁰⁷ and
- “Additional Children HC Ins Adjustment” was removed from the “Net Income Calculation” section because it is a duplicate line.

E. Updates to the *Uniform Child Support Order (USO)*

SCAO revised the *Insurance* section of the USO, making it consistent with federal and state laws that allow parents to meet their health care coverage obligations with either private or public coverage.³⁰⁸ The *Insurance* section name was changed to *Health Care Coverage*.

For IV-D cases with a *Family Violence* field (also known as the Family Violence Indicator [FVI]) that says “Yes” and a *Family Violence CD* (FV code) that requires suppression, the employer information will be suppressed.³⁰⁹

Additional changes to the USO will be introduced by SCAO in a future communication. The new USO will be implemented in MiCSES on December 18, 2020.

F. Updates to Manual Sections

OCS has revised Sections 3.45, 4.20 and 6.06 of the *Michigan IV-D Child Support Manual*. The significant revisions are listed below.

1. Section 3.45 was updated to include language that incapacitation is a substantial change in circumstances.
2. Section 4.20 updates include:
 - Updated potential income factors;
 - Added two circumstances when it is permissible for the court to eliminate OME;
 - Added the definition of accessibility;
 - Updated the administrative cost-benefit deviation threshold;
 - Added an incapacitation section, including a description of the *Incapacitated* checkbox on the OPRE screen; and
 - Explained that the HCC type will be included on the CALCRSLT Template.

³⁰⁷ This was removed because the benefit was inappropriately being applied to one child instead of being applied to all children. “Child Receiving Benefit” will be added to the income comments on CALCRSLT in a future release to ensure all children are clearly added to the benefit.

³⁰⁸ Temporary language was added to paragraph 13 of the USO in December 2019 to comply with the federal regulation that allows parents to fulfill their obligation to provide health care coverage for their children through the use of public coverage.

³⁰⁹ OCS will publish policy on the suppression of employer information in forms on December 7, 2020.

3. Section 6.06 was updated to include MCSF references for the definition of accessibility. In addition, a reference to a Michigan State Disbursement Unit (MiSDU) system was updated.

NECESSARY ACTION:

Review Sections 3.45, 4.20 and 6.06 of the *Michigan IV-D Child Support Manual*. For those maintaining a hard copy of the manual, print the manual sections and add them to the manual. Discard the previously published versions of Sections 3.45, 4.20 and 6.06 (published July 27, 2020) as well as Exhibit 6.06E1 (published August 2017). This IV-D memorandum obsoletes IV-D Memorandum 2019-022, *State Law and Uniform Child Support Order (USO) Revisions Regarding Health Care Coverage*.

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SUPPORTING REFERENCES:

Federal

45 CFR 302.56
45 CFR 302.56(c)(1)(iii)
45 CFR 302.56(h)
45 CFR 303.31
45 CFR 303.31(2)
45 CFR 303.4(d)
45 CFR 303.8(e)

State

MCL 552.502(p)
MCL 552.519
MCL 552.602(n)
MCL 552.605a

MCL 552.605a(2)

ATTACHMENTS:

Section 3.45:	Review and Modification
Section 4.20:	Support Recommendations and Order Entry
Section 6.06:	Medical Support
Exhibit 6.06E1:	PDF Version of the NMSN (FEN302)
CALCRSLT:	Calculation Results Template

EPF/ALC

IV-D MEMORANDUM 2020-033

TO: All Friend of the Court (FOC) Staff
All Prosecuting Attorney (PA) Staff
All Office of Child Support (OCS) Staff

FROM: Erin P. Frisch, Director
Office of Child Support

DATE: November 16, 2020

SUBJECT: New MiChildSupport Portal Registration and Login Process Through
MILogin

UPDATE(S):

Manual

Form(s)

ACTION DUE: None

POLICY EFFECTIVE DATE: Upon receipt

PURPOSE:

This IV-D Memorandum announces updates to *Michigan IV-D Child Support Manual* Section 1.35, "MiChildSupport Portal," regarding the new registration and login process for web applications within the MiChildSupport Portal.³¹⁰ OCS is integrating the MiChildSupport Portal user registration and login process with the State of Michigan's identity management solution, MILogin. This will improve the user experience for customers, enhance user identity verification, provide quicker access to case information, and increase the number of registered users.

The new login process will be implemented with the MiChildSupport release on December 2, 2020.

Section 1.35 has been updated to:

- Define and explain the importance of identity verification;
- Include information about the new login process;
- Discuss the automated MILogin identity verification method and the Personal Identification Number (PIN) process for users whose identity is not verified via the automated process;
- Replace the MiCase user access levels "initial," "basic," and "full" with "verified" and "unverified" user access;³¹¹

³¹⁰ The MiChildSupport Portal is a "gateway" website that allows child support customers access to web applications and features contained within the MiChildSupport Portal.

³¹¹ "MiCase" is an application on the MiChildSupport Portal that allows both non-custodial parents (NCPs) and custodial parties (CPs) to view their Michigan child support case information.

- Explain that IV-D staff may manually authenticate³¹² a child support customer's identity and share the PIN with customers who need assistance in accessing MiCase and/or completing the *Online Child Support Response* form (e842)³¹³; and
- Explain that IV-D workers may view the *MiCase Letter* (DHS-1151) PIN on the Customer Communication Dashboard in the MiChildSupport Portal.

Change bars in the right margin of Section 1.35 identify significant updates since the previous publication of this manual section. Content from IV-D Memorandum 2020-025, *New Process for Securely Providing a Personal Identification Number (PIN) to Authenticated MiChildSupport Portal Users*, has been incorporated into Section 1.35 and is not identified with a change bar.

In addition to the Section 1.35 updates, this IV-D Memorandum announces revisions to the *MiCase Letter* (DHS-1151). OCS modified the DHS-1151 to reflect the new login process. This IV-D Memorandum also discusses communication of the new MILogin process to customers and IV-D staff.

Finally, this IV-D Memorandum explains that there will not be an automatic migration of existing MiChildSupport Portal users to MILogin. Beginning the afternoon of December 2, 2020, existing MiChildSupport Portal users will be directed to register with MILogin.

DISCUSSION:

The new MILogin process will provide child support customers with the possibility of immediate access to MiChildSupport Portal web applications. MILogin is Michigan's single sign-on solution. It allows users the ability to access many online State of Michigan services and systems, across multiple departments, using a single user ID and password. This solution also meets the Michigan Child Support Program's Strategic Plan goal to use technology to improve child support services.

Starting the afternoon of December 2, 2020, child support customers attempting to access certain web applications within the MiChildSupport Portal will be directed to register with MILogin and request access to the "Michigan Child Support (MiChildSupport)" application.³¹⁴ CPs and NCPs will create a user ID and password, and complete the one-time automated identity verification process within MILogin. Once a customer has successfully completed this process, (s)he will be directed to the MiChildSupport Portal.

³¹² The terms "authenticate" and "verify" are used interchangeably in this memorandum.

³¹³ The *First Customer Contact Letter* (OCS0015) includes instructions for the CP to log into the MiChildSupport Portal and enter a PIN to complete the e842 through the MiChildSupport Portal.

³¹⁴ If a customer clicks an application on the [MiChildSupport Welcome page](#) that requires a login, the MiChildSupport Portal will navigate the customer to MILogin. The customer may also go directly to the MILogin website at <https://milogin.michigan.gov> to register with MILogin and request MiChildSupport access.

Note: If a user already has a MILogin account, (s)he will need to request access to the MiChildSupport application listed in the agency web portal application options. When the user requests MiChildSupport access, MILogin will require the user to complete the identity verification.

Although customers will log into certain MiChildSupport applications using MILogin, IV-D staff access to the MiChildSupport Portal will remain unchanged; IV-D staff will not access any portal applications through MILogin.³¹⁵

A. New Registration and Login Process Using MILogin

OCS will begin using MILogin for the new registration and login process³¹⁶ for the following MiChildSupport Portal web applications:

- The MiCase website;
- The online *IV-D Child Support Services Application/Referral* (e1201);
- The e842; and
- The Child Support Verification Tool (CSVT).³¹⁷

Note: The e1201³¹⁸ and e842 will require the user to login via MILogin, but after the user logs in, the functionality of these electronic forms will remain the same.

MiCase, e1201, and e842 users will be directed by MILogin to complete the one-time identity verification process to access these services in the MiChildSupport Portal. However, authorized MSHDA users will not be directed to complete the identity verification in MILogin to access the CSVT. Refer to Section G in this IV-D Memorandum for more information on the use of MILogin for MSHDA users.

The MiChildSupport Calculator application,³¹⁹ the “Learn More”³²⁰ feature, and the “Partner Tools and SMILE Program” feature in the MiChildSupport Portal will remain unchanged and will not require customers to register and login with MILogin.

³¹⁵ IV-D workers who are granted a certain role(s) in MiCSES are able to access the MiChildSupport Portal through MiCSES. Ref: Subsection 2, “IV-D Worker Use of the MiChildSupport Portal” of Section 1.35 for more details.

³¹⁶ A MILogin user account will be automatically deactivated if the user has not logged in within 18 months.

³¹⁷ The CSVT is the tool that the Michigan State Housing Development Authority (MSHDA) uses to verify child support payments for applicants requesting MSHDA benefits.

³¹⁸ Users who submit an e1201 may track their application via the “Trace My Case” feature that will be made available to them after submitting the e1201.

³¹⁹ The MiChildSupport Calculator that is available on the portal allows anyone with access to the Internet to calculate child support in accordance with the [State Court Administrative Office \(SCAO\) Michigan Child Support Formula \(MCSF\)](#).

³²⁰ Clicking this button takes users to the [Michigan Department of Health and Human Services \(MDHHS\) Child Support website](#), where they can learn about the child support program.

Section 1.35 has been updated with information regarding MiChildSupport Portal registration and the use of MILogin. It also includes the information a user is required to provide to register with MILogin.

B. MiCase Access and Identity Verification

Section 1.35 details the requirements for a customer to become a verified user. The MiChildSupport Portal will grant verified users access to advanced MiCase features, such as viewing sensitive case information and taking specific actions on their account. This includes account actions available now and those planned for the future (e.g., complete case questionnaires or change their address).

Unverified users will not be allowed to view *any* case information or use advanced site features on MiCase until they complete an identity verification process and become a verified user. Also, MiCase will not permit IV-D staff to use the *Ask a Question* feature to communicate with unverified MiCase users.

To strengthen security and confidentiality, granting MiCase users different levels of access depending on which registration steps they have completed is no longer applicable. Therefore, references to initial, basic, and full-level access have been removed from Section 1.35.

1. MiCSES-Generated PIN for the MiCase Application

If MiCase users do not successfully complete the automated identity verification process in MILogin, MiCase will display a message to notify them that they will receive a PIN in the mail, or they may contact the FOC or PA to obtain the PIN. MiCSES will send the DHS-1151 with the PIN to the user's verified address in MiCSES. Section 1.35 lists the address types for which MiCSES will generate the DHS-1151. It also explains what happens when a customer does not have one of these address types.

2. Manually Verifying a User's Identity to Provide the MiCSES-Generated PIN

Section 1.35 includes policy originally published in IV-D Memorandum 2020-025 on the process for IV-D staff to manually verify a user's identity in order to provide the PIN to a customer. IV-D workers who are granted a certain role(s)³²¹ in MiCSES are able to view the DHS-1151 PIN on the Customer Communication Dashboard in the MiChildSupport Portal. OCS made the PIN viewable on the dashboard with the October 28, 2020 MiChildSupport release. This will permit IV-D staff to assist customers in "real time" by guiding them in the registration process, authenticating their identity, and then sharing the PIN so the customer can gain immediate access to his/her case information in MiCase.

³²¹ IV-D staff with an appropriate access role on the MiCSES *Resource Master* (RESM) screen can directly access the Customer Communication Dashboard.

C. Identity Verification for e842 and e1201 Users

1. e842

Users accessing the MiChildSupport Portal to complete the e842 will be directed to register and login through MILogin. If an e842 user fails the automated identity verification through MILogin, the MiChildSupport Portal will prompt the user to enter the PIN included in the OCS0015. If the user passes the automated identity verification, the MiChildSupport Portal will not ask the user to enter the PIN from the OCS0015.

If e842 users are unable to locate the OCS0015 to enter the PIN and they call IV-D staff for assistance, IV-D staff may share the PIN provided on the OCS0015 with these users once IV-D staff have authenticated their identity. Section 1.35 describes the use of MILogin and identity verification for e842 users.

2. e1201

Users accessing the MiChildSupport Portal to complete an e1201 will be directed to register through MILogin in order to access the e1201 on the MiChildSupport Portal. As part of this process, the customer will complete the automated identity verification. However, e1201 users will be able to submit an e1201 regardless of whether or not they pass the MILogin identity verification. To ensure unrestricted public access to the IV-D services the state provides, the IV-D program will not prevent any user from submitting an e1201.³²² Section 1.35 has been updated to explain the use of MILogin and identity verification for e1201 users.

D. Migration of Existing MiChildSupport Portal Users

There will be no automated migration of existing MiChildSupport users to MILogin. OCS will require these users to complete the one-time automated identity verification process in MILogin. If users fail this process but previously had full-level case access in MiCase via the use of a PIN, MiCase will not require a PIN to be reissued. MiCase will prompt these users to verify themselves by providing a previous MiCase username or other personal identification information to obtain the same access they formerly had.

E. Updates to the DHS-1151

The DHS-1151 contains instructions for a customer to enter the PIN to gain access to case information and features within MiCase. OCS revised the MiCase user instructions on the DHS-1151 to be consistent with the new MILogin process.

³²² Additionally, the MiChildSupport Portal will not require e1201 users to enter information to link a case to their user ID or enter a PIN in order to submit an application for services.

The option for users to select the “Deactivate Account” link to close an account in MiCase is no longer available. Instead, MiCase users must notify the MiCase Administrator by emailing “MiCaseAdmin@michigan.gov” if they wish to close their MiCase account because they did not open it or they opened it by mistake. OCS revised the steps on the DHS-1151 for closing a MiCase account.

F. Communication to Customers and IV-D Staff

On November 16, 2020, OCS began informing customers of the upcoming login change by displaying a message on the MiChildSupport Portal Welcome page.

On November 23, 2020, OCS will begin emailing MiChildSupport Portal users with more information on registering an account through MILogin. This email will be sent to the address that CPs and NCPs have recorded in the MiCase website.

OCS informed IV-D workers of the upcoming implementation of MILogin in the October 20, 2020 Child Support Updates call.

OCS also discussed the implementation of MILogin at the PA User Group on November 12, 2020 and the FOC User Group on November 5, 2020.

G. Michigan State Housing Development Authority (MSHDA) Child Support Verification Tool (CSVT)

Existing MSHDA Users³²³ will be directed to register through the “MILogin for Third Party” website and request access to the MiChildSupport application to access the CSVT. However, MSHDA Users will not be directed to complete the identity verification process in MILogin. To ensure confidentiality and appropriate use, new MSHDA Users will be unable to access the CSVT through MILogin until the MSHDA Gatekeeper has completed the existing system access process outlined in Section 1.35.

OCS updated Section 1.35 to explain the process for MSHDA Users to obtain access the CSVT. OCS will work with the MSHDA Gatekeeper to send MSHDA Users an email with instructions on accessing the CSVT through MILogin.

H. Other Updates to Section 1.35

Section 1.35 has been updated with the process for recovering forgotten MILogin user IDs and passwords. In addition, the name of the “Child Support Information Card” has been changed to “Child Support Marketing Card.” This card is also known as the DHS-Pub-139. There are two versions of the card: DHS-Pub-139-PA and DHS-Pub-139-FOC.

³²³ A MSHDA User is someone who has the MSHDA User role in the CSVT. Ref: Subsection 8 of Section 1.35 for more information.

I. Available Resources

OCS Training Services will update the [MiCSES Customer Information Guide: MiChildSupport Web Site](#) to assist IV-D workers with information about the login process.

NECESSARY ACTION:

Review Section 1.35 of the *Michigan IV-D Child Support Manual*. For those maintaining a hard copy of the manual, print the manual section and add it to the manual. Discard the previously published version of Section 1.35 (published March 11, 2019).

With this publication of Section 1.35, IV-D Memorandum 2020-025 is obsolete.

REVIEW PARTICIPANTS:

Case Management Work Improvement Team
Enforcement Work Improvement Team
MiChildSupport Workgroup
Program Leadership Group

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CC:

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ATTACHMENTS:

Section 1.35: MiChildSupport Portal
DHS-1151/MICASELTR: MiCase Letter

EPF/KLU

IV-D MEMORANDUM 2020-034

TO: All Friend of the Court (FOC) Staff
All Prosecuting Attorney (PA) Staff
All Office of Child Support (OCS) Staff

FROM: Erin P. Frisch, Director
Office of Child Support

DATE: December 7, 2020

SUBJECT: Suppression of Employer Information on Forms for Case Members With Family Violence

UPDATE(S):

Manual

Form(s)

RESPONSE DUE: None

POLICY EFFECTIVE DATE: Upon receipt

PURPOSE:

This IV-D Memorandum announces updates to Section 1.15, "Family Violence," of the *Michigan IV-D Child Support Manual* to comply with federal regulations for keeping identifying information confidential. Section 1.15 has been revised to add an employer's name and FEIN³²⁴ as identifying information not to be disclosed when a case member has:

- The Family Violence Indicator (FVI) set to "Yes" on the *Member Demographics* (DEMO) screen; and
- A *Family Violence CD* (FV code) that suppresses identifying information.

As a result of this policy change, OCS will update the functionality of three Michigan Child Support Enforcement System (MiCSES) forms:

- *Calculation Results* (CALCRSLT);³²⁵
- *Notice Regarding Health Care Coverage* (FEN308); and
- *Administrative Determination* (FEN152).

In addition, OCS will update the functionality of the employer copy of the FEN308 to always display a member's Social Security number (SSN), even when family violence is indicated for a member.

The functionality of these forms will be updated with the MiCSES 10.6 Release on December 11, 2020. Copies of these forms are not published with this memorandum.

³²⁴ The FEIN is the Federal Employer Identification Number.

³²⁵ Ref: [IV-D Memorandum 2020-032, Implementing the 2021 Michigan Child Support Formula \(MCSF\) and MCSF Supplement](#), for information about other CALCRSLT updates with the MiCSES 10.6 Release.

Significant changes since the last publication of Section 1.15 are indicated by a change bar in the right margin.

DISCUSSION:

Federal regulations define confidential information as any information relating to a specified individual or an individual who can be identified by reference to one or more factors specific to him or her, including but not limited to the individual's SSN, residential and mailing addresses, employment information, and financial information.³²⁶ Section 1.15 details the specific types of identifying information that IV-D staff and the IV-D program must keep confidential to protect survivors of family violence.

IV-D staff and the IV-D program will not disclose confidential information when there is reasonable evidence of family violence or when releasing the information may result in physical or emotional harm to the case member.³²⁷

OCS has updated Section 1.15 to include “Employer name” and “Employer FEIN” in the definition of identifying information. MiCSES will suppress employer information on forms when the case member’s FVI is “Yes” and the FV code is:

- “CT” – Court order;
- “FP” – FPLS data indicates confidential address;
- “SS” – Sworn statement;
- “PW” – Michigan PPO with confidential address; or
- “FW” – Foreign PPO with confidential address.

When a IV-D case meets these conditions, it will affect the following forms as described below.

CALCRSLT

The CALCRSLT template will display a row of asterisks in place of the employer information in the following field(s):

- Employer Name;
- Worker’s Comp Agency Name;
- Employer Name Responsible; and/or
- Self-Employment Business Name.

FEN308

³²⁶ Ref: 45 Code of Federal Regulations (CFR) 303.21(a).

³²⁷ 42 United States Code (USC) 654(26)(B); 45 CFR 303.21(e).

The custodial party and non-custodial parent copy of the FEN308 will display a row of asterisks in place of the employer information in the following field(s):

- Employer/Withholder's Federal EIN Number;
- Employer/Withholder's Name;
- Employer/Withholder's Address; and/or
- Employee's Social Security Number.

In addition, the employer copy of the FEN308 will display the member's SSN when family violence is indicated on the DEMO screen. Prior to the MiCSES 10.6 Release, the employer copy of the FEN308 suppressed a member's SSN when family violence was indicated on the DEMO screen.

FEN152

The FEN152 will not display the employer's name when a case member has family violence indicated on the DEMO screen.

NECESSARY ACTION:

Review Section 1.15 of the *Michigan IV-D Child Support Manual*. For those maintaining a hard copy of the manual, print the manual section and add it to the manual. Discard the previously published version of Section 1.15 (published May 25, 2018).

REVIEW PARTICIPANTS:

Case Management Work Improvement Team
Program Leadership Group

CONTACT PERSON:

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SUPPORTING REFERENCES:

Federal
45 CFR 303.21(a) and (e)
42 USC 654(26)(B)

State
None

ATTACHMENT:

Section 1.15: Family Violence

EPF/LRK

IV-D MEMORANDUM 2020-035

TO: All Friend of the Court (FOC) Staff
All Prosecuting Attorney (PA) Staff
All Office of Child Support (OCS) Staff

FROM: Erin P. Frisch, Director
Office of Child Support

DATE: December 22, 2020

SUBJECT: Reconfiguring the Child Support Help Desk and the Transition to a New Call-Tracking System

UPDATE(S):

Manual

Form(s)

ACTION DUE: None

POLICY EFFECTIVE DATE: Upon receipt

PURPOSE:

This IV-D Memorandum explains plans for reconfiguring the Michigan Child Support Enforcement System (MiCSES) Help Desk. This restructuring ultimately will include staffing and managing the Help Desk within OCS rather than its current staffing within DTMB.³²⁸ However, that shift in staffing and managing is delayed indefinitely because of a hiring freeze required by the State of Michigan due to the COVID-19 pandemic and budget constraints. Nevertheless, OCS and DTMB will transfer Help Desk tickets³²⁹ from the current call-tracking system (Remedy) to a new system (Microsoft Dynamics).

This IV-D Memorandum explains:

- Expected benefits of OCS's staffing of the Child Support Help Desk;
- Plans for transparency in call and ticket status;
- The transition to a new Help Desk call-tracking system;
- The Dynamics web portal for searching tickets; and
- Plans for future communication.

DISCUSSION:

A. Introduction

The MiCSES Help Desk currently provides technical support to all MiCSES users. However, although the MiCSES Help Desk is a useful resource, its assistance is

³²⁸ DTMB is Michigan's Department of Technology, Management & Budget.

³²⁹ A "ticket" is a record of a problem or incident that may interrupt a IV-D worker's ability to use MiCSES or another application efficiently. It can also be a record of a requested improvement, guidance, or requested service (e.g., training assistance).

limited to system issues; it does not provide support regarding child support policy or procedures. As a result, OCS management plans for a future Child Support Help Desk that will provide assistance with MiCSES and other applications as well as issues related to child support policy and procedures. To accomplish this goal, the Child Support Help Desk will be maintained within OCS rather than DTMB. This will allow OCS to manage the Help Desk's operations and give OCS more flexibility to pursue other strategic goals in the area of technical support.

Until the staffing of the Child Support Help Desk is complete, the MiCSES Help Desk will pursue its efforts for continuous improvement by implementing the new call-tracking system and a web portal for searching tickets.

OCS's development of the new Child Support Help Desk advances the Michigan Child Support Program's Strategic Plan goal to improve education and outreach for IV-D staff. The new Help Desk will provide IV-D staff with the tools and knowledge they need to perform their work more effectively. This will also help IV-D staff meet the Strategic Plan goal to improve services for child support customers.

B. Benefits of OCS's Staffing of the Child Support Help Desk

One of the goals of staffing the Help Desk with OCS-managed staff is to increase the likelihood of "first call resolution" for IV-D workers. First-call resolution means that workers' issues will be resolved in their first call – reducing the need to move the ticket to another team for resolution. Since Help Desk staff will have more program knowledge in addition to application knowledge, they will be more likely to resolve issues in one call. To highlight this shift in approach, the name of the Help Desk will change from the "MiCSES Help Desk" to the "Child Support Help Desk" at the time OCS is approved to staff and manage the team.

The OCS-staffed Help Desk will more effectively track and communicate the status of all tickets. The child support program uses specific criteria to determine the requested improvements eligible for implementation into the system (i.e., inclusion in a MiCSES release or other application release³³⁰); therefore, not all tickets that request improvements are considered for release work. The Help Desk will communicate the results of the release planning process. When a ticket is not eligible for a release, the Help Desk will provide alternative solutions where possible. These solutions may include workarounds or a request for new/additional information about the problem and its impacts for release planning reconsideration. If a problem affects a limited number of cases, and if its resolution is critical for case processing, Help Desk staff will escalate it to IT specialists and other subject matter experts for resolution.³³¹

³³⁰ A "release" is an effort in which one or more changes to an automated system are implemented on a certain date.

³³¹ Ref: Section D of this memorandum for information on evaluating tickets in the transition to the new call-tracking system.

C. Transparency in Call and Ticket Status

The Child Support Help Desk will improve the accessibility and visibility of all tickets and their resolution in an effort to increase transparency. As discussed in Sections D and E below, IV-D staff will be able to search recorded tickets. Additionally, OCS staff will post on mi-support the process and criteria by which tickets are selected for a release. OCS will post the following documents:

1. The Ticket Assessment Process – This document describes all the steps taken on a ticket before it is considered for a release. This document will include a description of the teams and processes involved in the assessment.
2. The Child Support Priority List – This list is used to track tickets that are being considered for inclusion in a MiCSES, Data Warehouse, and/or MiChildSupport application release.
3. The Prioritization Criteria – These criteria are used to prioritize tickets for the purposes of application release planning.

The date for posting this material is not yet determined, but OCS will announce this information when it is available.

D. The Transition to a New Help Desk Call-Tracking System

OCS and DTMB have begun the process to configure a new call-tracking system to replace the Remedy system. The Help Desk will use Microsoft Dynamics for call tracking.

Both Remedy and Dynamics are software applications. They are designed to assist in recording, routing, tracking, and resolving submitted tickets from (in this case) internal customers (IV-D staff) needing technical or business process assistance, or other service requests. DTMB has directed a transition from Remedy to Dynamics because IT support for Remedy is set to expire.

While OCS waits to hire Help Desk staff and fully implement the new Help Desk, OCS and DTMB are moving forward with the transition from Remedy to Dynamics. The timeline for transition completion is not yet finalized, but it should occur in the first three months of 2021. OCS will provide more information when it is available.

All Remedy tickets will be archived. Some tickets will also be migrated to Dynamics. OCS and DTMB will take the following consecutive steps:

1. Resolve tickets that are no longer being considered for release work.

Before archiving all Remedy tickets, OCS will update the status to “Resolved”³³² on approximately 3,800 tickets that have already been reviewed in the release planning process and did not meet the criteria to be included on the Child Support Priority List. This is a subset of the total number of tickets that will be archived.

These tickets are no longer considered for release work because the cost of the change/improvement outweighs the value added. Resolving the tickets will provide clarity for the requester and others regarding the outcome of the request and will reduce “clutter” in the new system. This is a change to the previous process where these tickets would have remained open indefinitely.

2. Archive all Remedy tickets.

Tickets will be archived with the last status (e.g., “Assigned,” “Work in Progress,” “Resolved”) that the ticket had in Remedy. There will be two archives:

- a. Full archive: This archive will contain all tickets from Remedy – no tickets will be lost. It will be available only to Help Desk staff and limited OCS and MiCSES Project staff.
- b. Searchable archive on mi-support: This smaller archive will be a subset of the full archive; it will include only the ticket types and statuses described below. IV-D staff will be able to view this searchable archive, which may include MiCSES modernization ideas and/or other issues related to a release item.

Ticket types with a status of “Assigned,” “Work in Progress” or “Resolved” in the searchable archive will include MiCSES, Data Warehouse, MiChildSupport and several service request tickets (e.g., training needs or documentation clarification/modification). The archive will not include routine tickets such as password resets, application access requests, or calls closed prior to this archive effort; these will be filtered out for search efficiency.

If IV-D staff need information from an archived ticket not available in the searchable archive, they may contact Help Desk staff who will review and research tickets from the full archive.

If a ticket from the searchable archive was moved into Dynamics, the archive will be updated with that information.³³³

3. Migrate only the following tickets from the Remedy archive to Dynamics:

³³² In Remedy, tickets remain in a “Resolved” status for two weeks before automatically updating to a “Closed” status. IV-D staff should interpret a “Resolved” status in the archive as “Closed.”

³³³ IV-D staff will use the Dynamics web portal to track the status of tickets moved into Dynamics. Ref: Section E of this memorandum.

- a. All tickets on the Child Support Priority List;
- b. Open non-release tickets (e.g., policy clarification or training requests); and
- c. All tickets that were created less than six months previously and remain open before the transition.

OCS and/or MiCSES staff will continue to work through tickets that were not resolved in Remedy (i.e., tickets that require further work or research). If a ticket progresses to release consideration, it will be moved into Dynamics for further tracking.

It may take up to two weeks after Remedy tickets are archived before they are migrated to Dynamics. OCS and DTMB intend to keep this time period as short as possible. During this time, Help Desk staff will open incoming tickets in Dynamics and work unresolved Remedy tickets through the searchable archive.

E. Dynamics Web Portal for Searching Tickets

Dynamics includes a web portal that will allow IV-D staff to search for existing tickets. OCS intends to use the Dynamics web portal to replace the current MiCSES Help Desk Call Search on mi-support. OCS will send an email notification to IV-D staff when Dynamics is available for use.

F. Future Communications

Once the State of Michigan lifts the hiring freeze, OCS expects to resume hiring staff and completing the transition of the Help Desk. IV-D staff can expect future communications on the:

- Posting of the process and criteria by which tickets are selected for a release;
- Timeline for the transition from Remedy to Dynamics;
- Implementation date for Dynamics;
- Searchable archive and instructions for using it;
- Dynamics web portal and instructions for using it;
- “Go-live” date for the transition from a DTMB-staffed Help Desk to the OCS-staffed Help Desk; and
- New phone number and email address for the Child Support Help Desk.

NECESSARY ACTION:

Retain this IV-D Memorandum until further notice.

REVIEW PARTICIPANTS:

Collaboration Workgroup
Customer Service Workgroup
IT Planning Group
Program Leadership Group

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ATTACHMENTS:

None

EPF/KT/JM/SM

IV-D MEMORANDUM 2020-036

TO: All Prosecuting Attorney (PA) Office Directors
All Friend of the Court (FOC) Office Directors

FROM: Erin P. Frisch, Director
Office of Child Support (OCS)

DATE: December 30, 2020

UPDATE(S): <input checked="" type="checkbox"/> Manual <input type="checkbox"/> Form(s)

SUBJECT: Implementation of the Independent Security Audit Requirement Contained in the Cooperative Reimbursement Program (CRP) Agreement

ACTION DUE: County-managed offices will submit an audit report to OCS by **September 30, 2022**

POLICY EFFECTIVE DATE: Upon receipt

PURPOSE:

OCS has updated Section 1.23, “Cooperative Reimbursement Program (CRP) Agreements (Contracts),” of the *Michigan IV-D Child Support Manual* to explain how OCS implements the Independent Security Audit requirement contained in Section 4.33(b) of the current (FY 2017) CRP agreement. Section 1.23 also provides guidance related to the items that must be reviewed in an Independent Security Audit and supporting documentation for the security standards.

Detailed information for OCS offices regarding the audit is provided in:

- Exhibit 1.23E6, Independent Security Audit Guidance; and
- Exhibit 1.23E7, OCS Analysis of the OCSE Security Agreement Controls and Their Use in the Independent Security Audit.³³⁴

Policy in Section 1.23 and its exhibits obsoletes and replaces policy in IV-D Memorandum 2017-011, *OCS Implementation of the Independent Security Audit Requirement Contained in Section 4.33(b) of the Current (Fiscal Year [FY] 2017) Cooperative Reimbursement Program (CRP) Agreement*. OCS has updated this policy to:

- Include due dates for county-managed offices to:
 - Complete current and future Independent Security Audits; and
 - Take steps toward compliance and submit a report to OCS.

³³⁴ OCSE is the federal Office of Child Support Enforcement.

Note: It is important that county-managed offices conduct an Independent Security Audit, remediate findings, and report the results to OCS by the due date.

- Modify Exhibit 1.23E6 to include the OCSE Security Addendum and to reflect updates to the IRS Office of Safeguards website;
- Modify Exhibit 1.23E7 to address new security agreement controls;
- Include the revised OCSE Security Agreement (Exhibit 1.23E8); and
- Add the OCSE Security Addendum (Exhibit 1.23E9).

Within Section 1.23, Exhibit 1.23E6, and Exhibit 1.23E7, change bars in the right margin indicate significant changes since the last publication of the policy. Changes in organization and formatting are not identified with change bars.

DISCUSSION:

A. Independent Security Audit Requirement in the CRP Agreement

Subsection 3 of Section 1.23 explains the Independent Security Audit requirements in Section 4.33(b) of the (FY 2017) CRP agreement. Under the current information technology (IT) support models,³³⁵ a biennial MDHHS-OCS IRS Internal Inspection site visit meets this requirement for state-managed offices, but not for county-managed offices.³³⁶

B. Analysis of the Independent Security Audit Requirement Between the Different IT Support Models

An Independent Security Audit, as it is written in the CRP agreement, refers to more than just IT security; it covers all management, operational and technical controls over handling, storing and using confidential data. Section 1.23 divides the Independent Security Audit components into:

- The business/office procedures and process controls; and
- The controls over the IT infrastructure, PCs/laptops/devices, and county systems (e.g., imaging systems, file shares) that contain IV-D data.

1. State-Managed Offices

The biennial MDHHS-OCS IRS Internal Inspection site visits fully meet the audit requirement for state-managed offices because OCS reviews the business/office procedures and process controls during the site visits. OCS does not review the controls related to the IT infrastructure and PCs/laptops/devices because those

³³⁵ Ref: Subsection 2 of Section 1.23 for information about IT support models.

³³⁶ MDHHS is the Michigan Department of Health and Human Services; IRS is the Internal Revenue Service.

controls are reviewed at the state level (e.g., by the IRS). State-managed offices do not need an Independent Security Audit.

2. County-Managed Offices

At county-managed offices, OCS reviews the business/office procedures and process controls during its biennial IRS Internal Inspection site visits, but OCS does not review the IT infrastructure, PCs/laptops/devices, and county systems that contain IV-D data.³³⁷ Neither DTMB³³⁸ nor the IRS reviews these items at the state level. Therefore, county-managed offices need an Independent Security Audit that covers the IT infrastructure, PCs/laptops/devices, and any county system that contains IV-D data.

Subsection 3 of Section 1.23 provides more details about the different IT support models and the need for an Independent Security Audit.

C. Compliance With the Independent Security Audit Requirement

The CRP agreement requires an Independent Security Audit once every three years. The effective date of the FY 2017 CRP agreement was October 1, 2016, and the county-managed offices completed their first audit by September 30, 2019.

Therefore, county-managed offices need to complete an Independent Security Audit by September 30, 2022.

Subsection 3 of Section 1.23 details the steps that county-managed offices must take to conduct an Independent Security Audit. Exhibits 1.23E6 through 1.23E9 provide additional guidance.

NECESSARY ACTION:

Retain this IV-D Memorandum until further notice. County-managed offices will complete an Independent Security Audit by **September 30, 2022**.

With the publication of this policy, IV-D Memorandum 2017-011 and Exhibits 2017-011E1, 2017-011E2, and 2017-011E3 are obsolete.

REVIEW PARTICIPANTS:

Program Leadership Group

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³³⁷ This includes imaging systems and file shares that contain IV-D data.

³³⁸ DTMB is the Department of Technology, Management & Budget.

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CC:

All FOC Staff
All PA Staff
All OCS offices
State Court Administrative Office (SCAO) Friend of the Court Bureau

SUPPORTING REFERENCES:

Federal
45 Code of Federal Regulations (CFR) 92.25

State
None

ATTACHMENTS:

Section 1.23:	Cooperative Reimbursement Program (CRP) Agreements (Contracts)
Exhibit 1.23E6:	Independent Security Audit Guidance
Exhibit 1.23E7:	OCS Analysis of the OCSE Security Agreement Controls and Their Use in the Independent Security Audit
Exhibit 1.23E8:	OCSE Security Agreement
Exhibit 1.23E9:	OCSE Security Addendum

EPF/STB