



STATE OF MICHIGAN

DEPARTMENT OF HEALTH AND HUMAN SERVICES
LANSING

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IV-D MEMORANDUM 2015-016

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: July 1, 2015

SUBJECT: 2015 Interstate Case Reconciliation (ICR 2015) Project Results

RESPONSE DUE: None

POLICY EFFECTIVE DATE: Upon receipt

PURPOSE:

This IV-D Memorandum explains how to use the ICR 2015 project results and correct any inaccurate information found in the Michigan Child Support Enforcement System (MiCSES).

This memorandum discusses:

- The federal Office of Child Support Enforcement’s (OCSE’s) ICR-15 that ran in April 2015. States were issued results in May 2015;
- The MiCSES-generated *Interstate Case Reconciliation (IICR) Report*,¹
- The MiCSES-generated *Other State Closed Initiating Case (AICR) Report*,² and
- The updated *ICR Contact Guidelines Matrix*.³

This IV-D Memorandum replaces and obsoletes Action Transmittal (AT) 2009-015, **REVISED:** *Interstate Case Reconciliation (ICR) Project Results and Optional Cleanup*.

<p>UPDATE(S):</p> <p><input type="checkbox"/> Manual</p> <p><input type="checkbox"/> Form(s)</p>

¹ Ref: [MiCSES Report Description: Interstate Case Reconciliation Report \(IICR Report\)](#) on mi-support for more information.

² Ref: [MiCSES Report Description: Other State Closed Initiating Case \(AICR\)](#) on mi-support for more information. The *ICR Project Cleanup Report* consists of the IICR and AICR reports. Ref: Section F of this memorandum for information on the *ICR Project Cleanup Report*.

³ Ref: [Exhibit 2015-016E1](#).

A change bar in the right margin of this memorandum identifies changes since the previous publication of this content.

DISCUSSION:

A. Background

When the federal OCSE discovered that states were having trouble matching intergovernmental cases with each other, OCSE established the national ICR project in May 2003.

The primary goal of the national ICR project is to improve service to families involved in intergovernmental cases. Its other objectives include:

- Synchronizing intergovernmental caseloads;
- Establishing clear accountability for intergovernmental case processing;
- Providing and/or correcting participant Social Security numbers (SSNs);
- Providing states the opportunity to close duplicate intergovernmental cases;
- Improving electronic communication among states; and
- Establishing accurate state and national baselines for intergovernmental cases.

Additionally, the cleanup and synchronization of intergovernmental cases among states assists in the effective use of the State Services Portal.

OCSE plans to conduct an ICR match of intergovernmental cases on an annual basis.

B. Overview

Accurate case identifiers (MiCSES IV-D case numbers) are key to effective intergovernmental communication. OCSE's national ICR project reconciles intergovernmental cases among individual states. OCSE accomplishes this by using correct case IDs that states provide to OCSE's Federal Case Registry (FCR).⁴ The case-match reconciliation is the top priority of the ICR project. However, additional data elements are submitted to match or provide member information as well.

When Michigan participates in the ICR project, MiCSES staff submit to OCSE a file containing case and participant⁵ data from Michigan's intergovernmental cases. The submitted MiCSES data elements include:

⁴ Ref: [AT 2006-025, Changing Michigan's IV-D Case Identifier to the Michigan Child Support Enforcement System \(MiCSES\) IV-D Case Number for Reporting to the Federal Case Registry \(FCR\)](#), for information on reporting the MiCSES IV-D case ID to the FCR.

⁵ Unknown non-custodial parents are not submitted.

- Member⁶ first, middle, and last name;
- Member SSN;
- Member date of birth;
- Member ID;
- Member sex;
- MiCSES IV-D case numbers;
- Intergovernmental case indicator; and
- Other state's case ID.

For matching purposes, Michigan submits data elements from open and closed intergovernmental cases as recorded on the *Intergovernmental Information* (ISIN) screen in MiCSES. If a Michigan IV-D case has its intergovernmental activity closed on the ISIN screen but the IV-D case remains as an open in-state case, the ICR receives this as a closed intergovernmental case. Michigan does not submit long-arm or limited-service cases for ICR purposes; only initiating or responding intergovernmental cases are reported. Michigan does not submit closed IV-D cases with closed ISIN records due to the high volume of duplicate cases.

For ICR-15, MiCSES submitted a new file in April 2015. OCSE completed the data match comparing Michigan's intergovernmental cases and participants against the case and participant data from the other states that participated in the project. If a corresponding case could not be identified or there were data discrepancies, OCSE assigned an ICR reason code⁷ to identify the error. The ICR-15 results file provided Michigan with updated reports to act upon. These reports included each member on an intergovernmental case.

Participation in the federal OCSE ICR project is voluntary for states and/or territories. Michigan has opted not to participate every year due to IV-D worker time constraints and competing priorities. Consequently, Michigan has participated in eight ICR projects: ICR-4 in 2007, ICR-6 in 2009, ICR-10 in 2010, ICR-11 in 2011, ICR-12 in 2012, ICR-13 in 2013, ICR-14 in 2014, and ICR-15 in 2015.⁸

C. ICR Reason Codes

OCSE uses the following ICR reason codes to assist states in understanding matches that took place and the data-matching errors between Michigan's intergovernmental cases and intergovernmental cases in other states:

- Reason code 00 – Case data matched and the participant matched. The Michigan case data matched and the participant type (custodial party/non-

⁶ "Member" is the MiCSES term for a participant. It refers to a custodial party, a non-custodial parent, or a child.

⁷ The ICR reason code is the number code assigned to a specific error in a case and/or participant matching.

⁸ Beginning in 2010, OCSE decided to use a numeric extension to reflect the year in which the ICR was run; this makes the 2015 run "ICR-15."

custodial parent/dependent) matched with data provided by the other state. This reason code does not require any work since this code confirms a match.

- Reason code 01 – Did not find a matching case in the other state. Michigan has an open intergovernmental case, but an intergovernmental case was not found in the other state.
- Reason code 02 – Other state case ID mismatch. A case has been found by matching a child in common or an adult/participant type and child name in common. MiCSES has an incorrect other state case ID, but the correct case ID for the other state has been found. MiCSES works this reason code automatically; therefore, this reason code does not require any manual work.
- Reason code 03 – Incorrect county code⁹ for the other state. The county code listed in MiCSES on the FIPS screen for the child support office in the other state does not match the county code identified by the other state.
- Reason code 04 – The case is open as a Michigan intergovernmental case, but the intergovernmental case in the other state is closed. (The other state may still have an open IV-D case; however, the intergovernmental portion of the case is closed.)
- Reason code 05 – The Michigan intergovernmental case is closed (on the ISIN screen), but the intergovernmental case in the other state is open. This reason code does not require any manual work because the other state will determine if its case can close.
- Reason code 06 – This participant was not found on the other state's case.
- Reason code 07 – This participant's SSN was provided by the other state. Michigan did not provide an SSN for this participant on the case, but the other state has provided it.
- Reason code 08 – Participant SSN mismatch. The SSN provided by Michigan for this participant does not match the SSN provided by the other state.

Note: If an intergovernmental case in Michigan is closed and an intergovernmental case is not found in the other state, or the Michigan intergovernmental case is closed and it matches to a closed intergovernmental case in the other state, no record is returned to Michigan.

D. Prioritizing the ICR Cleanup Workload

The “Other Reason Codes – Optional Cleanup” section of this memorandum suggests the priority in which IV-D staff may devote time and resources when reviewing intergovernmental cases in MiCSES. OCS staff have reviewed the ICR reason codes and believe that using the order listed in that section will benefit the state with financial incentives and/or improved case processing, as in the following examples:

⁹ The county code is the Federal Information Processing Standards (FIPS) code used to identify the county where the IV-D case is located.

- Working reason code 04 will reduce Michigan’s IV-D caseload by closing the Michigan IV-D case when the IV-D case in the other state is closed. Closing unneeded IV-D cases helps Michigan earn federal incentive money;
- Working reason code 01 may help to reduce Michigan’s IV-D caseload by closing the Michigan IV-D case when the other state is no longer requesting intergovernmental services; and
- Working reason codes 07 and 08 and adding a verified SSN for the IV-D member may assist Michigan in locating the member by accessing locate information from the Federal Parent Locator Service (FPLS).

E. Report for Reason Code 04 (Michigan’s Case Is Open, but the Other State’s Case Is Closed) – Automatically Placed Into Case Closure

MiCSES will automatically place into case closure a responding intergovernmental IV-D case with an open ISIN record matching to the 04 reason code. When closing a IV-D case for this criterion, the ICR process will use reason code “WI – Initiating State Requests Closure,” unless the case was selected for closure for another valid reason prior to the processing of the ICR file.¹⁰

The ICR report for 2015 indicates there are approximately 4,428 IV-D cases with a 04 reason code that can be closed in Michigan. These IV-D cases were placed into a 60-day pending closure status on May 11, 2015, plus an additional automatic 30-day pending period to allow IV-D workers the opportunity for review on the Business Objects Case Closure Reports (CC-001, CC-002).¹¹ MiCSES will close these cases automatically by **August 9, 2015**.¹²

IV-D staff will allow the Michigan IV-D case to close, or code the case in MiCSES as a non-IV-D case if the court case needs to stay open. IV-D staff are neither required to send the parties a *IV-D Child Support Services Application/Referral* (DHS-1201), nor confirm with parties whether they wish to continue IV-D services on these cases.

There may be rare circumstances where Michigan IV-D staff have questions about a request for closure from the initiating state. In these circumstances, IV-D workers may contact the other state with questions about a closure request. The following scenarios provide some additional guidance to IV-D workers on these cases:

¹⁰ Ref: [Michigan Child Support Manual Section 3.50, “Case Closure.”](#) Subsection 2.1.10, “Initiating State Closed Its IV-D Case Due to Interstate Case Reconciliation (ICR)” for more information.

¹¹ Ref: *Michigan Child Support Manual* Section 3.50, Subsection 8, “Case Closure Reports (Business Objects),” for more information.

¹² [IV-D Memorandum 2015-005, Implementation of the New IV-D Case Closure Process and Case Closure-Related Updates to IV-D Memorandum 2015-001, IV-D Services in Domestic Relations Cases,](#) announced new case closure functionality in MiCSES.

1. Initiating State Agrees That the IV-D Case Should Remain Open

Upon contacting the initiating state, if both states' IV-D workers agree that IV-D services need to continue, the Michigan IV-D worker may do the following on the MiCSES *Case Member Details* (CASE) screen:

- Change the case status from Pending Closure (“M”) to Open (“O”)¹³ to remove it from the closure process if the case is pending full MiCSES closure; or
- Change the case status from “O” to “O,” and click the update icon to prevent the case from becoming non-IV-D if the case is pending IV-D closure.

2. Initiating State Does Not Agree That the IV-D Case Should Remain Open

If the Michigan IV-D worker determines that there is a compelling reason to keep the case open, but the initiating state's IV-D worker does not agree, there are three possible outcomes:

- The Michigan MiCSES case will automatically close;
- The Michigan IV-D case will automatically become a non-IV-D case when there are arrears or open activities¹⁴ that prevent MiCSES case closure; or
- The IV-D worker can remove the case from case closure by taking these actions on the CASE screen:
 - Changing the case status to “O”;
 - Changing the case type to non IV-D; and
 - Making the intergovernmental indicator blank to close the intergovernmental portion of the IV-D case.

3. No Contact With Initiating State – Michigan Wants the Case to Remain Open

There may be compelling reasons why Michigan wants the MiCSES non-IV-D case to remain open when the other state has closed its IV-D case. An example of this is when Michigan is the responding state and has jurisdiction over the Michigan court order for child support. In this circumstance, IV-D staff will remove the case from closure in MiCSES by going to the CASE screen and:

- Changing the case status from “M” to “O”;
- Changing the case type to non-IV-D; and
- Making the intergovernmental indicator blank to close the intergovernmental portion of the IV-D case.

¹³ Changing a case from “M” to “O” is for the ICR project only and will not work for other case closure efforts.

¹⁴ Ref: [MiCSES Customer Information Guide: Case Closure](#) for more information on open activities that prevent case closure.

4. Michigan Is the Responding State and Has a Signed IV-D Application or a Public Assistance Referral

There may be situations in which Michigan is the responding state, but at some point in the life of the case, either the CP or the NCP completed an application for IV-D services in Michigan, or the Michigan IV-D program has received a public assistance referral (and state-owed arrearages remain due). If the Michigan IV-D worker confirms receipt of a signed IV-D application or a previous assistance referral, (s)he may go to the CASE screen and:

- Change the case status from “M” to “O” if the case is pending full MiCSES case closure; or
- Change the case status from “O” to “O,” and click the update icon if the case is pending IV-D closure.

F. Other Reason Codes – Optional Cleanup

The cleanup in MiCSES for other reason codes is optional; however, IV-D staff will benefit by correcting discrepancies now. If IV-D staff correct discrepancies now, future Child Support Enforcement Network (CSENet) transactions will be more likely to succeed, and the Query Interstate Cases for Kids (QUICK)¹⁵ application will provide more appropriate results.

Each county’s Local Options Administrator can run a query of the cases for the other reason codes¹⁶ directly from the MiCSES *Functional Prototype Queries* (FPRO) screen.¹⁷ This report, the *ICR Project Cleanup Report*,¹⁸ may be saved in a Microsoft Excel spreadsheet. The report will contain data from the May 2015 ICR-15 match and all of the ICR reason codes for a single case. OCS recommends that IV-D staff work all ICR reason codes for a single case simultaneously to prevent handling the same file multiple times.

In addition, OCS recommends working these reason codes in the following order:

1. **Reason code 01 (Could Not Find a Matching Case in the Other State):**
Identifies conditions in which a family may not be receiving the level of service required to effectively process their intergovernmental case. IV-D staff must resolve these discrepancies by determining whether the family still requires service on an intergovernmental case, or whether a one-state action can be pursued on their behalf. IV-D staff can use the *Interstate Send Correspondence* (ISND) screen to send a message via CSENet to the other state to assist in

¹⁵ Ref: [MiCSES Customer Information Guide: State Services Portal](#) for information about QUICK.

¹⁶ Since MiCSES works the 02 reason code automatically, IV-D workers may filter the 02 reason codes out of the report.

¹⁷ Previously, county staff were required to enter a MiCSES Help Desk ticket to request a copy of a county’s *ICR Project Cleanup Report* be sent to the county’s State of Michigan confidential email address.

¹⁸ The *ICR Project Cleanup Report* consists of the IICR and AICR reports.

resolving this discrepancy. If the other state is not CSENet-enabled, IV-D staff can use the *Child Support Enforcement Transmittal #2 – Subsequent Actions* (FSA-200-2) form or call the other state’s IV-D agency for resolution.

2. **Reason code 07 (Participant SSN Provided by Other State):** Indicates when the corresponding case in the other state provides the missing SSN of the participant in a Michigan case.¹⁹ When the case participant’s SSN is missing, the FCR will not list that person, and IV-D staff cannot access all the information available on that person from the FPLS. **IV-D staff must enter the SSN on the Member SSN History (MSSN) screen in MiCSES.**²⁰
 - a. **Reason code 08 (Participant SSN Mismatch):** Identifies when Michigan and the other state have different versions of the SSN for the same case participant. Most often, the mismatch is the result of transposed digits or a minor data-entry error. Correcting these minor errors enables acceptance onto the FCR and receipt of full information from the FPLS. **This error may require communication with the other state to verify the SSN. Once IV-D staff verify the correct SSN, they must enter it on the MSSN screen in MiCSES.**²¹
 - b. **Reason code 06 (This Participant Was Not Found in the Other State’s Case), reason code 05 (Case Is Closed, Matches to Open Case in the Other State), and reason code 03 (Incorrect County Code for the Other State):** IV-D worker actions for addressing each of these reason codes are listed below.
 1. Reason code 06:
 - a. IV-D staff can use the ISND screen to send a message to the other state via CSENet to request assistance in resolving the discrepancy.
 - b. If the other state is not CSENet-enabled, IV-D staff can complete and submit the FSA-200-2 form.
 - c. IV-D staff may need to call the other state’s IV-D agency if the issue cannot be resolved via CSENet or the FSA-200-2 form.
 2. Reason code 05: IV-D staff do not need to correct ICR reason code 05; the other state will contact Michigan IV-D staff, if necessary.
 3. Reason code 03: IV-D staff must correct ICR reason code 03 on the ISIN, *Support Order Entry* (SORD), and the *Obligation Maintenance* (OBLG) screens.

¹⁹ Ref: [Section 3.03, “Case Updates and Member Demographics,” of the Michigan IV-D Child Support Manual.](#)

²⁰ Ref: [MiCSES Quick Reference Guide: MSSN – Add a Member’s Social Security Number \(SSN\) Information.](#)

²¹ Ref: [MiCSES Quick Reference Guide: MSSN – Update a Member’s SSN Information.](#)

3. **Reason code 02 (Other State Case ID Mismatch):** This is an automated cleanup performed by MiCSES. MiCSES will automatically process ICR reason code 02 records as part of the ICR data correction process. IV-D workers do not need to manually update the corrected case IDs from the other state. IV-D workers should filter out the 02 reason codes from their *ICR Project Cleanup Reports*.

G. Work Aids

The OCSE team developed the *ICR Contact Guidelines Matrix*.²² This matrix lists the contact person and phone number to use for ICR cleanup requests. IV-D staff must use this matrix only for ICR purposes and not for general child support inquiries. For general child support inquiries, IV-D staff must go through the normal channels outlined in the *Intergovernmental Reference Guide (IRG)* located on the State Services Portal.²³

1. ICR Cheat Sheet

OCSE developed an ICR “cheat sheet” that IV-D staff can use when reconciling intergovernmental cases and communicating with IV-D staff in other states. The cheat sheet summarizes the ICR reason codes and is a quick and easy reference. IV-D staff may reference the [ICR cheat sheet](#) on the OCSE website.

2. ICR Desk Aid

When discrepancies between states occur and contact is necessary, IV-D staff can use the [ICR desk aid](#) on the OCSE website. This desk aid provides scenarios and questions for corresponding with other states about shared intergovernmental cases. After contacting the other state’s ICR contact, if IV-D staff continue to have an issue, they must follow the steps detailed in [AT 2005-005, Interstate Conflict Resolution](#).

NECESSARY ACTION:

Retain this IV-D Memorandum until further notice. This IV-D Memorandum replaces and obsoletes AT 2009-015 and its attachments.

REVIEW PARTICIPANTS:

Intergovernmental Work Improvement Team
Program Leadership Group

²² Ref: Exhibit 2015-016E1.

²³ Ref: [Section 3.06, “State Services Portal \(SSP\),” of the Michigan IV-D Child Support Manual](#) for more information.

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None

SUPPORTING REFERENCES:

Federal
45 CFR 303.11(b)(13)

OCSE Dear Colleague Letter (DCL) 02-32, *Interstate Caseload Reconciliation Project*

OCSE-DCL-03-21, *Continuation of the Interstate Case Reconciliation Project*

OCSE-DCL-04-41, *National Interstate Case Reconciliation*

OCSE-DCL-04-38, *Interstate Case Reconciliation (ICR) Desk Aid*

OCSE-DCL-04-24, *Interstate Case Reconciliation User Guide: Version 1*

OCSE-DCL-06-01, *Interstate Case Reconciliations*

State
None

ATTACHMENT:

2015-016E1: *ICR Contact Guidelines Matrix*

EPF/CMS