

**Michigan IV-D Child Support Manual**  
**Michigan Department of Health and Human Services**

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**Table of Contents**

<b>1. Legal Requirements.....</b>	<b>1</b>
<b>2. Overview.....</b>	<b>2</b>
2.1 Applications .....	2
2.2 Referrals .....	3
2.3 Federal Timeframes .....	3
2.4 Initiating IV-D Action .....	4
<b>3. Applications for IV-D Services.....</b>	<b>4</b>
3.1 The Application Process .....	5
3.2 Recording a Request for an Application for IV-D Services .....	10
3.3 Receiving and Processing Applications for IV-D Services .....	11
3.4 Responding to Applications for IV-D Services .....	19
3.5 Required Disclosures .....	30
3.6 Retention of Applications for IV-D Services .....	30
<b>4. Referrals .....</b>	<b>31</b>
4.1 Referrals From Michigan’s Assistance Programs .....	31
4.2 Conditions for Referral to the IV-D Program .....	32
<b>5. Processing Referrals and Online Applications for IV-D Services.....</b>	<b>39</b>
5.1 Assistance Information in MiCSES .....	41
5.2 Composing the IV-D Case .....	41
5.3 Matching MiCSES Individuals to Referral or Application Individuals .....	44
5.4 Matching Families to Child Support Cases .....	47
5.5 Initiating a IV-D Case – SS and FOC Actions.....	55

[Exhibit 2.05E1: Member Match Matrix](#)

[Exhibit 2.05E2: Questions and Answers Regarding IV-D Services for Domestic Relations Cases](#)

[Exhibit 2.05E3: Additional Questions and Answers Regarding IV-D Services for Domestic Relations Cases](#)

**1. Legal Requirements**

Title IV-D of the Social Security Act (“the Act”) requires that referrals to “provide services relating to the establishment of paternity or the establishment, modification, or enforcement of child support obligations”<sup>1</sup> be made to the Title IV-D program as appropriate for children benefiting from the following public assistance programs:

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<sup>1</sup> 42 United States Code (USC) 654(4)(A)(i)

- State-administered cash assistance programs (Family Independence Program [FIP]) or childcare assistance programs (Child Development and Care [CDC]) funded under Title IV-A of the Act;
- Foster care programs funded under Title IV-E of the Act;
- Medical assistance (Medicaid) funded under Title XIX of the Act; or
- Food assistance funded under the Food and Nutrition Act of 2008 (Food Assistance Program [FAP]). FAP recipients must cooperate with the child support program in Michigan in order to receive benefits.<sup>2</sup>

The IV-D program must provide equal services on behalf of children not otherwise referred when an individual applies for services on their behalf.<sup>3</sup>

## 2. Overview

The federally mandated Child Support Enforcement (IV-D) Program was created in 1975 by the Social Security Act. The program was created to establish paternity and to secure child support from non-custodial parents (NCPs). Since 1975, amendments to the Act have expanded the scope of the program to include certain aspects of spousal support and medical support enforcement.

The Social Security Act and federal regulations require each state to establish a single and separate organizational unit to be responsible for administration or supervision of administration of the state plan under Title IV-D of the Act. Federal regulations provide that the IV-D agency need not perform all the functions of the IV-D program but must ensure all functions are being carried out properly, efficiently, and effectively. The IV-D agency in Michigan is the Office of Child Support (OCS), in partnership with the Prosecuting Attorney (PA) and the Friend of the Court (FOC).

Intake of cases into the IV-D program occurs when:

- An individual submits an application for IV-D services; or
- A child receiving assistance is referred to the IV-D program.

Handling of applications and referrals in the IV-D program is similar whether they are received manually or through an automated process. For example, the timeframes for the processing and creation of a case record are the same whether an application/referral is received manually or through an automated process.

### 2.1 Applications

Individuals may apply for IV-D services using one of three options:

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<sup>2</sup> 7 USC 2015(l) requires cooperation on the part of a parent or caretaker with the IV-D agency when an unemancipated child has one or both parents not in the home and the state has elected to require such cooperation.

<sup>3</sup> 42 USC 654(4)(A)(ii)

- Complete an online *IV-D Child Support Services Application/Referral* (e1201);
- Complete the paper *IV-D Child Support Services Application/Referral* (DHS-1201); or
- Complete the paper *Application for IV-D Child Support Services For Privately Filed Domestic Relations Cases Only* (DHS-1201D).

## 2.2 Referrals

When a family receives assistance from FIP, Medicaid, CDC, or FAP, and that family has one or both parents residing outside the home, the assistance program system (Bridges) makes a referral for IV-D services to the IV-D system (the Michigan Child Support Enforcement System [MiCSES]).

In addition, when a court places a child with the Michigan Department of Health and Human Services (MDHHS), the Michigan Statewide Automated Child Welfare Information System (MiSACWIS) makes a referral for IV-D services to MiCSES.<sup>4</sup>

## 2.3 Federal Timeframes

Two federal regulations govern timeframes for “cases referred to the IV-D agency or applying for services”:<sup>5</sup>

2.3.1 When an individual requests an application for IV-D services, the IV-D agency must “provide an application to the individual on the day the individual makes a request in person, or send an application to the individual within no more than 5 working days of a request received by telephone or in a record.”<sup>6</sup>

2.3.2 When an application for IV-D services is received, or when a referral is made to the IV-D agency, the IV-D agency must “open a case by establishing a case record and ... solicit necessary and relevant information from the custodial parent ... and if there is inadequate location information to proceed with the case, request additional information or refer the case for further location attempts” within no more than 20 calendar days.<sup>7</sup>

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<sup>4</sup> Policy related to MiSACWIS referrals is in [Section 2.85, “Agency Placement – Case Initiation,”](#) [Section 3.85, “Agency Placement – Case Management,”](#) and [Section 4.85, “Agency Placement – Establishment”](#) of the *Michigan IV-D Child Support Manual*.

<sup>5</sup> 45 Code of Federal Regulations (CFR) 303.2(b)

<sup>6</sup> 45 CFR 303.2(a)(2)

<sup>7</sup> 45 CFR 303.2(b)

## 2.4 Initiating IV-D Action

2.4.1 When IV-D staff receive an application for IV-D services or a referral to the IV-D agency, they will do the following:

- A. **Determine case roles:** Determine the dependent(s), the alleged father (AF)<sup>8</sup> or NCP, and the custodial party (CP) among the persons included in the application or referral.
- B. **Identify individuals:** Determine if MiCSES already has a record of the persons included in the application or referral. In doing so, make associations (e.g., decide that “Alex is Alex”) between referred persons and those in MiCSES.
- C. **Maintain assistance records:** When a person included in the application or referral has a history of assistance, ensure that the IV-D record of assistance history is correct.
- D. **Identify IV-D cases:** Examine existing cases to determine whether a IV-D case already exists, whether the case needs to be reopened, or whether one or more new IV-D cases must be created.
- E. **Notify IV-D partners:** Determine whether the information contained in the application or referral may warrant further research or action by other IV-D workers. Take steps to inform others if necessary.
- F. **Initiate workflow:** Take appropriate steps to establish paternity and establish and enforce appropriate child support orders. When work is already in progress, determine whether the information in the application or referral requires action.

2.4.2 In processing online child support applications and automated referrals from Michigan’s public assistance agency, many of these steps occur automatically through MiCSES to ensure timeliness and uniformity of action. Subsection 5, “Processing Referrals and Online Applications for IV-D Services,” of this manual section describes these processes.

## 3. Applications for IV-D Services

IV-D services and completion of a child support services application are voluntary for persons who are not receiving public assistance.

Individuals who may apply for IV-D services include:

- A current or former CP (the CP may be a parent or other caretaker);
- An AF of a child(ren) born out of wedlock; or
- An NCP.

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<sup>8</sup> Alleged fathers are also known as putative fathers.

A person who does not receive IV-D services based on current or past eligibility for public assistance<sup>9</sup> may request and receive IV-D services by completing and signing a child support application (either on paper or online).

**Note:** If an applicant received IV-D services as a child based on his/her parent's or other custodian's application, the applicant must complete an application for his/her own children.

MiCSES receives automated referrals for FIP, FAP, CDC, Medicaid, and foster care cases. Recipients of those programs who are not otherwise referred to the IV-D program may request child support services by contacting OCS, the PA, or the FOC.

Family independence specialist (FIS) and eligibility specialist (ES) workers<sup>10</sup> may use the child support application to obtain updated child support information from FIP, Medicaid, CDC or FAP recipients during special initiatives or annual reevaluations.

FOC staff may use the DHS-1201D in private domestic relations cases when the parties have not already completed a IV-D application.

### 3.1 The Application Process

Applicants can apply for IV-D services using the online DHS-1201 application (e1201), a paper application (DHS-1201), or the paper DHS-1201D. Each of these processes is detailed below.

#### 3.1.1 Online Application (e1201)

Applicants may access the e1201 from the MiChildSupport Portal:  
[www.michigan.gov/michildsupport](http://www.michigan.gov/michildsupport).

The e1201 allows applicants to electronically apply for IV-D services. The e1201 uses a self-directed, interview-style approach<sup>11</sup> to guide applicants through the application process. It allows for increased accessibility, efficiency and convenience for applicants, IV-D staff, and partner agencies.

The e1201 is designed to obtain information for all fields on the online DHS-1201<sup>12</sup> but will not require the applicant to complete each field. The

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<sup>9</sup> FIP, foster care, Medicaid, FAP benefits, or CDC services; Ref: Subsection 4.1, "Referrals From Michigan's Assistance Programs," of this manual section for more information.

<sup>10</sup> FIS and ES workers are the public assistance staff who work in Bridges.

<sup>11</sup> This is a similar approach taken by self-guided/directed, context-sensitive software, such as certain income tax return software.

<sup>12</sup> The term "online DHS-1201" is used throughout this manual section to refer to the PDF application form(s) that results from completion of the e1201.

e1201 will ask the applicant follow-up questions based upon his/her answers to previous questions. While the e1201 requests all relevant information pertaining to the application, the applicant may leave information blank. Consequently, some fields on the resulting online DHS-1201 may be blank.

Before an e1201 can be submitted, the applicant must provide, at a minimum:

- His/her first and last name and address;
- The child(ren)'s name(s) and Social Security number(s) (SSN[s]) or date(s) of birth;
- The name of the person with whom the child(ren) is living; and
- Responses to the acknowledgements in sections F and G of the DHS-1201, including disclosure of the applicant's SSN and receipt of *Understanding Child Support: A Handbook for Parents* (DHS-Pub-748).<sup>13</sup>

Note: The e1201 provides an electronic copy of the DHS-Pub-748 as part of the application process. Applicants who complete an online application will electronically verify that they have received the DHS-Pub-748 and will electronically sign and date their application.

The applicant will not be able to submit an e1201 without the minimum required information. Future versions of the e1201 may require the applicant to provide more information depending upon the applicant's relationship to the child and the NCP.

Once the applicant completes the e1201, the e1201 creates the appropriate number of PDF application forms (DHS-1201s) based on the number of existing NCPs and transfers the information the applicant provided to the appropriate fields on each online DHS-1201.

The information in the e1201 is automatically transmitted to MiCSES. MiCSES processes e1201 applications in a manner similar to that used for automated referrals from Michigan's assistance program system, Bridges.

Note: Although most information from the e1201 is transmitted to MiCSES, information concerning marriage, conception, and the receipt of public assistance is not. This information is provided by the Bridges interface.

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<sup>13</sup> The e1201 provides a link to the DHS-Pub-748. The DHS-Pub-748 includes information about the child support program's available services, the individual's rights and responsibilities, and support distribution policies.

IV-D workers can view the online DHS-1201s from e1201s submitted on or before June 10, 2022 by entering the MiChildSupport Portal as a global user via the *MiCase Access* (MCSE) screen in MiCSES.<sup>14</sup> Online DHS-1201s from e1201s submitted after June 10, 2022 will be available in MiCSES on the *Historical Reprints* (FHST) screen.<sup>15</sup>

### 3.1.2 Paper Applications

Applicants who wish to complete the child support application manually may access it from the [MDHHS website](#).<sup>16</sup>

An applicant may also obtain a DHS-1201 by contacting a IV-D worker (either an SS, PA, or FOC) in person, by phone, or by mail. In a privately filed domestic relations case, FOC staff may provide the DHS-1201 or the DHS-1201D.

#### A. The DHS-1201

IV-D staff must provide an application upon request or send an application to the requester within five working days.<sup>17</sup> IV-D staff must also include information about the IV-D program along with the DHS-1201 given to the applicant.

IV-D staff must provide the DHS-Pub-748 along with the DHS-1201 to the applicant in person or by mail. IV-D staff may either send the DHS-Pub-748 and DHS-1201 or generate and send the OCS1201 (a form that combines the DHS-1201 with the DHS-Pub-748) from MiCSES.<sup>18</sup>

If a recipient of public assistance requests child support services and there is not an existing open IV-D case in MiCSES, the IV-D worker will advise the recipient to complete a DHS-1201 or an e1201.

IV-D staff who provide the DHS-1201 will record the date of the request and the date the application was provided in the *Date Requested* and *Date Provided* areas near the top of page 1 of the DHS-1201. In addition, when IV-D staff give a DHS-Pub-748 to an applicant, they will

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<sup>14</sup> Ref: [Section 1.35, "MiChildSupport Portal," of the Michigan IV-D Child Support Manual](#) for information about MiChildSupport (MiCase) global users.

<sup>15</sup> Ref: [MiCSES Screen Description: FHST – Historical Reprints](#).

<sup>16</sup> The fillable and printable copy of the DHS-1201 available at this link contains the same content as the MiCSES DHS-1201, but it is formatted differently and has a few minor wording changes.

<sup>17</sup> Ref: 45 CFR 303.2(a)(2).

<sup>18</sup> Currently, the OCS1201 template is only available on the MiCSES *Document Generation* (DOGN) screen for SSs.

check the box next to *748 Provided* near the top of page 1 of the DHS-1201.

All IV-D offices must maintain an adequate stock of DHS-1201 forms and the DHS-Pub-748 so IV-D staff may provide them to applicants upon request.

Printed copies of the DHS-Pub-748 are available at no cost. IV-D staff may request copies by using the *Publication Order List* (DHS-1454). The DHS-1454 may be accessed from the [Public Materials](#) page on mi-support.<sup>19</sup> After completing the DHS-1454, IV-D staff will email it to the address on the form.

#### B. The DHS-1201D

The DHS-1201D is an application for IV-D services that FOC staff can provide to parties on a privately filed domestic relations case who request IV-D services.<sup>20</sup> Domestic relations cases include divorce filings, custody filings, and/or support filings.

The DHS-1201D is shorter than the DHS-1201 and geared toward the unique needs of a domestic relations case.

The DHS-1201D is not designed to be a stand-alone application. The FOC will use the DHS-1201D in conjunction with the [Verified Statement \(FOC 23\)](#) or the [Domestic Relations Judgment information Form \(FOC 100\)](#), or a similar form. The DHS-1201D will prevent duplicate information and simplify the process for both applicants and FOC staff. The FOC 23 informs applicants who want child support services to complete a DHS-1201D, which is available from the local FOC or on the State Court Administrative Office (SCAO) website.

The DHS-1201D may be provided at any time if relevant information needed to open the case in MiCSES has been collected on an FOC 23, an FOC 100, or a similar form. The following are opportunities for the FOC to provide the DHS-1201D application:

- At the time a court case is filed;
- At a conciliation conference or other meeting;

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<sup>19</sup> mi-support > Program Library tab > Public Materials. The link to the DHS-1454 appears under “Child Support Publications” near the bottom of the page.

<sup>20</sup> The DHS-1201D is available on the *Document Generation* (DOGN) screen under the “Case Management” function. Ref: [MiCSES Quick Reference Guide: DOGN – Select and Print a Document](#) for more information.



- After successful service of process;
- At the time a child support order is entered; or
- Any other time an FOC determines to be best.

If the DHS-1201D in combination with another data-collection form does not suit the local office's business practice, the DHS-1201 or e1201 can be used. The DHS-1201 and e1201 are designed to work in a variety of situations, including domestic relations filings.

Local FOC office staff and their leadership are in the best position to determine the process for opening IV-D cases that meets IV-D federal requirements and IV-D policy. FOC office leadership may inform potential applicants of the local approach to IV-D applications through their website or other communication channels as they deem appropriate.

FOC offices will offer the DHS-1201, e1201 or DHS-1201D to non-public assistance applicants who previously opted out<sup>21</sup> of FOC services (and consequently IV-D services) but wish to begin receiving IV-D services. The [Request to Reopen Friend of the Court Case \(FOC 104\)](#) indicates the need for an applicant to complete a DHS-1201D to opt back in to the FOC for IV-D services.

Note: Unlike the DHS-1201, the DHS-1201D does not have an option to select locate-only services. However, if an applicant expresses an interest in locate-only services, (s)he must note this in writing on the DHS-1201D. FOC staff must honor the request and provide those services.

The DHS-1201D includes a statement in which the applicant acknowledges that (s)he received or had an opportunity to review a copy of the DHS-Pub-748. It also includes a link to the DHS-Pub-748. This link permits the applicant to access an electronic copy and prevents the need for IV-D staff to regularly provide a hard copy. Federal regulations do not require a hard copy to be provided, but when an applicant requests a printed copy of the DHS-Pub-748, FOC staff will provide it.

For the policy discussion regarding the IV-D services needed in domestic relations cases, FOC staff will reference [Exhibit 2.05E2, Questions and Answers Regarding IV-D Services for Domestic](#)

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<sup>21</sup> Ref: [SCAO Administrative Memorandum 2004-016, Opting Out of Friend of the Court Services](#), for more information.

[Relations Cases](#) and [Exhibit 2.05E3, Additional Questions and Answers Regarding IV-D Services for Domestic Relations Cases.](#)

### C. Returning Applications for IV-D Services

#### 1. DHS-1201

Applicants must send all completed **paper** DHS-1201s to:

Michigan Office of Child Support  
Case Management Section  
P.O. Box 30744  
Lansing, MI 48909

Or:

Fax: 517-241-0844

PA staff will instruct an individual to return the completed DHS-1201 to the address listed on the application. However, PA staff may send or fax the DHS-1201 to the OCS Case Management section on behalf of the individual. If PA staff elect to fax the DHS-1201, they will call OCS at 866-540-0008 and inform OCS Case Management section staff that the DHS-1201 has been faxed.<sup>22</sup>

#### 2. DHS-1201D

FOC staff will instruct applicants to return the completed DHS-1201D to the local FOC office.

### 3.2 Recording a Request for an Application for IV-D Services

IV-D staff will use the following procedures to record the date an individual requests an application and the date the IV-D agency sends the application.

- When an applicant applies for IV-D services by using the e1201, MiCSES will automatically record the current date in the *Date Requested* and *Date Provided* fields on the online DHS-1201(s). MiCSES will also record this information on the *Case Member Details* (CASE) screen in MiCSES during the nightly processing of submitted online DHS-1201(s);
- When an applicant makes a request for IV-D services in person, IV-D staff will enter the current date in the *Date Requested* and *Date Provided* fields on the

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<sup>22</sup> FOC staff can open a IV-D case upon receipt of a DHS-1201 or DHS-1201D, and therefore do not need to send a completed DHS-1201 or DHS-1201D to OCS to open a IV-D case.

DHS-1201. On the DHS-1201D, staff will enter the current date in the *App Request Date* field; or

- When an applicant makes a request for IV-D services by phone, IV-D staff will inform the applicant that the e1201 is available. If the customer prefers a paper application, or requests IV-D services in writing, IV-D staff will mail a DHS-1201 or DHS-1201D within five days of the request. IV-D staff will record on the DHS-1201 the date the request is made and the date the application is sent. On the DHS-1201D, staff will record the date the request is made.

### 3.3 Receiving and Processing Applications for IV-D Services<sup>23</sup>

#### 3.3.1 Federal Regulations for Application Processing

Federal regulations require IV-D agencies to:

- Accept an application as filed on the day it is received in the IV-D office; and
- Within 20 days of receipt of the application:<sup>24</sup>
  - Establish a case record;
  - Solicit necessary and relevant information from the CP and other relevant sources, and initiate verification of information, if appropriate; and
  - If there is inadequate location information to proceed with the case, request additional information or refer the case for further location attempts.

IV-D staff must ensure the case record is supplemented with all information and documents pertaining to the case, as well as all relevant facts, dates, actions taken, contacts made, and results in a case.

#### 3.3.2 Processing Applications for IV-D Services

##### A. Online DHS-1201

MiCSES will automatically process online DHS-1201s,<sup>25</sup> conduct matching against existing MiCSES members and cases, establish case records where appropriate, generate *Application Status Letter* (DHS-1202) forms, and alert IV-D staff when online DHS-1201s match

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<sup>23</sup> Ref: Subsection 3.4, "Responding to Applications for IV-D Services," in this manual section for information on responding to an incomplete IV-D application.

<sup>24</sup> Ref: 45 CFR 303.2.

<sup>25</sup> MiCSES does not receive information from the e1201 concerning conception, marriage, and the receipt of public assistance.

existing IV-D cases. When a new IV-D case is warranted, MiCSES will record on the CASE screen the date that it processed the online DHS-1201 and created the IV-D case.

#### B. Paper DHS-1201

When a completed and signed paper DHS-1201 is received in a IV-D office, a IV-D worker must date-stamp<sup>26</sup> the application with the date that it was received and record that date in the *Date Filed* field on the DHS-1201. IV-D office management must have procedures that ensure the accurate recording of the received date.

When the application for services results in IV-D staff creating a new IV-D case, IV-D staff will record the following on the CASE screen in MiCSES:<sup>27</sup>

1. The date the request was made in the *App Req DT* field. This is the same date IV-D staff recorded on the DHS-1201;
2. The date the application was sent to the applicant in the *App Sent DT* field. This is the same date IV-D staff recorded on the DHS-1201; and
3. The date IV-D staff received the completed application in the *App Retd DT* field. This is the same date recorded in the *Date Filed* field on the DHS-1201.

#### C. DHS-1201D

FOC staff will process DHS-1201Ds they have received for private domestic relations cases. FOC staff must add the IV-D case to MiCSES within 20 calendar days of receipt of the DHS-1201D.

If not already done as described in Subsection 3.2 above, FOC staff will record date the application was requested (*App Request Date*) at the top of the DHS-1201D. FOC staff will record the date the application was returned (*App Returned Date*) at the top of the DHS-1201D. These dates are necessary to enter in MiCSES when opening a IV-D case on the CASE screen.

When the DHS-1201D results in IV-D staff creating a new IV-D case, IV-D staff will record the following on the CASE screen in MiCSES:

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<sup>26</sup> The “date-stamp” is the date that the IV-D office stamps the document as received. For counties that file electronically, this refers to the date that the electronic file is received.

<sup>27</sup> The proper entry of these dates by IV-D workers directly affects audit findings for the Michigan IV-D program.

1. The date the request was made in the *App Req DT* field;
2. The date the application was sent to the applicant in the *App Sent DT* field; and
3. The date IV-D staff received the DHS-1201D in in the *App Retd DT* field.

Note: IV-D staff will not open a IV-D case without a completed IV-D application. Without a IV-D application, IV-D staff will open the case as a non-IV-D (“L”) case in MiCSES.

#### D. Recording Application Dates in MiCSES – Specific Situations

When IV-D staff receive a IV-D application, they must follow the guidelines for properly recording application dates on the CASE screen in MiCSES. The procedures outlined in this subsection ensure that IV-D staff will properly record dates based on the situation.

##### 1. DHS-1201/DHS-1201D Received for Existing IV-D Cases – No Public Assistance

IV-D staff will not change an existing date in the *App Retd DT* field when:

- A new IV-D application is received;
- The IV-D case is already open; and
- No child on the IV-D case was receiving public assistance at the time the IV-D case was opened.

##### 2. DHS-1201/DHS-1201D Received for Existing IV-D Cases – Previous or Current Public Assistance

IV-D staff will leave the *App Retd DT* field on the CASE screen blank when any child received public assistance on a IV-D case in the past.<sup>28</sup>

IV-D staff will not change an existing date in the *App Retd DT* field when:

- A new IV-D application is received; and
- Any child on the IV-D case was receiving public assistance at the time the IV-D case was opened.

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<sup>28</sup> IV-D staff may verify public assistance history using the *Member Assistance History* (MAHI) screen in MiCSES.

### 3. IV-D Application Adds a New Case Member

IV-D staff will not change an existing date in the *App Retd DT* field when:

- A new IV-D application is received;
- An open IV-D case exists; and
- There is a request to add a child to the case.

### 4. A Change in Custody

A change in custody occurs when the CP and NCP switch roles. It also occurs when the court places the child(ren) with a third-party custodian.<sup>29</sup> The recording of application dates in these situations is explained below.

#### a. Custody Switch Between CP and NCP

IV-D staff will enter the date a new MiCSES case was opened in the *App Retd DT* field on the CASE screen if all the following apply:

- The payee and payer on an order are listed as a CP and NCP on a pre-existing IV-D case;
- The payee and the payer (CP and NCP) switch roles pursuant to a change in the order; and
- The children on the case remain the same.

In this situation, IV-D staff must enter a note on the *Notes Processor (NOTE)* screen explaining the *App Retd DT* entry. IV-D staff must **not**:

- Use the IV-D application return date from the pre-existing IV-D case; or
- Request a new IV-D application.

MiCSES does not permit payee and payer role reversals on a pre-existing MiCSES case. So, IV-D staff must create a new MiCSES case if these roles reverse. By opening a new IV-D case in MiCSES, IV-D staff will ensure that child support services will continue based on receipt of the previous IV-D application.

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<sup>29</sup> A third-party custodian is anyone who is caring for the child and is not the custodial parent or the non-custodial parent.

b. The Court Places a Child(ren) With a Third-Party Custodian

A third-party custodian who wishes to receive IV-D services may pursue a child support order from the parent(s) of each child in his/her care by completing a separate IV-D application for each parent. IV-D applications are necessary even if a IV-D case already exists with the child(ren) and the parents.

Parents who may have requested IV-D services for the child(ren) using the proper application are not authorized to request IV-D services on behalf of a third-party custodian. The third-party custodian must request the services.

IV-D staff must not automatically open a IV-D case for a third-party custodian without a completed IV-D application. Without a IV-D application, IV-D staff must open the case as a non-IV-D (“L”) case in MiCSES.

After a IV-D application is received, IV-D staff will enter the date the application is received in the *App Retd DT* field on the CASE screen and change the case type to IV-D (“N”).

5. Reopening Closed IV-D Cases

There are many factors to consider when recording the application return date on a closed IV-D case that is being reopened. These factors include public assistance status and whether a date currently exists in the *App Retd DT* field. The below scenarios clarify how to properly record application return dates on the IV-D case when these factors exist.

a. Never Public Assistance, Existing Date Recorded in the *App Retd DT* Field in MiCSES

IV-D staff will enter in the *App Retd DT* field the date that the new IV-D application is received when:

- There was never any public assistance for the child(ren) on the IV-D case;
- The IV-D case is closed when the new IV-D application is received; and
- There is a previously recorded date in the *App Retd DT* field.

b. Never Public Assistance, No Date Recorded in the *App Retd DT* Field in MiCSES

IV-D staff will enter the date that the new IV-D application is received when:

- There was never any public assistance for the child(ren) on the IV-D case;
- The IV-D case is closed when the new IV-D application is received; and
- There is no previously recorded date in the *App Retd DT* field.

c. No Current Public Assistance, Previous Public Assistance Exists, Existing Date Recorded in the *App Retd DT* Field in MiCSES

IV-D staff will enter the date that the new IV-D application is received when:

- There is no current public assistance for the child(ren) on the IV-D case, but previous public assistance exists;
- The IV-D case is closed when the new IV-D application is received; and
- There is a previously recorded date in the *App Retd DT* field.

d. No Current Public Assistance, Previous Public Assistance Exists, No Date Recorded in the *App Retd DT* Field in MiCSES

IV-D staff will enter the date that the new IV-D application is received when:

- There is previous public assistance for the child(ren) on the IV-D case;
- The IV-D case is closed when the new IV-D application is received; and
- There is no previously recorded date in the *App Retd DT* field.

6. Error in Recording Dates in the *App Retd DT* Field in MiCSES

If IV-D staff record a date incorrectly in the *App Retd DT* field in MiCSES, they must update the field to the correct date.



**Example 1:**

The SS receives an application for IV-D services on February 2, 2019 (2/2/2019). The SS erroneously records the application received date as February 23, 2019 (2/23/2019) in the *App Retd DT* field in MiCSES.

The SS must enter the correct date (2/2/2019) in the *App Retd DT* field and add a note on the NOTE screen indicating the change is an error correction.

IV-D staff must not enter false dates in the *App Retd DT* field for the purposes of meeting federal timeframes in an audit. Such action by IV-D staff is prohibited and is considered a falsification of information.

7. Recording/Correcting High Dates (12/31/9999)

IV-D staff must not enter invalid or incorrect dates in the *App Retd DT* field, including a high date of 12/31/9999.

If a high date exists, IV-D staff will remove the date and leave the *App Retd DT* field blank when:

- A new IV-D application is received;
- The IV-D case is open; and
- There is current or previous public assistance for any child(ren) on the IV-D case.

IV-D staff will remove the high date and add the original application date (the date on which the first IV-D application was received) in the *App Retd DT* field when:

- A new IV-D application is received;
- The IV-D case is open; and
- There is no current or previous public assistance for the child(ren) on the IV-D case.

8. Non-IV-D Case (“L” Case Type)

IV-D staff must open a case as a non-IV-D case in MiCSES when:

- No IV-D application has been received; or
- There is no public assistance case.

When the *App Retd DT* field in MiCSES is not complete, MiCSES will only allow the case to be opened as a non-IV-D case (“L” case type).

IV-D staff will enter a date in the *App Retd DT* field when:

- A new application is received;
- The case is a non-IV-D case in MiCSES; and
- There is no date in the *App Retd DT* field in MiCSES.

Note: When IV-D staff change a case from “L” to “N,” they will enter the date the DHS-1201 or DHS-1201D was received in the *App Retd DT* field. If there are no dates in the *App Req DT* and *App Sent DT* fields, IV-D staff will enter into those fields the same date that appears in the *App Retd DT* field.

**Example 2:**

An FOC worker receives a request to open a case in MiCSES on or about April 1, 2019, but no IV-D application is received. There is no open or closed IV-D case in MiCSES for the applicant.

The FOC worker opens a non-IV-D (“L”) case in MiCSES and records a 4/1/2019 case open date on the CASE screen. No dates are entered in the *App Retd DT* field in MiCSES at this time, because no valid IV-D application exists.

The FOC worker sends a IV-D application to the applicant on the same day, 4/1/2019. The IV-D application is received back in the FOC office on 4/14/2019. The FOC worker changes the IV-D case type from a non-IV-D case (“L”) to a IV-D case (“N”). The FOC worker enters 4/14/2019 in the *App Retd DT* field.

9. *Online Child Support Response* (DHS-842) Form Received

The purpose of the paper *Child Support Response* (DHS-842) form and its online equivalent, the *Online Child Support Response* (e842) form is to obtain additional information from the CP of a child receiving public assistance.<sup>30</sup> Therefore, IV-D staff will not record dates from the DHS-842 or the e842 in the *App Retd DT* field in MiCSES. CPs on public assistance are directed to either go online

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<sup>30</sup> The DHS-842 and e842 are used typically because the referral from the assistance program was incomplete.

to complete the e842<sup>31</sup> or call OCS when they are required to provide information to start a child support case.

The e842 is not considered a valid application for IV-D services. CPs who want IV-D services but are not receiving a type of public assistance that requires cooperation with the child support program must submit a IV-D application such as the DHS-1201, DHS-1201D, or the e1201.

### 3.4 Responding to Applications for IV-D Services

IV-D staff must act on all applications for IV-D services within 20 calendar days. In cases where IV-D staff cannot proceed with the case due to a lack of information, the IV-D worker will make a good-faith effort to contact the applicant using at least two different methods of contact.<sup>32</sup>

#### 3.4.1 Use of the *Application Status Letter* (DHS-1202) by MiCSES

MiCSES will automatically respond to e1201 applications by generating the DHS-1202 and sending it to:

- Applicants who cannot provide a full name and either a date of birth (DOB) or an SSN for the NCP;
- Applicants who already have a IV-D case; and
- NCP applicants when IV-D services cannot be provided.

MiCSES will select the appropriate status on the DHS-1202 for applications that require further action or response. In this situation, IV-D staff will not need to generate the DHS-1202 for the applicant since MiCSES will automatically take this action.

#### 3.4.2 Use of the *Application Status Letter* (DHS-1202) by IV-D Staff

After receiving a DHS-1201, IV-D staff may send the DHS-1202 to inform the applicant of the status of his/her DHS-1201 application. This letter lists multiple application statuses. When completing the DHS-1202, IV-D staff<sup>33</sup> will check the box next to the status that applies to the application. IV-D staff may use the DHS-1202 for the following statuses:

- A. The applicant has not provided enough information on a paper DHS-1201 application for IV-D staff to search for existing IV-D cases or

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<sup>31</sup> Ref: Subsection 5.5.3, "Initiating Case Work," of this manual section for more information about the e842.

<sup>32</sup> If the IV-D program does not receive a response to the DHS-1202 in 30 days, IV-D workers will attempt to call the applicant.

<sup>33</sup> SSSs primarily process IV-D applications; PA or FOC staff may use the DHS-1202, if they choose.

create a new IV-D case. In this circumstance, IV-D staff will request that the applicant call OCS to provide further information;

- B. IV-D staff were able to create a new IV-D case, but additional information is needed to begin locate activities or other necessary case activities. IV-D staff will request that the applicant call OCS to provide further information;
- C. A IV-D case already exists for the persons named on the application. IV-D staff will request that the applicant call OCS for more details;
- D. A IV-D case could not be established for an NCP IV-D applicant because:
  - 1. The applicant is male, and another man is already the legal father for the child(ren) on the application; or
  - 2. The CP requests and is granted good cause not to cooperate with the child support program in establishing paternity and a child support order; or
  - 3. The applicant is proven not to be the father of any of the children on the IV-D case (i.e., he has been excluded by a genetic test).
- E. IV-D staff need to communicate other information to the IV-D applicant to assist with processing the case. Staff may use option 4, "Other," on the DHS-1202 for this purpose.

#### 3.4.3 Second Attempt to Contact the Applicant If Additional Information Is Needed for Non-Assistance IV-D Applications

After IV-D staff send the DHS-1202, they will wait 30 days for a response from the non-assistance IV-D applicant. If, after 30 days, the applicant does not provide the needed information, the IV-D worker will make a good-faith effort to contact the applicant using at least one other method. Currently, the second method of contact is a phone call to obtain the additional information to proceed with the case.

Note: As the use of electronic technology such as emailing and texting becomes available, and the applicant for IV-D services has opted into receiving information in this manner, the IV-D worker may use one of these options instead of a phone call.

Not all IV-D applications will have an applicant phone number, and not all phone calls attempted by IV-D workers will be successful.<sup>34</sup> The IV-D worker will take the following actions when attempting to reach the applicant:

- A. **If the IV-D applicant did not provide a phone number** on the application for IV-D services, the IV-D worker cannot make the phone call. In this situation, the IV-D worker has met the good-faith requirement without calling the applicant. The IV-D worker will make a case note on the NOTE screen indicating that no call could be made.
- B. **If the IV-D worker contacts the IV-D applicant and obtains the needed information** to proceed with the IV-D case, the IV-D worker will process the case as needed. The IV-D worker will make a case note on the NOTE screen detailing the call.
- C. **If the IV-D worker reaches the IV-D applicant, but the applicant is unable to provide the information** while on the call:
  - 1. SSs will indicate on the *Case Processor* (CPRO) screen that the IV-D applicant needs more time;<sup>35</sup> or
  - 2. PA or FOC staff will set an alert for 30 calendar days.

The SS will make a case note on the NOTE screen detailing the call. The SS will advance the SSACT on the CPRO screen to give the applicant 30 days to provide the needed information. After the SSACT is advanced, the good-faith requirement will be met.

- D. **If the IV-D worker reaches a voicemail associate with the phone number provided**, the IV-D worker will leave a message<sup>36</sup> requesting a return call. With this action, the IV-D worker will meet the good-faith requirement. The IV-D worker will make a case note on the NOTE screen detailing the call.

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<sup>34</sup> These good-faith requirements are currently written assuming the IV-D worker will be attempting to contact the non-assistance applicant via phone call. This policy will be updated as other forms of contact become more readily available for IV-D workers.

<sup>35</sup> By designating that the applicant needs more time, the SS will progress the case to the minor activity APPRESP2 in *the Support Specialist Activity Chain* (SSACT). If there are no updates to the case within 30 days, MICSES will set the case for closure if it fits the closure criteria in [Section 3.50, "Case Closure," of the Michigan IV-D Child Support Manual](#).

<sup>36</sup> When leaving a message regarding a recipient of IV-D services, IV-D workers will not provide any information that suggests the applicant had applied for IV-D services. The IV-D worker will merely provide the office name and phone number and request a return call.

1. SSs will indicate on the CPRO screen that the IV-D applicant needs sufficient time to respond to the voicemail; or
2. PA or FOC staff will set an alert for 10 calendar days to allow sufficient time for the applicant to respond to the voicemail.

**E. If the IV-D worker does not reach the applicant and the IV-D worker does not have the ability to leave a voicemail, (s)he must make at least one other attempt to contact the IV-D applicant.**

1. SSs will enter a case note on the NOTE screen detailing the date and outcome of the call. OCS will assign the case to an SS to make a second attempt to call at a later date. After the second call is made, the IV-D worker will meet the good-faith requirement;<sup>37</sup> or
2. PA or FOC staff will set a reminder to call again within three business days. PA or FOC staff also will enter a case note on the NOTE screen detailing the date and outcome of the first call. After attempting to call again, the IV-D worker will enter another case note on the NOTE screen. With these actions, the IV-D worker will meet the good-faith requirement.

If the IV-D worker makes a good-faith effort to contact the non-assistance applicant using two different methods but still does not have the information needed to proceed with the case, the IV-D worker will review case closure policy to determine if the IV-D case is eligible for closure.<sup>38</sup>

#### 3.4.4 Scenarios for Processing a DHS-1201 From an Alleged Father (AF) or NCP

Below are specific case scenarios that OCS staff will encounter when receiving a DHS-1201 application from an AF or NCP. Each scenario includes the steps that an SS will take to process an application, as well as which status the SS will note on the DHS-1202 (if needed).

**A. Scenario 1: DHS-1201 received from AF or NCP and no existing IV-D case**

To process the application, the SS will:

1. Create a new IV-D case;

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<sup>37</sup> After the first call, the SS will leave the case in the APPCALL minor activity. A case in APPCALL will not progress on the SSACT without a manual entry by an SS. If the SS works a case in APPCALL for which an SS has noted a previous call on the NOTE screen, the SS will make a second attempt to call the applicant and enter a detailed case note on the NOTE screen.

<sup>38</sup> Ref: Section 3.50 of the *Michigan IV-D Child Support Manual* for information on case closure.

2. Record the *App Retd DT* using the same standards outlined in Subsection 3.3, “Receiving and Processing Applications for IV-D Services”;
3. Mark the NCP as the IV-D applicant (on the MiCSES CASE screen); and
4. Determine whether sufficient information is provided:
  - a. If sufficient information is provided, the SS will generate a court action referral (CAR);<sup>39</sup> or
  - b. If sufficient information is not provided, the SS will:
    - 1) Generate the DHS-1202 and require the applicant to provide additional information by calling the SS;
    - 2) If, 30 days after OCS sends the DHS-1202, the applicant has not provided the needed information, the SS will attempt to call the applicant using the phone number provided on the application.<sup>40</sup>

**Note:** If the non-assistance applicant does not provide the additional information despite the SS’s good-faith effort to contact the applicant via two different methods, the SS will initiate case closure using the closure code “WT” (Non-Public Assistance Applicant Cannot Be Contacted).<sup>41</sup>

B. Scenario 2: DHS-1201 received from AF or NCP, existing IV-D case open

The SS will process the application by doing the following:

1. If the existing AF or NCP on the case is unknown, the SS will:
  - a. Inactivate the existing unknown AF or NCP;<sup>42</sup>
  - b. Add the applicant as the AF or NCP on the existing case;<sup>43</sup>
  - c. Delete the unknown AF or NCP;<sup>44</sup> and
  - d. Follow CAR generation or request additional information based on the procedures in Scenario 1.

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<sup>39</sup> Ref: [Section 2.20, “Court Action Referrals \(CARs\),” of the Michigan IV-D Child Support Manual](#) for more information.

<sup>40</sup> Ref: Subsection 3.4.3 of this manual section for the guidelines that IV-D workers must follow to meet the good-faith requirement to contact the applicant via phone.

<sup>41</sup> Ref: Section 3.50 of the *Michigan IV-D Child Support Manual* for information on case closure.

<sup>42</sup> Ref: [MiCSES Quick Reference Guide: CASE – Exclude, Inactivate, or Close a Member on a IV-D Case.](#)

<sup>43</sup> Ref: [MiCSES Quick Reference Guide: CMAD – Create New Member and Add to Existing Case.](#)

<sup>44</sup> Ref: [MiCSES Quick Reference Guide: CASE – Delete a Duplicate Dependent or Unknown NCP.](#)

2. If the AF or NCP on the case is the **same person** as the applicant on the DHS-1201, the SS will:
  - a. Update the case record with current information; and
  - b. Follow CAR generation or request additional information based on the procedures in Scenario 1.
  
3. If the AF or NCP on the case is a **different person** than the applicant on the DHS-1201, the SS will:
  - a. Generate the DHS-1202 to inform the applicant that a IV-D case already exists; and
  - b. Record the receipt of the DHS-1201, all information about the AF or NCP, and the action(s) taken on the NOTE screen.

Note: For cases with existing CARs, the SS will communicate the new AF or NCP information to the PA or FOC by email or phone.

Note: The SS can inform the applicant that another man has been identified as an AF or NCP. However, IV-D staff cannot reveal any identifying information regarding the other AF or NCP. If the applicant asks for additional information, the SS must say: "I cannot discuss this case any further due to confidentiality."

C. Scenario 3: DHS-1201 received from AF or NCP, existing IV-D case open, CP in noncooperation or denies knowledge of a putative father (PF)

The SS will process the application by doing the following:

1. If the existing AF or NCP on the case is unknown, the SS will:
  - a. Inactivate the existing unknown AF or NCP;<sup>45</sup>
  - b. Add the applicant as the AF or NCP on the existing case;<sup>46</sup>
  - c. Delete the unknown AF or NCP;<sup>47</sup> and
  - d. Follow CAR generation or request additional information based on the procedures in Scenario 1.

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<sup>45</sup> Ref: *MiCSES Quick Reference Guide: CASE – Exclude, Inactivate, or Close a Member on a IV-D Case.*

<sup>46</sup> Ref: *MiCSES Quick Reference Guide: CMAD – Create New Member and Add to Existing Case.*

<sup>47</sup> Ref: *MiCSES Quick Reference Guide: CASE – Delete a Duplicate Dependent or Unknown NCP.*



2. If the AF or NCP on the case is the **same person** as the applicant on the DHS-1201, the SS will:
  - a. Update the case record with current information; and
  - b. Follow CAR generation or request additional information based on the procedures in Scenario 1.
  
3. If the AF or NCP on the case is a **different person** than the applicant on the DHS-1201, the SS will:
  - a. Create a new IV-D case;
  - b. Mark the AF or NCP as the IV-D applicant (on the MiCSES CASE screen); and
  - c. Determine whether sufficient information is provided:
    - 1) If sufficient information is provided, the SS will generate a CAR; or
    - 2) If sufficient information is not provided, the SS will:
      - a) Generate the DHS-1202 and require the applicant to provide additional information;
      - b) If, after 30 days, the applicant has not provided the needed information, the SS will attempt to call the applicant using the phone number provided on the application.<sup>48</sup>
  - d. Record the receipt of the DHS-1201 (also the sending of the DHS-1202 and any phone calls made, if applicable) and action(s) taken on the NOTE screen.

Note: If the non-assistance applicant does not provide the additional information despite a good-faith effort to contact the applicant via two different methods, the SS will initiate case closure using the closure code “WT” (Non-Public Assistance Applicant Cannot Be Contacted).<sup>49</sup>

Note: For cases with existing CARs, the SS will communicate the new AF or NCP information to the PA or FOC by email or phone.

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<sup>48</sup> Ref: Subsection 3.4.3 of this manual section for guidelines that IV-D workers must follow to meet the good-faith requirement to contact the applicant via phone.

<sup>49</sup> Ref: Section 3.50 of the *Michigan IV-D Child Support Manual* for information on case closure.

Note: The SS can inform the applicant that another man has been identified as an AF or NCP. However, IV-D staff cannot reveal any identifying information regarding the other AF or NCP. If the applicant asks for additional information, the SS must say: “I cannot discuss this case any further due to confidentiality.”

D. Scenario 4: DHS-1201 received from AF or NCP, existing IV-D case open, good cause pending or approved<sup>50</sup>

Note: If good cause is approved, IV-D staff must not mention the words “good cause” to the applicant. IV-D staff will say, “The CP’s request for not pursuing paternity and/or child support has been approved.”

The SS will process the application by doing the following:

1. If the existing AF or NCP on the case is unknown, or if the AF or NCP on the existing case is the **same person** as the applicant on the DHS-1201:
  - a. If good cause is pending, the SS will communicate with the FIS/ES worker to determine if the person whom the CP has claimed good cause against is the applicant on the DHS-1201.

Note: MiCSES will respond to e1201 applications in this scenario with the DHS-1202, asking the NCP applicant to call OCS.

- 1) If the person whom the CP has claimed good cause against **is** the applicant on the DHS-1201, the SS will:
  - a) If the existing AF or NCP is unknown:
    1. Inactivate the existing unknown AF or NCP;<sup>51</sup>
    2. Add the applicant as the AF or NCP on the existing case;<sup>52</sup> and
    3. Delete the unknown AF or NCP.<sup>53</sup>

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<sup>50</sup> Ref: [Section 2.15, “Cooperation/Noncooperation/Good Cause,” of the Michigan IV-D Child Support Manual](#) for details regarding good cause.

<sup>51</sup> Ref: *MiCSES Quick Reference Guide: CASE – Exclude, Inactivate, or Close a Member on a IV-D Case.*

<sup>52</sup> Ref: *MiCSES Quick Reference Guide: CMAD – Create New Member and Add to Existing Case.*

<sup>53</sup> Ref: *MiCSES Quick Reference Guide: CASE – Delete a Duplicate Dependent or Unknown NCP.*

Note: Automated processes will communicate the change of NCP to Bridges along with the good cause status.

- b) If the AF or NCP is the same person as the applicant, notify the FIS/ES worker by email or phone of the receipt of the DHS-1201 from the applicant.
- 2) If the person whom the CP has claimed good cause against **is not** the applicant on the DHS-1201, the SS will:
- a) Generate the DHS-1202 to inform the applicant that a IV-D case already exists; and
  - b) Record the receipt of the DHS-1201, all information about the AF or NCP, and the action(s) taken on the NOTE screen.
- b. If good cause is granted with “end action,” the SS will:
- 1) Notify the FIS/ES worker by email or phone of the receipt of the DHS-1201 from the applicant;
  - 2) Inform the applicant via the DHS-1202 that the CP’s request for not pursuing paternity and/or child support has been approved;
  - 3) Record the receipt of the DHS-1201, all information about the AF or NCP, and the action(s) taken on the NOTE screen; and
  - 4) Close the IV-D case if it is not already closed.
- c. If good cause is granted with “continue action,” the SS will:
- 1) Notify the FIS/ES worker by email or phone of the receipt of the DHS-1201 from the applicant;
  - 2) If the existing AF or NCP is unknown, the SS will:
    - a) Inactivate the existing unknown AF or NCP;<sup>54</sup>
    - b) Add the applicant as the AF or NCP on the existing case;<sup>55</sup> and
    - c) Delete the unknown AF or NCP.<sup>56</sup>

Note: Automated processes will communicate the change of NCP to Bridges along with the good cause status.

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<sup>54</sup> Ref: *MiCSES Quick Reference Guide: CASE – Exclude, Inactivate, or Close a Member on a IV-D Case.*

<sup>55</sup> Ref: *MiCSES Quick Reference Guide: CMAD – Create New Member and Add to Existing Case.*

<sup>56</sup> Ref: *MiCSES Quick Reference Guide: CASE – Delete a Duplicate Dependent or Unknown NCP.*

- 3) Record the receipt of the DHS-1201, all information about the AF or NCP, and the action(s) taken on the NOTE screen;  
and
  - 4) Proceed with paternity establishment and support action.
2. If the AF or NCP on the case is a **different person** than the applicant on the DHS-1201, and the good cause status is **not** “end action,” the SS will:
- a. Notify the FIS/ES worker by email or phone of the receipt of the DHS-1201 from the applicant;
  - b. Inform the applicant via the DHS-1202 that a IV-D case already exists;
  - c. Record the receipt of the DHS-1201, all information about the AF or NCP, and the action(s) taken on the NOTE screen.

Note: When a DHS-1201 is received from a different AF or NCP and “good cause, end action” has been granted, the SS will proceed as if no IV-D case were open (Ref: Scenario 1).

E. Scenario 5: DHS-1201 received from AF or NCP, existing IV-D case open with legal father already established

If the AF or NCP on the existing IV-D case is different from the applicant on the DHS-1201, the SS will process the application by:

1. Informing the applicant that no action will be taken on his application because a IV-D case already exists and a legal father has already been determined; and
2. Recording the receipt of the DHS-1201, all information about the AF or NCP, and the action(s) taken on the NOTE screen.

Note: The SS can inform the applicant that another man has been identified as an AF or NCP. However, IV-D staff cannot reveal any identifying information regarding the other AF or NCP. If the applicant asks for additional information, the SS must say: “I cannot discuss this case any further due to confidentiality.”

F. Scenario 6: DHS-1201 received from AF or NCP, existing IV-D case closed

1. If the existing AF or NCP on the case is unknown, or if the AF or NCP on the existing case is the **same person** as the applicant on

the DHS-1201, the SS will process the application by doing the following:

- a. Reopen the IV-D case, unless the existing IV-D case closed because:
  - 1) The NCP is incarcerated for life without the possibility of parole, or disabled with no potential for recovery;
  - 2) The NCP was proven not to be the father of any of the children on the IV-D case (i.e., he was excluded by genetic test); or
  - 3) A determination of “good cause, end action” was made.<sup>57</sup>
- b. If the existing AF or NCP is unknown, the SS will:
  - 1) Inactivate the existing unknown AF or NCP;<sup>58</sup>
  - 2) Add the applicant as the AF or NCP on the existing case;<sup>59</sup> and
  - 3) Delete the unknown AF or NCP.<sup>60</sup>
- c. If the IV-D case is **not** actively receiving public assistance, the SS will mark the NCP as the IV-D applicant (on the MiCSES CASE screen);
- d. Follow CAR generation or request additional information based on the procedures in Scenario 1.
- e. Record the receipt of the DHS-1201 (and DHS-1202, if applicable) and action(s) taken on the NOTE screen.

Note: If the AF or NCP was already excluded as the father, the SS will inform the applicant of this using the DHS-1202.

2. If the NCP on the existing closed IV-D case is different from the applicant on the DHS-1201, proceed to open a case as in Scenario 1 **unless** paternity was established with the existing NCP for all the children on the DHS-1201 **and** the IV-D case closed for one of the following reasons:

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<sup>57</sup> Ref: Section 2.15 of the *Michigan IV-D Child Support Manual*.

<sup>58</sup> Ref: *MiCSES Quick Reference Guide: CASE – Exclude, Inactivate, or Close a Member on a IV-D Case*.

<sup>59</sup> Ref: *MiCSES Quick Reference Guide: CMAD – Create New Member and Add to Existing Case*.

<sup>60</sup> Ref: *MiCSES Quick Reference Guide: CASE – Delete a Duplicate Dependent or Unknown NCP*.

- The NCP is deceased, incarcerated for life without the possibility of parole, or disabled with no potential for recovery, and paternity was established; or
- A determination of “good cause, end action” was made.<sup>61</sup>

### 3.5 Required Disclosures

The disclosure of an applicant’s SSN on all IV-D applications is required<sup>62</sup> so the child support program may provide services related to the establishment of paternity and the establishment, modification, and enforcement of child support obligations. OCS has added a disclosure statement in the “Acknowledgement for All Applicants” section of the DHS-1201 and the “Acknowledgement for Applicant” section of the DHS-1201D to comply with Public Law (PL) 104-193.

### 3.6 Retention of Applications for IV-D Services

A signed or scanned copy of a paper application for IV-D services must be retained in the local IV-D office or by OCS. If FOC staff receive a paper DHS-1201, they may fax the signed form to OCS.<sup>63</sup> Each FOC office will determine whether to maintain a copy of the DHS-1201 in their office or fax a copy to OCS for retention purposes.<sup>64</sup> When sending the DHS-1201 to OCS for retention, FOC staff must write “For retention purposes” on the form. However, FOC staff do not need to send a copy of the court order with the application.<sup>65</sup>

FOC staff may destroy the application 30 days after faxing a copy to OCS. Retaining the original application for 30 days will allow OCS staff time to contact the FOC office to retransmit an application if a faxed copy is illegible.

Paper applications for IV-D services received by OCS are scanned and stored in MiCSES. OCS Operations staff will scan paper DHS-1201s and DHS-1201Ds and upload them into MiCSES using the upload feature on the FHST screen. They will enter the IV-D case number as the Unique Identifier on the FHST screen when uploading the DHS-1201 and DHS-1201D.

An FOC office may retain a copy of the signed paper DHS-1201 or DHS-1201D by scanning it and uploading it to the FHST screen or by keeping the paper copy at the local office.

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<sup>61</sup> Ref: Section 2.15 of the *Michigan IV-D Child Support Manual*.

<sup>62</sup> This is required by the federal Privacy Act (5 USC 552a) and is detailed in the federal Office of Child Support Enforcement (OCSE) Dear Colleague Letter (DCL) 05-25, *Privacy Act Disclosure Requirement*.

<sup>63</sup> OCS has determined a faxed copy to be an acceptable document.

<sup>64</sup> The OCS fax number is 517-241-0844.

<sup>65</sup> Since PA staff already transmit paper DHS-1201s to OCS to open a IV-D case, this step is not necessary.

Note: OCS Operations staff will not upload duplicate paper DHS-1201s received for a case. They will review the duplicate application, enter any new or updated information into MiCSES, and enter a note on the NOTE screen about the duplicate form and any new information.

OCS will destroy paper DHS-1201s after they are scanned and uploaded to MiCSES. Additionally, OCS Operations staff and Michigan State Disbursement Unit (MiSDU) staff will not retain paper DHS-1201s at the state archives.

Copies of completed e1201s (online DHS-1201s) are electronically retained and archived.<sup>66</sup> IV-D workers can log into MiChildSupport as a global user<sup>67</sup> to view completed online DHS-1201s received on or before June 10, 2022. IV-D workers can go to the FHST screen in MiCSES to view online DHS-1201s received after June 10, 2022.

IV-D staff do not need to manually retain paper DHS-1201s if an applicant who submits an application online also chooses to mail or fax the online DHS-1201.<sup>68</sup> The online DHS-1201 contains the following information in the “Return completed application to” section on its signature page:

Application Submitted Electronically  
Application ID: 9999999999-888888888888

## 4. Referrals

Michigan’s IV-D program must react equitably to both applications for IV-D services and referrals from public assistance, child welfare, or intergovernmental sources.

### 4.1 Referrals From Michigan’s Assistance Programs

Michigan’s public assistance programs make referrals to Michigan’s IV-D program for the establishment of paternity or the establishment, modification, or enforcement of child support orders.

These referrals are required by federal law when recipients become eligible for assistance under Title IV-A, Title IV-E, or Title XIX of the Social Security Act, or when cooperation with the child support program is required as a condition of eligibility for food assistance under the Food and Nutrition Act of 2008.

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<sup>66</sup> Ref: Section 1.35 of the *Michigan IV-D Child Support Manual* for more information.

<sup>67</sup> Ref: Section 1.35 of the *Michigan IV-D Child Support Manual* for information about MiChildSupport (MiCase) global users.

<sup>68</sup> The e1201 creates a completed online DHS-1201(s) as a PDF file.

Federal regulations specify that the state's Title IV-D program must accept electronic referrals and case information from the state's Title IV-A and Title IV-E programs and use that information to identify and manage child support cases.

Accordingly, Michigan's automated assistance management system, Bridges, and its IV-E automated system, MiSACWIS, make electronic referrals to the state's IV-D automated system, MiCSES. These referrals include case and member information about the assistance household participants, any parents not in the home, assistance eligibility information, and supporting demographic information for all referred persons.

MiSACWIS referrals are not discussed in detail in this manual section. Refer to Section 2.85 of the *Michigan IV-D Child Support Manual* for the process of initiating IV-D cases after an agency placement referral.

## 4.2 Conditions for Referral to the IV-D Program

Not all recipients of public assistance are referred for child support services. To qualify for a referral, at least one child in a family receiving public assistance must:

- Currently receive the benefit of certain types of assistance;
- Be determined to be eligible for assistance; and
- Have one or both parents not residing within the assistance household.

Some forms of public assistance are not funded through Title IV-A, Title IV-E, or Title XIX of the Social Security Act and do not carry a cooperation requirement. Other programs are temporary in nature and do not require an assignment of support as defined by federal regulations.<sup>69</sup> A referral is not made when a family's assistance does not require cooperation or assignment of support.

The following subsections pertain to Bridges referrals.

### 4.2.1 Types of Assistance Referred to the IV-D Program

Bridges determines and tracks eligibility for over 60 varieties of public assistance.

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<sup>69</sup> Non-recurrent, short-term benefits; work subsidies; child care to persons who are employed; employment-related services; or money not redeemable by the family at par value are not assignable per [OCSE Action Transmittal \(AT\)-99-10, Definition of "Assistance Paid to the Family" for Child Support Enforcement Collection Purposes](#). Ref: [Section 5.15, "Assignment of Support \(Certification/Decertification\)," in the Michigan IV-D Child Support Manual](#) for details regarding the assignment of support obligations.



Individuals within each assistance case (AC-ID)<sup>70</sup> may participate in and be eligible for several types of assistance at once. Each individual within an assistance case maintains a unique assistance individual ID (AI-ID)<sup>71</sup> number.

Bridges evaluates a group of persons within a household together for eligibility for each assistance program. The specific program, combined with the household members, is called an eligibility determination group (EDG).

Within an EDG, Bridges may or may not account for each person’s income or needs in determining eligibility according to the regulations for each assistance program. Some EDGs give benefits to the entire family; others are specific to only one individual (typically a child).

Of the various types of assistance, only the following meet the criteria for referral to Michigan’s IV-D program:

<b>Program</b>	<b>Type of Assistance<sup>72</sup></b>	<b>Description</b>	<b>Other Details</b>
Temporary Assistance for Needy Families (TANF)	TP01	Family Independence Program (FIP)	
Medicaid	TP08	Low Income Families (LIF)	
Medicaid	TP07	Transitional Medicaid (TMA) due to closure of FIP/LIF for excess income	
Medicaid	TP20	Special N/Support <sup>73</sup> due to closure of FIP/LIF because of excess income and countable child support	

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<sup>70</sup> Formerly called FIA Case ID, DHS Case ID, CIMS Case ID, or Bridges Case ID, “assistance case ID” or AC-ID was chosen as being independent of system or acronym changes. The AC-ID is the unique identifier of the assistance case in MiCSES.

<sup>71</sup> Formerly called recipient ID (RID) or Bridges Individual ID, Bridges refers to this identifier as “individual ID.” “Assistance individual ID” or AI-ID was chosen for MiCSES as being independent of system or acronym changes.

<sup>72</sup> A type of assistance designates a particular variation of an assistance program. Each type of assistance has distinct eligibility and group (EDG) composition requirements.

<sup>73</sup> The “N” in “Special N/Support” has no intrinsic meaning.

Program	Type of Assistance <sup>72</sup>	Description	Other Details
Medicaid	TP43	Healthy Kids under age 1	Benefits are received by only one child per EDG.
Medicaid	TP44	Other Healthy Kids (ages 1 to 19)	Benefits are received by only one child per EDG.
Medicaid	TP45	Medicaid for newborn children of mother on Medicaid at time of birth	Benefits are received by only one child per EDG.
Medicaid	HKEM	Other Healthy Kids Expansion Group (ages 16 to 19)	Benefits are received by only one child per EDG.
Medicaid	G2SM	Group 2 Aged, Blind, Disabled	Recipients are eligible through “Medicaid Deductible” <sup>74</sup> and become eligible on a month-to-month basis.
Medicaid	G2UM	Group 2 Under 21	Recipients are eligible through “Medicaid Deductible” and become eligible on a month-to-month basis.
Food Assistance Program (FAP)	TP09	FAP	
Child Development and Care (CDC)	CDCS	CDC	Only TANF-funded CDC is referred. Referred cases are FIP-related or income-eligible families eligible for education or employment purposes, or FIP-related or income-eligible Michigan Works Assistance families eligible for education purposes.

Referral to the IV-D program does not occur for recipients who receive assistance only from other programs not listed above. IV-D workers will not enforce a cooperation requirement or assignment of support obligations upon families who are recipients of assistance programs not included in the above list.<sup>75</sup>

<sup>74</sup> Ref: Section 5.15 of the *Michigan IV-D Child Support Manual* for details regarding Medicaid Deductible (formerly Spend-Down) cases.

<sup>75</sup> Ref: Section 5.15 of the *Michigan IV-D Child Support Manual* for details regarding the assignment of support obligations. Not all referable assistance programs require the assignment of child support.

#### 4.2.2 Eligibility for Assistance

Every member of an assistance household in Bridges maintains a designation for each EDG that indicates whether that person is eligible for that program, is not participating in the program, or plays some other role.

Individuals who receive benefits as part of an assistance program have a participation status code (PSC) of Eligible within that assistance EDG.<sup>76</sup> Dependents whom the FIS/ES worker designates as Eligible qualify for referral to the IV-D program.

#### 4.2.3 One or Both Parents Not in the Assistance Household

When one or both natural or legal parents are not residing in the assistance household, Bridges maintains a record of the non-resident parent(s) who is called an absent parent (AP).<sup>77</sup>

A. When the above conditions are met, a referral is made for each AP designated by FIS/ES workers as:

- No legal father;
- Divorced; or
- Not in the home.<sup>78</sup>

B. A referral will not be made if the AP is described by FIS/ES workers as:

- Deceased, financial support not likely;
- Deceased, financial support likely;<sup>79</sup>
- Single parent adoption;
- Returned home; or
- Parental rights terminated.

Note: If an AP is initially referred, but his/her designation later changes to one that does not qualify for a referral, updates to

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<sup>76</sup> [Section 3.03, "Case Updates and Member Demographics," of the Michigan IV-D Child Support Manual](#) describes PSCs in detail.

<sup>77</sup> "Absent parent" is an obsolete term in child support terminology. However, Bridges and Michigan assistance policy continue to use this term. In this manual section, "absent parent (AP)" is used only as it relates to the assistance case.

<sup>78</sup> These are the descriptions listed in Bridges.

<sup>79</sup> The FIS/ES worker is not trained to make a value judgment as to whether financial support is in fact likely. OCS and MDHHS representatives agree that both Bridges codes "Deceased, financial support not likely" and "Deceased, financial support likely" should be treated identically by IV-D workers.

current assistance and individual member information for the referral will continue.<sup>80</sup>

If both parents reside in the assistance household, no referral is made. If both parents reside outside the assistance household and are eligible for referral as described above, each is referred separately.

#### 4.2.4 Individuals Included in the Referral

When a child is referred for IV-D services from Bridges, the following individuals are included in the referral:

- The child receiving assistance;
- The non-resident parent or AP as described above;
- The resident parent, if any; and
- Any other person designated by an FIS/ES worker as filling a parental role for the child; and
- The grantee associated with the assistance case.

Other individuals living in the assistance household, even if they also receive assistance in the same EDG as the referred family, are not referred.

#### **Example 3:**

Elise and her sister, Freda, live together. Freda cares for her daughter, Gina. Gina is herself a minor mother of her own son, Harold. Elise applies for FAP for the household. The FIS/ES worker grants eligibility to the whole household. Neither Gina's father nor Harold's father lives in the household.

Bridges makes two referrals to MiCSES for child support.

The first referral, for Gina's support, includes Gina, her mother, Freda, and Gina's father as an AP. The grandchild, Harold, is not included in the first referral.

The second referral includes Harold, his mother, Gina, and Harold's father as an AP. The grandmother, Freda, is not included in the second referral.

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<sup>80</sup> Ref: Section 3.03 of the *Michigan IV-D Child Support Manual* for details regarding updates to existing referrals.

**Example 4:**

Irene and her companion Jack live with their daughter, Karen, and receive FAP together; Irene is the grantee on the assistance case. Lisa, Jack's niece, moves in along with her son, Mark, and they join the FAP EDG. Lisa does not name Mark's father on the *Assistance Application* (DHS-1171).

Bridges refers Mark and his mother, Lisa, along with an unknown individual as Mark's potential father. Jack is not referred even though he is related to Lisa and Irene is not.

#### 4.2.5 Relationships Between Assistance Individuals

Each person in the assistance household maintains a relationship with each other person in the assistance household. This information is included in the referral and is used by MiCSES to help determine the appropriate CP. The referral may also indicate that one person acts in a parental role toward another person.

Bridges identifies the following relationships:

- Aunt (including great);
- Brother/Half-brother;
- First cousin;
- Daughter;
- Legal father;
- Granddaughter (including great);
- Grandfather (including great);
- Grandmother (including great);
- Grandson (including great);
- Mother;
- Nephew (including great);
- Niece (including great);
- Step-brother;
- Step-daughter;
- Step-father;
- Step-grandfather (including great);
- Step-granddaughter (including great);
- Sister/Half-sister;
- Step-mother;
- Son;
- Step-grandson (including great);
- Step-son;
- Step-sister;

- Step-grandmother (including great);
- Unknown;
- Uncle (including great);
- Unrelated;
- Other relationship;
- Husband;
- Wife;
- Legal guardian;
- Legally guarded;
- First cousin – once removed;
- Unrelated placement, court-ordered;
- Pending legal guardian;
- Pending legally guarded;
- Foster child;
- Foster parent;
- Living together partner;
- Potential/Alleged father;
- Alleged son; and
- Alleged daughter.<sup>81</sup>

Note: Although Bridges identifies fathers as “legal father,” this designation is also used for natural fathers, and IV-D workers should interpret it to mean either a legal or a natural father.

Bridges does not maintain the relationship between persons in the assistance household and non-resident parents (APs). Instead, it maintains only the relationship between the AP and the child.

Note: MiCSES also makes this information available for IV-D workers’ reference on the *Bridges Case Information* (BRDG) screen.

#### 4.2.6 Bridges AP/Child Link

Because non-resident parents, or APs, are not tracked within Bridges in the same fashion as persons residing in the assistance household, the AP must be attached, or linked, to each child receiving assistance before a referral can be made.

Bridges may describe the relationship between an AP and a child as mother, father, or potential/alleged father.

Bridges requires that each child receiving a referable type of assistance as described in Subsection 4.2.1 either have both a mother and father

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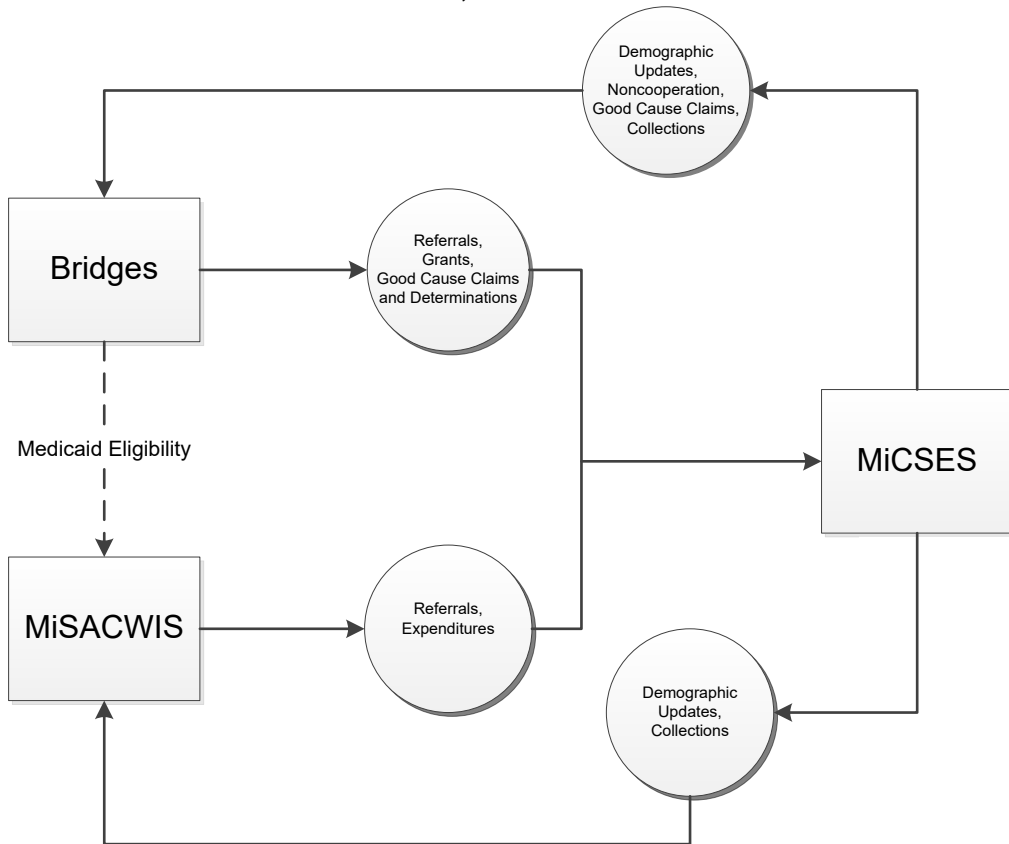
<sup>81</sup> These are the descriptions listed in Bridges.

residing in the assistance household or be linked to a corresponding number of APs. FIS/ES workers enter this information when new assistance is certified and when eligibility is redetermined.

## 5. Processing Referrals and Online Applications for IV-D Services

Referrals from Bridges, MiSACWIS and the e1201 are made directly to MiCSES. The procedures in this subsection only concern **new** referrals from Bridges and MiSACWIS to MiCSES and processing online applications for IV-D services. Procedures for updating information for prior referrals are detailed in Section 3.03 of the *Michigan IV-D Child Support Manual*. All online applications are treated as new, even if the applicant has previously used the e1201 process to apply for IV-D services.

Here is a high-level view of the types of information that are shared from a Bridges or MiSACWIS referral to MiCSES, and the information returned from MiCSES as a result.



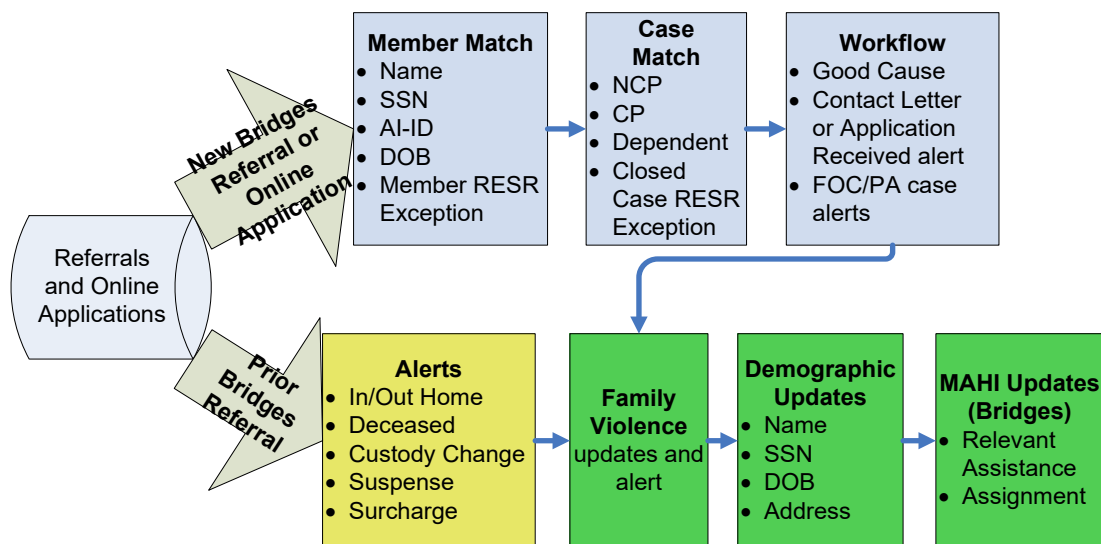
A new referral is defined as an assistance family that has never before been referred to the IV-D program. It may also be defined as a previously referred family that is updated with information about an individual never previously referred as part of that assistance family. Updates to other information about the assistance household, such as an individual receiving a new form of assistance, do not constitute new referrals but

only update existing IV-D cases. When MiCSES receives a new referral from Bridges, the assistance received by each individual in the household is stored.

MiCSES then takes the following actions for each Bridges referral or online DHS-1201 application:

- MiCSES finds the right MiCSES IV-D members who match the Bridges members, or creates new IV-D members. The SS must manually resolve near-matches;
- MiCSES finds the right MiCSES IV-D case(s) that matches the family – either the CP and NCP, the CP and dependent(s), or all three, or creates a new IV-D case. The SS must decide whether to reopen a closed IV-D case when only a closed IV-D case matches the referral;
- For online applications, if the application matches to an existing case, the applicant failed to provide an identified<sup>82</sup> NCP, or the NCP applicant cannot receive IV-D services, MiCSES responds to the applicant using the DHS-1202;
- For Bridges referrals, once the IV-D case(s) is matched, reopened, or created, MiCSES applies the family’s assistance to the IV-D case(s); and
- MiCSES begins case processing or alerts appropriate IV-D staff if action is needed on an ongoing IV-D case.

This process is illustrated below.<sup>83</sup>



<sup>82</sup> See “Locate Status” in the [Michigan Child Support Program Glossary on mi-support](#).

<sup>83</sup> For information about RESR exceptions, reference Subsections 5.3.2 and 5.4.3 in this manual section. For an explanation of relevance, reference Section 3.03 of the *Michigan IV-D Child Support Manual*.



## 5.1 Assistance Information in MiCSES

Assistance information for FIP, Medicaid, CDC and FAP is maintained within MiCSES according to the AI-ID for a member. Assistance information for members on agency placement cases is maintained based on the association between the AI-ID and the Agency Placement (AgP) Person ID. MiCSES will only store assistance information for referrals received from Bridges and MiSACWIS assistance systems of record.

Because association to a IV-D individual is not necessary for tracking the receipt of assistance, assistance information accompanying the referral is stored and applied immediately to the AI-ID's MiCSES record of assistance.

Assistance information begins to affect IV-D cases when:

- Assistance individuals are associated to IV-D individuals; and
- The association of individuals receiving assistance together within a IV-D case causes the assistance to apply to (be relevant to) that IV-D case and individual.

Section 3.03 of the *Michigan IV-D Child Support Manual* contains a thorough discussion of how relevance applies to IV-D cases and individuals.

## 5.2 Composing the IV-D Case

The initial step in evaluating the referral or online application is to determine which role each person will play in the IV-D case. Because other adults in addition to the grantee may be included in the referral, the appropriate persons must be determined for the roles of the dependent(s) and CP.

### 5.2.1 The NCP

The NCP for each IV-D case resulting from a Bridges referral is the parent(s) who does not reside in the assistance household.

For most online applications, the person the applicant listed as the parent not in the home is the NCP. The e1201 asks the applicant about marital status.

MiCSES considers the NCP as unknown if:

- The applicant identifies both a biological father and marital status in the e1201;

- The applicant states that the child was conceived or born during a marriage;<sup>84</sup> and
- The NCP identified as the biological father differs from the spouse identified in the marital information.

MiCSES will search for IV-D cases that match the e1201 CP and dependent(s) information but will create new IV-D cases with unknown NCPs if a matching case is not found.<sup>85</sup> The SS must review the online DHS-1201 (e1201) when processing new IV-D cases with unknown NCPs.<sup>86</sup> SSs can view online DHS-1201s from e1201s submitted on or before June 10, 2022 by entering the MiChildSupport Portal as a global user.<sup>87</sup> Online DHS-1201s from e1201s submitted after June 10, 2022 will be available in MiCSES on the FHST screen.<sup>88</sup>

When a referred child has both parents residing outside the home, two referrals will occur, or the online application will produce two online DHS-1201s – each will follow the process of composing a IV-D case independently.

Similarly, if Bridges workers identify multiple PFs for a single child, a referral may be made for each PF. The multiple referrals will result in a single IV-D case with the most likely AF being the initial NCP.<sup>89</sup> (Ref: Subsection 5.4 of this manual section.)

### 5.2.2 The Dependent

For Bridges and MiSACWIS referrals, the dependent is the person in the home receiving assistance and who is referred by relation to the NCP, even if the NCP is unknown at the time of the referral. When several dependents are related to the same NCP, they are referred together and become part of the same IV-D case.

For online applications, the dependent is the person the applicant identified as a child during the application process.

In a complex family situation, more than one referral may be made for a single family. For instance, a minor parent may be referred as a dependent

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<sup>84</sup> The e1201 considers children as potential products of a marriage if they are born after a marriage date or as late as 10 months after a divorce date.

<sup>85</sup> This process is described in Subsection 5.4, “Matching Families to Child Support Cases,” in this manual section.

<sup>86</sup> Ref: Subsection 5.5.3(D), “Applications,” of this manual section.

<sup>87</sup> Ref: Section 1.35 of the *Michigan IV-D Child Support Manual* for information about MiChildSupport (MiCase) global users.

<sup>88</sup> Ref: [MiCSES Screen Description: FHST – Historical Reprints](#).

<sup>89</sup> Ref: Section 2.20 of the *Michigan IV-D Child Support Manual*.

and also as a parent of his/her own child. The same person in a single assistance case may play the role of dependent and CP on separate IV-D cases.

Similarly, an applicant using the e1201 process may identify multiple children with different NCPs during the application process; MiCSES will process each CP, NCP, and associated child(ren) on separate online DHS-1201s.

### 5.2.3 The CP

The CP is identified based on the type of referral received by MiCSES. For a Bridges referral, the relationships and parental role information contained in the referral are used to determine the CP for a dependent and for the resulting IV-D case:

- A. When a natural or legal mother or father resides in the household, the CP is the natural or legal parent;
- B. When no parent is present, but a step-parent resides in the household, the CP is the step-parent;
- C. When neither a parent nor step-parent resides in the household, the CP is the person whom the FIS/ES worker designates as acting in a parental role toward the dependent; and
- D. When none of these conditions is met, the grantee associated with the assistance case (AC-ID) is the CP.

MiCSES uses these criteria to determine the CP when evaluating automated referrals from Bridges.

Michigan's assistance programs designate individuals' eligibility as adults or as children. IV-D workers will not consider Bridges designations when assigning roles to persons on IV-D cases. For instance, FIS/ES workers designate a minor parent living in his/her own parent's household either as an adult or as a child; for IV-D purposes, if the minor parent's child is referred for IV-D services, the minor parent is the CP regardless of his/her Bridges designation.

For online applications, the CP is the person the applicant identifies as living with the child most of the time. When the child is in an agency placement, the CP is MDHHS.<sup>90</sup>

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<sup>90</sup> Ref: Section 3.03 of the *Michigan IV-D Child Support Manual* for information on agency placement CPs. In MiCSES, a member who represents MDHHS must also be designated as an agency placement CP in the *Mem Type* field on the *Member Demographics* (DEMO) screen.

Using information supplied by the applicant on the DHS-1201D, IV-D staff will determine who they believe will be the CP so they can create the case in MiCSES. MiCSES does not have the functionality for a role switch on a IV-D case. If the CP changes roles with the originally identified NCP, IV-D staff must open a new IV-D case.

### 5.3 Matching MiCSES Individuals to Referral or Application Individuals

#### 5.3.1 Manual Process

To determine whether an individual on a Bridges or MiSACWIS referral or online application (referred to as the “referred individual” hereafter) is the same as an individual already existing within MiCSES, IV-D staff may use these key pieces of identifying information:

- Name;
- DOB;
- AI-ID; and
- SSN.

The FIS/ES worker or applicant using the e1201 process may designate an NCP as “unknown.” In this case, no identifying information is provided.

Note: MDHHS FIS/ES staff verify individuals’ SSNs through an interface between Bridges and the Social Security Agency in most cases prior to referral. This information is included with the referral and indicated by an SSN Verification Source designation of “Client Statement,” “Social Security Card,” “Other Acceptable,” or “Conversion.” In the rare case when eligibility for assistance is granted without the SSN being validated by MDHHS, the SSN Verification Source designation will be “Duplicate SSN,” “Refused to provide,” or “Not provided.”

MDHHS does not perform this verification for the SSNs of parents not in the assistance household (APs).

When using the identifying information listed above to determine whether a referred individual is already in MiCSES, IV-D staff will distinguish between:

- Matched information – Both the referred individual and the MiCSES individual have the same identifying information;
- Differing information – Both the referred individual and the MiCSES individual have identifying information, but it does not match; and

- Missing information – Either the referred individual or the MiCSES individual does not have identifying information, and no comparison is possible.

### 5.3.2 Automatic Process

When automatically processing referrals or online applications, MiCSES will use the Member Match Matrix (Ref: [Exhibit 2.05E1](#)) for identifying members. There are four criteria used for the member matching process: Individual Identifier<sup>91</sup> (a unique value assigned by each referral type),<sup>92</sup> SSN, name and DOB.

This will result in a decision to:

- Use the individual and associate him/her to a MiCSES individual;
- Create a new MiCSES individual; or
- Require IV-D staff to make a manual determination in identifying members.

These decisions are described in detail below.

#### A. Use the Individual and Associate Him/Her to a MiCSES Individual

Two individuals are considered to be a strong enough match to associate (or “use”) without further comparison when:

1. All key identifying information matches; or
2. The Individual Identifier differs, but the SSN, name, and DOB match; or
3. The Individual Identifier is missing, but at least two of the SSN, name, and DOB match; or
4. The Individual Identifier matches and either:
  - a. The name and/or DOB matches and the SSN is missing; or
  - b. The SSN also matches **and** either the name or the DOB matches.

MiCSES will automatically determine a match under these conditions. When more than one MiCSES individual is found and matched as “use,” **each of these MiCSES individuals** will be associated with the

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<sup>91</sup> MiCSES makes member matches based on an Individual Identifier for the referral. For Bridges and MiSACWIS, that is the AI-ID. The Unemployment Insurance Agency uses a Member Identification number. For additional details about these and other referrals, refer to Exhibit 2.05E1.

<sup>92</sup> e1201 applicants do not provide an Individual Identifier. MiCSES will always consider the Individual Identifier as “Missing Information” when matching persons identified on an e1201 application to MiCSES individuals.

referred individual. The strongest match will be retained for purposes of matching the family to existing MiCSES cases (described in Subsection 5.4 below).

#### B. Create a New MiCSES Individual

Two individuals are considered to be clearly different when:

1. The SSN is different or missing (does not match); **and**
2. None or only one of the Individual Identified, name, or DOB matches.

MiCSES will create a member only if all MiCSES individuals are clearly different, or if no comparison is possible as with a referred “unknown” AP.

#### C. Make a Manual Determination in Identifying Members

The SS or a IV-D worker with the RESR Resolver role<sup>93</sup> will investigate further when MiCSES compares two individuals and they cannot be determined to be either a clear match or clearly different.<sup>94</sup>

The SS or a IV-D worker with the RESR Resolver role will use other information to make a determination regarding the identity of the referred individual, including:

- Gender;
- Race and ethnicity;
- Address(es); and
- Other information as appropriate.

This pending determination is termed a “member exception.” The SS or a IV-D worker with the RESR Resolver role will use appropriate judgment to discern the correct associations between referred individuals and MiCSES members.

Because federal regulations require that case processing must begin within 20 days of the receipt of the referral, all exceptions must be investigated and resolved within 20 days. MiCSES institutes this federal requirement by creating a new MiCSES member for the referred individual if the member exception is not resolved after **19**

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<sup>93</sup> RESR stands for the *Resolve Referral* screen in MiCSES. For more information on the RESR Resolver role, reference Section 3.03 of the *Michigan IV-D Child Support Manual*.

<sup>94</sup> The comparison and need to investigate applies to any individual, regardless of that person’s eventual role in a IV-D case.

**days from the date of the initial referral.** The SS has the primary responsibility to ensure that member exceptions are resolved in a timely manner.

### 5.3.3 Demographic Information

Once referred individuals are associated to MiCSES individuals, demographic information such as physical description and address information may be applied to the MiCSES individual.

FIS/ES workers do a thorough investigation of the individuals in the assistance household (CPs and dependents). MDHHS does not verify customer-provided information about persons not in the assistance household (NCPs).

Similarly, online applicants are likely to know more about themselves and the children than they are about the other parent or caretaker.

Accordingly, MiCSES accepts as factual more information about the persons whom the Bridges assistance recipient or online applicant knows well than about other persons.

Procedures associated with demographic information are detailed in Section 3.03 of the *Michigan IV-D Child Support Manual*.

## 5.4 Matching Families to Child Support Cases

Once the individuals who compose the case are determined, IV-D staff must search for existing MiCSES cases. This reduces duplicate cases in MiCSES. Also, associating referred assistance cases to existing MiCSES cases ensures that IV-D partners who manage existing cases are made aware of changes that may require action.

When searching for existing cases, IV-D staff will select MiCSES cases where the MiCSES individuals play the same role as was determined for the referred case.

Beginning in June 2014,<sup>95</sup> MiCSES considers all MiCSES cases where an association is made between the referred individuals and MiCSES individuals. Previously, MiCSES selected one best MiCSES individual for each role and considered only cases where those MiCSES individuals appeared.

An existing MiCSES case may be used when:

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<sup>95</sup> This occurred with the MiCSES 8.8 Release.

- The assistance referral correlates exactly to an existing MiCSES case – the NCP, CP, and dependents all match; or
- A new child is identified for a CP and NCP – the CP and NCP from the referral match to an existing MiCSES case’s CP and NCP; or
- A new AF is identified for a CP and child – the CP and dependents from the referral match to an existing MiCSES case’s CP and dependents. In this case, the relationships between the family members help determine whether the cases match.

Based on the results of the case comparison, IV-D staff will take one of the following actions:

- Use the existing MiCSES case;
- Create a new MiCSES case;
- Resolve closed case exceptions; or
- Select the best case when more than one MiCSES case is a potential match.

#### 5.4.1 Use the Existing MiCSES Case

When the referred case matches an existing MiCSES case, the two cases are associated. The MiCSES case will become an active IV-D case if it is not already a IV-D case.

MiCSES will evaluate the assistance associated with the referral and set the IV-D case types to the MiCSES case and to the individuals within the case.<sup>96</sup>

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<sup>96</sup> Ref: [MiCSES Screen Description: CASE – Case Member Details](#) for descriptions of the case and individual assistance types.



**Example 5:**

Anthony, a newborn, his five-year-old brother, Charlie, and his mother, Brianna, begin to receive FAP.

Brianna already has a non-IV-D MiCSES case and an ongoing support order for Charlie in which her former husband, Doug, is the NCP. Brianna identifies Doug as the likely father for Anthony when applying for assistance.

The resulting referral is matched by CP, NCP, and dependent to the existing MiCSES case. Anthony is added to the existing MiCSES case.

The existing MiCSES case is evaluated and becomes a IV-D case with case type “N” (Other IV-D) because Brianna and her sons receive FAP, but not Medicaid or FIP.

Note: If the MiCSES case associated with the referral is pending closure, IV-D staff will change the conditions on the case so that it no longer qualifies for closure.<sup>97</sup> MiCSES will perform this action when processing automated referrals.

**Check relationship:** When the CP and dependent(s) from an existing MiCSES case are the best match to the referred family, but the NCP from the MiCSES case does not match, MiCSES will consider the relationship between the NCP and the dependent(s) on the existing MiCSES case.<sup>98</sup>

**If MiCSES does not contain relationship information for the existing MiCSES case, MiCSES will consider the relationship between the newly referred CP and the dependent(s).**<sup>99</sup>

A. Third-Party Custody (Both Parents Referred)

If the NCP on the existing MiCSES third-party custody case has the same relationship to the dependent(s) as the NCP in the referred family, MiCSES will use the existing MiCSES case. If not, MiCSES will create a new IV-D MiCSES case.

For Bridges referrals, if this information is not present, and the CP in the referred family is the mother or the father of the child(ren), MiCSES

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<sup>97</sup> Ref: Section 3.50 of the *Michigan IV-D Child Support Manual* for more information about conditions that make a MiCSES case eligible for closure.

<sup>98</sup> This is found on the “Child Info” section of the DEMO record for the child(ren) within MiCSES.

<sup>99</sup> This is found on the BRDG screen within MiCSES.

will use the existing MiCSES case. If not, MiCSES will create a new IV-D MiCSES case.

**Example 6:**

Susan, a seven-year-old, lives with her grandmother, Gerri. Gerri applies for and receives Medicaid on Susan's behalf. Gerri identifies both Susan's mother, Jane, and father, Larry, to the FIS/ES worker.

Two referrals are made.

**Referral 1:** When considering Gerri, Susan, and Larry, the referred family matches to an existing MiCSES case where Gerri is the CP and Susan is the dependent. However, the NCP in the existing MiCSES case is unknown (his last name begins with "UNK-"), so MiCSES makes a new MiCSES individual for Larry and does not match by NCP.

MiCSES checks the relationship between Larry and Susan in the referral and in MiCSES. Both show Larry as the father of Susan. MiCSES uses the existing MiCSES case. The MiCSES case becomes a IV-D case with a case type of "M" (Medicaid).

**Referral 2:** When considering Gerri, Susan, and Jane, MiCSES matches by CP and dependent to the same MiCSES case. However, since this referral shows Jane as Susan's mother, and the existing MiCSES case has the NCP as Susan's father, MiCSES creates a new IV-D MiCSES case with a case type of "M."

**B. New AF Referred**

When checking the relationship results in MiCSES associating an existing MiCSES case to the referred family, MiCSES will compare both the referred NCP and the existing NCP.

Michigan IV-D policy is to consolidate multiple PFs on a case to minimize genetic testing costs and to maximize support order percentages and incentives. To accomplish this, MiCSES will do the following:

1. If both the existing NCP and referred NCP are unknown,<sup>100</sup> associate them as identical in MiCSES;
2. If the existing NCP is known, and the referred NCP is unknown, not add the unknown NCP to the MiCSES case;

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<sup>100</sup> "Unknown" absent parents in Bridges and NCPs in MiCSES both have distinct IDs.

3. If the existing NCP is unknown, and the referred NCP is known, MiCSES will:
  - a. Inactivate the existing unknown AF or NCP;
  - b. Add the referred NCP as the AF or NCP on the existing case; and
  - c. Delete the unknown AF or NCP.
4. If both the existing IV-D NCP and referred NCP are known but do not match, record information about the referred NCP on the NOTE screen.

**Example 7:**

Continuing with the family from Example 6 above, MiCSES considers the existing MiCSES case with Gerri as CP, Susan as the dependent, and an unknown NCP that matches to the referral for Gerri, Susan, and Larry.

Because the MiCSES NCP is unknown, MiCSES inactivates and deletes the unknown NCP from the MiCSES case and adds Larry to the MiCSES case.

#### 5.4.2 Creating a New MiCSES Case

When there is no match to the referred case after comparing for matches against the CP and dependent, the CP and NCP, and the CP, NCP and dependent, IV-D staff must create a new MiCSES case. This MiCSES case will be a IV-D case; its case type will depend on the assistance received by the family.

#### 5.4.3 Resolve Closed Case Exceptions

The SS or a IV-D worker with the RESR Resolver role must make additional considerations before reopening one or more matching, closed MiCSES case(s) when no open or pending closure MiCSES case(s) can be matched against either of the following:

- The CP and dependent;
- The CP and NCP; or
- The CP, NCP and dependent.

This pending determination is termed a “closed case exception.”

Because federal requirements state that case processing must begin within 20 days of the receipt of the referral, all exceptions must be investigated and resolved within 20 days. MiCSES institutes this federal requirement by creating a new IV-D case if the closed case exception is not resolved after **19 days from the date of the initial referral**. Because a prior member exception with regard to the referral may have occurred, the SS may have fewer than 19 days to resolve the closed case exception. The SS has the primary responsibility to ensure that closed case exceptions are resolved in a timely manner.

When Bridges opens a new assistance period for a child who is only a member of a closed IV-D case, MiCSES treats the case like a new referral and alerts the SS to evaluate the case.

MiCSES automatically exempts a case from receiving a closed case exception when all children have emancipated, or when the case was closed for the following reasons:

- Best Interest of the Children;
- Unable to Establish Paternity (Dependent Over 18);
- Putative Father (PF) Excluded – Unable to Establish Paternity;
- Non-Custodial Party (NCP)/PF Deceased;
- Adoption Pending/Final;
- NCP Disabled;
- NCP Incapacitated;
- NCP Incarcerated;
- Non-IV-D Case, No Payments in 10 Years;
- Youngest Child Reached Majority, No Payments in 10 Years; or
- CP Deceased.

MiCSES does not alert the SS to a closed case exception when a case is closed for any of the above reasons.

#### A. When to Leave the Case Closed

The SS or a IV-D worker with the RESR Resolver role will not reopen a closed MiCSES case if the NCP or AF in the referral is the same NCP or AF in the existing closed IV-D case, and:

1. The existing closed IV-D case was closed because the NCP is deceased, incarcerated for life without the possibility of parole, or disabled with no potential for recovery;
2. The existing closed IV-D case was closed because the NCP was proven not to be the father of any of the children on the IV-D case (i.e., he was excluded by genetic test); or

3. The IV-D case was closed because a determination of “good cause, end action” was made.<sup>101</sup>

In these situations, the SS or a IV-D worker with the RESR Resolver role will associate the referral to the closed MiCSES case and leave the MiCSES case closed.

**B. When to Reopen a Closed Case**

The SS or a IV-D worker with the RESR Resolver role will reopen the MiCSES case if the NCP or AF from the referral is the same NCP or AF from the existing case. If multiple MiCSES cases meet this criterion, the worker will use discretion to select the most appropriate case. For example, a closed case previously associated to a support order is preferred over one without a support order.

The worker will open a new case when MiCSES finds a IV-D case matching the referral but the case is closed and the worker, upon reviewing the RESR screen, decides that the case should not be reopened or left closed because it is not the right case.

**5.4.4 Select the Best Case**

When more than one MiCSES case is a potential match, IV-D staff will select the best case using the following criteria:

Priority	Case Status	CP/NCP/DP <sup>102</sup> Match	CP/DP Match	CP/NCP Match	Match Result
1	Open	Yes	Yes	Yes	Use <b>Existing</b> Case
2	Pending Closure	Yes	Yes	Yes	Use <b>Existing</b> Case
3	Open	No	<b>Yes</b>	No	Check <b>Relationship</b>
4	Open	No	No	<b>Yes</b>	Use <b>Existing</b> Case
5	Pending Closure	No	<b>Yes</b>	No	Check <b>Relationship</b>
6	Pending Closure	No	No	<b>Yes</b>	Use <b>Existing</b> Case

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<sup>101</sup> Ref: Section 2.15 of the *Michigan IV-D Child Support Manual*.

<sup>102</sup> DP = Dependent.

Priority	Case Status	CP/NCP/DP <sup>102</sup> Match	CP/DP Match	CP/NCP Match	Match Result
7	Closed	Yes	Yes	Yes	Use <b>Existing Case</b>
8	Closed	No	Yes	No	Check <b>Relationship</b>
9	Closed	No	No	Yes	Use <b>Existing Case</b>

If more than one case matches the referred family **at the same priority level**, IV-D staff will select a case with a known NCP in preference to one with an unknown NCP **if** the referred AP was not “unknown.”

MiCSES uses these criteria to select matching cases. MiCSES selects between cases matching at a given priority level in the following order:

- A. If one or more IV-D cases have open support orders, MiCSES selects the IV-D case with the most recently entered support order;<sup>103</sup>
- B. If no IV-D cases have open support orders, but one or more IV-D cases have open CARs, MiCSES selects the IV-D case with the most recent CAR;<sup>104</sup>
- C. If no IV-D cases have open support orders or CARs, but if one or more IV-D cases have an open workflow, MiCSES selects the IV-D case that was first opened<sup>105</sup> and has an open workflow; or
- D. If no IV-D cases have open support orders, CARs, or open workflows, MiCSES selects the IV-D case that was first opened.

**Example 8:**

There are two ongoing MiCSES cases that include Nathan as the CP, Oliver as the dependent, and Oliver’s mother Patricia as the NCP. Both are marked “open.”

Nathan and Oliver receive FIP, and Bridges refers them to MiCSES. Both MiCSES cases match the referred family.

Neither case has a CAR or support order, but both have an open SSACT workflow. MiCSES will select the case that was opened first, since it has the longer history of notes and case action.

<sup>103</sup> MiCSES considers the *Entered Dt* field on the *Support Order Entry* (SORD) screen for this purpose.

<sup>104</sup> MiCSES considers the *CAR Referral Dt* field on the *Legal Case* (LCSE) screen for this purpose.

<sup>105</sup> MiCSES considers the oldest *Opened Dt* field on the *CASE* screen for this purpose.

## 5.5 Initiating a IV-D Case – SS and FOC Actions

To complete the initiation of a IV-D case:

- An SS must be assigned if one is not already;
- MiCSES will check for and react to the existence of prior good cause or good cause information communicated by Bridges;
- MiCSES will communicate prior noncooperation on a MiCSES case now associated to a Bridges case;
- MiCSES must alert FOC staff if conditions warrant; and
- MiCSES must alert SSs and/or initiate contact with the CP if case processing is not already in progress.

These actions are described in detail below.

### 5.5.1 Consideration of Good Cause and Noncooperation<sup>106</sup>

After a referral results in the initiation of a IV-D case, IV-D workers must consider the effects of good cause that may already exist on the IV-D case or that were communicated with the referral.

When the existing or new IV-D case has good cause with a provision to end action, IV-D staff will write a system note (on the MiCSES NOTE screen). IV-D staff will include the AC-ID and indicate that action was not taken on the IV-D case because of the determination of “good cause, end action.” This will provide a record that the referral was received and evaluated properly.

MiCSES will perform this process automatically for new referrals.

When the referral is associated to a IV-D case that is currently in a state of noncooperation, IV-D staff must notify the assistance program that noncooperation is in effect.

When the IV-D case is an agency placement case, IV-D staff must work with the child welfare worker if the parent(s) is not cooperating with the child support program or is seeking a good cause determination.

### 5.5.2 Checking for Complete Support Orders – FOC Actions

The FOC has legislative authority<sup>107</sup> to move the court to establish a support order pending the resolution of a domestic relations case/divorce. For example, an FOC office may monitor the divorce case and, once the

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<sup>106</sup> Ref: Section 2.15 of the *Michigan IV-D Child Support Manual* for detailed policy.

<sup>107</sup> MCL 552.51

defendant has been served, hold a facilitative and information-gathering conference. The FOC may link the court case/file number to the IV-D case and link the support order in MiCSES after the court issues it. Or the FOC may suspend action until the court issues the order, at which time the FOC can link the order to the IV-D case in MiCSES.

Federal regulations require that a **complete support order** for a IV-D case associated to a family receiving assistance or a family requesting IV-D services must include for each child, an active child support obligation and:

- Provisions in the order requiring that the CP, the NCP, or both provide health care coverage that is reasonable in cost and accessible to the child;<sup>108</sup> or
- An active medical support obligation (cash medical support) if health care coverage that is reasonable in cost and accessible to the child is not available.<sup>109</sup>

Note: It is not necessary for the CP or NCP to maintain health care coverage to meet federal requirements – only that one or both parents must be ordered to provide health care coverage if it is available at a reasonable cost and accessible to the child.

Receipt of a referral or a DHS-1201D requires FOC staff to provide full IV-D services which include:

- Location of parents and their assets;
- Establishment of child and medical support orders; and
- Enforcement of child and medical support orders.

After a IV-D case is created from a referral for public assistance or an application for IV-D services, the completeness of support orders as defined above must be verified for the dependent(s) of that case, including newly referred dependents.

If an order is in place but any child(ren) on a IV-D case is lacking a complete support order, and good cause is not pending or granted with a provision to end action, MiCSES will alert the FOC office maintaining that order to initiate support order modification procedures when evaluating automated referrals.

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<sup>108</sup> Ref: [Section 6.06, "Medical Support," of the Michigan IV-D Child Support Manual](#) for more information on medical support and [Section 4.20, "Support Recommendations and Order Entry," of the Michigan IV-D Child Support Manual](#) for more information on reasonable cost and accessibility.

<sup>109</sup> 45 CFR 303.31(b)



“Opt-out” orders do not satisfy the requirements for a complete support order.<sup>110</sup> When a family that previously opted out begins to receive public assistance, the family is no longer permitted to opt out of IV-D services. Refusal to seek a complete support order may possibly be considered a form of noncooperation.<sup>111</sup>

An alert is not needed while good cause is pending or has been granted with the provision to end action on the IV-D case.

### 5.5.3 Initiating Case Work

#### A. Case Information Provided by the CP on the e842

Federal regulations require that the IV-D agency “solicit necessary and relevant information from the custodial parent and other relevant sources and initiate verification of information, if appropriate.”<sup>112</sup>

In response to a Bridges referral, MiCSES will request additional information from the CP by sending the *First Customer Contact Letter* (OCS0015) unless:

- Work on the case is in progress;
- A pending or granted good cause claim prohibits action; or
- The Bridges referral provided enough information for an SS to immediately generate a CAR.

If Bridges provides a referral with enough basic information for an SS to generate a CAR, but there is something that the SS needs to clarify before sending the CAR (for example, there is an unverified address), the SS will generate the *Customer Contact Letter 1* (OCSCONT1) and send it to the CP. The OCSCONT1 informs the CP that because of his/her receipt of public assistance, (s)he must provide additional requested information to avoid losing public assistance benefits. The OCSCONT1 includes directions for the CP to access the e842 or call OCS to provide the additional information within 10 days of the date of the letter.

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<sup>110</sup> 45 CFR 264.30(2) states that referred individuals must cooperate in establishing paternity and a support order with respect to the child. An “opt-out” order is one where parties to a divorce or a separate maintenance action have elected not to establish or continue IV-D services for their child(ren).

<sup>111</sup> Ref: Section 2.15 of the *Michigan IV-D Child Support Manual* for detailed policy.

<sup>112</sup> 45 CFR 303.2(b)(1)

The OCS0015 also instructs the CP to either go online to the e842<sup>113</sup> or call OCS to provide the requested information.

If a CP fails to respond to the OCS0015 within 10 days of the date of the letter, MiCSES will generate and send the *Final Customer Contact Letter* (OCS0025). It contains the same information as the OCS0015; however, it states the CP must respond by a specific date (eight days from the date of the letter) to avoid losing public assistance.<sup>114</sup>

The e842 allows CPs to complete and submit the requested information online by using a self-directed, interview-style approach<sup>115</sup> to guide CPs through the requested information fields. It will be prepopulated with information from MiCSES,<sup>116</sup> allowing the CP to provide only the missing information or to correct prepopulated information.

**Note:** In the rare situation when a CP requests a paper DHS-842 because the CP is unable to go online or call OCS, IV-D workers must provide a printed copy of the DHS-842 PDF that is attached to Michigan IV-D Memorandum 2022-007.<sup>117</sup> The IV-D worker must also provide a printed copy of the DHS-Pub-748.

Once the CP submits the e842, a PDF copy of the e842 will be stored on the FHST screen in MiCSES. MiCSES will then process the information obtained from the e842 and update the case through the overnight referral batch processes. MiCSES will alert the SS that the case needs to be reviewed for referral.

The e842 provides the CP with a link to an electronic copy of the DHS-Pub-748 as part of the interview process. CPs who complete the e842 will electronically verify that they have received the DHS-Pub-748 before submitting the e842. If a CP calls OCS to provide information instead of completing the e842, the SS must verify that the CP is able to access the DHS-Pub-748 online, or the SS must print and mail a copy of the DHS-Pub-748 to the CP.

The MiChildSupport Portal will notify the CP if information is missing from an e842, but the CP is permitted to submit an e842 without the

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<sup>113</sup> The e842 is located in the MiChildSupport Portal. Ref: Section 1.35 of the *Michigan IV-D Child Support Manual* for more information about the MiChildSupport Portal.

<sup>114</sup> Ref: Section 2.15 of the *Michigan IV-D Child Support Manual* for more information.

<sup>115</sup> This is a similar approach taken by the e1201.

<sup>116</sup> This MiCSES information may be information received from the referral, or it might be information that has been obtained from the individual through other means and has been entered in MiCSES.

<sup>117</sup> With the implementation of the e842, the DHS-842 is no longer available to the public online, nor does OCS automatically provide the paper DHS-842 to the CP.

minimum required information.<sup>118</sup> In order for an SS to work the case, the CP must have provided the following additional information:

- The name of the mother's current spouse (if applicable);
- The date and place of the mother's current marriage (if applicable);
- The date of the CP's divorce (if applicable);
- Information about the CP's former deceased spouse (if applicable);
- The first and last name of the NCP;
- The NCP's gender;
- The NCP's mailing, residential, and/or employer addresses;
- Demographic information for the NCP;
- Conception information (if applicable); and
- Paternity information. This may include:
  - Marital information, including the spouse's name, if the child was born within a marriage;
  - For children born out of wedlock:
    - Signed *Affidavit of Parentage* (AOP);
    - Paternity as defined in a court order; or
    - Conception information and the name of the alleged father.

#### 1. Insufficient Information on the e842

If the CP submits an e842 without the minimum required information, MiCSES will generate the *Client Information Review* (CIREV) alert<sup>119</sup> to notify the SS to review the case. The SS will search for the missing information using available resources. If the SS is unable to find the missing information, the SS will send the *Customer Contact Letter 2* (OCSCONT2) to the CP. The OCSCONT2 informs the CP that OCS needs more information, and the CP must call OCS to provide the needed information by a specific date (eight days from the date of the letter) to avoid losing public assistance. The OCSCONT2 lists what information is still needed from the CP for OCS to proceed with the case.

**Note:** An SS will send the OCSCONT2 even if an OCSCONT2 was previously sent to the CP.

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<sup>118</sup> Ref: Section 1.35 of the *Michigan IV-D Child Support Manual* for the required fields on the e842 and more information on completing the form.

<sup>119</sup> Ref: [MiCSES Customer Information Guide: SSACT – Support Specialist Case Activity Chain](#) for information about the CIREV alert.

## 2. Sufficient Information on the e842

If the CP submits an e842 with the minimum required information, MiCSES will generate the CIREV alert to notify the SS to review the case. One or more of the following messages may appear on a CIREV case alert:

### a. Sufficient Information for CAR

If there is sufficient information to generate a CAR,<sup>120</sup> the CIREV alert text will state: "Sufficient information for CAR." The SS will then process the case.

### b. Sufficient Information for CAR, Potential Legal Father

If there is sufficient information for a CAR, but the CP has provided information about a legal father who is different from the father provided in the Bridges referral, the CIREV alert text will state: "Sufficient information for CAR. Potential Legal Father. Review Client Information." The SS will then review the case to determine the correct legal father and will process the case(s) appropriately.<sup>121</sup>

### c. Sufficient Information for CAR, Another Potential Father Received

If there is sufficient information for a CAR, but the CP has provided information about a potential father who is different from the father provided in the Bridges referral, the CIREV alert text will state: "Sufficient information for CAR. Another Potential Father received. Review Client Information." The SS will then review the case to determine the correct legal father and will process the case(s) appropriately.

### d. Sufficient Information for CAR, NCP Outstate Address

If there is sufficient information for a CAR, but the NCP lives in a state other than Michigan or a country other than the United States, the CIREV alert text will state: "Sufficient information for CAR. NCP outstate address. Review Client Information." The SS will then review the case to determine if it should be processed

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<sup>120</sup> Ref: Section 2.20 of the *Michigan IV-D Child Support Manual* for more information about CARs and CAR processing.

<sup>121</sup> Appropriate actions may include closing the case without the legal father, then creating a case with the legal father and processing that case further.

as an intergovernmental case, or if long-arm actions are more appropriate. The SS will then process the case appropriately.

If the SS determines that (s)he still needs more information to proceed, the SS will generate the OCSCONT2 and send it to the CP. The OCSCONT2 informs the CP that (s)he must call OCS to provide the needed information by a specific date (eight days from the date of the letter).

### 3. More Information Needed, CP Has Received Two Contact Letters

An SS may determine that more time is needed for the CP to provide the required information needed for a CAR after the CP has already received two contact letters. When this occurs, the SS must inform the CP what specific information is needed, and the date that the information must be submitted by. The SS must then generate and send the *Customer Contact Letter* (OCSCONT), verify that the information that is still needed is listed on the form, and include the date that the information must be submitted by. Once the form has been generated and sent, the SS must ensure that the correct noncooperation date is reflected in MiCSES.

## B. New Referral With Good Cause

If the SS is not yet working with the IV-D case, MiCSES will start the SS workflow and:

1. If good cause was granted with a provision to continue action, MiCSES will alert the SS that good cause was granted, but IV-D activity can continue without the CP's participation; or
2. If good cause is pending, MiCSES will alert the SS to stop IV-D activity until the validity of the good cause claim is determined.<sup>122</sup>

The SS will take these actions for cases not established through the automated referral process. The SS will gather information from the CP or other sources until the SS obtains adequate information for a CAR.<sup>123</sup>

## C. New Referral for Existing Cases

If there is a new referral for which good cause was not granted with a provision to end action, MiCSES will respond by taking the following actions:

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<sup>122</sup> Ref: Section 2.15 of the *Michigan IV-D Child Support Manual* for detailed policy.

<sup>123</sup> Ref: Section 2.20 of the *Michigan IV-D Child Support Manual* for detailed policy.

1. If the SS is already working with the IV-D case, and no new child(ren) were added to the IV-D case by the referral, no additional action is needed.
2. If the SS is already working with the IV-D case, but an additional child was added to the IV-D case by the referral:
  - a. If good cause was granted with a provision to continue action, MiCSES will alert the SS that good cause was granted but IV-D activity can continue without the CP's participation; or
  - b. If good cause is pending, MiCSES will alert the SS to stop IV-D activity until the validity of the good cause claim is determined.<sup>124</sup>

If the above conditions do not apply, MiCSES will ensure that the SS responsible for the IV-D case is alerted that a new child had been added to the IV-D case.

#### D. Applications

1. For online applications, MiCSES alerts the SS that an application is received. For paper applications, SSs are able to view on the FHST screen electronic versions of paper DHS-1201s that are mailed to OCS.<sup>125</sup> On the application, a IV-D applicant may request all IV-D services, medical support only, or locate only. SS directions for initiating case work in each instance are below.

##### a. Request All IV-D Services

Most applicants request full IV-D services to establish paternity and to establish and enforce a complete child support order. MiCSES will alert SSs when an applicant requests full IV-D services.

SSs must begin activity on the IV-D case within 20 calendar days.<sup>126</sup> They may request additional information from the applicant by sending the DHS-1202 form.

When applicants fail to respond to a request for information within 30 calendar days, their IV-D case may be eligible for closure.<sup>127</sup>

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<sup>124</sup> Ref: Section 2.15 of the *Michigan IV-D Child Support Manual* for detailed policy.

<sup>125</sup> OCS Operations staff scan paper applications received by OCS and upload them to MiCSES. Ref: Subsection 3.6 of this manual section for more information.

<sup>126</sup> This requirement also applies to medical support only and locate-only requests.

<sup>127</sup> Ref: Section 3.50 of the *Michigan IV-D Child Support Manual* for more information.

IV-D workers will reference Subsection 3.4.3 of this manual section for information on the good-faith requirement to contact a non-assistance IV-D applicant with two different methods when the IV-D worker needs more information to proceed with the IV-D case.

b. Request Medical Support Only

Applicants who receive Medicaid on behalf of children in their care may request medical support only. Recipients of other public assistance programs and applicants who do not receive public assistance may not request medical support only.

When processing online DHS-1201s, MiCSES will check to ensure that these conditions are met. When processing paper DHS-1201 applications, SSs will verify that the children on the application receive Medicaid and no other public assistance. MiCSES indicates that an online DHS-1201 is medical support only by checking the *Medical ENF Only* checkbox on the CASE screen. SSs select this checkbox when a paper DHS-1201 is medical support only.

After verifying the conditions for medical support IV-D services, the SS will proceed to verify information and/or request additional information as in a full IV-D service case.

c. Request Locate Only

Applicants who apply online or use the paper DHS-1201 may request that the IV-D program locate parents and take no other action.

For online applications, MiCSES will alert SSs to a locate-only request. When processing paper DHS-1201 applications that have been uploaded to the FHST screen, SSs will create a IV-D case in MiCSES for tracking purposes.

After completing locate-only activities and notifying the applicant of the results, the IV-D case may be closed.<sup>128</sup>

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<sup>128</sup> Ref: Section 3.50 of the *Michigan IV-D Child Support Manual* more information about conditions that make a MiCSES case eligible for closure.

2. If the NCP in a IV-D case created by MiCSES in response to an online application is unknown, the SS must log into MiChildSupport as a global user<sup>129</sup> or go to the FHST<sup>130</sup> screen and:
  - a. Review the online DHS-1201 to see if the child(ren) was conceived or born during the marriage. If so, perform case searches based on the spouse identified in the marital status information section of the online DHS-1201; and
  - b. Update the new IV-D case as needed with information contained in the online DHS-1201 and any existing MiCSES case records.

**SUPPORTING REFERENCES:**

Federal

5 USC 552a  
7 USC 2015(l)  
42 USC 654(4)(A)(i)  
42 USC 654(4)(A)(ii)  
45 CFR 264.30(2)  
45 CFR 303.2  
45 CFR 303.2(a)(2)  
45 CFR 303.2(b)  
45 CFR 303.2(b)(1)  
45 CFR 303.3  
45 CFR 303.11(b)(15)  
45 CFR 303.31(b)  
45 CFR 303.32(b)

OCSE AT-99-10

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State

MCL 552.51

**REVISION HISTORY:**

[IV-D Memorandum 2022-009](#)

IV-D Memorandum 2017-027

IV-D Memorandum 2016-008

IV-D Memorandum 2015-003

IV-D Memorandum 2014-013

IV-D Memorandum 2011-007

IV-D Memorandum 2010-018

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<sup>129</sup> Ref: Section 1.35 of the *Michigan IV-D Child Support Manual* for information about MiChildSupport (MiCase) global users.

<sup>130</sup> Ref: Subsection 3.1.1, "Online Application (e1201)," of this manual section.