STATE OF MICHIGAN
DEPARTMENT OF HEALTH AND HUMAN SERVICES
LANSING

GRETCHEN WHITMER
GOVERNOR

ELIZABETH HERTEL
DIRECTOR

IV-D MEMORANDUM 2022-007

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: June 6, 2022

SUBJECT: Changes to the Collection of Race and Ethnicity Data to Improve
Child Support Services; Updates to Forms

ACTION DUE: None

POLICY EFFECTIVE DATE: Upon receipt

PURPOSE:

OCS announces updates to the collection of race and ethnicity information from custodial parties (CPs) and non-custodial parents (NCPs), including changes to the processes for collecting this information and the types of information collected. While identity language is ever-evolving, these enhancements in the collection of race and ethnicity data will allow the Michigan Child Support Program to better understand outcomes based on identity and improve services to families. Because terms used to identify race and ethnicity may change over time, OCS will review these terms and descriptions periodically and revise them as needed.

This IV-D Memorandum announces updates to the Michigan Child Support Enforcement System (MiCSES) and revisions to forms to improve the collection of race and ethnicity data. These changes will be implemented with the Child Support 22.2 Release on June 10, 2022.[1]

The release and this memorandum introduce changes to the following electronic forms, MiCSES-generated forms, and printable forms:

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[1] OCS recently changed the name of its system releases to Child Support Releases because they include updates to MiCSES as well as other child support systems. OCS also changed the release numbering to identify releases by year.

UPDATE(S):

☐ Manual

☒ Form(s)

- Online *IV-D Child Support Services Application/Referral* (e1201);
- *Online Child Support Response* form (e842);[2]
- *IV-D Child Support Services Application/Referral* (OCS1201);[3]
- *IV-D Child Support Services Application/Referral* (DHS-1201);[4]
- *Child Support Response* form (DHS-842);[5] and
- *Application Status Letter* (OCS1202).[6]

Additionally, this IV-D Memorandum:

- Encourages IV-D workers to verify cell phone numbers and email addresses when communicating with the CP/NCP;
- Requires IV-D workers to ask CPs/NCPs to verify and/or update race and ethnicity information in certain circumstances; and
- Instructs IV-D workers to encourage CPs/NCPs to create an account on the MiChildSupport Portal.

Finally, this memorandum announces that the *IV-D Child Support Services Application/Referral* (F1201), which was obsoleted with IV-D Memorandum 2016-003, has been removed from MiCSES. Instead of the F1201, IV-D staff must use the *Application for IV-D Child Support Services For Privately Filed Domestic Relations Cases Only* (DHS-1201D).[7]

DISCUSSION:

A. Collection of Race and Ethnicity Data in the Child Support Program

In basic terms, race describes general physical characteristics, and ethnicity refers to cultural markers or affiliations a person holds.

The collection of race and ethnicity data is important to the child support program and the families it serves. By gathering identity information, the child support

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[2] The e1201 and e842 are found in the MiChildSupport Portal. Information entered into these forms is transmitted to MiCSES. Ref: Section 2.05, "Referrals and Applications," of the *Michigan IV-D Child Support Manual* for more information.

[3] The MiCSES-generated OCS1201 consists of the *IV-D Child Support Services Application/Referral* and the OCSPAMP, which is the MiCSES version of *Understanding Child Support: A Handbook for Parents* (DHS-Pub-748).

[4] The DHS-1201 form that is fillable and printable is available on the "Policy, Forms and Publications" page of the OCS website.

[5] The DHS-842 is not mailed to the CP or provided online. In the rare situation when CPs request a paper DHS-842 because they are unable to go online or call OCS, IV-D workers must provide a printout of the DHS-842 PDF that is attached to this IV-D Memorandum.

[6] The OCS1202 is generated in MiCSES; it is also referred to as the DHS-1202. The DHS-1202 form that is fillable and printable is available on mi-support.

[7] The DHS-1201D is used only in privately filed divorce cases as described in Section 2.05 of the *Michigan IV-D Child Support Manual.* If there is no privately filed divorce case, applicants will use the e1201 or DHS-1201 to apply for child support services. For more information, reference Section 2.05 of the manual. The DHS-1201D did not require changes for this effort.

program can better examine disparities by race and ethnicity in the program. It can also help IV-D workers with the verification of a case member's identity or with service of process. In addition, race and ethnicity information benefits families by giving them a greater sense of inclusion and equity in the child support program. OCS acknowledges that imperfections remain in the race and ethnicity categories offered. However, OCS believes case participants can feel better represented by the more comprehensive categories now available.

Generally, OCS's changes to race and ethnicity information involve:

- Separating ethnic information from race information;
- Including more options for race and ethnicity;
- Converting existing ethnic codes to new codes; and
- Changes to encourage CPs to select a race for the NCP on forms.

IV-D staff may refer to Section I(2) of this memorandum for further information regarding the collection and verification of race and ethnicity data from CPs and NCPs.

B. Research and Considerations

OCS staff realized that the race and ethnicity information being collected on child support forms and in MiCSES did not provide an accurate description of many families. As a result, OCS organized a group of representatives from different areas of the program to look at ways to improve the collection of race and ethnicity data. This group included support specialists; the OCS Planning, Evaluation and Analysis team; FOC staff; PA staff; and the OCS Diversity, Equity and Inclusion (DEI) team.

After conducting research and consulting experts, the group found no industry standard or applicable codified standard for race and ethnicity descriptions. Though the original intent was to primarily mirror the approach of the United States Census Bureau, the Bureau's standards, by its own admission, do not adequately address the Middle Eastern and North African (MENA) population; this population has a notable presence in Michigan. The MDHHS[8] Office of Race, Equity, Diversity and Inclusion was also consulted for their input, but there is not currently a uniform set of descriptions used across the programs within MDHHS.[9] Other resources used include information created by affiliates of the Center for Arab Narratives, proposed standards from the Canadian Institute for Health (for data collection regarding North American indigenous populations), and a guide published by the Charles and Lynn Schusterman Family Foundation.

Some entities and organizations allow those individuals disclosing their race and/or ethnicity to choose more than one option from a list of choices. Additionally, some

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[8] MDHHS is the Michigan Department of Health and Human Services
[9] MDHHS is considering establishing a standard across program areas; if it does, the child support program will consider incorporating those standards.

agencies allow individuals to describe their race and ethnicity in a free-form text field. Though these options have benefits, the group ruled out these options for Michigan's Child Support Program at this time due to technical and practical reasons such as difficulty using the information effectively to determine positive or negative impacts to particular race or ethnic groups.

Based on a review of these resources and current knowledge, OCS, in consultation with the group, identified the race and ethnicity terms that best describe and include a large portion of Michigan's population.[10]

C. Updates to MiCSES

1. The *Member Demographics* (DEMO) Screen

   With the Child Support 22.2 Release, OCS will replace the *Ethnic Code* field on the *Member Demographics* (DEMO) screen's *Demographics* tab with a *Race* field and an *Ethnicity* field.[11] These fields will allow IV-D workers to manually enter or update the race and ethnicity of a member. The drop-down boxes in each field will provide the description of the race or ethnicity and the corresponding code.[12] The *Race* and *Ethnicity* field descriptions on the DEMO screen will be as follows:

   Race field:

   - Black/African American;
   - East/Southeast Asian (Chinese, Japanese, Korean);
   - Indigenous (Native People, Native Alaskan);
   - Middle Eastern, North African, Arab (Iranian, Syrian, West Asian);
   - Native Hawaiian, Pacific Islander;
   - White (German, Irish, English);
   - South Asian (East Indian, Pakistani, Bangladeshi);
   - Multi-Racial;
   - Other; and
   - Prefer not to answer/unknown.

   <u>Note:</u> Some options have examples following them in parentheses. These are not meant to be all-inclusive examples.

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[10] IV-D workers who would like to recommend changes to the available options for race and ethnic codes may do so by entering a Child Support Help Desk ticket.

[11] MiCSES currently has only one field intended to describe both an individual's race and ethnicity. This field is titled *Ethnic Code*; there is currently no field titled *Race*.

[12] Ref: *MiCSES Screen Description: DEMO – Member Demographics* for more information on updates to the DEMO screen.

Ethnicity field:

- Hispanic, Latino, Spanish origin;
- Not of Hispanic, Latino, Spanish origin; and
- Prefer not to answer/unknown.

2. Conversion of Ethnic Codes for Existing Members in MiCSES

   For all existing case members, MiCSES will change the code in the *Ethnic Code* field to the most appropriate race description and enter it in the new *Race* field. The *Ethnicity* field will be left blank for most case members.

   a. *Race* Field

      MiCSES will automatically update the *Race* field, and IV-D workers may manually update it.

      The table below outlines the existing ethnic codes/descriptions and the new race codes/descriptions they will be converted to with this update.

Before the Child Support 22.2 Release		After the Child Support 22.2 Release	
Ethnic Code	Description	Race Code	Description
B	Black	B	Black/African American
W	White	W	White
I	American Indian or Alaskan Native	I	Indigenous
O	Other	O	Other
U	Unknown	U	Prefer not to answer/ unknown
V	Vietnamese	E	East/Southeast Asian
C	Cuban	O	Other
G	Hmong	E	East/Southeast Asian
H	Haitian	B	Black/African American
K	Alaskan	I	Indigenous
L	Latin American, Mexican	O	Other
M	Cambodian	E	East/Southeast Asian
R	Refugee	U	Prefer not to answer/ unknown
S	Spanish American	O	Other
N	Oriental	O	Other
P	Hispanic	O	Other
A	Asian	E	East/Southeast Asian

Note: During the conversion for the Child Support 22.2 Release, any non-valid value (e.g., something other than listed above, such as a number) will automatically convert to "Prefer not to answer/unknown."

b. "Other" Ethnic Code

The existing ethnic code "Other" will be included in the new race descriptions. During the conversion, MiCSES will assign case members with an "Other" ethnic code the race code of "Other."[13] After the Child Support 22.2 Release, IV-D workers are encouraged to identify a specific race code and avoid selecting "Other" when possible. This will assist the child support program in collecting valuable race information for CPs and NCPs.

c. *Ethnicity* Field

At the time of the release, MiCSES will enter an "H" for "Hispanic, Latino, Spanish origin" into the new *Ethnicity* field for case members who currently have one of the following ethnicities in MiCSES:

- Cuban;
- Latin American, Mexican;
- Spanish American; or
- Hispanic.

MiCSES will leave the new *Ethnicity* field blank for all other existing members.

d. DEMO Screen *History* Pop-Up Window

The DEMO screen *History* pop-up window will reflect changes when a member's race code or ethnicity code is updated.[14] If the member's race or ethnicity code is changed with the 22.2 release, MiCSES will add a note to the *History* pop-up window: "2022 RACE/ETHNIC CONVERSION (22.2 CM-184)."

3. Blank and "Prefer Not to Answer/Unknown" *Race* Field and Court Action Referrals (CARs)

As discussed in Section C(1) of this memorandum, the *Ethnic Code* field on the DEMO screen will be replaced with a *Race* field and an *Ethnicity* field with the Child Support 22.2 Release. When the *Race* field is blank or contains "Prefer not

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[13] As of February 2022, 1 percent of members have "Other" in the *Ethnic Code* field.
[14] Ref: *MiCSES Screen Description: DEMO – Member Demographics* for more information on the *History* pop-up.

to answer/unknown" for the NCP,[15] MiCSES will not allow a CAR to be sent. Section 2.20, "Court Action Referrals (CARs)," of the *Michigan IV-D Child Support Manual* requires the CP to provide the race or ethnicity of the NCP as a condition of cooperation with IV-D services. MiCSES will not send a CAR for public assistance cases in the support specialist functional area that are waiting to be referred. In rare situations, this may cause a CP to go into noncooperation status.[16]

Because the *Race* field is member-based, when the "Prefer not to answer/unknown" code is entered for an NCP, it will impact all cases involving that NCP. Specifically, it can prevent a CAR from progressing on a different case with the NCP and put that CP at risk of going into noncooperation status. To prevent this, when possible, the IV-D worker will enter a selection other than "Prefer not to answer/unknown" in the *Race* field for an individual who may be an NCP on a case with an active or potential CAR.

When CPs do not know the race or ethnicity of the NCP, the support specialist will search for this information and/or assist the CP with a race or ethnicity selection that best fits the NCP and enter it on the DEMO screen.

Although CPs are encouraged to provide the ethnicity of the NCP, they will not be required to provide it, and a selection in the *Ethnicity* field will not be required to generate a CAR.

4. Interfaces With Other Computer Systems

   MiCSES receives race and ethnicity information from three systems:

   - Bridges;
   - Michigan Statewide Automated Child Welfare Information System (MiSACWIS); and
   - Child Support Enforcement Network (CSENet).

   These systems provide race and ethnicity information to MiCSES using different descriptions than those used by MiCSES.[17] With the 22.2 release, MiCSES will translate this information using the new race and ethnicity descriptions and will enter the corresponding codes in the *Race* and *Ethnicity* fields.

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[15] "Prefer not to answer/unknown" is not an option for identifying the NCP's race on the paper and electronic versions of the 1201 or 842; however, CPs can identify themselves with this option during an interview with the support specialist.

[16] OCS will work with program partners to reevaluate the minimum CAR requirements in the future.

[17] MDHHS is considering a future project to align the race and ethnicity selections used by all MDHHS programs.

5. Race and Ethnicity Information on Other MiCSES Screens

Currently, MiCSES displays a member's *Ethnic Code* field as read-only on the following screens:

- *Case Member Addition* (CMAD) screen;
- *Contempt Ability to Pay Screening* (CAPS) screen; and
- In the *Member Details* pop-up window on the following screens:

  o *Case Search List* (CLST);
  o *Obligation Maintenance* (OBLG);
  o *Order Preparation and Entry* (OPRE); and
  o *Resolve Referral* (RESR).

With the Child Support 22.2 Release, these screens will remain read-only, but MiCSES will:

- Change the name of the *Ethnic Code* fields to *Race*; and
- Display the new race codes in these fields.

As OCS updates these screens in the future, they will be modified to include both race and ethnicity. As of the Child Support 22.2 Release, a case member's race and ethnicity will display only on the DEMO screen.

D. Updates to the e1201 and e842

1. New Race and Ethnicity Descriptions

The Child Support 22.2 Release will add the new race and ethnicity descriptions to the e1201 and e842. When case members enter their own race selection on an e1201 or e842, MiCSES will add the corresponding race and ethnicity codes on that member's DEMO screen.

When a case member provides a race and ethnicity selection for another case member on an e1201 or e842, MiCSES will add the race and ethnicity codes to the other member's DEMO screen only when the *Race* field is blank or has the "Prefer not to answer/unknown" code. MiCSES will not overwrite an existing race or ethnicity code with information provided by another case member in an e1201 or e842.

Note: When an active CAR or support order exists, MiCSES will not update a race or ethnicity code in response to new race or ethnicity information provided on an e1201 or an e842 for the case member or another member.

The e1201 and e842 will be updated to limit a member to selecting only one response for the *Race* and *Ethnicity* fields. Multiple options in those fields are not

allowed in MiCSES. Consequently, the applicant/CP will be prompted to choose just one option.

2. Population of Phone and Email Information in MiCSES

With the 22.2 release, MiCSES will automatically receive the NCP's work phone number when provided in the e1201 and e842. Also, MiCSES will receive the CP's email address from the e842. This information will automatically populate in the *Work Phone* and *Email* fields on the *Contact Info* tab on the DEMO screen.[18] This update will reduce the need for IV-D workers to review e1201s or e842s for work phone numbers and/or email addresses. IV-D workers will still be able to manually update the *Work Phone* and *Email* fields on the DEMO screen.

When CPs or NCPs provide their own contact information in an e1201 or e842, MiCSES will add this information to the corresponding fields on the DEMO screen. However, when a case member provides contact information for another case member, MiCSES will not overwrite a member's existing information with the information provided by another member in an e1201 or e842.

The Child Support 22.2 Release will also correct an issue that prevents MiCSES from adding phone numbers and email addresses on the *Contact Info* tab on the DEMO screen when a new case member is created through the MiChildSupport Portal or interface processes. Updating of phone numbers and email addresses for existing MiCSES case members works correctly.

E. Updates to the OCS1201, DHS-1201, and DHS-842

1. *Race* and *Ethnicity* Fields

The *Race/Ethnicity* field on the OCS1201, DHS-1201, and DHS-842 has been separated into a *Race* field and an *Ethnicity* field. The selections for each field are listed in Section C(1) of this memorandum.

The "Prefer not to answer/unknown" selection will appear in these fields for the CP, but they will not appear for the NCP.[19] This will encourage a CP to select a race and ethnicity for the NCP.

When the NCP's *Race* field on a form is left blank, the support specialist will search for this information and/or request it from the applicant.[20]

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[18] Contact information will populate the *Additional Contact Info* section of the *Contact Info* tab. Ref: *MiCSES Screen Description: DEMO – Member Demographics* for more information.
[19] The race of the CP is not required as a condition of cooperation with IV-D services, and it is not required to send a CAR. OCS is currently reviewing the minimum requirements to send a CAR and will work with program partners to reevaluate the minimum CAR requirements in the future.
[20] Ref: Section 2.05 of the *Michigan IV-D Child Support Manual* for details on requesting additional information from applicants.

2. Additional Updates

In addition to minor formatting changes, OCS made the following revisions to the OCS1201 and DHS-1201:

- Addition of an *Email Address* field for the CP and NCP;
- Minor revisions/clarifications to field names and instructions;
- Addition of the fields *Tribe Name* and *Is there a tribal support order?* for the NCP; and
- A minor change to the MDHHS nondiscrimination statement.

OCS made minor formatting changes and the following revisions to the DHS-842:

- Addition of an *Email* field for the CP;
- Addition of a *County* field to the mailing address for the NCP;
- Addition of "No" and "Yes" checkboxes for paternity establishment for each child;
- Minor revisions/clarifications to the instructions;
- Minor changes to ensure suffixes in children's names display properly; and
- A minor change to the MDHHS nondiscrimination statement.

F. Updates to the DHS-1201 on the OCS Website

A fillable and printable copy of the DHS-1201 is available on the "Policy, Forms and Publications" page of the OCS website. This form contains the same content as the OCS1201 in MiCSES; however, it is formatted differently to meet usability standards for people with disabilities.[21] In addition, it reflects minor wording changes for readability, such as replacing the abbreviation "no." with the word "number" and replacing ampersands (&) with "and." These changes will be implemented in the MiCSES DHS-1201 and OCS1201 in a future revision.

G. Updates to the OCS1202

OCS made minor updates to the functionality of the OCS1202 to ensure the proper display of caseworker phone numbers and suffixes for children's names. It also made a minor change to the MDHHS nondiscrimination statement.

H. Access to the Completed e1201 (MiCSES DHS-1201)

The e1201 completed by applicants on the MiChildSupport Portal is saved as the MiCSES DHS-1201. Currently, IV-D workers view a DHS-1201 by entering the

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[21] For more information, reference *IV-D Memorandum 2019-009, OCS Forms With Updated Michigan Department of Health and Human Services (MDHHS) Letterhead and Modified Formatting for Customers With Disabilities*.

MiChildSupport Portal as a global user via the *MiCase Access* (MCSE) screen in MiCSES.[22]

After June 10, 2022, MiCSES will save the DHS-1201 to the *Historical Reprints* (FHST) screen.[23] This will give IV-D workers easier access to the DHS-1201.

IV-D workers will continue to use the e1201 search page on the MiChildSupport Portal to view e1201s (DHS-1201s) filed on or before the release date of June 10, 2022. An alert will appear on the search page to remind IV-D workers to enter an e1201 search date-range prior to this date.

I. Verifying Information When Communicating With CPs/NCPs

IV-D workers will use any contact with CPs or NCPs as an opportunity to confirm information. In addition, they should encourage CPs and NCPs to create an account on the MiChildSupport Portal.

1. Cell Phone Numbers and Email Addresses

   The Program Leadership Group (PLG) recommends that IV-D workers verify cell phone numbers and email addresses when interacting with CPs or NCPs. When a change is reported, IV-D workers will update the MiCSES DEMO screen (under the *Contact Info* tab) and add a note in the *Note(s)* section of the *Contact Info* tab. The note will detail what information was updated and when. The DEMO *History* pop-up will display the person or process that made an update and the date the record was updated.

2. Race and Ethnicity Information

   IV-D workers will verify race and ethnicity information when interacting with a CP or NCP if:

   - There is a reason to believe the information in MiCSES is incorrect; or
   - The *Race* and/or *Ethnicity* field is blank on the DEMO screen.

   If there is a change to the CP's/NCP's race/ethnicity information, the IV-D worker will manually update it on the DEMO screen.

   Although IV-D workers will ask CPs for their race and ethnicity, CPs will not be required to provide that information. The CP's race will not be a condition of cooperation with IV-D services, nor will it be required to send a CAR.

   Some CPs may question the reason for disclosing their race and ethnicity. IV-D staff can respond with a variation of the following: "We work to create programs

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[22] Ref: *MiCSES Customer Information Guide: MiChildSupport Web Site*.
[23] Ref: *MiCSES Screen Description: FHST – Historical Reprints*.

and services that benefit the diversity of all communities we serve. We are asking about race and ethnicity so that we collect the information we need to meet this goal. However, telling us your race and ethnicity is optional."

3. Creation of an Account on the MiChildSupport Portal

   If CPs and NCPs do not have an account on the MiChildSupport Portal, IV-D workers should encourage them to create one. The portal provides CPs and NCPs with convenient 24/7 access to payment information, case status, and forms.[24]

   CPs and NCPs will access the MiChildSupport Portal through MILogin. IV-D workers can assist CPs and NCPs who have not successfully completed the MILogin authentication process by providing a MiCSES-generated Personal Identification Number (PIN). Before providing the PIN, IV-D workers must follow the manual identity verification process outlined in Subsection 3.5 of Section 1.35 of the *Michigan IV-D Child Support Manual.*

NECESSARY ACTION:

Retain this IV-D Memorandum until further notice. With the publication of this IV-D Memorandum, the following forms are obsolete:

- DHS-842 (Rev. 03/16) attached to IV-D Memorandum 2016-008; and
- DHS-1201 (Rev. 6/15) and OCS1201 (Rev. 6/15) attached to IV-D Memorandum 2015-015.

REVIEW PARTICIPANTS:

   Case Management Work Improvement Team
   Program Leadership Group

CONTACT PERSON:

   Amy M. Coscarelli
   OCS Policy Analyst
   517-335-1490
   CoscarelliA@michigan.gov

CC:

   None

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[24] Ref: Section 1.35, "MiChildSupport Portal," in the *Michigan IV-D Child Support Manual* for more information.

ATTACHMENTS:

DHS-842: *Child Support Response*

DHS-1201: *IV-D Child Support Services Application/Referral*

OCS1201: *IV-D Child Support Services Application/Referral*

OCS1202: *Application Status Letter*

EPF/AMC