



STATE OF MICHIGAN

DEPARTMENT OF HEALTH AND HUMAN SERVICES  
LANSING

RICK SNYDER  
GOVERNOR

NICK LYON  
DIRECTOR

**IV-D MEMORANDUM 2018-015**

**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 5, 2018

**SUBJECT:** Updates to the OCS Publication *Understanding Child Support: A Handbook for Parents* (OCSPAMP and DHS-Pub-748)

**UPDATE(S):**

Manual

Form(s)

**RESPONSE DUE:** None

**POLICY EFFECTIVE DATE:** Upon receipt

**PURPOSE:**

This IV-D Memorandum announces an update to *Understanding Child Support: A Handbook for Parents*. This publication provides child support applicants an introduction to the child support program.

The publication comes in two different formats that contain the same information:

- OCSPAMP, which is generated by MiCSES;<sup>1</sup> and
- DHS-Pub-748, which is a printed handbook.

The updated OCSPAMP will be available in MiCSES on Friday, December 7 after 5 p.m.

An electronic copy of the updated DHS-Pub-748 is available on mi-support<sup>2</sup> and on the [Forms and Publications](#) page of the MDHHS-OCS<sup>3</sup> website. Printed copies of the DHS-Pub-748 may be ordered using the *Office of Child Support Publication Order List* (DHS-

<sup>1</sup> MiCSES is the Michigan Child Support Enforcement System.

<sup>2</sup> The DHS-Pub-748 is available on mi-support under the Program Library tab → [Resource Directory](#) and the Program Library tab → [Public Materials](#).

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

1454), which is located on mi-support<sup>4</sup> and on the Forms and Publications page of the MDHHS-OCS website.

## **DISCUSSION:**

OCS developed *Understanding Child Support: A Handbook for Parents* to meet the federal requirement to provide IV-D child support applicants with their rights and responsibilities. It explains the IV-D program's available services and support distribution policies. In addition, it provides definitions of child support terms and answers the following questions:

- What is child support?
- How does the Michigan child support program work?
- How can I apply for IV-D child support services?
- What must be done before I can get a child support order?
- How are support orders established?
- How do I make a child support payment?
- How is child support paid to me?
- What happens when a parent doesn't pay child support?
- What happens when one parent does not live in Michigan?

## **Content Updates to the OCSPAMP and DHS-Pub-748**

OCS has revised the text in the OCSPAMP and the DHS-Pub-748 to ensure the wording matches in both publications. Also, OCS has made minor wording changes for clarity, as well as formatting and punctuation changes.

OCS has also changed some references in the handbook to correspond with the 2016 conversion to the FOC interactive voice response (IVR) system. The FOC IVR improves customer service by providing one statewide toll-free telephone number for all customers who have a case with the FOC. For example, to contact the Michigan State Disbursement Unit (MiSDU), customers will call the FOC IVR and follow the prompts.<sup>5</sup>

The following are significant updates to both publications:

- In the second bullet under "How can I apply for child support services?", the directions and link for accessing the *IV-D Child Support Services Application/Referral* (DHS-1201) were updated.
- Under "What are my payment options?":

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<sup>4</sup> The DHS-1454 is available on mi-support under the Program Library tab → Resource Directory and the Program Library tab → Public Materials.

<sup>5</sup> Ref: [IV-D Memorandum 2016-036, New FOC Interactive Voice Response \(IVR\) System Information and Related Updates](#).

- The FOC IVR phone number was added to the option to pay by phone; and
- The bullet “PayNearMe locations” was added.<sup>6</sup>
- Under “How do I contact the MiSDU for more information?”, the FOC IVR phone number was added to the first sentence.
- In the paragraph “How is child support paid to me?”, the directions and link for accessing the document *Allocation and Distribution of Support Payments* (DHS-446) were updated.

### **Design Updates to the DHS-Pub-748**

The design of the DHS-Pub-748 has been revised to match the look and branding of OCS’s paternity establishment marketing materials. These publications were introduced with [IV-D Memorandum 2017-008, Introduction of New and Revised Paternity Establishment Materials](#). Electronic copies of these publications are available on the Forms and Publications page of the MDHHS-OCS website along with the electronic copy of the DHS-Pub-748. IV-D staff and others may order printed copies of these materials using the DHS-1454.

### **Supplies and Ordering of the DHS-Pub-748**

The DHS-Pub-748 has been out of stock in the MDHHS warehouse for some time. MDHHS will fill backorders for this publication before filling new orders. Orders will be filled as soon as possible.

### **NECESSARY ACTION:**

Retain this IV-D Memorandum until further notice. Discard the previous version of the OCSPAMP (Rev. 3/16, published with IV-D Memorandum 2016-008). Replace any previous versions of the DHS-Pub-748 with the new version.

### **REVIEW PARTICIPANTS:**

Program Leadership Group

### **CONTACT PERSON:**

Amy Coscarelli  
 OCS Policy Analyst  
 (517) 335-1490  
[CoscarelliA@michigan.gov](mailto:CoscarelliA@michigan.gov)

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<sup>6</sup> For information on the PayNearMe payment option, reference [IV-D Memorandum 2016-023, New Payment Option for Child Support Customers](#).

**CC:**

None

**ATTACHMENTS:**

DHS-Pub-748: *Understanding Child Support: A Handbook for Parents*

OCSPAMP: *Understanding Child Support: A Handbook for Parents*

**EPF/AC/SLM**