

Improve the Support Order Percentage – Job Aid

This job aid provides instructions for closing or coding IV-D cases that do not have support orders in the Michigan Child Support Enforcement System (MiCSES). Cases without support orders cause the child support program's support order percentage to decrease, and that results in reduced federal incentives for the state and the counties. The support order percentage will improve when counties close appropriate cases.

The cases without support orders are compiled on the Business Objects *Open Cases without an Order Established* (FR-002) report. Each quarter during fiscal year 2014, MiCSES staff will send an FR-002 report to the local office contact person in each county. County staff or Office of Child Support (OCS) staff may also choose to run the report locally at any time.

Note: All IV-D cases without support orders are shown on the FR-002 report, including cases that *can* be closed as well as current cases in progress that *cannot* be closed.

Primary Actions to Close or Code a Case on the FR-002 Report

1. Start With the FR-002 Report (Microsoft Excel format)

For more information about the FR-002 report, reference the [FR-002 report description](#). To learn how to use Excel, access [Office 2010 Training](#) on mi-support.

2. Review IV-D Case and Member Details

Review each IV-D case on the following screens for further information:

- *Case Member Details* (CASE) screen
 - Confirm that party and case information is correct;
 - Review the IV-D case status;
 - Determine if the case is intergovernmental; and
 - View dependent birth dates for possible emancipation.

- *Case Search List* (CLST) screen
 - View court action referral (CAR) status on the *Establishment* tab; and
 - Check for other related IV-D cases, CARs, and dockets.

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Some IV-D cases on the report may need to be evaluated before closing or coding them. It may not be appropriate to close cases that have related IV-D cases, CARs, and/or dockets.

Note: For more information about searching for case information, see the [MiCSES Quick Reference Guide: CLST – Search for Case Information](#).

- *Notes Processor* (NOTE) screen
 - Click the *Show Related Notes* button and view appropriate note types. (To learn how to view different note types, reference the [MiCSES Quick Reference Guide: NOTE – View Notes](#)); and
 - Look for notes regarding open activities preventing automatic case closure.

3. Look for Open Activities by IV-D Case ID (not docket number or CAR ID)

For each IV-D case in the report, look for open case activities on the *Case Activity Diary* (CASD) screen. Conduct two searches to find open activities: First, search for activities at the *Start the Remedy* (STRT) status. Then, sort by *Suspended* (SUSP) status. Any activities at these statuses must be completed to allow the case to close.

Note: Some open enforcement activities will not appear on the CASD screen. If appropriate, look for open activities on the *Enforcement Processor* (ENFP) screen.

4. Close Open Activities

Close open activities for appropriate functional areas on the following screens:

- Support Specialists (SSs): *Case Processor* (CPRO) screen
- Prosecuting Attorneys (PAs):
 - *Legal Processor* (LPRO) screen
 - *Legal Case* (LCSE) screen

Look at the status of all CARs associated to the IV-D case. Ensure no CAR is at a *Pending* status. Change any CAR at a *Pending* status to an appropriate *Closed* status. For more information about CAR statuses, see the [CAR – Court Action Referral Status document](#).

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- Friends of the Court (FOCs):
 - *Enforcement Processor* (ENFP) screen
 - *Support Order Entry* (SORD) screen

After all activities are closed, the FOC should close the support order on the SORD screen.

Note: There are some activities that may remain open and will usually not prevent case closure. These activities are CASE (Case Remedy), MERGE (Merge Alert), Locate status change activities (LOCNTL, LOCNTN, LOCLTNCP, LOCNTLCP), Data Warehouse check alert activities (DWREC and DWRECCP), CWKAL (Caseworker Alert), and PAINFO (PA informational alerts).

5. **Resolve Intergovernmental Cases** (see the “Special Situations” section further below)

Review Intergovernmental screens. Determine if the case can be closed. If so, update the case status to *Closed* and ensure there are no open intergovernmental transmittals.

- *Intergovernmental Information* (ISIN) screen
- *Intergovernmental Correspondence* (ICOR) screen

6. **Follow the Chart of Categories for Closing and Coding Cases** (see chart on page 7)

The chart lists categories of cases to be closed and/or coded, the column name for the category on the FR-002 report plus tips for sorting the column, related MiCSES screens and actions, and the case status RC (reason code) to use when closing the case.

7. **Update the IV-D Case Status**

After confirming the case should be closed, the IV-D case status should be updated to *Eligible for Closure* or *Closed*.

- *Case Member Details* (CASE) screen
Update the IV-D case status to *M – Case Eligible for Closure* and choose the appropriate reason code. SSs may use *C – Closed* when appropriate. Reference the [IV-D Case Closure Matrix](#) for information about case closure reason codes.

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Note: If a case is already set to close automatically, a pop-up message will appear: “Case is currently in the closure process, manual moves to closure are not allowed.” This means the case will close automatically the next time the case closure batch runs.

8. Add a Note on the NOTE Screen

The SS must add a note on the *Notes Processor* (NOTE) screen.

- If closing the case, add a note stating: “Improving the Support Order Percentage – Case Closure” and add the reason for closure, such as duplicate case, activities preventing closure, unknown non-custodial parent (NCP), etc.; or
- If not closing the case, add a note stating: “Improving the Support Order Percentage Review – not closing case” and add the reason why.

Special Situations

Certain conditions will prevent a case from closing. Instructions for handling these cases are described below.

1. Intergovernmental Cases

An open Intergovernmental activity can prevent case closure. If a case has an open INBDTRNS minor activity, the activity may be preventing closure. To resolve the activity, go to the ICOR screen and update the *Resp Status* field to *No Resp Req* (No Response Required). This will close the minor activity, and Batch_Sync_ICOR will close the major activity the next time it runs.

If there are multiple open INBDTRNS minor activity records, select the *No Resp Req* reason code in the *Resp Status* field for each record before updating the screen.

Note: If any INBDTRNS activity records require a response, the *No Resp Req* reason code will be rejected and a pop-up message will appear, stating that the code is not allowed. The records that require a response can be resolved at a later time.

The intergovernmental case status must be closed on the ISIN screen before the IV-D case can be set to *M – Pending Closure* on the CASE screen. For more information about updating an intergovernmental case status to *Closed*, see the [MiCSES Quick Reference Guide: ISIN – Update Existing Intergovernmental Information Record](#).

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Note: Some intergovernmental cases that are included on the FR-002 report should not be closed because of circumstances with the other jurisdiction.

2. Locate

Two Locate activities may prevent a case from closing if they are open: LOCDW – Locate DW (Data Warehouse) Download and LOCPLN – Locate PLS (Parent Locator Service) Download. The Locate activity could be open for any member on the case, and it must be closed for that member. The member ID is listed on the open activity line on the CASD screen.

Note: Sometimes these Locate activities will display on the CPRO screen as well as on the CASD screen. For this effort, SAs must close the activities on the *Member Address History* (AHIS) screen and *not* the CPRO screen.

To close the open Locate activity:

- a. Access the AHIS screen;

Note: To view a list of all addresses for the member, access the *Member Address List* (ALST) screen.

- b. Click the *D/W* button or *PLS* button, depending on which type of Locate activity is open. A pop-up window will appear that may include member address and/or employer records available to download. It is not necessary to download any information. The action of clicking the *D/W* or *PLS* button will close the chain; and
- c. Click the *Go Back* button to return to the AHIS screen.

Note: When the *Go Back* button is clicked, the address and/or employment information not downloaded will no longer be available when the *D/W* button is clicked again. The information not downloaded will be written as a member-level note on the NOTE screen indicating that the Data Warehouse results were viewed, but no records were downloaded.

Note: If the *DW* pop-up window is not closed using either the *Download* checkbox or the *Go Back* button, the Locate activity chain will remain open, preventing the case from closing.

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Case Closure Letters

When it is not appropriate for the automatic Case Closure letter¹ to be sent to one or both parties on the case because no accurate address exists, end-date all current and pending addresses for the member(s). This will prevent the letter from generating.

Check to ensure that the members are not active on any additional cases before end-dating any addresses. Only use this option under special circumstances, and document the reason on the NOTE screen.

¹ *Notice of Title IV-D Support Case Closure and Court Case Closure* (CLOSURESS or CLO_IVDSS)

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Chart of Categories for Closing and Coding Cases

Below is a chart to reference when working the FR-002 report. The chart lists the categories of case closure issues, as well as the FR-002 report column that corresponds with each category. It also provides steps to take in MiCSES and recommended IV-D case closure reason codes to use when updating the IV-D case status. A table of case closure reason codes may be found in the [MiCSES Customer Information Guide: Case Closure](#).

Category	FR-002 Column and Sort Tips	MiCSES Screens and Actions	Case Status RC (reason code)
Pending case closures – greater than 60 days	<p>Column: IV-D CASE STATUS</p> <p>Sort: by IV-D Case Stat = “M” (pending case closure) and Dt_Status_Current > 60 Days</p>	<p>Review those cases that have a status date older than 60 days or have open chains preventing closure.</p> <p>Steps to close each type of activity chain and pending CAR codes are outlined in the MiCSES Customer Information Guide: Case Closure Cleanup Instructions.</p> <p>Tip: If an open Intergovernmental activity or an open Locate activity is preventing a case from closing, see the “Special Situations” section above this chart.</p>	<p>Multiple reason codes</p> <p>(See IV-D Case Closure Matrix)</p>
Open cases with activities preventing closure	<p>Column: OPEN ACTIVITY PREVENTING CLOSURE</p> <p>Sort: by “Y”</p>	<p>Steps to close each type of activity chain and pending CAR code are outlined in the MiCSES Customer Information Guide: Case Closure Cleanup Instructions.</p>	<p>Multiple reason codes</p> <p>(See IV-D Case Closure Matrix)</p>
Emancipated children	<p>Column: YOUNGEST DP DATE DOB</p> <p>Sort: by youngest</p>	<p>Member Demographics (DEMO) screen</p> <p>Verify the youngest dependent has emancipated and/or graduated. Close any open activities or update pending CAR status codes, if appropriate. For information about the emancipation of dependents, see the MiCSES Customer Information Guide: Case Closure Cleanup Instructions.</p>	<p>GT or GD – Emancipated Children</p> <p>(See IV-D Case Closure Matrix)</p>

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Category	FR-002 Column and Sort Tips	MiCSES Screens and Actions	Case Status RC (reason code)
	dependent date of birth (DOB) greater than 18 or 19.5 years old if on TANF	<p><u>Note:</u> Cases already in the case closure batch process will be set automatically to the GT or GD reason code when it runs at the end of the month.</p>	Closure Matrix for code definitions)
Duplicate cases	<p>Column: CP LAST NAME</p> <p>Sort: by CP last name and look for cases with the same/similar CP first and last name</p> <p>or</p> <p>Column: FEDERAL CASE ID</p> <p>Sort: by this federal report ID number to find cases with the same number</p>	<p>Case Search List (CLST) screen</p> <p>View all duplicate cases with the NCP, custodial party (CP) and child all having the same roles. Search by CP Social Security number (SSN) or CP first and last name.</p> <p>Case Member Details (CASE) screen</p> <p>Confirm that cases identified as duplicate cases meet at least one of these conditions:</p> <ol style="list-style-type: none"> 1. The NCP, CP, and child(ren) all have the same roles (not a change in custody issue); 2. A case has the NCP, CP, and multiple children on a support order, and there is another open SS case with the same NCP, CP, and one or more of the same children; 3. The case is an SS/PA case with the same NCP, CP, and one or more of the same children; or 4. The case has the same CP and child(ren) and another case with an unknown NCP. <p><u>Note:</u> For cases in this category, SSs set the IV-D Case Stat (IV-D case status code) to <i>C – Closed</i> and not <i>M – Case Eligible for Closure</i>.</p>	<p>MZ – Opened in Error, Duplicate Merged, or Locate-Only</p>
Unknown NCP	<p>Column: NCP LAST NAME OR NCP FIRST</p>	<p>Case Search List (CLST) screen</p> <p>View all cases associated with the dependent’s SSN or last name and DOB combination. For example, the dependent may be active on one or more</p>	<p>UN – Unknown NCP</p>

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Category	FR-002 Column and Sort Tips	MiCSES Screens and Actions	Case Status RC (reason code)
	<p>NAME</p> <p>Sort: by NCP last name or first name = "Unknown"</p>	<p>third-party cases. When a dependent is active on another IV-D case, then close any open activities or update pending CAR status codes, as appropriate.</p> <p>or</p> <p>Ensure the NCP has not been located within one year if no SSN or DOB exists for the NCP, or within three years if an SSN or DOB does exist for the NCP. Under these circumstances, the automatic case closure process should pick the case up for closure when all activities are closed.</p>	
<p>Cases with a docket ID</p> <p>(or another case with a closed SORD record)</p>	<p>Column: DOCKET ID</p> <p>Sort: by docket</p>	<p>Case Search List (CLST) screen Review other cases and close them if they are duplicate cases.</p> <p>Case Member Details (CASE) screen Review the case to determine if it is a non-IV-D case, and if so, either close the case or code it as an "L - Non-IV-D" case in the <i>IV-D Case Type</i> field.</p> <p>Support Order Entry (SORD) screen If appropriate, open the SORD record for the case and update to a Zero Support order so the case will count as having a court order for incentives.</p> <p>Medical Order Provisions (MORP) screen If appropriate, update the case to "Medical Support Only" so it will count as having a court order for incentives.</p> <p>See Performance Indicator Definitions for appropriate coding.</p> <p><u>Note:</u> Some of these cases may not be closed or coded due to system issues. There is a Help Desk ticket entered for this issue.</p>	<p>MZ – Opened in Error, Duplicate Merged, or Locate-Only</p> <p>WY – Non-IV-D case</p>

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Category	FR-002 Column and Sort Tips	MiCSES Screens and Actions	Case Status RC (reason code)
Cases with a CAR date greater than 3 years	Column: CAR REFERRAL DATE Sort: by dates that are less than 3 years	Case Search List (CLST) screen Review other cases and close them if they are duplicate cases. If the case can be closed for other reasons, refer to the IV-D Case Closure Matrix for the appropriate case closure code.	MZ – Opened in Error, Duplicate Merged, or Locate-Only
Intergovernmental cases	Column: INTERGOVERNMENTAL Sort: by Responding or Initiating	Case Member Details (CASE) screen Intergovernmental Information (ISIN) screen Intergovernmental Correspondence (ICOR) screen Determine if the IV-D case can be closed. If so, close the intergovernmental case status on the ISIN screen, and then close the IV-D case. For information about closing an intergovernmental case status, see the MiCSES Customer Information Guide: Case Closure . For Responding cases, use intergovernmental reason codes. Use non-intergovernmental reason codes for Initiating cases.	Multiple reason codes (See IV-D Case Closure Matrix)
Cases open greater than 3 years	Column: OPENED DATE Sort: by date	Review the case for various case closure reasons, such as the NCP is not located or the NCP is deceased, duplicate case, etc. and use the appropriate code based on the IV-D Case Closure Matrix .	(See IV-D Case Closure Matrix)

Note: This job aid provides information and instructions specific to Improve Support Order Percentage tasks. If there are any discrepancies between the information in this job aid and policy in the [Michigan IV-D Child Support Manual](#), the [MiCSES Customer Information Guide: Case Closure](#) and [Action Transmittal \(AT\) 2007-004, REVISED: Updated IV-D Partner Case Closure Responsibilities and Michigan Child Support Enforcement System \(MiCSES\) 4.4 Release Case Closure Fix](#), the policy in those documents supersedes the information in this job aid.

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Resources and Links

Action Transmittal 2007-004, **REVISED**: *Updated IV-D Partner Case Closure Responsibilities and Michigan Child Support Enforcement System (MiCSES) 4.4 Release Case Closure Fix*:

<https://mi-support.state.mi.us/SitePages/IV-DMemorandumsByYear.aspx?year=2007#2007-004>

Business Objects Report Description: *Improving OCSE-157 Performance Indicators – Open Cases without an Order Established (FR-002)*: https://mi-support.state.mi.us/MiCSES_Documentation/DW_FR-002.pdf

Court Action Referral (CAR) Status Codes: <https://mi-support.state.mi.us/Policy/2.20E1.pdf>

IV-D Case Closure Matrix: https://mi-support.state.mi.us/Training1/3_ivd_case_closure_matrix_hout.pdf

IV-D Memorandum 2013-012: *Improving the Support Order Percentage (ISOP) – Generating the FR-002 Report and Closing or Coding Cases Appropriately*:

<https://mi-support.state.mi.us/SitePages/IV-DMemorandumsByYear.aspx?year=2013#2013-012>

- Exhibit 2013-012E1: Generate the FR-002 Report on Business Objects – Job Aid:
<https://mi-support.state.mi.us/Policy/2013-012E1.pdf>
- Exhibit 2013-012E2: Improve the Support Order Percentage – Job Aid:
<https://mi-support.state.mi.us/Policy/2013-012E2.pdf>
- Exhibit 2013-012E3: Support Order Percentage Report for Fiscal Year 2013 (Source: FR-004):
<https://mi-support.state.mi.us/Policy/2013-012E3.pdf>

Microsoft Excel Training on mi-support: <https://mi-support.state.mi.us/training/TrainingMaterials/Office2010Training.aspx>

MiCSES Customer Information Guide: Case Closure Cleanup Instructions:

https://mi-support.state.mi.us/MiCSES_Documentation/case_closure_cleanup_instructions.pdf

Performance Indicator Definitions:

https://mi-support.state.mi.us/CentralActivities/Performance%20Management/PI_factor_definitions.pdf

SCAO Administrative Memorandum 2001-09, *Friend of the Court Support Case Administrative Closure Criteria*:

<http://courts.mi.gov/Administration/SCAO/Resources/Documents/Administrative-Memoranda/2001-09.pdf>

2013-012E2 (Rev. 12/13)