



STATE OF MICHIGAN

DEPARTMENT OF HEALTH AND HUMAN SERVICES
LANSING

GRETCHEN WHITMER
GOVERNOR

ELIZABETH HERTEL
DIRECTOR

IV-D MEMORANDUM 2025-017

TO: All IV-D Staff*
FROM: Erin P. Frisch, Director
Office of Child Support (OCS)
DATE: September 8, 2025

UPDATE(S):

Manual

Form(s)

SUBJECT: Revisions to the *Notice of Rights and Responsibilities* (FEN003)

ACTION DUE: None

POLICY EFFECTIVE DATE: Upon receipt

PURPOSE:

This IV-D Memorandum announces revisions to the *Notice of Rights and Responsibilities* (FEN003). OCS reorganized and simplified the form to make it easier for payers to navigate and understand. In addition, OCS:

- Added a reference to the MiChildSupport mobile app and a QR code for MiChildSupport to the form; and
- Removed the *Change of Information* form at the end of the FEN003 and attached the *Change in Personal Information* form (FOC 108/MiCSES FEN350).

The revised FEN003 will be implemented in MiCSES¹ with the Child Support 25.3 Release on September 12, 2025.

Also, with the Child Support 25.3 Release, OCS will obsolete the following MiCSES forms:

- *Tax Administrative Review* (FEN153); and
- *Tax Administrative Review Pre-populated* (FEN178).

¹ MiCSES is the Michigan Child Support Enforcement System.

DISCUSSION:

The FEN003 notifies payers about their rights and responsibilities as well as possible enforcement actions when the payer's child support case accrues support arrears.

MiCSES automatically generates the FEN003 when a child support case accrues two months or more of arrears.² OCS Central Operations staff manually generate and send the FEN003 before pursuing a lien on financial assets if the form was not sent previously.³ For many of the enforcement actions described on the FEN003, the payer also receives a separate notice before the enforcement action is taken.

IV-D staff requested that OCS revise the FEN003 to make it more user-friendly. OCS consulted with its Community Advisory Council,⁴ and the Council made the following suggestions:

- Remove repetitive language;
- Organize the form into sections to help the reader navigate the form; and
- Include language to engage rather than intimidate the payer.

OCS received similar suggestions after consulting with the State Court Administrative Office (SCAO) and the Enforcement Work Improvement Team (WIT).

OCS's revision of the FEN003 advances the Michigan Child Support Program's Strategic Plan goal to improve the customer experience.

A. Changes to the FEN003

1. Language Changes

a. Changes to Promote Engagement

To encourage payer engagement rather than intimidate the payer, OCS added, revised or replaced language on the form. These changes include:

- Emphasizing the importance of contacting the Friend of the Court (FOC) if the payer is having a hard time paying support;
- Explaining that receiving the FEN003 does not mean the FOC has taken or will take any of the enforcement actions listed in the notice;
- Simplifying information and instructions for requesting a review; and
- Explaining that the payer can file a motion with the FOC to request a change in parenting time.

² There are no changes to when the FEN003 is generated.

³ Ref: [Section 6.27, "Liens – FIDM/MSFIDM," of the Michigan IV-D Child Support Manual.](#)

⁴ Ref: the [Equity Impact Assessment Process and the OCS Community Advisory Council](#) page on mi-support for information about the role of the Community Advisory Council.

Several FOCs commented that payers were confused and angry when they learned that their balance on the form did not include costs and fees. OCS added language to explain that the past-due balance on the form does not include costs and fees or current child support that the payer is ordered to pay each month.

b. Changes to Simplify Wording

OCS revised the section explaining the enforcement remedies to remove legalese and clarify language. Some of the specific changes include:

- Removing language stating that the payer's name and arrearage can be published or posted on the internet since this is rarely performed by FOC offices;
- Simplifying language regarding liens against personal property;
- Revising language describing hearings for failure to pay support and removing the term "show cause;" and
- Clarifying that lottery winnings can be taken when support is at least one month past due.

2. Formatting and Organizational Changes

To make the FEN003 easier to read and more visually appealing, OCS made several formatting and organizational changes. These include:

- Enclosing headings in text boxes to aid in navigating the form;
- Enlarging and bolding text to draw attention to the most important information; and
- Reorganizing the list of enforcement remedies into two groups instead of one long list.

3. Addition of New Sections

OCS added the following sections:

- *Your Responsibilities*, which instructs payers to pay child support on time and report any changes using the attached FOC 108; and
- *How to Get Information About Your Child Support Case*, which includes a QR code for the MiChildSupport website and information about the MiChildSupport mobile app.

OCS also updated the telephone number for payment information.

4. Update to Reporting Changes in Personal Information

The FEN003 includes a form for payers to report changes to their address, employment, and/or health care coverage information to ensure that they receive all refunds, notices, and orders for their case.

OCS removed the *Change of Information* form within the FEN003 and attached the FOC 108. Enforcement WIT members requested this change because the FOC 108 captures payer information more easily and accurately. There are no revisions to the FOC 108.

B. Obsoleting the FEN153 and FEN178

The FOC Forms Committee requested that OCS obsolete the FEN153 and FEN178. OCS confirmed that these forms were generated only a few times in the past year. The FOC Forms Committee determined that the *Determination on Arrearage* (FEN074) serves the same purpose as the FEN153 and FEN178.

NECESSARY ACTION:

Retain this IV-D Memorandum until further notice.

REVIEW PARTICIPANTS:

Enforcement Work Improvement Team
Program Leadership Group

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None

ATTACHMENT:

FEN003: *Notice of Rights and Responsibilities*

EPF/CJF

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