



STATE OF MICHIGAN

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DEPARTMENT OF HEALTH AND HUMAN SERVICES
LANSING

ELIZABETH HERTEL
DIRECTOR

IV-D MEMORANDUM 2025-002

TO: All IV-D Staff*

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

DATE: February 3, 2025

UPDATE(S):

☐ Manual

☒ Form(s)

SUBJECT: Minor Updates to the *Notice of Eligibility – FAP/CDC Only* (OCS0020) and the *Support Specialist General Letter* (OCSGENLET)

ACTION DUE: None

POLICY EFFECTIVE DATE: Upon receipt

PURPOSE:

This IV-D Memorandum announces minor updates to the *Notice of Eligibility – FAP/CDC Only* (OCS0020) and the *Support Specialist General Letter* (OCSGENLET), which OCS will implement with the Child Support 25.0.2 Release on February 7, 2025.

DISCUSSION:

The Michigan Child Support Enforcement System (MiCSES) automatically sends the OCS0020 to Food Assistance Program (FAP)-only and/or Child Development and Care (CDC)-only recipients to offer them the opportunity to apply for child support services.¹ It lists the methods for recipients to contact OCS and apply for child support services.

The OCSGENLET is a generic MiCSES template that OCS support specialists use to send written communication to participants in situations where no other applicable MiCSES template exists.

¹ Ref: [IV-D Memorandum 2024-016, Anticipated End of the Child Support Cooperation Requirement for Food Assistance Program \(FAP\) Recipients and Introduction of a New Process for FAP-Only and/or Child Development and Care \(CDC\)-Only Cases.](#)

Change to the OCS0020

The OCS0020 published on September 9, 2024 mentions a MiChildSupport chat box that recipients may use to request a call from OCS to apply for child support services. However, the chat box is not yet available.

The Child Support 25.0.2 Release will remove the language concerning the chat box on the OCS0020. When the chat box becomes available, OCS will add this language back to the OCS0020.

Changes to the OCSGENLET

Before the Child Support 25.0.2 Release, support specialists manually added the recipient's mailing address and/or IV-D case number to the OCSGENLET. This sometimes prevented the full mailing address from being visible in the window of the envelope containing the letter. When that occurred, the U.S. Postal Service returned the OCSGENLET as undeliverable.

The Child Support 25.0.2 Release will include the following minor enhancements to the OCSGENLET:

- New functionality on the *Document Generation* (DOGN) screen that allows support specialists to select the recipient and his/her address from a pop-up window when generating the OCSGENLET. MiCSES will then populate and correctly format that information on the OCSGENLET; and
- The ability for MiCSES to automatically populate the IV-D case number in the body of the OCSGENLET.

NECESSARY ACTION:

Retain this IV-D Memorandum until further notice.

REVIEW PARTICIPANTS:

Program Leadership Group

CONTACT PERSON:

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CC:

None

ATTACHMENTS:

OCS0020: *Notice of Eligibility – FAP/CDC Only*

OCSGENLET: *Support Specialist General Letter*

EPF/CAB

* Ref: the [Michigan IV-D Child Support Manual Introduction and Table of Contents](#) for a definition of IV-D staff.