



STATE OF MICHIGAN

DEPARTMENT OF HEALTH AND HUMAN SERVICES  
LANSING

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**IV-D MEMORANDUM 2017-017**

**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 7, 2017

**UPDATE(S):**

- Manual
- Form(s)

**SUBJECT:** Paternity Establishment Improvement

**RECOMMENDED ACTION DUE:** September 29, 2017

**POLICY EFFECTIVE DATE:** Upon receipt

**PURPOSE:**

This IV-D Memorandum explains the Paternity Establishment Percentage (PEP)-Up Initiative to improve paternity establishment data in the Michigan Child Support Enforcement System (MiCSES).

It also provides:

- A description of the *PEP-Up Report*;
- Recommended actions for FOC, PA and OCS support specialist (SS) staff;
- Instructions for accessing the *2017 PEP-Up* report; and
- Information for monitoring progress on the PEP-Up Initiative.

**DISCUSSION:**

**A. The PEP-Up Initiative**

The PEP-Up initiative is OCS's performance management effort to improve Michigan's county IV-D PEP, which impacts county incentives. Paternity data for calculating PEP is obtained from the MiCSES *Member Demographics* (DEMO) screen. Entering and/or updating paternity information for dependents on the DEMO

screen is essential for maintaining the minimum PEP of 90 percent.<sup>1</sup> The goal of PEP-Up is to update dependent records on cases that do not have complete or accurate paternity establishment records on the DEMO screen when compared with information found in the Central Paternity Registry/Birth Registry System (CPR/BRS).<sup>2</sup>

OCS began Phase 1 of PEP-Up in September 2014 with the publication of the *PEP-Up Phase I* clean-up report. The report included approximately 2,600 cases in MiCSES with dependents who had inaccurate or incomplete paternity information on the DEMO screen. OCS asked IV-D staff to update as many cases in MiCSES as possible before the end of the fiscal year. Consequently, the majority of the cases in the *PEP-Up Phase I* report were updated or resolved.

Phase 2 of PEP-Up was similar to Phase 1, but refined matching criteria resulted in a greater number of cases. OCS provided the *PEP-Up Phase II* clean-up report in early 2015, and it included 11,500 cases.

In April 2016, OCS determined that there was a need to conduct PEP-Up activity on an annual basis. At that time, OCS also decided to identify the *PEP-Up* report by the year it is generated, rather than by a phase number. OCS staff then generated the *2016 PEP-Up Report*, which included over 8,000 cases.

In prior years (2014–2016), OCS has introduced the *PEP-Up* report in an email notification from the MiCSES Help Desk rather than in a IV-D Memorandum. Last year's notification can be accessed [here](#).

## **B. 2017 PEP-Up Report**

In May 2017, OCS generated the *2017 PEP-Up* report to identify dependents in MiCSES with incorrect or incomplete paternity establishment records. The report is described below. IV-D staff are asked to update and/or correct cases on the report until it is complete.

### **1. PEP-Up Report Description**

The *PEP-Up* report is a spreadsheet prepared from a data-matching process including data from MiCSES and CPR/BRS. OCS generates a report from the Data Warehouse identifying dependents with incorrect or incomplete paternity establishment records in MiCSES. The MiCSES data is then sent to the MDHHS<sup>3</sup> Division for Vital Records and Health Statistics and matched with data from CPR/BRS. When compared to the information found in CPR/BRS, some MiCSES

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<sup>1</sup> Ref: [Section 1.30, "Performance Factors, Incentives, and the Data Reliability Audit," of the Michigan IV-D Child Support Manual](#); 45 Code of Federal Regulations (CFR) 305.33 and 45 CFR 305.40.

<sup>2</sup> The CPR/BRS databases are maintained by the MDHHS Division for Vital Records and Health Statistics.

<sup>3</sup> MDHHS is the Michigan Department of Health and Human Services.

data appears to be inconsistent. Using this data-matching process, OCS prepares the *PEP-Up* report identifying cases with members that need paternity information updated in MiCSES.

The 2017 *PEP-Up* spreadsheet includes approximately 6,000 cases with paternity establishment records for dependents that are incorrect or incomplete on the MiCSES DEMO screen. The records show “Y” (yes) in the *BOW* (born out-of-wedlock) field, and the *PAT EST CD* (paternity establishment code) field shows “N” (no), “U” (unknown), or is blank. The dependents on these cases have potentially valid paternity establishment information in CPR/BRS.

The spreadsheet displays one IV-D case per line. Each case listed on the report includes the following information:

- **IV-D Case:** IV-D case number;
- **Case County:** County ID number for the selected IV-D case;
- **Dep Member ID:** Dependent’s member ID;
- **Dep Name:** Dependent’s name;
- **Dep SSN:** Dependent’s Social Security number;
- **Dep DOB:** Dependent’s date of birth;
- **CP Member ID:** Custodial party’s (CP’s) member ID;
- **CP Member Name:** CP’s name;
- **CP SSN:** CP’s Social Security number; and
- **Functional Area:** Functional area of the case.

Note: OCS generated the report in early May 2017. Some information in the report could have changed in MiCSES or CPR/BRS since that time. Because of this, some records may not require updating.

## 2. Recommended Actions for FOC, PA and SS Staff

OCS recommends that offices review the spreadsheet and work the listed IV-D cases prior to **September 29, 2017**, so the identified records are corrected and PEP is improved before the end of fiscal year 2017.<sup>4</sup>

Upon accessing the spreadsheet,<sup>5</sup> IV-D staff may take the following actions:

- a. Log into both CPR/BRS<sup>6</sup> and MiCSES;

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<sup>4</sup> Some counties do not have cases on the report. See Section B(3) of this memorandum.

<sup>5</sup> Ref: Section B(3) of this memorandum for instructions on accessing the spreadsheet.

<sup>6</sup> For more information on CPR/BRS, refer to [Section 4.05, “Paternity Establishment,” of the Michigan IV-D Child Support Manual](#); the [CPR/BRS Troubleshooting Chart](#) on mi-support; [CPR/BRS for Child Support Web-based Training](#) on the Vital Records Learning Management System; and the job aid [Accessing the CPR/BRS Combined Search Tool](#) on mi-support.

- b. Search for the IV-D case in CPR/BRS by using the IV-D case number listed in the spreadsheet.

Note: Some dependents may have duplicate records in CPR/BRS. IV-D staff must be sure to locate the most current and accurate record available in the system.

Sometimes a IV-D search in CPR/BRS will show no initial results. This may occur because of a misspelled name or mismatched dates of birth or other reasons. If necessary, IV-D staff will conduct a modified search<sup>7</sup> with alternate search parameters and continue to perform CPR/BRS searches.

- c. In MiCSES, use the dependent's member ID to open the child's member record on the DEMO screen.
- d. Verify that the child's name, date of birth, and Social Security number (and other verifying information, if necessary) in MiCSES match the child's information in the spreadsheet.
- e. Update the child's *PAT EST CD* field on the DEMO screen with the appropriate paternity establishment code based on the child's paternity establishment information found in CPR/BRS.

Note: If the dependent is an active member on more than one IV-D case, update the paternity information on the *Paternity Est* tab of the DEMO screen for each associated IV-D case.

- f. Enter or update the information on the child's DEMO screen *Paternity Est* tab with the date, establishment method, and state in which paternity was established.<sup>8</sup>
- g. View the *Relation* field in the *NCP Relationship with the Child* section on the DEMO screen. If it displays "Putative Father," change the field to "Father."

### 3. Accessing the 2017 PEP-Up Report

One spreadsheet for each functional area has been uploaded to the [Document Distribution Center](#) page on mi-support:<sup>9</sup>

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<sup>7</sup> Ref: Section 4.05 of the *Michigan IV-D Child Support Manual* for more information on searching CPR/BRS.

<sup>8</sup> For more information on entering paternity information into MiCSES for PEP, refer to the [Job Aid: Documenting Paternity Information in MiCSES](#) on mi-support.

<sup>9</sup> To access the Document Distribution Center on [mi-support](#), click the Systems tab > Document Distribution Center. For more information about the Document Distribution Center, reference the [MiCSES Customer Information Guide: mi-support Document Distribution Center](#).

- SS (cases in the SS functional area);<sup>10</sup>
- FOC (cases in the Enforcement [ENF] functional area); and
- PA (cases in the Establishment [EST] functional area).<sup>11</sup>

Each spreadsheet is encrypted. The password(s) to open the encrypted spreadsheet(s) will be provided to your office's designated confidential contact(s).

SS data is in a single spreadsheet sorted by county. For FOC and PA workers, each county's data is provided in a separate numeric tab at the bottom of the spreadsheet. The following counties **do not** have cases on the report:

FOC:

009 – Bay  
022 – Dickinson  
029 – Gratiot  
042 – Keweenaw  
045 – Leelanau  
049 – Mackinac  
055 – Menominee  
068 – Oscoda  
077 – Schoolcraft

PA:

001 – Alcona  
002 – Alger  
016 – Cheboygan  
020 – Crawford  
024 – Emmet  
027 – Gogebic  
028 – Grand Traverse  
029 – Gratiot  
031 – Houghton  
032 – Huron  
040 – Kalkaska  
042 – Keweenaw  
045 – Leelanau  
049 – Mackinac  
052 – Marquette

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<sup>10</sup> On the Document Distribution Center page, the SS spreadsheet is found at this path: OCS > Case Management / SS > MiCSES Notification Attachments.

<sup>11</sup> On the Document Distribution Center page, the FOC and PA spreadsheets are at this path: All > ALL > MiCSES Notification Attachments.

055 – Menominee  
065 – Ogemaw  
067 – Osceola  
068 – Oscoda  
071 – Presque Isle

### **C. Monitoring Progress on the PEP-Up Initiative**

IV-D workers with authorized access can monitor county and statewide PEP progress on the Michigan Child Support Program Dashboard<sup>12</sup> in Business Objects. They can track progress each month using the *FYTD County Comparison* screen on the Dashboard.

#### **NECESSARY ACTION:**

Retain this IV-D Memorandum until further notice. OCS recommends that offices work the *2017 PEP-Up* report according to the instructions in this memorandum by **September 29, 2017**.

#### **REVIEW PARTICIPANTS:**

Performance Management Workgroup  
Program Leadership Group

#### **CONTACT PERSON:**

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#### **SUPPORTING REFERENCES:**

Federal  
45 CFR 305.33  
45 CFR 305.40

State  
None

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<sup>12</sup> Ref: [MiCSES Customer Information Guide: Michigan Child Support Program Dashboard](#).

**ATTACHMENT(S):**

None

**EPF/JJV**