



STATE OF MICHIGAN

DEPARTMENT OF HEALTH AND HUMAN SERVICES
LANSING

GRETCHEN WHITMER
GOVERNOR

ROBERT GORDON
DIRECTOR

IV-D MEMORANDUM 2019-009

TO: All Friend of the Court (FOC) Staff
 All Prosecuting Attorney (PA) Staff
 All Office of Child Support (OCS) Staff
 All Michigan State Disbursement Unit (MiSDU) Staff
 Michigan New Hires Operation Center Staff

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

DATE: May 31, 2019

SUBJECT: OCS Forms With Updated Michigan Department of Health and Human Services (MDHHS) Letterhead and Modified Formatting for Customers With Disabilities

<p>UPDATE(S):</p> <p><input type="checkbox"/> Manual</p> <p><input checked="" type="checkbox"/> Form(s)</p>
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ACTION DUE: None

POLICY EFFECTIVE DATE: Upon receipt

PURPOSE:

This IV-D Memorandum announces OCS’s revision of 14 non-MiCSES-generated¹ forms that contain MDHHS letterhead. On 12 of these forms, OCS has updated the letterhead to reflect the new Michigan governor and the new MDHHS director, who began their terms in January 2019. On two of the forms, OCS has removed the MDHHS letterhead. In addition, OCS has updated all of these forms to meet usability standards for people with disabilities.

DISCUSSION:

A. MDHHS Letterhead Updates

1. Forms Updated With New MDHHS Letterhead

OCS has updated the MDHHS letterhead on the following forms:

¹ MiCSES is the Michigan Child Support Enforcement System.

- DHS-318: *Emergency Notice of Withdrawal of Passport Denial*;
- DHS-660: *Letter to Financial Institution Regarding Out-of-State Lien*;
- DHS-681/FEN681: *Request to Discharge State-Owed Debt*;
- DHS-682/FEN682: *Request for “Matching” Payment*;
- DHS-683/FEN683: *Notice of Discharge of State-Owed Debt*;
- DHS-1014: *New Hire Reporting Proactive Compliance Letter*;
- DHS-1017: *New Hire Report Rejection Letter*;
- DHS-1018: *New Hire Reporting/Quarterly Wage Match Compliance Letter*;
- DHS-1082: *Notice of Referral for Tribal Child Support Services*;
- DHS-1202: *Application Status Letter*;
- DHS-1300: *Returned NMSNs to FOC Staff letter*; and
- DHS-1425: *Instructions for Withholding and Remitting Support From Employee/Obligor Lump-Sum Payments*.

Note: The DHS-681, DHS-682, and DHS-683 are also available as MiCSES-generated forms (FEN681, FEN682, FEN683). These MiCSES versions of the forms have system-generated letterhead and do not need letterhead revisions. In addition, the FEN681, FEN682, and FEN683 have not been reformatted for customers with disabilities. The MiCSES forms were last revised in June 2015 (they have a revision date of 6/2015 in the footer), while the DHS forms have a revision date of 5/19.

2. Forms With MDHHS Letterhead Removed

To reduce the number of forms that need updating every time there is a change in the governor and/or the MDHHS director, OCS decided to remove the letterhead from the following forms rather than update it:

- DHS-510: *Special Instruction Payment Coupon*; and
- DHS-1081: *Request for Verification of Tribal Membership and Territorial Jurisdiction*.

In place of the letterhead, “Michigan Department of Health and Human Services” appears under the title of each form.

B. Improvements to Forms for Customers With Disabilities

MDHHS is in the process of enhancing its forms to better serve customers with disabilities. There will not be an effort to update all forms with these changes at one time; instead, MDHHS will make these changes along with other updates whenever a form is due for revision. In redesigning the forms, MDHHS will follow the standards in the DTMB² document *Accessibility Training for Electronic Information*, issued November 3, 2017.

The most significant change in the forms is the enlargement of the text. All text is at least 12-point size. Form titles are slightly larger. Other changes to the forms to make them more usable for customers with disabilities include the following:

- Removal of italics for ease of reading;
- Increased space for entering responses; and
- Replacing parentheses with hyphens in phone and fax numbers; for example, changing (866) 540-0008 to 866-540-0008.

In addition, underlines were removed from hyperlinks to meet MDHHS style guidelines.

NECESSARY ACTION:

Retain this IV-D Memorandum until further notice. Staff from the MiSDU, OCS Central Operations, NMSN Processing Unit, and Michigan New Hires Operation Center must discard any forms with the previous MDHHS letterhead and begin using the updated forms.

REVIEW PARTICIPANTS:

Program Leadership Group

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None

² DTMB is the Department of Technology, Management and Budget.

ATTACHMENTS:

- DHS-318: *Emergency Notice of Withdrawal of Passport Denial*
- DHS-510: *Special Instruction Payment Coupon*
- DHS-660: *Letter to Financial Institution Regarding Out-of-State Lien*
- DHS-681/FEN681: *Request to Discharge State-Owed Debt*
- DHS-682/FEN682: *Request for "Matching" Payment*
- DHS-683/FEN683: *Notice of Discharge of State-Owed Debt*
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- DHS-1017: *New Hire Report Rejection Letter*
- DHS-1018: *New Hire Reporting/Quarterly Wage Match Compliance Letter*
- DHS-1081: *Request for Verification of Tribal Membership and Territorial Jurisdiction*
- DHS-1082: *Notice of Referral for Tribal Child Support Services*
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EPF/SLM