

Verbal IV-D Application Requirements for FAP-Only and/or CDC-Only Recipients

Individuals who are referred to the child support program because they receive only Food Assistance Program (FAP) and/or Child Development and Care (CDC) benefits may call the Office of Child Support (OCS) to apply for IV-D services over the phone. This document guides support specialists through the verbal application process.

Contents

1. Verify the Applicant's Identity and Information.....	1
2. Tell the Applicant You Will Record the Application.....	1
3. Conduct the Verbal Application	2
4. Obtain the Applicant's Verbal Signature	3
5. Document the Verbal Application in MiCSES	4

1. Verify the Applicant's Identity and Information

When an applicant receiving only FAP and/or CDC assistance calls to request IV-D services, verify the following with the applicant:

- The applicant's identity;¹
- The applicant wants to apply for IV-D services;
- The applicant receives only FAP and/or CDC. (Use information in MiCSES and/or Business Objects to confirm this);²
- The family unit(s) for which the applicant is applying:
 - The other parent(s); and
 - The child(ren) for whom IV-D services are being requested.

2. Tell the Applicant You Will Record the Application

Tell the applicant that the call will be recorded.

If the applicant does not want to apply over the phone at this time, explain that (s)he can request IV-D services by completing one of the following applications:

- *Application for IV-D Child Support Services (For Individuals Receiving FAP/CDC) (DHS-1201A)* – A paper application received in the mail;

¹ Ref: [Section 1.10, "Confidentiality/Security," of the Michigan IV-D Child Support Manual](#) for requirements to verify the identity of a caller.

² Support specialists can verify a caller's public assistance status using the *Member Assistance History* (MAHI) screen in MiCSES and the DHS Case Inquiry reports in Business Objects.

Verbal IV-D Application Requirements for FAP-Only and/or CDC-Only Recipients

- *IV-D Child Support Services Application/Referral* (e1201) – An electronic application on MiChildSupport (www.michigan.gov/michildsupport); or
- *IV-D Child Support Services Application/Referral* (DHS-1201) – An application that may be printed from the child support website (www.michigan.gov/childsupport).³

3. Conduct the Verbal Application

Do the following to ensure a valid verbal application for IV-D services:

- Indicate that the process to complete the verbal application for child support services has started;
- Describe the IV-D child support services available to the applicant (e.g., paternity establishment and/or order establishment and enforcement);
- Inform the applicant that:
 - (S)he may ask to close the IV-D case at any time unless (s)he later receives Family Independence Program (FIP) and/or Medicaid benefits; and
 - Closure of his/her IV-D case may not stop court action to establish paternity and support, or enforcement of a court order once it has started.
- Confirm the applicant has access to the publication *Understanding Child Support: A Handbook for Parents* (DHS-Pub-748), either in paper or electronic form. If the applicant does not have access to the DHS-Pub-748, do one of the following:
 - Refer the applicant to the DHS-1201A (s)he received in the mail. (Information on the DHS-Pub-748 is on page 3);
 - Give him/her the website address www.michigan.gov/childsupport. (To find the DHS-Pub-748, click “Resources,” then click “For Child Support Policy, Forms and Publications”);⁴ or
 - Generate and send the OCSPAMP from the MiCSES *Document Generation* (DOGN) screen. (The OCSPAMP is the MiCSES version of the DHS-Pub-748.)

³ On this website, click “Resources,” then click “For Child Support Policy, Forms and Publications” and look under “Forms” for the DHS-1201.

⁴ Support specialists may text or email applicants a link to the online DHS-Pub-748 if text and email functionality is available through OCS’s Customer Interaction Solution and the applicant consents to the text or email.

Verbal IV-D Application Requirements for FAP-Only and/or CDC-Only Recipients

- Obtain the applicant's acknowledgement that disclosure of his/her Social Security number is required under the Social Security Act for the Michigan Child Support Program to provide paternity and child support services;
- Ask if the applicant has safety concerns for himself/herself or the child(ren). If the applicant expresses a safety concern:
 - Take these actions in MiCSES:
 - Set the Family Violence Indicator (FVI) to "Yes" for the applicant;
 - Set the Family Violence (FV) code to "CV" – Claim of Violence; and
 - Document the concern(s) on the MiCSES *Notes Processor* (NOTE) screen for other partners' awareness.
 - Inform the applicant (s)he can request protection by doing one of the following:⁵
 - Submitting an electronic sworn statement through MiCase in the MiChildSupport Portal;
 - Completing a *Request to Protect Information* (MDHHS-5728);⁶ or
 - Providing a written and signed request.
- Confirm that the applicant:
 - Agrees to work with the IV-D program, including Prosecuting Attorney (PA) and Friend of the Court (FOC) offices, to establish paternity and establish, modify, and enforce child support obligations;
 - Agrees to provide the IV-D program with true and correct information to the best of his/her knowledge and report changes in circumstances when they occur; and
 - Understands the information provided, and his/her rights and responsibilities as an applicant.

4. Obtain the Applicant's Verbal Signature

After completing the steps above, ask the applicant to verbally confirm the names of the child(ren) and the other parent and that (s)he is seeking IV-D child support services.

⁵ Ref: [Section 1.15, "Family Violence," of the Michigan IV-D Child Support Manual.](#)

⁶ Applicants may find the MDHHS-5728 by going to www.michigan.gov/childsupport. From there, they will click "Resources," then click "For Child Support Policy, Forms and Publications."

Verbal IV-D Application Requirements for FAP-Only and/or CDC-Only Recipients

- If the applicant confirms, the application is accepted, and the verbal signature is **complete**. Record the verbal application in MiCSES as described in Step 5 below.
- If the applicant does not confirm but instead asks additional questions or expresses the need for clarity, answer those questions. Then to ensure the applicant has not changed his/her mind based on further discussion, ask the applicant again to verbally confirm the names of the child(ren) and other parent and that (s)he is seeking IV-D child support services. If the applicant confirms, the application is accepted, and the verbal signature is **complete**. Record the verbal application in MiCSES as described in Step 5 below.

Note: A verbal application for IV-D services is **complete** at the time of the applicant's verbal signature regardless of whether the applicant is able to provide all the necessary information at the time of the application.

After confirmation and recording of the above information, collect from the applicant the information needed to make a referral to the appropriate PA or FOC office for IV-D services.

5. Document the Verbal Application in MiCSES

A. MiCSES *Notes Processor* (NOTE) screen

Enter a note on the NOTE screen to indicate a IV-D application for services was received, verbally signed by the applicant, and processed. The note must also:

- Begin with the words “verbal application.”
- Include your name as the support specialist who processed the verbal application (MiCSES will automatically log the user ID of the support specialist who enters the note, and that is assumed to be the person who processed the application); and
- Include the date of the verbal application (MiCSES will automatically log the date and time the note was entered; if the application was a different date, record the appropriate date).

B. MiCSES *Case Member Details* (CASE) screen

Record the verbal application on the CASE screen.⁷ This information includes:

⁷ For more information, reference [Section 2.05, “Referrals/Applications,” of the Michigan IV-D Child Support Manual](#).

Verbal IV-D Application Requirements for FAP-Only and/or CDC-Only Recipients

- The date the request was made in the *App Req DT* field. This is the same date the OCS0020 and DHS-1201A were sent to the applicant;
- The date the application was sent to the applicant in the *App Sent DT* field. This is the same date the OCS0020 and DHS-1201A were sent to the applicant; and
- The date IV-D staff received the completed application in the *App Retd DT* field. This is the same date you conducted the verbal application with the applicant.