APPENDIX 7

Suspense Management Review

Purpose
This appendix is a correction of the previous policy release, **IV-D Action Transmittal 2002-003 Appendix 7: Managing Money in Suspense**. It informs staff of a process for periodically reviewing cases with receipts in suspense.

Policy
MiCSES creates a report for each case with receipts in suspense. Each case must then be researched and actions taken so that the receipts in question can be released in the correct amount and applied to the correct person.

Following the worker's research and action, the worker's supervisor will review the cases to ensure appropriate actions are taken within designated time frames. Supervisors use a "Suspense Management Report" generated by MiCSES. The report contains the length of time each payment has been in suspense and the accompanying "Reason Code" designating the rationale for the money being placed in suspense. Instructions for the use of the Suspense Management Report are detailed in Section 3.5.4 of the MiCSES Users Manual.

The supervisor's review must be conducted on a monthly basis and include a random sampling of cases. The review process should be conducted as follows:

1. The supervisor accesses the Suspense Management Report screen on MiCSES and requests a report listing the time range of cases to be reviewed.

2. The supervisor then selects a random sampling of cases from this report to be reviewed. A minimum of 15% of cases should be reviewed.

3. The supervisor reviews each case and determines whether the suspense payments were resolved in a timely manner.

4. Following the review of the Suspense Management Report, the supervisor reviews a random sampling of 15% of the cases listed on the Suspense Detail Report. The supervisor reviews each case to ensure that receipts moved out of suspense were done so correctly.

5. The supervisor records the following information in the case record on MiCSES after completing the review:

    a) The date of the review,

    b) Any actions/corrections to be made, and

    c) The date the case is found to be in compliance with regulations (if corrective action is necessary).

6. The supervisor shall notify the worker, by email, of any corrective action that is required.

REFERENCES:
Federal
Automated Systems for Child Support Enforcement: A Guide For States: Objective F.2.e
45 CFR 308.1(b)(2)
45 CFR 308.3

State
6-05 Trial Court Financial Management Guidelines

RELATED MATERIAL:
IV-D Action Transmittal 2002-003, Appendix 2

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