



STATE OF MICHIGAN
DEPARTMENT OF HUMAN SERVICES
LANSING

JENNIFER M. GRANHOLM
GOVERNOR



IV-D MEMORANDUM 2010-022

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

FROM: Marilyn F. Stephen, Director
Office of Child Support

DATE: August 19, 2010

SUBJECT: Pre-MiCSES/Bridges Interface Procedures for Reconciliation of
IV-D Cases Currently in Noncooperation Status Without Support
Disqualifications (Sanctions) Applied

RESPONSE DUE: None

POLICY EFFECTIVE DATE: Upon receipt

PURPOSE:

In February 2008, Action Transmittal (AT) 2008-007¹ introduced a pre-notice mailing to grantees identified as noncooperative in the Michigan Child Support Enforcement System (MiCSES) but without support disqualifications applied in Bridges. The purpose of that mailing was to allow noncooperative grantees an opportunity to cooperate with child support.

With the implementation of the MiCSES/Bridges interface, automatic support disqualifications will occur for all eligible, ineligible and disqualified grantees who are not cooperating with child support. OCS will send the pre-notice mailing again to grantees on IV-D cases currently in noncooperation status with no support disqualifications applied by the Department of Human Services (DHS).

PRE-MICSES/BRIDGES INTERFACE MAILING TO GRANTEES IN NONCOOPERATION:

UPDATE(S):

Manual

Form(s)

¹ **REVISED:** Department of Human Services (DHS) Policy Changes for Ineligible and Disqualified Grantees Who Are Not Cooperating With Child Support and Automatic Sanctions for Noncooperation With Child Support in Bridges

OCS staff compared cases identified as noncooperative in MiCSES against disqualifications in Bridges. Within the 10,894 grantee/dependent combinations OCS has sent to IV-A, there are 8,887 IV-D cases. The IV-D cases break down as follows:

- 1,038 cases have an open support order associated to them;
- 3,731 cases have an open support specialist (SS) workflow (as of March 2010); and
- The remaining cases are stagnant – they do not have support orders nor any active SS work activity.

IV-D Cases in Noncooperation in MiCSES With Complete Support Orders

In early August 2010, Central Operations SS staff investigated the cases identified as having open support orders. Central Operations SS staff marked orders as “cooperative” per current noncooperation/cooperation policy if the orders have currently charging child support, child care, or payee bonus obligations and either currently charging medical support obligations or medical insurance specified in the order for each dependent.

Cases with no support orders or lacking a complete support order for each dependent as described above will receive the pre-notice mailing discussed in this memorandum.

IV-D Cases in Noncooperation in MiCSES Without Complete Support Orders

DHS’s income support policy staff and OCS operations and policy staff have drafted the attached notice (Ref: Exhibit 2010-022E1). This mailing will act as a pre-notice to noncooperative grantees and will allow them an opportunity to cooperate with the child support program before support disqualifications are applied.

This notice will also tell grantees to complete and return the enclosed *Child Support Information* (DHS-842) form. The notice will inform the grantee of the IV-D case in which (s)he is not cooperating and of the children about whom information is needed. If the grantee calls the SS and asks about the IV-D case that is in noncooperation, the SS must follow the procedures in the “IV-D Program Actions” section of this IV-D Memorandum. If grantees have questions, the notice will advise them to contact their SS. The SS will then inform grantees of the actions they need to take to cooperate with the child support program.

OCS staff will send this mailing to noncooperative eligible, ineligible and disqualified grantees² when a *Noncooperation Notice* (OCS-1252 series) was generated on the grantee’s MiCSES IV-D case after March 1, 2006,³ but:

- A subsequent *Cooperation Notice* (OCS-1253 series) has not been generated; and

² OCS staff will provide an estimated number of recipients and ultimately will provide a copy of the mailing list to OCS operations management.

³ MiCSES closes the noncooperation activity chain after 45 days. This does not mean that the customer has cooperated.

- Bridges does not indicate a support disqualification on the Bridges case.

The mailing will begin the week starting August 23, 2010. Twenty-five hundred mailings will be sent each week until all grantees meeting the above criteria have been sent a pre-notice.

IV-D PROGRAM ACTIONS:

1. When the grantee completes and returns the DHS-842 to OCS, the SS will review the completed DHS-842 to determine if there is adequate information to proceed:
 - If there is adequate information to proceed, the SS will generate a *Cooperation Notice* to the custodial party (CP) and the family independence specialist/eligibility specialist (FIS/ES); or
 - If there is not adequate information to proceed, the SS will take no action.⁴
2. If the CP contacts the SS with questions about the IV-D case that is in noncooperation, the SS will:
 - Inform the CP of the actions that (s)he needs to take to be considered cooperative; and
 - If the CP cooperates with child support, generate a *Cooperation Notice* to the FIS/ES worker and the CP.

If the pre-notice is returned to OCS as undeliverable, the notice will be destroyed. The pre-notice is informational only and is provided as an opportunity for noncooperative grantees to cooperate with the child support program.

POST-INTERFACE DETERMINATIONS:

The SSs have made determinations of noncooperation for all grantees currently identified as noncooperative in MiCSES. The OCS-1252 was issued either automatically when a CP failed to respond to two contact letters or manually by an SS when the CP did not cooperate with the SS or with the PA. The SS will continue to make determinations of cooperation subsequent to the implementation of the MiCSES 7.0 Release in these cases.

REVIEW PARTICIPANTS:

Program Leadership Group
Mary Brennan, OCS Operations
Jeffrey Cook, DHS Field Operations Administration
Mave Coxon, DHS Integrated Eligibility Policy
Gail Fournier, DHS Cash and Employment Policy

⁴ Automated disqualifications on non-responsive cases should occur no later than the MiCSES 7.0 Release.

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Marie Iott, DHS Integrated Eligibility Policy
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DHS Field Operations Administration
DHS Integrated Eligibility Policy
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DHS Office of Technology and Information Management

ATTACHMENTS:

2010-022E1: Mailing 2010-01: Notification of
Noncooperation Letter

MFS/ED