



STATE OF MICHIGAN

GRETCHEN WHITMER
GOVERNOR

DEPARTMENT OF HEALTH AND HUMAN SERVICES
LANSING

ELIZABETH HERTEL
DIRECTOR

IV-D MEMORANDUM 2025-018

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: Updates to Policy for Sending 60-Day Case Closure Notices

ACTION DUE: None

POLICY EFFECTIVE DATE: Upon receipt

PURPOSE:

This IV-D Memorandum announces a change in sending 60-day closure notices for IV-D cases set for closure with a reason code requiring notice. OCS will send a 60-day notice only to IV-D case participants who have been informed of their case. OCS will not send the notice to IV-D case participants whom the IV-D program has not yet engaged with and are likely unaware of their case.

System updates to implement this change will be made in the Michigan Child Support Enforcement System (MiCSES) with the Child Support 25.3 Release on September 12, 2025.

OCS will incorporate information from this memorandum into Section 3.50, "Case Closure," of the *Michigan IV-D Child Support Manual* at a later date.

DISCUSSION:

A. Background

Federal regulation requires IV-D agencies, when closing a case for certain reasons, to "notify the recipient of services in writing 60 calendar days prior to closure of the

case of the State’s intent to close the case.”¹ Historically, the Michigan IV-D Program has sent 60-day notices to the custodial party (CP) and non-custodial parent (NCP) when their IV-D case is set for closure with a reason code that requires notice.²

IV-D staff have reported situations where IV-D participants first learn of their IV-D case when receiving a 60-day notice. This most often happens when a IV-D case has been opened and set for closure before a court case is filed or service of process has occurred. When a 60-day notice is the first communication a participant receives, it can create confusion and potential safety risks, especially for participants who have experienced or are experiencing domestic violence.

To address this issue, OCS formed a Joint Application Design (JAD) group with Prosecuting Attorney (PA), Friend of the Court (FOC), and State Court Administrative Office (SCAO) representatives. The JAD members reviewed regulations³ and federal Office of Child Support Services (OCSS) guidance⁴ on case closure and 60-day notices. Federal guidance states that IV-D agencies must send notice to a “recipient of services” when a 60-day notice is required. This guidance narrowly defines a “recipient of services” as an individual who:

- Receives assistance that requires cooperation;⁵ and
- Has applied for IV-D services.⁶

However, the JAD recommended expanding this definition to include that the individual has been informed of the IV-D case. Participants are informed of their case when it has progressed to a point where the IV-D program has engaged with them. This includes participants who are not IV-D applicants or required to cooperate. Once participants have been informed of their IV-D case, and especially after court case filing and service of process, the IV-D program has an obligation to send them a 60-day notice when their case qualifies for closure.

Conversely, the JAD recommended not sending a 60-day notice to participants if their IV-D case has not progressed to a point where the IV-D program has engaged with them.

¹ 45 Code of Federal Regulations (CFR) 303.11(d)(1). Ref: [Exhibit 3.50E3, Case Closure Reason Codes That Require Notice](#) for more information.

² There are some exceptions to this general rule; for example, MiCSES will not generate a 60-day notice for a deceased party. Ref: [MiCSES Customer Information Guide: Case Closure Reason Codes and Qualifying Criteria](#) for more information.

³ 45 CFR 303.11

⁴ 81 Federal Register (FR) 93492

⁵ Cooperation is required as a condition of receiving Family Independence Program (FIP) or Medicaid assistance. Ref: [Section 2.15, “Cooperation/Noncooperation/Good Cause,” of the Michigan IV-D Child Support Manual.](#)

⁶ 81 FR 93492; 64 FR 11810; [OCSS Action Transmittal \(AT\)-99-04, Case Closure Criteria Final Rule, 45 CFR Part 303](#)

B. Updates to Policy for Sending 60-Day Notices

1. Criteria for Sending a 60-Day Notice

Starting with the Child Support 25.3 Release, when a IV-D case is set for closure with a reason code that requires a 60-day notice, MiCSES will generate a 60-day notice for a IV-D case participant(s) who meets at least one of the following criteria.⁷ The participant:

- a. Has applied for IV-D services;
- b. Has been referred to the IV-D program due to receipt of public assistance that requires cooperation; or
- c. Has been “informed” of his/her IV-D case. Participants are considered “informed” if:
 - 1) They are an active CP or NCP on the IV-D case; and
 - 2) One or more of the following IV-D case activities has occurred in MiCSES:
 - a) Successful service of process has been recorded on the *Legal Service of Process* (LSOP) screen;
 - b) An obligation exists on *Obligation Maintenance* (OBLG) screen;
 - c) The *Zero Support order* box is checked on the *Support Order Entry* (SORD) screen; and/or
 - d) A prior notice or letter with the participant as the addressee is recorded on the *Historical Reprints* (FHST) screen.

2. Documenting When Participants Do Not Meet 60-Day Notice Criteria

If a participant does not meet the above criteria, MiCSES will not generate a 60-day notice for the participant. Instead, MiCSES will record a case-level note on the NOTE screen stating: “Case meets a closure reason that requires a 60-day notice to the IV-D recipient of services. However, the notice was not sent to the (non-) custodial parent as they are not an informed individual on this case.”

NECESSARY ACTION:

Retain this IV-D Memorandum until further notice.

⁷ In addition to this criteria, existing MiCSES functionality requires the participant to have a valid address on the MiCSES *Address History* (AHIS) screen. If (s)he does not, MiCSES will write a case-level note on the *Notes Processor* (NOTE) screen to indicate a 60-day notice was not sent because the participant does not have a valid address.

REVIEW PARTICIPANTS:

Case Management Work Improvement Team
Program Leadership Group

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SUPPORTING REFERENCES:

Federal
45 CFR 303.11
45 CFR 303.11(d)(1)
64 FR 11810
81 FR 93492

OCSS AT-99-04

ATTACHMENT(S):

None

EPF/CAB

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