



STATE OF MICHIGAN

DEPARTMENT OF HUMAN SERVICES
LANSING

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IV-D MEMORANDUM 2011-019

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: September 12, 2011

SUBJECT: Noncooperation Processing Improvements and Transfer of
Court Action Referrals (CARs) Using the "Z" CAR Status Code

RESPONSE DUE: None

POLICY EFFECTIVE DATE: Upon receipt

PURPOSE:

This IV-D Memorandum explains changes in child support policy related to the Michigan Child Support Enforcement System (MiCSES) 7.4 Release (September 16, 2011). These changes improve the automated transmission of determinations of noncooperation, cooperation, and good cause between MiCSES and Bridges.

Two sections of the *Michigan IV-D Child Support Manual* have been revised to reflect these changes:

- Section 2.15, "Cooperation/Noncooperation/Good Cause"; and
- Section 2.20, "Court Action Referrals (CARs)."

In addition, this IV-D Memorandum clarifies the appropriate CAR status code for IV-D staff to use when transferring a CAR from one county to another. Exhibit 2.20E1, CAR – Court Action Referral Status has been updated to show a change in the "Z" CAR status code.

Within the manual sections and the exhibit, significant changes since the previous publication of these materials are indicated with a change bar in the right margin.

UPDATE(S):

Manual

Form(s)

DISCUSSION:

Noncooperation Processing Improvements and Rescission of Interim Policy

In the past few months, detailed investigation by OCS, MiCSES, and Bridges staff uncovered several situations that could prevent the automated interface between Bridges and MiCSES from applying or removing child support disqualifications¹ properly in Bridges.

Most situations were technical in nature and did not require changes in IV-D staff procedures. IV-D Memorandum 2011-011 (published June 14, 2011) described interim procedures for IV-D staff to use while MiCSES and Bridges staff worked on these technical issues.

The interim procedures directed IV-D staff not to call or email the Department of Human Services (DHS) family independence specialist / eligibility specialist (FIS/ES) to inform him/her of the determination of noncooperation or cooperation. When a FIS/ES worker manually entered information into Bridges, that entry prevented the automated interface record from taking effect and failed to sanction or renew eligibility for the custodial party (CP). DHS and OCS representatives agreed to suspend non-interface communication about noncooperation and cooperation between IV-D workers and assistance workers.

In July 2011, Bridges was updated to prevent assistance workers from manually entering noncooperation or cooperation information into Bridges.

The two-way automated interface communicates noncooperation and cooperation determinations to Bridges. If IV-D workers have additional relevant information pertaining to a case, they may call or email the FIS/ES worker.

Note: The transmission of determinations of noncooperation or cooperation, or claims of good cause, may take up to two days to appear in Bridges. If the CP fails to cooperate, Bridges may apply a disqualification as late as the end of the month following the noncooperation determination.

Changes to Section 2.15, “Cooperation/Noncooperation/Good Cause”

IV-D staff must resolve any member exceptions (confirm that associations between individuals as stored by Bridges and MiCSES are correct) before:

- Entering a determination of noncooperation;
- Entering a determination of cooperation; or
- Entering a pending claim of good cause made by a CP.

¹ The disqualification is the application of noncooperation with the IV-D program to the family’s assistance program(s). Section 2.15, “Cooperation/Noncooperation/Good Cause” of the *Michigan IV-D Child Support Manual* contains detailed discussion of the precise effects of noncooperation within Bridges.

Manual section 2.15 describes:

- Additional steps OCS support specialists must take when MiCSES sends the *2nd Contact Letter* (OCS0025) to CPs; and
- Additional procedures IV-D staff must follow when determining that a CP who receives state assistance benefits on behalf of a child is noncooperative, becomes cooperative, or claims good cause not to cooperate in establishing paternity or a child support order.

Changes to Section 2.20, “Court Action Referrals (CARs)”

Manual section 2.20 has been updated to describe the additional steps OCS support specialists must take before referring a IV-D case for court action. Before sending a CAR to the PA or FOC, OCS support specialists must resolve any member exceptions related to the IV-D case.

In addition, the “DZ” (Other Domestic Relations Matters) court case type has been added to the court case types described in Section 2.20.

Transfer of CARs Using the “Z” CAR Status Code and Update to Exhibit 2.20E1

Exhibit 2.20E1, CAR – Court Action Referral Status has been updated to reflect a change in the “Z” CAR status code. When IV-D workers transfer a CAR, they must use the “Z” CAR status code to ensure that the original CAR is not counted in statistical reporting. Use of the “Z” CAR status code also allows closure of the IV-D case to proceed if the IV-D case is eligible for closure.²

The “Y” CAR status code must not be used when transferring a CAR from one PA office to another. Use of the “Y” CAR status code can prevent the associated IV-D case from closing if the IV-D case is otherwise eligible for closure.

NECESSARY ACTION:

For those maintaining a hard copy of the *Michigan IV-D Child Support Manual*, print Section 2.15, Section 2.20, and Exhibit 2.20E1 (if needed) and add them to the manual. Discard the previous versions of Section 2.15 (published October 11, 2010), Section 2.20 (published March 1, 2011), and Exhibit 2.20E1 (published October 2010).

With the publication of this IV-D Memorandum and the above manual sections, IV-D Memorandum 2011-011 is obsolete.

² MiCSES Help Desk ticket 400889 has been submitted to change the descriptions of the “Y” and “Z” CAR status codes within MiCSES.

REVIEW PARTICIPANTS:

Program Leadership Group
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ATTACHMENTS:

Section 2.15: “Cooperation/Noncooperation/Good Cause”
Section 2.20: “Court Action Referrals (CARs)”
Exhibit 2.20E1: CAR – Court Action Referral Status

MFS/ED