



STATE OF MICHIGAN

DEPARTMENT OF HUMAN SERVICES
LANSING

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IV-D MEMORANDUM 2013-012

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

FROM: Erin P. Frisch, Director
Office of Child Support

DATE: December 19, 2013

SUBJECT: Improving the Support Order Percentage (ISOP) – Generating the FR-002 Report and Closing or Coding Cases Appropriately

RESPONSE DUE: None

POLICY EFFECTIVE DATE: Upon receipt

PURPOSE:

The support order percentage is one of the five performance factors for which the state and the counties receive federal incentive funding.¹ It is calculated by dividing the number of open IV-D cases with a countable support order recorded in the Michigan Child Support Enforcement System (MiCSES) (found on Line 2 of the OCSE-157² federal report) by the number of open IV-D cases (found on Line 1 of the OCSE-157 federal report).

Estimates for the fiscal year 2014³ support order percentage show a significant decrease from the previous year's performance. As a result, the Program Leadership Group (PLG) has chartered an ISOP workgroup to develop methods for improving the support order percentage. The workgroup initiatives include ideas for closing cases both manually and automatically in MiCSES.

This IV-D Memorandum introduces methods in which local county offices and other operational units can influence the support order percentage and potentially increase

UPDATE(S):

Manual

Form(s)

¹ Program performance measures, standards, financial incentives, and penalties are explained in more detail in [Code of Federal Regulations \(CFR\) Title 45, Part 305](#).

² *Child Support Enforcement Annual Data Report*

³ Year ending September 30, 2014

incentive dollars. It also includes strategies for manual case closures and information on coding cases appropriately in MiCSES to improve the support order percentage.

In addition, automatic case closures for approximately 54,000 inactive cases will occur before the end of fiscal year 2014. These cases include parked, duplicate or inactive cases in MiCSES. Cases that are already pending closure are not included. The selected cases will close automatically with a new Automatic Closure for Inactive Cases (ACIC) MiCSES batch process. A future memorandum will announce more information about this process.

BACKGROUND:

Performance Measures and Incentives

The federal Office of Child Support Enforcement (OCSE) established an incentive system to measure states' performance levels in five measures. These measures are:

1. Paternity establishment percentage;
2. Support order percentage;
3. Current support percentage;
4. Arrears case collection percentage; and
5. Cost effectiveness.

Each fiscal year, the states earn five scores for the performance measures and compete against each other to share a fixed amount of money for federal incentive payments. Each state that meets performance and data reliability standards receives a portion of this fixed amount. Also, if one state substantially improves performance, it receives a larger portion of the federal incentives.

Each of the first four performance measures is a ratio with a numerator and a denominator. There are two ways to improve the ratio: either increase the numerator or decrease the denominator. Many states have experienced substantial success in reducing the denominator through case clean-up and case closure.

In Michigan, a portion of the federal incentives is shared with the counties. The incentives are paid to the counties based on each county's performance level for each of the federal performance measures. Therefore, IV-D staff can help improve both Michigan's overall federal incentives and county incentives through case clean-up and case closure.

Support Order Percentage and Incentives

The support order percentage indicates how well a state does in ensuring IV-D cases have support orders. IV-D staff can take steps to improve the support order percentage by reducing the number of cases in the IV-D caseload that do not have orders or by increasing the number of cases in the IV-D caseload that have support orders. Each

fiscal year, Michigan earns approximately \$6 million in federal incentives for the support order percentage. Since the support order percentage is expected to be lower for fiscal year 2014, the incentives will also be lower. Therefore, the ISOP workgroup recommends a case clean-up strategy. This strategy includes the use of the existing *Open Cases without an Order Established* (FR-002) report to identify cases for manual closure or coding to improve the support order percentage and incentives.

Although PLG and OCS are giving special attention to the fiscal year 2014 support order percentage, the strategies discussed in this IV-D Memorandum are applicable to every year; the child support program should maintain or improve its support order percentage each year.

DISCUSSION:

FR-002 Report and Closing or Coding Cases Appropriately

The FR-002 report,⁴ which is generated from Business Objects, provides a list of open cases⁵ that staff can review/work to close cases or to manage cases without orders. Through September 30, 2014 and on a quarterly basis, MiCSES staff will generate the FR-002 report for each functional area and county, separate the data into categories on a Microsoft Excel spreadsheet, and email the report to each local office contact. County offices will receive the first quarterly FR-002 report in December 2013.

County and OCS staff can also manually generate the report as needed. The FR-002 report is available on Business Objects under the *CSES Reports* folder in the *New Federal Reports* folder.

The [New Federal Reports Desk Aid \(Data Warehouse – Business Objects\)](#),⁶ available on mi-support, shows the FR-002 report prompts and the possible data elements that are returned in the report. For this clean-up effort, the prompts for the FR-002 report include the *Functional Area* (SS-Support Specialist, ENF-Enforcement, EST-Establishment) and the *IV-D Case County*. The *Docket County* and *Worker ID* prompts are set to “All.” IV-D staff may save the FR-002 report to Excel and sort it to identify cases to review. Then they may work, close, or code those cases appropriately to improve the support order percentage.

The [Business Objects web-based training on mi-support](#)⁷ describes how to run a report and save it in Excel, and includes other information about Business Objects reports. In addition, the [Generate the FR-002 Report on Business Objects – Job Aid \(Ref: Exhibit](#)

⁴ The [Business Objects Report Description: Improving OCSE-157 Performance Indicators – Open Cases without an Order Established \(FR-002\)](#) describes this report in more detail.

⁵ Open cases may be at various stages of work, such as locate status, serve process, establish or enforce an order, code an order, etc.

⁶ This desk aid is available on mi-support under the Central Activities tab > Performance Management. It was introduced in the [MiCSES Customer Information Guide – Data Warehouse](#).

⁷ This web-based training is found on mi-support under the Training tab > Web-Based Training > Business Objects.

[2013-012E1](#)) provides instructions on how to run the FR-002 report on Business Objects and save it to Excel. [Office 2010 Training](#) on mi-support, which includes training for Excel, describes how to sort and filter data, and use formulas.

As of November 2013, each functional area had the following total open cases without court orders established on the FR-002 report:

- Support Specialist: 157,656 cases;
- Enforcement: 56,782 cases; and
- Establishment: 73,797 cases.

For each case on the FR-002 report, 50 different data elements from MiCSES are displayed. The FR-002 report that IV-D staff can manually generate contains the same data as the quarterly FR-002 report sent by OCS, except that the quarterly report **excludes** cases that are slated for fiscal year 2014 automatic closures and cases that are already closed. In addition, the quarterly report sorts cases into different categories for review on MiCSES and potential closure or work. Cases may fit in more than one category but will be shown in only one category. The categories are organized into the following tabs in the quarterly report:

- Pending case closures – greater than 60 days;
- Open cases with activities preventing closure;
- Emancipated children;
- Duplicate cases;
- Unknown NCP;⁸
- Cases with a docket ID;
- Cases with a CAR⁹ date greater than 3 years;
- Intergovernmental cases; and
- Cases open greater than 3 years.

The quarterly FR-002 report will also have a tab showing all cases listed on the FR-002 report and another tab showing cases slated for automatic closure.

The [Improve the Support Order Percentage – Job Aid \(Ref: Exhibit 2013-012E2\)](#) further explains the above categories. This job aid is divided into sections that include primary actions to close or code a case, special situations, a chart of categories for closing and coding cases, plus resources and links for additional information. The chart of categories for closing and coding cases, which starts on page 7 of the job aid, has a column titled “FR-002 Column and Sort Tips” that directs IV-D workers how to sort the Excel report when they manually generate it. The job aid also outlines MiCSES screens and actions for closing or coding cases for each category type.

⁸ NCP stands for “non-custodial parent.”

⁹ CAR stands for “court action referral.”

Measuring Progress on the Support Order Percentage

The *County Performance Incentive Factors (FR-004)* report¹⁰ and the statewide *Office of Child Support Enforcement Annual Data Report FR-157 OCSE-157 (FR-157)*¹¹ measure either county or statewide progress on the performance factors and the federal report line totals. The FR-004 and FR-157 reports are available on Business Objects under the *CSES Reports* folder in the *New Federal Reports* folder. IV-D staff can generate the FR-004 monthly, quarterly, year-to-date, or yearly to measure county progress on the support order percentage. The FR-157 measures statewide progress on the support order percentage and can be generated by designated OCS staff.

To aid local offices and jump-start monitoring efforts, OCS staff generated the FR-004 report and compiled the county support order percentage for fiscal year 2013 into the [Support Order Percentage Report for Fiscal Year 2013 \(Source: FR-004\) \(Ref: Exhibit 2013-012E3\)](#). To monitor the progress of the county support order percentage each quarter, OCS staff will generate an FR-004 report, compile the support order percentage results, and send the report via email, along with the FR-002 clean-up report, to the local office contact.

Adobe Connect Webinar and Other Training

OCS will conduct several webinars to discuss ISOP, the FR-002 report, and tips for generating and using the FR-002 report. Each webinar is limited to the first 100 staff who log into the site. County office staff are encouraged to participate in groups.

The Adobe Connect Webinar Link: <https://miocs.adobeconnect.com/r2flcu8lgdz/>

The Teleconference Information: 1-877-336-1828; Passcode: 7400455

The following webinar dates and times are being offered:

- PA staff: Tuesday, January 21, 2014 – 3 p.m. to 4 p.m.
- PA staff: Wednesday, January 29, 2014 – 10 a.m. to 11 a.m.
- FOC staff: Monday, January 27, 2014 – 11 a.m. to 12 p.m.
- FOC staff: Thursday, January 30, 2014 – 2 p.m. to 3 p.m.
- OCS Staff: Friday, January 24, 2014 – 11 a.m. to 12 p.m.
- OCS Staff: Tuesday, January 28, 2014 – 2 p.m. to 3 p.m.

OCS may offer additional training or tools for IV-D staff who are not yet familiar with the case closure process.

¹⁰ The [Business Objects Report Description: County Performance Incentive Factors \(FR-004\)](#) describes this report in more detail.

¹¹ The [Business Objects Report Description: Child Support Enforcement Annual Data Report FR-157 OCSE 157 \(FR-157\)](#) describes this report in more detail.

Future hotline messages or IV-D Memorandums will provide additional direction on methods to improve the support order percentage before the end of fiscal year 2014.

NECESSARY ACTION:

Retain this IV-D Memorandum until further notice.

REVIEW PARTICIPANTS:

Case Management Work Improvement Team
Performance Management Workgroup
Improve Support Order Percentage Workgroup
Program Leadership Group

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None

SUPPORTING REFERENCES:

Federal
45 CFR 303.11
45 CFR 303.7
45 CFR 305

State
Michigan Compiled Law (MCL) 552.605b(2)

State Court Administrative Office (SCAO) Administrative Memorandum (ADM)
2001-09

ATTACHMENTS:

2013-012E1: Generate the FR-002 Report on Business Objects – Job Aid

2013-012E2: Improve the Support Order Percentage – Job Aid

2013-012E3: Support Order Percentage Report for Fiscal Year 2013
(Source: FR-004)

EPF/CS