



STATE OF MICHIGAN

DEPARTMENT OF HEALTH AND HUMAN SERVICES
LANSING

GRETCHEN WHITMER
GOVERNOR

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IV-D MEMORANDUM 2022-014

TO: All IV-D Staff
FROM: Erin P. Frisch, Director
Office of Child Support (OCS)
DATE: October 24, 2022

<p>UPDATE(S):</p> <p><input checked="" type="checkbox"/> Manual</p> <p><input type="checkbox"/> Form(s)</p>
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SUBJECT: Recipient Groups of IV-D Memorandums, Changes to the Delivery of IV-D Email Notifications, and Maintenance of Email Distribution Lists

ACTION DUE: None

POLICY EFFECTIVE DATE: October 31, 2022

PURPOSE:

In this IV-D Memorandum, OCS defines the groups of professionals who work in the IV-D program. OCS addresses its IV-D Memorandums to these groups and identifies them throughout its policies and procedures. OCS is clarifying these groups and the use of Subject lines in IV-D Memorandums to ensure that the appropriate child support staff read the policy that applies to them.

OCS has added terms for various IV-D staff to the Introduction for the *Michigan IV-D Child Support Manual*. The revised Introduction and Table of Contents is attached to this IV-D Memorandum. Significant changes since the previous publication of that document are indicated by a change bar in the right margin.

This IV-D Memorandum also explains upcoming changes to email notifications.¹ OCS sends email notifications to IV-D staff to announce the publication of its IV-D Memorandums and communicate other important IV-D information. To ensure that IV-D staff receive the policy and communications that apply to them, OCS will improve its delivery of email notifications by:

- Sending all notifications to all IV-D staff; and
- Making the notifications' intended audience and level of importance more clear.

¹ Email notifications were previously known as "hotline messages."

Finally, this memorandum introduces policy for the maintenance of email distribution lists. The Child Support Help Desk will add IV-D staff to distribution lists when they join the IV-D program and remove them when they leave the program.

The changes to email notifications and distribution lists will be implemented on October 31, 2022.

DISCUSSION:

A. Definitions for Groups of IV-D Professionals

1. IV-D Staff

IV-D staff (also known as IV-D workers or IV-D professionals) refers to any individual(s) or contractor(s) whose position is funded wholly or in part by IV-D funds, and/or any individual(s) or contractor(s) who has access to IV-D electronic or paper files (i.e., files compiled by IV-D staff in the course of performing IV-D functions).²

An “individual or contractor whose position is funded wholly or in part by IV-D funds” is someone who performs and/or administers IV-D functions on a full-time or part-time basis and, consequently, his/her IV-D responsibilities are governed by Title IV-D of the Social Security Act, Title 45 Code of Federal Regulations Parts 300-310, and the *Michigan IV-D Child Support Manual*. For a list of IV-D functions, staff will refer to the manual Introduction attached to this memorandum.

IV-D staff include, but are not limited to, staff who work for/in the:

- a. OCS Operations Division;
- b. Friend of the Court (FOC) offices;
- c. Prosecuting Attorneys’ (PAs’) offices;
- d. Michigan State Disbursement Unit (MiSDU);
- e. Michigan Child Support Enforcement System (MiCSES) Project, including but not limited to DTMB³ staff and contracted system staff;
- f. OCS Administration;
- g. State Court Administrative Office (SCAO) Friend of the Court Bureau;
- h. Attorney General (AG) Financial Crimes Division – Child Support Unit; and
- i. Other contractors hired by the state or the counties (e.g., New Hire, print vendor, genetic testing vendor).⁴

² Having access to IV-D electronic or paper files includes having access to IV-D systems and unrestricted access to IV-D offices.

³ DTMB is the Department of Technology, Management & Budget.

⁴ IV-D policy and training requirements and expectations that apply to contractors will depend on the scope of the IV-D work they perform and the provisions within their respective contracts. For example,

For a more complete list of offices, staff will refer to the manual Introduction attached to this memorandum.

2. FOC Staff, PA Staff, and OCS Operations Staff

- a. **FOC staff**, who are IV-D staff housed within the FOC offices, includes the Friend of the Court, managers, referees, case workers and other workers. These staff perform primarily enforcement, financial, and case management activities.
- b. **PA staff**, who are IV-D staff housed within the elected county Prosecuting Attorneys' offices, includes managers, attorneys, paralegals and other workers. These staff perform primarily establishment and case management activities, including receiving and processing court action referrals, filing complaints, establishing orders, and establishing paternity.

In some county offices, FOC staff perform PA functions in addition to enforcement and financial activities. In these offices, FOC staff must comply with policies and communications directed to PA staff.

- c. **OCS Operations staff** consists of Case Management staff and Central Operations staff.
 - 1) **Case Management staff** provide IV-D case-related services, including but not limited to managing IV-D cases, performing IV-D case initiation activities, initiating court action referrals, and answering case member questions.
 - 2) **Central Operations staff** provide special centralized IV-D services, including but not limited to location services, tax refund offset, manual member merge, and Financial Institution Data Match (FIDM) lien/levy.

B. Addressees and Subject Lines of IV-D Memorandums

1. Addressees of IV-D Memorandums

OCS will address its IV-D Memorandums to the group or groups of IV-D professionals who will be most affected by the information, policy or procedure included in the IV-D Memorandum and its attachments.⁵ These groups consist of:

while IV-D security and confidentiality requirements apply universally to all IV-D staff, IRS background investigations may or may not apply to contractors. Ref: [Section 1.13, "Internal Revenue Service \(IRS\) Background Investigation Requirements," of the Michigan IV-D Child Support Manual](#) for a discussion of the application of background investigation requirements to contractors.

⁵ IV-D Memorandum attachments may include a manual section, manual section exhibit, IV-D Memorandum exhibit, or form.

- All IV-D staff; or
- One or more of these groups: FOC staff, PA staff and Establishment Workers,⁶ and/or OCS Operations staff; or
- Other specifically identified IV-D staff, such as OCS Planning, Evaluation & Analysis staff or MiSDU staff.

OCS will address IV-D Memorandums to **all IV-D staff** when the policy being discussed applies to all or nearly all categories of IV-D professionals. OCS will include a reference to the definition of “IV-D staff” in the memorandum. An example of an OCS policy that applies to all IV-D staff is “Confidentiality/Security” (Section 1.10 of the *Michigan IV-D Child Support Manual*).

IV-D Memorandums will most often be addressed to FOC staff, PA staff, and/or OCS Operations staff.

OCS will sometimes include categories of IV-D staff in a “CC” (i.e., carbon copy or courtesy copy) at the end of a memorandum. This is generally a group or groups of professionals who may have a need to know about the communication and its contents.

2. Subject Lines of IV-D Memorandums

OCS intends that the addressees listed in the To line of the IV-D Memorandum will help recipients quickly determine whether the material applies to their own responsibilities and tasks. The Subject line will also help recipients make this determination. However, IV-D Memorandums often cover a number of topics that may or may not be reflected in the Subject line. OCS recommends that recipients review the headings and bullets in the memorandum to determine if the content applies to them.

C. Revisions to the Introduction for the *Michigan IV-D Child Support Manual*

In the Introduction for the *Michigan IV-D Child Support Manual*, OCS has added an explanation of terms that are used to refer to IV-D staff in the manual.

OCS also added a paragraph describing the review process for draft policy before it is published in the manual.

Minor wording changes were made throughout the document for clarification.

⁶ The addition of “and Establishment Workers” to the addressee line is intended to more clearly include FOC staff performing establishment duties.

D. Changes in the Delivery of Email Notifications to IV-D Staff

1. Send All IV-D Notifications to All IV-D Staff

Starting on October 31, 2022, **all IV-D staff in all offices** will be included in distribution lists for email notifications, and all IV-D staff will receive all notifications.⁷ Recipients will be able to determine if a message applies to them by viewing the To and Subject lines within the text of the notification. “Attention” headings may also appear near the beginning of the message to further identify the intended audience (e.g., Attention: Bench Warrant Staff).

Although notifications will be sent to multiple recipients in an email distribution list, only the email address of the individual recipient will display. Email addresses of other recipients in the distribution list will not be visible.

Email notifications will be sent from “Michigan Child Support” with the address MichiganChildSupport@govsubscriptions.michigan.gov.⁸ IV-D staff must ensure that emails from this sender go in their Inbox and not in their Spam folder. Notifications will no longer be sent from the Child Support Help Desk email address.

The From line within the text of the notification will display one of the following:

- a. **Office of Child Support (OCS)** for messages regarding OCS recommended or required actions and OCS announcements or events; or
- b. **DTMB-MiCSES Project Team** for messages regarding system topics (e.g., issues, downtime, release information, etc.) as well as messages sent on behalf of other organizations (e.g., Michigan Family Support Council, the SCAO Friend of the Court Bureau).

2. Make the Level of Importance More Clear

OCS will begin sending its email notifications to IV-D staff via GovDelivery, an email service used by the State of Michigan. This will increase efficiency for technical staff who coordinate and send emails. It will also allow the use of graphics. All messages will include Michigan Child Support Program branding. Some messages will include “call-out” icons so IV-D staff can see the notification’s level of importance at a glance.⁹

⁷ Ref: Section E of this IV-D Memorandum for more information on distribution lists.

⁸ Emails will be sent via GovDelivery. Ref: Section D(2) of this IV-D Memorandum for more information.

⁹ Ref: [Exhibit 2022-014E1](#) for a sample notification.

a. “Call-Out” Icons

Notifications may have icons that draw attention to recommended or required actions for IV-D staff. Icons will help IV-D staff quickly determine if they should consider taking an action or if they are required to take an action.

“Call-out” icons will include text such as the following:

- 1) System Downtime;
- 2) Action Required;
- 3) Issue Identified;
- 4) Action Recommended; and
- 5) Issue Resolved.

When multiple call-outs may apply to a notification, OCS will use the icons in the order above.

b. Subject Lines

Subject lines will be written as clearly as possible to convey what the message is about. They will continue to begin with text such as “Issue Identified” or “Action Required” as needed, even if this text might also appear in an icon. For required or recommended actions, the Subject line may specify the group affected (e.g., FOC Action Required).

E. Creation and Maintenance of Email Distribution Lists

The Child Support Help Desk is consolidating and updating its email distribution lists to make the notification process more efficient and to ensure that IV-D staff receive the messages that are intended for them. The Help Desk is also implementing processes to maintain distribution lists.

Help Desk staff have determined that many staff do not currently receive email notifications. However, by implementing a more robust and reliable process for creating and maintaining email distribution lists, the Help Desk will ensure all staff receive appropriate and needed information. As a result, many staff who received no email notifications prior to October 31, 2022 will now receive them.

1. Ensuring Current IV-D Staff Are on Email Distribution Lists

Child Support Help Desk staff will use active customer profiles in Dynamics¹⁰ to maintain the “All IV-D Staff” distribution list. Help Desk staff confirmed that current IV-D staff have active profiles in Dynamics by comparing active Learning Management System (LMS) accounts for each office to the active profiles in Dynamics for each office. Since all IV-D staff are required to have an active LMS

¹⁰ Dynamics is the Child Support Help Desk’s ticketing system.

account to take required security training, OCS is considering this a reliable source for identifying all IV-D staff.¹¹

IV-D office managers, staff supervisors, contract administrators and/or contract liaisons must ensure all appropriate staff reporting to them receive IV-D notifications. They may confirm who among their teams receives IV-D notifications by reviewing the *Contract Performance Standards Training Measures Report* (PM-103),¹² which shows all IV-D staff listed in the LMS.

If the PM-103 is missing IV-D staff for an office, the office director or designee may contact the Child Support Help Desk for assistance.

2. Maintaining Email Distribution Lists for New and Departing IV-D Staff

a. New IV-D Staff

When IV-D staff are hired, they complete the *IV-D Program Request for Computer Access* (DHS-393)¹³ and send it to the Authorized Requester/IV-D Contact for their office. When the Authorized Requester/IV-D Contact submits the completed DHS-393 to the Child Support Help Desk, Help Desk staff will add the new staff member to the “All IV-D Staff” email distribution list using the email address provided on the form.

b. Departing IV-D Staff

Upon the departure of staff from the IV-D program, the staff member or his/her supervisor will complete the *IV-D Program Request to Delete Computer Access* (DHS-392) and give it to the Authorized Requester/IV-D Contact, who will submit it to the Child Support Help Desk. If the DHS-392 indicates that the staff member is leaving the IV-D program, the Child Support Help Desk will remove the individual from the “All IV-D Staff” email distribution list.

c. Returned Email

Child Support Help Desk staff will monitor returned email (“bouncebacks”) as a part of regular distribution list maintenance. The Help Desk may reach out to a county’s Local Project Coordinator to determine potential next steps (e.g., requesting submittal of a DHS-392 for departed IV-D staff).

¹¹ Ref: [Section 1.10, “Confidentiality/Security,” of the Michigan IV-D Child Support Manual](#) for a discussion of required training on the LMS.

¹² Ref: [Section 1.25, “Contract Performance Standards \(CPS\),” of the Michigan IV-D Child Support Manual](#) and [Business Objects Report Description: Contract Performance Standards Training Measures Report \(PM-103\)](#) for more information on the PM-103.

¹³ Ref: the subsection “User Access Security Forms” in Section 1.10 of the *Michigan IV-D Child Support Manual* for more information.

NECESSARY ACTION:

Retain this IV-D Memorandum until further notice. IV-D staff should ensure that emails from the email address MichiganChildSupport@govsubscriptions.michigan.gov go in their Inbox and not in their Spam folder. IV-D offices are encouraged to report any changes to email distribution lists to the Child Support Help Desk as needed.

REVIEW PARTICIPANTS:

Program Leadership Group

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CC:

None

ATTACHMENTS:

Exhibit 2022-014E1: Sample Notification

Michigan IV-D Child Support Manual Introduction and Table of Contents

EPF/SLM