



STATE OF MICHIGAN

DEPARTMENT OF HUMAN SERVICES
LANSING

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IV-D MEMORANDUM 2012-027

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 31, 2012

SUBJECT: Changes to Addresses and Social Security Numbers

RESPONSE DUE: None

POLICY EFFECTIVE DATE: Upon receipt

PURPOSE:

This IV-D Memorandum explains updates to Section 3.03, "Case Updates and Member Demographics" of the *Michigan IV-D Child Support Manual*. It also introduces a new section of the manual: Section 3.15, "Addresses."

In addition, this memorandum includes an updated table of contents for the *Michigan IV-D Child Support Manual* that incorporates the following changes:

- Asterisks have been added to the end of section title 3.15, "Addresses," to indicate the availability of this new manual section;
- The title of Section 1.35, "Customer Service (MiCase, IVR)" has been changed to "MiCase." Also, asterisks have been added to the end of this title to indicate the availability of this new manual section. It will be published soon with IV-D Memorandum 2012-025;
- Section 1.40, "Interactive Voice Response (IVR)" has been added for future Interactive Voice Response policy; and
- Section 9.70, "State Services Portal (SSP)" has been added to Chapter 9.0, "System Basics." Although there is no manual section on this topic yet, this section is being added to mi-support as a location for all SSP-related policy, training, and system documentation.

UPDATE(S):

Manual

Form(s)

Change bars in the right margin of the manual sections reflect substantial policy changes since the last publication of the material. Content that has not been substantially updated with new information or policy is not identified with a change bar.

DISCUSSION:

Section 3.03, “Case Updates and Member Demographics”

Section 3.03 has been updated to provide revised procedures for validating a member’s name, date of birth (DOB), and/or Social Security number (SSN) before entering that information into the Michigan Child Support Enforcement System (MiCSES). In addition, Section 3.03 provides direction as to when a MiCSES member may be designated as an Agency Placement Custodial Party (CP).

Social Security Administration Verification

The maintenance of correct SSN information for individuals is critical to providing accurate IV-D services for those individuals. SSN information is used in identifying an individual, matching that individual to referral information, location efforts, and court order establishment and enforcement. Incorrect or missing SSN information can cause delays in establishing child support, errors in child support enforcement, and even errors in identifying individuals and applying the effects of public assistance to individuals’ IV-D cases.

The addition of new members on IV-D cases and changing a member’s name, DOB, or SSN in MiCSES causes updates to the Federal Case Registry (FCR) – a registry maintained by the federal Office of Child Support Enforcement (OCSE).

OCSE interfaces with the Social Security Administration (SSA) to verify or correct submissions to the FCR. The FCR returns the verifications or corrections to states.

Beginning with the MiCSES 8.2 Release (September 7, 2012), MiCSES will apply those verifications or corrections to IV-D case members. The MiCSES SSN verification source of “Social Security Administration” is reserved for SSNs verified through this process. In addition, IV-D staff must enter new SSNs as “verification sent.” MiCSES no longer allows new SSNs to be entered as “verified.”

Section 3.03 also explains IV-D staff actions when an individual’s name, DOB, or SSN changed while SSA was verifying the original submission. In those instances, the returned information appears on the new *Locate Review* (LREV) screen. IV-D staff are not required to review this information but may elect to review the SSA response and accept or reject it. MiCSES will apply the SSA response after 90 days if IV-D staff do not reject it.

Because SSA validates the name, SSN, and DOB together, IV-D staff must not change SSA-validated names, SSNs, or DOBs unless compelling evidence exists.

SSA validation of individuals whose name, DOB, or SSN are not newly entered or changed is not part of this effort. The degree to which the approximately three million IV-D members might change as a result of this effort is not known. To avoid a precipitous volume of individual data changes, a one-time SSA validation of the entire Michigan IV-D population was deferred.¹

Agency Placement CP Designation

With the MiCSES 8.2 Release, a *Mem Typ* (member type) field will be added to the *Member Demographics* (DEMO) screen. At this time, this field contains only one possible value, Agency Placement (AGP). The Agency Placement designation may be applied to CPs who are not a person (parent or third-party custodian) but who represent the Department of Human Services (DHS), typically in a foster care situation.

MiCSES will use this designation with the upcoming two-way MiCSES-MiSACWIS² interface to apply new foster care referrals and updated information to the correct IV-D cases. Section 3.03 provides discussion and direction to IV-D workers as to when they should manually designate a CP as an Agency Placement CP.

Section 3.15, “Addresses”

Section 3.15 contains address policy from Action Transmittal (AT) 2008-034, **REVISED: Maintenance and Verification of Case Data**. Policy information from AT 2005-067, *Address Hierarchy Changes in the Michigan Child Support Enforcement System (MiCSES) 3.6 Release*, is also incorporated into Section 3.15.

IV-D policy concerning address hierarchies is included within Section 3.15. Technical and release-related information regarding address hierarchies is now on mi-support.³

NECESSARY ACTION:

Review the updated policy information in sections 3.03 and 3.15 of the *Michigan IV-D Child Support Manual*. For those maintaining a hard copy of the manual, print these sections, their attachments, and the updated table of contents and add them to the manual. Discard the previously published version of Section 3.03 (published April 4, 2011).

Section 3.15 obsoletes the following:

- AT 2008-034, **REVISED: Maintenance and Verification of Case Data** and these attachments:

¹ Ticket INC415771 was entered for later use in conducting a one-time SSN validation of all IV-D members if warranted.

² MiSACWIS is the Michigan Statewide Automated Child Welfare Information System. It will replace the existing SWSS/FAJ (Services Worker Support System Foster Care, Adoption and Juvenile Justice) system.

³ Ref: [MiCSES Customer Information Guide: Address Hierarchy](#).

- Attachment 2, *Address Change Form* (DHS-1376) and Attachment 3, *Change in Personal Information form* (FEN350). These forms remain unchanged and have been reintroduced with Section 3.15; and
- Attachment 4, *Examples of Incorrect and Correct Address Formats*. This attachment remains unchanged and was converted to an exhibit with Section 3.15.
- AT 2005-067, *Address Hierarchy Changes in the Michigan Child Support Enforcement System (MiCSES) 3.6 Release*.

REVIEW PARTICIPANTS:

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None

ATTACHMENTS:

Section 3.03: Case Updates and Member Demographics
Section 3.15: Addresses
Exhibit 3.15E1: *Examples of Incorrect and Correct Address Formats*
DHS-1376: *Address Change Form*
FEN350: *Change in Personal Information form*
Michigan IV-D Child Support Manual – Introduction and Table of Contents

MFS/MBG