

**Michigan IV-D Child Support Manual**  
**Michigan Department of Health and Human Services**

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[Exhibit 3.03E1: Bridges/MiCSES Participation Status Codes](#)

## 1. Introduction

Title IV-D of the Social Security Act (the “Act”) requires that referrals to “provide services relating to the establishment of paternity or the establishment, modification, or enforcement of child support obligations”<sup>1</sup> be made to the Title IV-D program as appropriate for children benefiting from the following public assistance programs:

- State-administered cash assistance programs (Family Independence Program [FIP]) or child care assistance programs (Child Development and Care [CDC]) funded under Title IV-A of the Act;
- Foster care programs funded under Title IV-E of the Act. This includes foster care cases for which Michigan law<sup>2</sup> directs the assignment or redirection of child support payments (agency placement cases);
- Medical assistance (Medicaid) funded under Title XIX of the Act; or
- Food assistance funded under the Food and Nutrition Act of 2008 (Food Assistance Program [FAP]). FAP recipients must cooperate with the child support program in Michigan in order to receive benefits.<sup>3</sup>

<sup>1</sup> 42 United States Code (USC) 654(4)(A)(i)

<sup>2</sup> Michigan Compiled Law (MCL) 552.605d

<sup>3</sup> 7 USC 2015(l) requires cooperation on the part of a parent or caretaker with the IV-D agency when an unemancipated dependent has one or both parents not in the home at the option of the individual state. Michigan has adopted this option.

Federal regulations specify that IV-D case records must be supplemented by information pertaining to the case, including all relevant facts, dates, and actions taken.<sup>4</sup>

As part of the required automatic exchange of information, updated assistance program information as well as updates to demographic and location information are transmitted by Michigan's assistance system (Bridges) and child welfare system (Michigan Statewide Automated Child Welfare Information System [MiSACWIS]) to Michigan's IV-D system (the Michigan Child Support Enforcement System [MiCSES]).

MiCSES automatically processes assistance program information. In accordance with eligibility group<sup>5</sup> composition rules established by Michigan's assistance programs, MiCSES automatically determines the relationship between individuals in a family receiving assistance and the application of that assistance to a IV-D case.

This manual section does not discuss updates to foster care (agency placement) referrals. Refer to [Section 3.85, "Agency Placement – Case Management," of the Michigan IV-D Child Support Manual](#) for information about updates to agency placement referrals.

## 2. Updates to Prior Assistance Referrals

The ongoing interface between Bridges and MiCSES contains not only new referrals, but updates to prior referrals. These updates contain changes to assistance information as well as new and updated personal, location, and demographic information.

**Note:** The types of information contained within an update are identical to those received with a new referral.

MiCSES treats communications from Bridges as updates when the persons included in the referral were referred previously. If a new person (e.g., a new child) is included in the referral for an ongoing case, the communication is processed as a new referral. [Section 2.05, "Referrals and Applications," of the Michigan IV-D Child Support Manual](#) describes new referrals for IV-D services.

### 2.1 Member Assistance Processing

#### 2.1.1 Updates to Assistance History

Updates to assistance history may contain any or all of the following:

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<sup>4</sup> 45 Code of Federal Regulations (CFR) 303.3(c); 45 CFR 307.10(b)(9); [Automated Systems for Child Support Enforcement: A Guide for States](#)

<sup>5</sup> Ref: Subsection 2.2.1 of this manual section for information on eligibility groups.

- New assistance for individuals within the assistance family;
- A budget month (the month in which child support was last factored into a FIP grant);
- Changes in either the starting date or the ending date of assistance eligibility; and/or
- Changes to the eligibility status for individuals, accompanied by the date on which the change will become effective.

Details on these components of assistance history and their effects on IV-D cases are detailed in Subsection 2.2.1 in this manual section.

MiCSES processes these updates automatically. Bridges is the system of record for information about the receipt of assistance; MiCSES will always accept assistance program history information from Bridges as factual and correct.

### 2.1.2 Referral of Bridges Assistance Information to MiCSES

When Bridges sends new assistance information to MiCSES, this information will replace existing MiCSES information. MiCSES will record discrepancies<sup>6</sup> when new information replaces previously recorded assistance information in the following situations:

- An assistance update contains an ending date for assistance, but a **different** end date was previously recorded;
- An assistance update contains a starting date for assistance, but a **different** starting date was previously recorded; or
- An assistance update includes no eligibility, but MiCSES currently recorded that person as receiving that benefit on an ongoing basis (without an ending date). Normally, this is an update to a participant on an assistance program who is not receiving benefits for himself/herself.

When IV-D workers with the role of Assistance Adjuster<sup>7</sup> investigate assistance issues as described in Subsection 4, “When to Adjust Assistance Manually,” in this manual section, they may use the MiCSES record of discrepancies to assist in their investigation. IV-D workers with the role of Assistance Adjuster will, if necessary, correct the MiCSES record of assistance to match that of Bridges.

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<sup>6</sup> These discrepancies will appear on the *FIA Interface Error Log* (FERR) screen.

<sup>7</sup> Ref: Subsection 3 in this manual section for information on the Assistance Adjuster role in MiCSES.

## 2.2 How Assistance Affects the IV-D Case

### 2.2.1 Assistance Tracked by Individual

An assistance case within Michigan is comprised of all the persons residing within a household who may be eligible for assistance together.<sup>8</sup> The person within that household who first applies for assistance becomes the grantee. MiCSES tracks each assistance case with the unique Bridges assistance case ID (AC-ID).<sup>9</sup>

**Example 1:**

Anthony, Barbara, Charles, and Barbara's two children, Douglas and Eve, live at 123 Main Street. Charles is Barbara's brother and was receiving FAP beginning in January. In April, Barbara separated from Douglas and Eve's father. Anthony rents a spare room and eats separately.

The assistance case (AC-ID) consists of Charles, Barbara, Douglas, and Eve. Charles is the grantee. Anthony is not part of the AC-ID.

People within the household may become eligible for discrete forms of assistance (programs) and are evaluated for eligibility together. The program, combined with the people within it, is called an eligibility determination group (EDG).

**Example 2:**

Charles has reapplied for FAP to include Barbara, Douglas, and Eve in his application. Eve is very young and so Charles has applied for MA-Newborns for Eve. MA-Newborns is a type of Medicaid in which each child receives Medicaid on his or her own EDG.

Even though Charles only applied for Medicaid for Eve, both the FAP EDG and Medicaid EDG will include Charles, Barbara, Douglas, and Eve – but only Eve will be considered eligible on the Medicaid EDG.

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<sup>8</sup> When family independence specialist/eligibility specialist (FIS/ES) workers determine eligibility separately for persons within a single household, distinct assistance cases are used. For example, this occurs when an apartment area shares a common kitchen area, but residents purchase and prepare food separately. In this situation, FIS/ES workers determine eligibility separately for any residents applying for FAP.

<sup>9</sup> Formerly called FIA case ID, DHS case ID, CIMS case ID, or Bridges case ID, "assistance case ID" or AC-ID was chosen as being independent of system or acronym changes. The AC-ID is the unique identifier of the assistance case in MiCSES.

MiCSES maintains a distinct record of eligibility for each individual within an EDG – this is indicated by a participation status code (PSC). In addition, MiCSES keeps a record designating the dates when the individual receives the benefit of the assistance program. Every person within an assistance case has a participant code status within each EDG.

**Example 3:**

Continuing from Example 2, Charles' FAP application is approved.

Charles' record shows him with a PSC of Eligible Adult as of January, with ongoing receipt of FAP starting in January.

Barbara also has a PSC of Eligible Adult with ongoing receipt of FAP starting in April.

Douglas and Eve each have a PSC of Eligible Child on the FAP EDG as of April, with ongoing receipt of FAP starting in April.

All of this information is communicated at the time of an initial referral and with each case update to MiCSES, where it is maintained and tracked at the individual member level.

**A. Pre-Interface Assistance Information**

Before the implementation of the MiCSES/Bridges interface, MiCSES maintained a separate record of assistance for a person for each IV-D case/IV-D member combination. This method resulted in a person being simultaneously designated as receiving assistance on one IV-D case and as not receiving assistance on another. This representation of assistance indicated whether the assistance applied to, or was relevant to, each case.

Assistance information tracked within MiCSES in this fashion will remain in place. This type of relevance is called "legacy" relevance. MiCSES will automatically change relevance determined for a MiCSES case/member combination when either:

- A case referral or update changes the MiCSES record of that individual's assistance; or
- A IV-D worker manually changes the MiCSES record of that individual's assistance.

When either of these events occurs, MiCSES will apply appropriate (relevant) assistance automatically to all MiCSES cases and support orders associated with that individual, replacing previously

determined relevance. The rules of relevance are detailed in Subsection 2.2.2 in this manual section.

Note: Agency placement assistance information continues to be tracked for a IV-D case/IV-D member combination. (Ref. [Section 5.85, “Agency Placement – Financial,” in the Michigan IV-D Child Support Manual](#) for details.)

## B. Key Information Describing the Receipt of Assistance

The following assistance program information is used to apply assistance to each individual’s MiCSES case(s):

### 1. Assistance Individual ID (AI-ID)

The AI-ID is Bridges’ unique identifying number for each person. Parents not in the home do not have AI-IDs unless they were at one time part of the assistance household.

### 2. Assistance Program

The assistance program designates the general assistance program. Bridges refers TANF-Cash (FIP),<sup>10</sup> Medicaid, CDC, and FAP to MiCSES for IV-D services.

Each assistance program is designated by a unique EDG number.

### 3. Type of Assistance

The type of assistance divides the program into specific categories of assistance, each of which may vary in eligibility requirements, funding sources, durations and payment methods.

For instance, two Medicaid recipients may receive distinct types of assistance; an infant may receive MA-Newborns while an older sibling may receive MA-Other Healthy Kids (ages 1 to 19).

### 4. Participation Status Codes (PSCs)

In an assistance household, Bridges tracks each household member’s receipt of each program or EDG. The Bridges representation of eligibility is the PSC.

#### a. Eligible Participants

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<sup>10</sup> TANF is Temporary Assistance for Needy Families. TANF is known as FIP in Michigan.

Individuals who receive benefits as part of an assistance program are designated as Eligible within that assistance EDG. Eligibility is accompanied by a time period in which the individual receives the assistance benefit.

b. Non-Participants

Individuals whose presence, income, and needs are not considered in determining eligibility for an assistance program are designated as Excluded within that assistance EDG. However, a child's assistance may still apply and affect (e.g., cooperation requirements, assignment of support) a IV-D case with an Excluded custodial party (CP) for those assistance programs that apply only to one child per EDG.

c. Other Program Participants

Individuals may be participants in an assistance program although they do not receive its benefits. These persons may act as the caretaker of the child receiving assistance, or may have become temporarily ineligible due to failure to comply with assistance program requirements.

For all referred programs, these designations include:

1) Disqualified

Individuals who participate in an assistance program but have lost benefits temporarily due to failure to comply with program requirements are designated as Disqualified.

2) Other

Persons who have signed the *Assistance Application* (DHS-1171)<sup>11</sup> and whose presence is part of the eligibility determination, but whose income or needs are not part of the calculation are designated as Other. Parents of children receiving CDC are typically designated Other, as are parent or non-parent caretakers on Supplemental Security Income (SSI) or who elect not to be part of the FIP EDG.

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<sup>11</sup> Applicants requesting only medical coverage use the federal *Application for Health Coverage & Help Paying Costs* or its Michigan equivalent, the DCH-1426.



Note: Eligible, Disqualified, and Other adults must sign the DHS-1171 and assign child support where appropriate.<sup>12</sup>

For FAP, additional designations indicate participation in the program:

- Alien Sponsor Spouse;
- Alien Sponsor;
- Alien Sponsor Tax Dependent;
- Disqualified Prorated Individual;
- Ineligible Student;
- 165% Test Adult; and
- 165% Test Child.

Referrals including persons with these designations are uncommon, but all indicate that the person is part of the group receiving food assistance.

Reference [Exhibit 3.03E1, Bridges/MiCSES Participation Status Codes](#), for a list of all PSCs.

## 5. PSC Dates

Each PSC has a date (PSC effective date) on which it becomes effective. When individuals begin to receive assistance, the PSC effective date corresponds with the receipt of assistance and matches the eligibility begin date. When an individual stops receiving assistance, the PSC effective date is the day after the last day the individual received assistance.

When individuals change their status and neither the new nor old status includes the actual receipt of assistance, the PSC effective date will denote the date of the change. This may happen if, for instance, a Disqualified individual chooses not to request assistance and becomes Excluded.

## 6. Eligibility Dates and Budget Month

The dates between which a person receives assistance are the eligibility dates – the eligibility begin date and the eligibility end date. When individuals receive ongoing assistance, they have no eligibility end date.

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<sup>12</sup> Ref: [Section 5.15, "Assignment of Support \(Certification/Decertification\)," of the Michigan IV-D Child Support Manual](#) for details regarding the assignment of support obligations.

When the FIS/ES worker calculates the first periods of FIP assistance, child support received by the family over the prior three months is calculated (budgeted) into the FIP grant. “Irregular” income – child support payments that are received as one-time events and that the family cannot expect as ongoing support for their expenses – is not considered.

The last month when child support is included in the FIP grant is referred to in MiCSES as a “budget month.” Because child support has already been factored into the FIP grant and reduces the grant on a one-to-one basis through the budget month, the budget month is used to determine child support assignment for FIP. (Ref: Section 5.15 of the *Michigan IV-D Child Support Manual* for more information on this process.)

**Example 4: Start of Assistance**

Charles has been receiving FAP since January. He reapplies for FAP in April along with his sister, Barbara, and her two children, Douglas and Eve. Eligibility is granted on April 20; FAP begins for Barbara, Douglas and Eve on May 1.

FAP EDG:

Who	PSC	PSC Date	Begin	End
Charles	Eligible Adult	January 1	January 1	None
Barbara	Eligible Adult	May 1	May 1	None
Douglas	Eligible Child	May 1	May 1	None
Eve	Eligible Child	May 1	May 1	None

**Example 5: Termination of Assistance**

Douglas graduates from high school and leaves the household in August to attend college. He is no longer part of the FAP EDG in Charles' household.

FAP EDG:

Who	PSC	PSC Date	Begin	End
Charles	Eligible Adult	January 1	January 1	None
Barbara	Eligible Adult	May 1	May 1	None
Douglas	Excluded Child	September 1	May 1	August 31
Eve	Eligible Child	May 1	May 1	None

**Example 6: Disqualification**

Barbara gives birth to Fred in September, and Fred is added to the FAP EDG for October. However, Barbara does not cooperate with IV-D workers in establishing a child support order for Fred. Barbara becomes disqualified in October due to noncooperation with the IV-D program. Disqualification of the CP for FAP does not disqualify the whole family.

FAP EDG:

Who	PSC	PSC Date	Begin	End
Charles	Eligible Adult	January 1	January 1	None
Barbara	Disqualified Adult	November 1	May 1	November 1
Douglas	Excluded Child	September 1	May 1	August 31
Eve	Eligible Child	May 1	May 1	None
Fred	Eligible Child	October 1	October 1	None

**Example 7: Cancellation**

Charles applies for MA-Newborns on Fred's behalf in November. An error causes Low Income Families (LIF) Medicaid to be granted to the whole family instead. A FIS/ES worker catches the error and corrects it by cancelling LIF Medicaid before the start of Medicaid assistance in December. The FIS/ES worker then certifies the intended MA-Newborns assistance.

LIF Medicaid EDG:

Who	PSC	PSC Date	Begin	End
Charles	Excluded Adult	December 1	December 1	November 30
Barbara	Excluded Adult	December 1	December 1	November 30
Douglas	Excluded Child	December 1	December 1	November 30
Eve	Excluded Child	December 1	December 1	November 30
Fred	Excluded Child	December 1	December 1	November 30

Note: These cancelled records do not appear on Bridges or MiCSES. The initial period of eligibility will appear until the FIS/ES worker cancels LIF; when Bridges sends the corrected (cancelled) record of assistance, no record will be displayed in MiCSES.

MA-Newborns EDG:

Who	PSC	PSC Date	Begin	End
Charles	Excluded Adult	December 1	None	None
Barbara	Excluded Adult	December 1	None	None
Douglas	Excluded Child	December 1	None	None
Eve	Excluded Child	December 1	None	None
Fred	Eligible Child	December 1	December 1	None

**Example 8: Reinstatement (Timely Response)**

Following Example 6 (Disqualification) above, Barbara responds to the *Noncooperation Notice* (OCS-1252) immediately and cooperates with the IV-D worker. Upon receipt of the electronic notification of cooperation, Bridges reinstates FAP for Barbara.

FAP EDG:

Who	PSC	PSC Date	Begin	End
Charles	Eligible Adult	January 1	January 1	None
Barbara	Eligible Adult	May 1	May 1	None
Douglas	Excluded Child	September 1	May 1	August 31
Eve	Eligible Child	May 1	May 1	None
Fred	Eligible Child	October 1	October 1	None

Note: When Barbara's FAP is reinstated, the original period of assistance will be restored as if the disqualification did not occur.

**Example 9: Reapplication (Later Response)**

Following Example 6 (Disqualification) above, Barbara responds to the OCS-1252 and cooperates with the IV-D worker. In this case, she waits until after her FAP ends before responding. As a result, Barbara must reapply for FAP.

FAP EDG:

Who	PSC	PSC Date	Begin	End
Charles	Eligible Adult	January 1	January 1	None
Barbara	Eligible Adult	December 1	December 1	None
Douglas	Excluded Child	September 1	May 1	August 31
Eve	Eligible Child	May 1	May 1	None
Fred	Eligible Child	October 1	October 1	None

Note: When Barbara reapplies for FAP and the FIS/ES worker certifies her eligibility, a new period of assistance will begin.

2.2.2 Applying Assistance to the IV-D Case (Relevance)

Relating assistance received by individuals to specific MiCSES cases is termed "relevance." When assistance is relevant to a MiCSES case, the effects of that assistance (e.g., cooperation requirements, assignment of support) occur to that MiCSES case. Relevance is found when a child receiving benefits as recorded in Bridges and that child's parent or

caretaker participating in or receiving benefits on behalf of the child are the same persons as the dependent and CP in a MiCSES case.

This manual section does not discuss relevance for agency placement referrals. Refer to Section 3.85 of the *Michigan IV-D Child Support Manual* for information about relevance.

## A. Overview

Relevance between an individual receiving assistance and a MiCSES case depends on two distinct correlations. First, the assistance individual must be associated to, or matched with, an equivalent individual within MiCSES. Second, a relationship between a MiCSES dependent and his/her CP must be established so it is clear that the CP is receiving the assistance benefit with or on behalf of that dependent.<sup>13</sup>

### 1. Association Between Bridges and MiCSES Individuals

Associating an individual as described by Bridges and by MiCSES as equivalent is the decision to declare that the Bridges individual **is** the MiCSES individual (e.g., “Johnny is Johnny”).

This decision can be made in one of four ways:

#### a. Prior Association

The individual may have been associated prior to the implementation of the MiCSES/Bridges interface in October 2010.

#### b. Referral Member Matching

As part of a referral for child support, the Bridges individual may be automatically matched to one or more IV-D individuals as described in Section 2.05 of the *Michigan IV-D Child Support Manual*. If no match is possible, MiCSES will create a new IV-D member.

#### c. Member Exception Resolution

As part of a referral for child support, the Bridges individual may be matched to one or more IV-D individuals via a manual process. Support specialists or IV-D workers with the RESR

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<sup>13</sup> MiCSES maintains associations between Bridges and MiCSES individuals on the *Resolve Referral* (RESR) screen and maintains assistance history on the *Member Assistance History* (MAHI) screen.

Resolver role<sup>14</sup> will decide the correct association as described in Section 2.05 of the *Michigan IV-D Child Support Manual*.

d. Association Corrections

Subsequent to the referral, a IV-D worker designated as a “Referral Matchmaker”<sup>15</sup> may determine that corrections in the association between Bridges and MiCSES individuals are needed. Subsection 5 in this manual section describes this process.

Note: Due to a variety of factors, the same individual may have duplicate IDs in Bridges or in MiCSES, or both.

2. Associating Bridges Assistance to a MiCSES Case

A dependent’s receipt of assistance affects, or has relevance to, IV-D cases where the CP receives benefits with that dependent or on that dependent’s behalf. Because the eligibility requirements vary between assistance programs, the process of determining eligibility varies slightly between FIP, CDC and Medicaid, and FAP as described in the subsection “Relevance Details,” below.

Because all of the necessary information for determining relevance is now received from Bridges, MiCSES determines relevance between Bridges and MiCSES cases automatically for any period of time when individual-level assistance information is available.

IV-D workers do not need to apply the rules of relevance to MiCSES cases, but they should know them so they can communicate to CPs and non-custodial parents (NCPs) any automatic and necessary actions that occur as a result of relevant assistance.

When needed, IV-D workers must use available resources to decide whether individuals’ assistance information is correct and whether the person receiving assistance is correctly associated to individuals within MiCSES.

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<sup>14</sup> Ref: Subsection 3 in this manual section for information on the RESR Resolver role in MiCSES.

<sup>15</sup> This role was previously known as a “IV-A / IV-D Matchmaker.” Ref: Subsection 3 in this manual section for information on the Referral Matchmaker role in MiCSES.

## B. Relevance Details

The conditions that designate a member within a MiCSES case as relevant vary slightly due to the eligibility requirements for each program. All require that the dependent on the MiCSES case be actively receiving the benefit of the assistance program and that the CP either be the person receiving the benefit on behalf of the dependent or be in the assistance household.

Refer to Section 5.15 in the *Michigan IV-D Child Support Manual* for the process of assigning child support once relevance applies.

### 1. Pre-Interface Program Information and Agency Placement

“Legacy” relevance (relevance determined prior to the MiCSES/Bridges interface in October 2010) and agency placement relevance are still retained at the MiCSES case and member level. Reference Section 5.85 in the *Michigan IV-D Child Support Manual* for a discussion of agency placement activity.

The rules of relevance described below for FIP and Medicaid do not apply to legacy relevance. When an Assistance Adjuster<sup>16</sup> corrects individuals’ MiCSES records of assistance, however, automatic relevance rules prevail from the period of the adjustment forward.

### 2. FIP

For a dependent on a MiCSES case to be considered relevant, that dependent must be associated to an AI-ID that has a current PSC of Eligible (actively receiving FIP) on an assistance case and FIP EDG.<sup>17</sup>

In addition, the CP on the same IV-D case must be associated to an AI-ID that is for the same assistance case and EDG and has a current PSC of Eligible, Disqualified, or Other.

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<sup>16</sup> Ref: Subsection 3 of this manual section for information about Assistance Adjusters.

<sup>17</sup> Ref: Subsection 2.2.1(B)(4), “Participation Status Codes (PSCs),” or Exhibit 3.03E1 for information about PSCs.



**Example 10:**

April and her child Bob receive FIP in the same household. They both have the same assistance case (AC-ID) and EDG, and both have PSCs of Eligible.

In the IV-D case (A) where April is the CP and Bob is the dependent, both April and Bob are considered to have relevant FIP (their FIP case has relevance to their IV-D case).

In another IV-D case (B), established when Bob lived with his father, Charles, Bob and Charles do not both receive FIP under the same AC-ID and EDG. Therefore, Bob and Charles do not have relevant FIP for this IV-D case (B).

**Example 11:**

Daisy, grandmother to Edgar, applies for FIP for Edgar. Daisy cannot receive FIP since she receives SSI. In this assistance case, Daisy has a PSC of Other Adult, and Edgar has a PSC of Eligible Child.

In both IV-D cases where Daisy is the CP and Edgar is the dependent (Edgar's mother is the NCP on one, and his father is the NCP on the other) both Daisy and Edgar have relevant FIP.

3. FAP

If a dependent on a MiCSES case is to be considered relevant for FAP, that dependent must be associated to an AI-ID that is currently Eligible (actively receiving FAP) on an assistance case and FAP EDG.

Federal food assistance law states that, at the option of the state, the CP "who is living with and exercising parental control over a child under the age of 18 who has an 'absent parent'<sup>18</sup> must cooperate to establish paternity and child support."<sup>19</sup> Accordingly, MiCSES considers a dependent emancipated for FAP purposes if:

- The dependent has a past emancipation date;

<sup>18</sup> "Absent parent" is an obsolete term in child support terminology. However, Bridges and Michigan assistance policy continue to use this term. In this manual section, "absent parent" is used only to refer to the individual as (s)he exists as part of the assistance case.

<sup>19</sup> 7 USC 2015(l)

- The dependent does not have an emancipation date, but has a past graduation date; or
- The dependent has neither an emancipation date nor a graduation date, but is 18 years old or older.

In addition, the CP on the same MiCSES case must be associated to an AI-ID that is for the same assistance case and EDG and is not Excluded.<sup>20</sup>

If any dependent on a IV-D case has relevant FAP assistance, the CP in that same IV-D case is also considered to have relevant FAP assistance.

**Example 12:**

Frank receives FAP for his four children, Greta, Henry, Iris, and Jake. Frank has a PSC of Eligible Adult; his children each have a PSC of Eligible Child. Greta is recorded as emancipated in MiCSES. Henry is not, but has a graduation date of last month. Iris has neither an emancipation date nor a graduation date, but turned 18 six months ago. Jake has a graduation date set for next spring.

On the IV-D case where Frank is the CP and Greta, Henry, Iris, and Jake are dependents:

- Greta, Henry, and Iris do not have relevant FAP.
- Jake has relevant FAP.

Since one of his children has relevant FAP, Frank has relevant FAP.

#### 4. CDC and Medicaid

Often, the CP and dependent appear on the CDC or Medicaid EDG together, and the same rules as for FIP apply. (Ref: Subsection 2.2.2[B][2], "FIP.") The CP is typically an Other Adult when the child receives CDC.<sup>21</sup> For most Medicaid programs, the CP and dependent are eligible together.

<sup>20</sup> Usually this will be Eligible, Disqualified, or Other; additional designations may apply to FAP that indicate that the CP and dependent are receiving FAP together.

<sup>21</sup> Rarely, an ineligible grantee's or foster parent's income and needs are not considered for CDC eligibility. In those cases, the parent will be Excluded on the CDC EDG. MiCSES ticket IT47291 (formerly HD 451097) has been entered to address this issue.

Under some circumstances, only the child receives assistance. All other persons on that EDG are designated as Excluded. When this occurs, the method for determining the CP in a new referral<sup>22</sup> is used to find the relevant CP for that dependent on assistance. For single-person Medicaid or CDC EDGs, IV-D case(s) in which the CP and dependent appear together are relevant. MiCSES uses the relationship between the dependent and others in the AC-ID, as reported by Bridges, to find the relevant CP:

- When a natural or legal mother or father resides in the household, the relevant CP is the natural or legal parent;
- When no parent is present, but a step-parent resides in the household, the relevant CP is the step-parent;
- When neither a parent nor step-parent resides in the household, the relevant CP is a person who is designated as acting in a parental role toward the dependent; and
- When none of these conditions are met, the grantee associated with the assistance case (AC-ID) is the relevant CP.

**Example 13:**

Kathy is the legal caretaker for Lucy, her niece. Kathy applies for Medicaid for Lucy and receives “Other Healthy Kids” Medicaid on Lucy’s behalf. Lucy has a PSC of Eligible Child; Kathy, however, has a PSC of Excluded Adult because this form of Medicaid only covers individual children.

Although Kathy is not the natural parent or a step-parent, the FIS/ES worker has designated Kathy as acting in a parental role toward Lucy. On the IV-D case (A) where Kathy is the CP and Lucy is the dependent, Lucy’s Medicaid is relevant.

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<sup>22</sup> Ref: [Section 2.15, “Cooperation/Noncooperation/Good Cause,” in the Michigan IV-D Child Support Manual.](#)

**Example 14:**

Later, Michelle, Lucy's mother, moves into the household with Kathy and Lucy. Lucy continues to receive "Other Healthy Kids" Medicaid.

As a result of this change, a new IV-D case (B) is created with Michelle as the CP and Lucy as the dependent. In this new IV-D case, Michelle is considered to have relevant Medicaid because she is Lucy's natural parent.

In the existing IV-D case (A) where Kathy is the CP, Lucy no longer has relevant Medicaid. The effects of Medicaid, such as assignment of medical support, are removed from Kathy's IV-D case (A).

### 2.2.3 Financial Reactions

Updates to assistance history will affect the assignment of child support for IV-D cases, as well as the assessment of federal fees.<sup>23</sup> Assignment of support for FIP is detailed in Section 5.15 of the *Michigan IV-D Child Support Manual*, and assignment of support for agency placement referrals is discussed in Section 5.85 of the manual.

## 2.3 Notifications

When Bridges or MiSACWIS communicates updates to MiCSES on the eligibility for public assistance or the composition of the family, a notification to the family or to IV-D workers may be required.

### 2.3.1 Notice of Continuing Eligibility (OCS4636)

Federal regulations require that within five working days after a family becomes ineligible for assistance for IV-A, IV-E, or Title XIX programs, the IV-D agency must notify the family that IV-D services will be continued unless the CP notifies the IV-D agency that (s)he wishes to stop receiving IV-D services.<sup>24</sup>

These assistance programs, as well as FAP, carry with them a requirement for parents to cooperate with the IV-D program in order to receive assistance.<sup>25</sup> Because a CP may not close a MiCSES case when cooperation is required, MiCSES will automatically send the *Notice of*

<sup>23</sup> Ref: [Section 5.70, "Fees \(SF/PF, OSR, and FFEE\)," of the Michigan IV-D Child Support Manual](#) for more information.

<sup>24</sup> 45 CFR 302.33(a)(4); 45 CFR 264.30

<sup>25</sup> [Bridges Eligibility Manual, BEM 255, Child Support](#), details cooperation requirements for FAP.

*Continuing Eligibility* (OCS4636) only when the family **no longer** receives **any** relevant assistance.

The OCS4636 will not be sent for agency placement cases. In these cases, the Michigan Department of Health and Human Services (MDHHS) is the CP on the case, and does not require notification.

### 2.3.2 CP or Dependent Out of Home

When a member of the assistance household (represented by an AI-ID<sup>26</sup>) has left the home, the FIS/ES worker will record this information in Bridges. MiCSES will automatically notify the primary worker on any open or pending closure IV-D cases associated with that person.

- A. If the CP has left the home, the IV-D worker will do all of the following:
1. Determine the appropriate CP for the children on the MiCSES case. IV-D workers will use the steps in the *Michigan IV-D Child Support Manual*, Section 2.05 (in the “Referrals” subsection) to make this determination.
  2. Verify the children’s assistance status.
    - a. If children are still receiving assistance, ensure that there is at least one open MiCSES case with the correct CP and dependents; and
    - b. If the new CP is neither a natural or legal parent, ensure that there is an open MiCSES case naming each parent as an NCP.
  3. If a support order including child support **and** either medical support or provisions for medical insurance is not present for each child on the MiCSES case with the new CP, take action to modify the existing support order(s) or establish new support order(s), or alert IV-D workers in other counties to initiate modification or establishment efforts.
- B. If a dependent has left the home,<sup>27</sup> the IV-D worker will:
1. Consider whether to initiate procedures to modify existing support order(s) for the child;

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<sup>26</sup> The AI-ID was previously known as the recipient ID (RID).

<sup>27</sup> Ref: [Section 3.50, “Case Closure,” of the Michigan IV-D Child Support Manual](#) for more information about case closure when a child has left the CP’s home.

2. If the CP is currently in noncooperation, evaluate the family situation and determine whether the CP is still noncooperative;<sup>28</sup>
3. Select the “N” from the drop-down in the *In CP Home* field on the *Case Member Details* (CASE) screen for the dependent; and
4. If the dependent who has left is the last dependent on the case, consider whether the support order or IV-D case is now eligible for closure.<sup>29</sup>

### 2.3.3 NCP in Home

When an absent parent has returned to the assistance household, the FIS/ES worker will record this information in Bridges. MiCSES will automatically notify the primary IV-D worker on any open or pending closure IV-D cases in which that absent parent is an NCP.

The IV-D worker must update MiCSES once the NCP has returned home. The IV-D worker must select the “Y” from the drop-down in the *In CP Home* field on the CASE screen for the NCP on the relevant IV-D case. MiCSES will recognize the family is intact, and will consider the IV-D case for closure, as appropriate.

### 2.3.4 IV-D Member Possibly Deceased

When a member of the assistance household (represented by an AI-ID) is deceased, the FIS/ES worker will record this information in Bridges. Notification to the primary worker is required on any open or pending closure IV-D cases associated with that AI-ID. MiCSES will automatically make this notification.

Although the FIS/ES worker has made a determination about the person’s status, the IV-D worker will verify this information before taking action. If the IV-D worker verifies this information, (s)he will mark the IV-D individual member<sup>30</sup> as deceased and MiCSES will consider the IV-D case for closure, as appropriate.

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<sup>28</sup> Ref: Section 2.15 of the *Michigan IV-D Child Support Manual* for cooperation criteria.

<sup>29</sup> Ref: Section 3.50 of the *Michigan IV-D Child Support Manual* for more information about case closure.

<sup>30</sup> The RESR screen displays associations between Bridges- and MiCSES-tracked individual members.

## 2.4 Demographic Updates

Descriptive, location, and relationship information is included in referrals for IV-D services, online DHS-1201s,<sup>31</sup> and updates from Bridges.

FIS/ES workers do a thorough investigation of the individuals in the assistance household (CPs and dependents). FIS/ES workers will perform only a cursory verification on information provided by the public assistance applicant about absent parents (individuals residing outside the assistance household). Therefore, a referral typically contains more information about CPs and dependents than the NCP.

Online DHS-1201s also contain more information about CPs and dependents than NCPs because applicants are likely to know more about themselves and the children than they are about the other parent or caretaker.

All information sent by Bridges is available for reference within MiCSES.<sup>32</sup> IV-D staff may view information on online DHS-1201s through the MiCase global user account.<sup>33</sup> At the time MiCSES receives the information, it will use some demographic information to update the associated individual's MiCSES records. IV-D workers may elect to use other demographic information according to their own discretion and may choose to independently verify information before considering demographic information from referrals or online DHS-1201s as accurate.

MiCSES will elect to use Bridges demographic, location, and relationship information in the following circumstances.

### 2.4.1 When There Is a Court Action Referral (CAR) or Support Order

Once a CAR has been made or a support order issued, individual demographic information has been validated by IV-D staff.

MiCSES will accept Bridges information when MiCSES is missing validated information. When MiCSES has validated information, and MiCSES has the ability to store secondary, pending verification, or alias information, MiCSES will store Bridges demographic information. MiCSES will not replace validated information with Bridges referred demographic information.

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<sup>31</sup> The DHS-1201 is the *IV-D Child Support Services Application/Referral*. It is available in paper form and online. When applicants apply for IV-D services using the online application, it results in one or more PDF forms known as online DHS-1201s. MiCSES retrieves information from online DHS-1201s. For more information on the child support application process, reference Section 2.05 of the *Michigan IV-D Child Support Manual*.

<sup>32</sup> Ref: [MiCSES Screen Description: BRDG – Bridges Case Information](#).

<sup>33</sup> Ref: [Section 1.35, "MiChildSupport Portal," of the Michigan IV-D Child Support Manual](#) for more information on MiCase global users.

### 2.4.2 When There Is No CAR or Support Order

When there is no CAR or support order associated with a IV-D case, IV-D staff are still investigating and validating information about the referred case.

Bridges demographic information about the CP and dependent will replace MiCSES information.

For the absent parent, referred information will be used when MiCSES information is not available, but absent parent information will not replace existing information about associated MiCSES members (NCPs). When MiCSES has validated information about the NCP, and MiCSES has the ability to store secondary, pending verification, or alias information, Bridges demographic information will be stored.

Refer to the [MiCSES Customer Information Guide: Interface Demographic Updates](#) for details about MiCSES' reaction to specific types of referred information.

## 3. Assistance Adjusters, Referral Matchmakers, and RESR Resolvers

### 3.1 Role Descriptions

Any IV-D worker with the roles of Assistance Adjuster or Referral Matchmaker may adjust the MiCSES record of assistance or change an association between MiCSES members and referred individuals from Bridges or MiSACWIS.

In addition, IV-D workers with the role of RESR Resolver may change associations between MiCSES members and referred individuals from Bridges or MiSACWIS at the time of an initial referral. IV-D workers with the RESR Resolver role may also evaluate referrals that match to existing closed MiCSES cases.

IV-D workers with the role of RESR Resolver use the same procedures as OCS support specialists. These procedures are described in the Michigan IV-D Child Support Manual, Section 2.05, in the subsections "Make a Manual Determination in Identifying Members," and "Resolve Closed Case Exceptions."

Duties of Assistance Adjusters, Referral Matchmakers, and RESR Resolvers are listed below.



3.1.1 Duties of an Assistance Adjuster:

- A. Investigates mismatches between MiCSES and Bridges records of current assistance periods and previous assistance periods;
- B. Investigates mismatches between MiCSES and MiSACWIS records of current assistance periods and previous assistance periods;
- C. Researches correct periods of assistance for individuals;
- D. Detects (but does not resolve) effects on IV-D cases, court dockets, and obligations resulting from corrections (s)he intends to make to assistance periods;
- E. Coordinates with case workers and/or offices assigned to the potentially affected IV-D cases to ensure the worker and office initiate proper action in response to changes in assistance; and
- F. Enters changes to assistance periods on the MAHI screen in MiCSES to reflect individuals' actual receipt of assistance.

3.1.2 Duties of a Referral Matchmaker:

- A. Investigates identifying information regarding Bridges and MiCSES individuals;
- B. Researches correct correlations between Bridges and MiCSES individuals;
- C. Researches correct correlations between individuals on online DHS-1201s and MiCSES individuals;
- D. Investigates identifying information for MiSACWIS and MiCSES individuals;
- E. Researches correct correlations between MiSACWIS and MiCSES individuals;
- F. Detects (but does not resolve) effects on IV-D cases, court dockets, and obligations resulting from changes to associations (s)he intends to make between Bridges and MiCSES individuals;
- G. Coordinates with case workers and/or offices assigned to potentially affected IV-D cases to ensure the worker and office initiate proper action in response to changes in individual associations; and
- H. Enters changes to associations on the MiCSES RESR screen to reflect individuals' true identities.

3.1.3 Duties of a RESR Resolver:

- A. Investigates, researches, and enters changes to associate or disassociate Bridges and MiCSES individuals in cases where an initial referral resulted in a near-match (termed a “member exception”) between a Bridges individual and one or more MiCSES individuals;
- B. Investigates, researches, and enters changes to associate or disassociate individuals on online DHS-1201s and MiCSES individuals in cases where an initial referral resulted in a near-match

(termed “member exceptions”) between an individual on an online DHS-1201 and one or more MiCSES individuals;

- C. Investigates, researches, and enters changes to associate or disassociate MiSACWIS and MiCSES individuals in cases where an initial referral resulted in a near-match (termed “member exceptions”) between a MiSACWIS individual and one or more MiCSES individuals;
- D. Investigates referred families that match to existing closed MiCSES cases (termed “closed case exceptions”) and determines appropriate actions; and
- E. Enters information on the MiCSES RESR screen to:
  - 1. Reopen or leave closed the existing closed MiCSES case(s); or
  - 2. Open a new IV-D case within MiCSES.

IV-D workers may have other duties (e.g., those of a Friend of the Court [FOC] financial worker) in addition to those of an Assistance Adjuster, Referral Matchmaker, and RESR Resolver and may resolve the effects of assistance adjustments or individual associations on IV-D cases, court dockets, and obligations as those responsibilities warrant. However, IV-D workers with the Assistance Adjuster, Referral Matchmaker, and RESR Resolver roles are not responsible for performing financial adjustments to affected support orders solely because they hold those roles.

### 3.2 Authorization for Performing Changes to Assistance Periods and Individual Associations

#### 3.2.1 Prerequisites

The roles of Assistance Adjuster, Referral Matchmaker, and RESR Resolver are granted only to IV-D workers who:

- A. Complete OCS-authorized training;
- B. Complete, with a passing score, tests showing mastery of assistance adjustment and individual matchmaking concepts and procedures; and
- C. Are authorized by their local office to obtain the roles.

One training course and one test will cover the Assistance Adjuster, Referral Matchmaker, and RESR Resolver roles. IV-D workers who successfully complete the training and score 90 percent or better on the test will earn a competency acknowledgement and will be permitted to hold all three roles.

Note: IV-D staff may not take the Assistance Adjuster, Referral Matchmaker, and RESR Resolver test more than once per business day.

### 3.2.2 Applicant Procedures

To obtain the Assistance Adjuster, Referral Matchmaker, and RESR Resolver roles after successfully completing the training course and test, IV-D staff will:

- A. Complete the *IV-D Program Request to Change Computer Access Form* (DHS-395);
- B. Complete the *Michigan Child Support Enforcement System (MiCSES) Child Support Case Disclosure Form* (DHS-428); and
- C. Provide both forms along with the acknowledgement of test completion to the Authorized Requester/IV-D Contact at their local office.

### 3.2.3 Local Office Procedures

The Authorized Requester/IV-D Contact must submit all completed form(s) and the acknowledgement of test completion to the MiCSES Help Desk using **only one** of the following methods:

**By fax:**

(517) 241-9703  
Attention: MiCSES Help Desk

**By email:**

[DIT-MiCSES-HelpDesk@michigan.gov](mailto:DIT-MiCSES-HelpDesk@michigan.gov)  
(Scan signed forms and email them to the Help Desk.)

**By mail:**

MiCSES Help Desk  
Romney Building, 12th Floor  
111 South Capitol Avenue  
Lansing, MI 48913

Note: Requests for Assistance Adjuster, Referral Matchmaker, and RESR Resolver roles without the acknowledgement of test completion, a DHS-395 form, **and** a DHS-428 form will not be honored.

### 3.3 Managing Authorization of Assistance Adjuster, Referral Matchmaker, and RESR Resolver Staff

Each office may set its own standards to determine which IV-D staff within that office will seek to obtain the Assistance Adjuster, Referral Matchmaker, and RESR Resolver roles.

Any IV-D worker authorized by local management may seek to obtain the Assistance Adjuster, Referral Matchmaker, and RESR Resolver roles. OCS encourages local offices to authorize IV-D workers to seek those roles if they:

- Perform certification/decertification work;
- Adjust obligations or arrearages;
- Perform IV-D case, court docket, or account audits; or
- Establish IV-D cases for public assistance recipients.

OCS strongly recommends that each local office authorize at least one person to seek the Assistance Adjuster, Referral Matchmaker, and RESR Resolver roles. When this is not practical, local office management will enter into collaborative agreements with other IV-D offices to share assistance history and individual association adjustment tasks.

Unfortunately, OCS does not have available resources to assist IV-D offices that choose not to authorize a local employee to obtain the Assistance Adjuster, Referral Matchmaker, and RESR Resolver roles.

## 4. When to Adjust Assistance Manually

Assistance adjustments involve correcting the MiCSES record of assistance for an individual to match the system of record (Bridges).

In this manual section, “adjustments” refer to changes made to **either** the assistance that a person receives **or** to the timeframes in which that person receives assistance.

A IV-D worker must only adjust assistance when a missing or incorrect assistance history will result in an incorrect MiCSES action or will prevent a necessary action from taking place.

**Example 15:**

Nancy is the CP on a IV-D case with her children, Olivia and Paul. She is recorded as currently receiving FIP with her two children, and child support is assigned to the state accordingly.

Nancy and her children then stop receiving FIP. For purposes of this example, an error causes the change in eligibility to be missed in MiCSES. Nancy's child support payments are still assigned to the state, and Nancy informs her IV-D worker. After investigating using the techniques described in Subsection 4.3 of this manual section, the IV-D worker determines that Nancy is correct and that she and her two children have stopped receiving FIP. The IV-D worker must adjust the MiCSES record to reflect the change already made in Bridges.

**Example 16:**

Nancy subsequently bears another child, Ruth. Ruth receives MA-Newborns. However, Nancy refuses to participate in establishing an order for Ruth's support.

The IV-D worker attempts to enter a finding of noncooperation for Nancy's IV-D case, but cannot do so because the record of Medicaid is not present in MiCSES. Using the techniques described in Subsection 4.3 of this manual section, the IV-D worker verifies that the Medicaid record is present and current using Business Objects, then he adjusts the IV-D assistance record to include Ruth's Medicaid assistance. The IV-D worker is then able to enter the finding of noncooperation.

The Assistance Adjuster will correct an assistance history when it becomes known that the assistance history is associated with an incorrect assistance case (AC-ID) **and** that incorrect information is causing an incorrect MiCSES action.

FOC workers who are preparing to make account adjustments must investigate the assistance history of affected individuals from the time of the planned adjustment to the present and, if needed, must correct the assistance history **before** making account adjustments.

#### 4.1 Requesting Assistance Adjustments

Assistance Adjuster is the only role that may make alterations to a IV-D record of assistance history. If the IV-D worker who discovers the discrepancy is not an Assistance Adjuster, the IV-D worker will escalate the issue to local management within his/her office. Local management will ensure that an Assistance Adjuster within that office will perform the necessary corrections as described in this manual section according to procedures established by that office.

If the local office does not have a IV-D worker authorized as an Assistance Adjuster, the local office will contact another office to which the local office has agreed to refer assistance adjustment work.

#### 4.2 When Not to Adjust Assistance

Manual correction of assistance must be performed only if missing or incorrect assistance information adversely affects work on an active IV-D case or a CAR and/or support order associated with the case.

If a delay of a week (five business days) or less in referral processing occurs, IV-D staff must not adjust assistance information. MiCSES will receive updated information as delays are resolved and will then update the record of assistance without manual intervention.

##### **Example 17:**

Sanya applies for FIP for herself and her two children, Thomas and Vera, in April. When she receives notification in May that her FIP was approved, she informs her IV-D worker.

The IV-D worker notices that no FIP record is present in MiCSES, so he enters one for Sanya, Thomas, and Vera. Thomas's and Vera's child support from May begins to be assigned to the state.

Sanya did not know that the FIS/ES worker had budgeted for child support income as part of Sanya's May FIP grant. Later, the correct record, including the budget month, is referred to MiCSES. Child support for Thomas and Vera becomes unassigned for May.

Now the IV-D worker must take steps to recoup money from the state.

Assistance Adjusters must not change assistance information in MiCSES that is contrary to information in Bridges or MiSACWIS in order to obtain a desired IV-D case result such as eligibility for arrears management, exemption from federal fees, or a finding of noncooperation.

Assistance Adjusters must not adjust assistance history for individuals belonging only to closed IV-D cases or those pending closure, unless the appropriate change would cause that case not to close or the closure was due to the assistance information being incorrect on MiCSES.

Assistance Adjusters must not adjust assistance history that pre-dates the MiCSES/Bridges two-way interface (e.g., CIMS<sup>34</sup> and simulate-CIMS

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<sup>34</sup> CIMS is the Customer Information Management System.

information) unless MiCSES has taken an incorrect financial action, **and** unless a complete and correct picture of assistance history for the whole family can be determined from the time of the planned adjustment to the present.

When FIS/ES workers certify FIP assistance during a month, but child support payments are not factored into initial FIP assistance amounts for that month, Business Objects will show the Sim CIMS assistance date,<sup>35</sup> which was formerly used to determine an assignment date, as the first of the following month while the budget date will be blank or will show the month prior to the first month of FIP eligibility. **Assistance Adjusters will not adjust the MiCSES record of assistance history in this circumstance.**

IV-D workers must not adjust periods of FAP or CDC assistance prior to October 1, 2010. As described in Section 5.70 of the *Michigan IV-D Child Support Manual*, MiCSES will not attempt to account for FAP or CDC assistance in prior fiscal years.

#### 4.3 Required Preparatory Research

Before adjusting a MiCSES record of assistance history, IV-D staff must make an exhaustive search to clearly determine the true history of assistance for each individual in the family.

Because the rules of relevance apply to all members of a family, adjusting one individual in a family may affect others in the same family, even those on other IV-D cases associated with that family.

It is important to research the entire history of assistance for each individual from the time of the first anticipated adjustment to the present.

##### 4.3.1 CIMS-Era Information and Bridges-Era Pre-Interface History

When forced to make adjustments for assistance cases during periods when the case was tracked using CIMS, Assistance Adjusters will first use the Business Objects reports QN-011, *Individual History by Individual ID*, or QN-012, *Individual History by SSN* to research the family's past receipt of assistance. If the CIMS case converted to Bridges, the combined history of assistance will be displayed on these reports.

If the CIMS case pre-dates Bridges and never converted to Bridges, Assistance Adjusters will use the Business Objects reports QN-001, *Recipient History by Recipient ID*, or QN-002, *Recipient History by SSN* to research the family's receipt of assistance.

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<sup>35</sup> The Sim CIMS assistance date was previously identified within Business Objects as the PA effective date.

When it is necessary to adjust assistance history during a time when the assistance history was tracked by Bridges, but before the MiCSES/Bridges two-way interface, Assistance Adjusters will use the Business Objects reports QN-011, *Individual History by Individual ID*, or QN-012, *Individual History by SSN* to research the family's receipt of assistance.

For FIP, the distinction between an individual's receipt of FIP assistance and the date when child support should be assigned to the state is represented in reports by the PA effective date. The PA effective date represents the first date on which assignment should take place.

As described in Subsection 2.2.1(B)(6), "Eligibility Dates and Budget Month" in this manual section, the budget month represents the distinction between an individual's receipt of FIP assistance and the date when child support should be assigned to the state. If adjustments are necessary, Assistance Adjusters will enter a budget month equal to the month prior to the PA effective date.

#### 4.3.2 Post-Interface History

When adjusting assistance for times subsequent to the two-way interface between Bridges and MiCSES, Assistance Adjusters will use the Business Objects reports QN-011, *Individual History by Individual ID*, or QN-012, *Individual History by SSN* to research the family's receipt of assistance.

#### 4.3.3 SWSS FAJ-Era<sup>36</sup> Information and MiSACWIS-Era Post-Interface History

When forced to make adjustments for a foster care case member(s) during periods when the case was tracked using SWSS FAJ, Assistance Adjusters will first use the Business Objects *DHS Case Inquiry* report QN-004 *Recipient SWSS Case History by Recipient ID*, to research the child's past receipt of foster care assistance. If the SWSS FAJ case converted to a MiSACWIS case, the combined history from April 30, 2014 and beyond will be displayed on the Business Objects *DHS Case Inquiry* report QN-014 *MiSACWIS Child History*.<sup>37</sup>

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<sup>36</sup> SWSS FAJ is the acronym for the Services Worker Support System Foster Care, Adoption, and Juvenile Justice, which is the former child welfare computer system.

<sup>37</sup> Ref: the [Foster Care Criteria in Business Objects – DHS Case Inquiry \(QN-014/QN-004\)](#) training document for specific criteria and how to interpret this information before performing MiCSES updates.



#### 4.4 Identifying Affected IV-D Cases

Any change made to an AI-ID's assistance history as stored in MiCSES will affect relevance for that individual for:

- All the MiCSES individuals associated to that AI-ID;
- Each MiCSES case in which those MiCSES individuals are present as active members; and
- All CARs or support orders associated with those MiCSES cases.

Adjustments to an AI-ID's assistance history may also affect relevance found for other individuals on related MiCSES cases.

As Assistance Adjusters make each adjustment, MiCSES will notify them of all potentially affected MiCSES cases and MiCSES members. Before completing assistance adjustments, Assistance Adjusters will complete research on all individuals within the families identified by these notifications.

When this research leads to additional adjustments, MiCSES will again notify the Assistance Adjuster of affected cases. Assistance Adjusters will conduct additional research as they did with the original adjusted individual.

Note: MiCSES holds pending changes to assistance history until all changes are confirmed (saved) and completed in order to determine relevance with the family's complete assistance history in place. If other IV-D workers perform work on affected MiCSES cases, pending assistance changes may be lost.

If research cannot be completed promptly (within the same day) while pending assistance changes are in progress, Assistance Adjusters will abandon the changes and reenter them after research is complete.

##### 4.4.1 Coordinating With IV-D Partners

When adjusting assistance for an individual, other IV-D cases, CARs, or support orders may be affected by automatically determined relevance. It may be necessary to notify other IV-D partners when this occurs.

If all changes were made to the entire assistance family so that the assistance record in MiCSES reflects the same assistance as tracked by Bridges, no notification is needed.

If an error occurs **or** when correcting a manual adjustment made by another IV-D worker (not by the automated referral update process), the Assistance Adjuster will take these actions to ensure that the correction is followed by a coordinated response:

- A. Make necessary assistance adjustments to correct the assistance history;
- B. Enter a note (on the MiCSES *Notes Processor* [NOTE] screen) detailing the actions taken and explaining the need for action; and
- C. Send the affected IV-D partners an email containing the same message as the system note. The support specialist and Prosecuting Attorney may be contacted directly by email for IV-D cases in their ownership.<sup>38</sup> For FOCs, the email must be sent to the Certification/Decertification Liaison.<sup>39</sup>

#### 4.4.2 Impacts of Changes to Pre-Interface Assistance and Relevance

Bridges' use of PSCs and eligibility dates relies on contiguous information. Because of this, MiCSES requires when assistance is adjusted for one period, all history for that EDG and person must be confirmed from then to the present.

When assistance prior to the two-way interface is adjusted, and the same individual is described as receiving assistance for one case and not receiving assistance for another, IV-D staff must make certain that the individual's history is researched before making the adjustment.

Once an adjustment is made for an individual, any legacy relevance determined manually at the IV-D case/IV-D member level is removed, and the automated rules of relevance apply to that member.

### 5. When to Change the Association Between Individuals

Association adjustments involve determining whether the individual described by Bridges or MiSACWIS is the same person described by MiCSES.

IV-D workers will conduct an extensive investigation into an association when case activity reveals a potential mismatch between persons identified by Bridges or MiSACWIS and those identified by MiCSES. IV-D workers will also investigate when there is evidence of an apparent failure to link two persons who may be the same.

Referral Matchmakers will make corrections to associations between individuals only when an investigation reveals that a referred Bridges or MiSACWIS individual (referred individual) associated to a MiCSES individual is not actually the same person, or when a referred individual not linked to a MiCSES individual is the same person.

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<sup>38</sup> The support specialist email address is [mdhhs-ocs-casemanagement-inquiries@michigan.gov](mailto:mdhhs-ocs-casemanagement-inquiries@michigan.gov).

<sup>39</sup> The Certification/Decertification Liaison for each county can be found on [mi-support](#). From the Partner Activities tab, select "Partner Contact Information." On the Partner Contact Information page, select the desired county.

## 5.1 Requesting Association Changes

Note that only Referral Matchmakers may make corrections to the association between a referred individual and MiCSES individuals. If the IV-D worker who discovers the discrepancy is not a Referral Matchmaker, the IV-D worker will escalate the issue to local management within his/her office. Local management will ensure that a Referral Matchmaker within that office will perform the necessary corrections as described in this manual section according to procedures established by that office.

If the local office does not have a IV-D worker authorized as a Referral Matchmaker, the local office will contact another office to which the local office has agreed to refer association correction work.

## 5.2 Required Preparatory Research

Key information in determining a match includes the AI-ID, full name, Social Security number (SSN), and date of birth (DOB). Additional information is used when needed.<sup>40</sup>

When using the identifying information listed above to determine whether a referred individual is already in MiCSES, Referral Matchmakers will distinguish between:

- Matched information – Both the referred individual and the MiCSES individual have the same identifying information;
- Differing information – Both the referred individual and the MiCSES individual have identifying information, but it does not match; and
- Missing information – Either the referred individual or the MiCSES individual does not have identifying information, and no comparison is possible.

### 5.2.1 When to Associate Referred Individuals and MiCSES Individuals

Two individuals are considered to be a strong enough match to associate (or “use”) without further comparison when any of the following occurs:

- All key information matches; or
- The AI-ID differs but the SSN, name, and DOB match; or
- The AI-ID is missing and at least two of the SSN, name, and DOB match; or
- The AI-ID matches and either:

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<sup>40</sup> IV-D workers may use the RESR screen, the MAHI screen, and the *Case Search List* (CLST) screen as well as others to investigate individuals' identities.

- The name and/or DOB match and the SSN is missing; or
- The SSN also matches and the name and DOB are not both different.

### 5.2.2 When to Disassociate Referred Individuals and MiCSES Individuals

Two individuals are considered to be clearly different when:

- The SSN is different or missing (does not match); and
- None or only one of the AI-ID, name, or DOB matches.

### 5.2.3 When Detailed Investigation Is Necessary

When comparing two individuals and they cannot be determined to be either a clear match or clearly different, further investigation is needed. Other information must be used to make a determination regarding the identity of the referred individual, including:

- Gender;
- Race and ethnicity;
- Address(es); and/or
- Other information as appropriate.

Referral Matchmakers may use discretion when investigating individuals to make clear determinations of identity.

## 5.3 Identifying Affected IV-D Cases

Any change in association between a referred individual and a MiCSES individual has an immediate and wide-ranging effect.

The assistance history of a person is retained with his/her AI-ID. Any IV-D individuals associated with that person, any IV-D cases associated with those individuals, and any CARs or support orders associated with those IV-D cases could potentially be affected by a change in the association between individuals.

Before making any change between individuals, Referral Matchmakers will determine the affected IV-D individuals, IV-D cases, and support orders. Referral Matchmakers will use this information in researching the identity of the individual in question.

No notification is needed when making changes in association between Bridges individuals and MiCSES individuals. Changes in relevance will apply automatically to affected IV-D individuals, IV-D cases, CARs and support orders.

If an error occurs, IV-D staff must take these actions to ensure that the correction is followed by a coordinated response:

- Make necessary corrections;
- Enter a note (on the MiCSES NOTE screen) detailing the actions taken and explaining the need for action; and
- Send the affected IV-D partners an email containing the same message as in the system note. The support specialist and Prosecuting Attorney may be contacted directly by email for IV-D cases in their ownership.<sup>41</sup> For FOCs, the email must be sent to the Certification/Decertification Liaison.<sup>42</sup>

## 6. Individuals' Social Security Numbers (SSNs)

IV-D staff use the *Member SSN History* (MSSN) screen to add or change an SSN<sup>43</sup> in MiCSES.<sup>44</sup> MiCSES allows only one “verified primary” SSN. For individuals who hold more than one SSN, the “primary” SSN is the one the IV-D program uses for identification and enforcement purposes. “Secondary,” “Tertiary,” and “Other” SSNs are stored for reference only.

When IV-D staff add a new SSN to MiCSES, they must designate it as either the “primary” or the “secondary” SSN.

### 6.1 Sources of SSN Verification

#### 6.1.1 IV-D Members With an Established Court Order

For IV-D members with an established court order on any IV-D case, the request to change a member’s SSN must be in writing (not by telephone) and include verification. Sources of SSN information include:

- A statement signed by the member, with a copy of the Social Security card attached;
- Document from the Social Security Administration (SSA) with the official SSA stamp; and
- Employer documentation.

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<sup>41</sup> The support specialist email address is [mdhhs-ocs-casemanagement-inquiries@michigan.gov](mailto:mdhhs-ocs-casemanagement-inquiries@michigan.gov).

<sup>42</sup> The Certification/Decertification Liaison for each county can be found on [mi-support](#). From the Partner Activities tab, select “Partner Contact Information.” On the Partner Contact Information page, select the desired county.

<sup>43</sup> 42 USC 666(a)(13) allows IV-D agencies to use SSNs for identification purposes and to investigate, collect and enforce child support obligations.

<sup>44</sup> IV-D staff must use caution when changing the SSN for an NCP if any of his/her cases have an established court order. IV-D staff may access the [MiCSES Quick Reference Guide: MSSN – Update a Member’s SSN Information](#) for the proper procedures.

### 6.1.2 IV-D Members Without an Established Court Order

For IV-D members without an established court order on any IV-D case, documentation includes, but is not limited to:

- A copy of the member's Social Security card;
- Document from the SSA with the official SSA stamp;
- An applicant's SSN as recorded on the DHS-1201;
- MDHHS records, including information provided by Michigan's assistance system (Bridges);
- A MiCSES Data Warehouse record; or
- Employer documentation.

## 6.2 Entry and Verification of SSNs

### 6.2.1 Importance of Correct SSN Information

The maintenance of correct SSN information for individuals is critical to providing accurate IV-D services for those individuals. SSN information is used in identifying an individual, matching that individual to referral information, location efforts, and court order establishment and enforcement. Incorrect or missing SSN information can cause delays in establishing child support, errors in child support enforcement, and even errors in identifying individuals and applying the effects of public assistance to individuals' IV-D cases.

### 6.2.2 SSN Verification Process

- A. IV-D staff must enter a new SSN(s) into MiCSES as "verification sent." MiCSES automatically verifies any new or changed primary SSNs with the SSA through the Federal Case Registry (FCR), which is the registry of all cases maintained by the federal Office of Child Support Enforcement (OCSE).<sup>45</sup> MiCSES updates the FCR whenever an individual's name, SSN, or DOB changes in MiCSES.
- B. The FCR uses SSA records to verify that the individual's name, DOB, and SSN match its records.
- C. The SSA response through the FCR will be one of the following:
  1. Verified, if the SSA confirms that the name, SSN, and DOB match its records. The name need not be an exact match, but is

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<sup>45</sup> The SSA verification process through the FCR is detailed in *the [Federal Case Registry Interface Guidance Document](#)*.

considered a match if any of the following are true:

- a. The first and middle name match exactly, and the first seven letters of the last name match;
  - b. The submitted first initial matches the first letter of the person's first or middle name, and the first seven letters of the last name match;
  - c. There are exact matches on the first four letters of both the first and last name;
  - d. There is a one-letter difference or a transposition of two letters in the last name, and any of the following are true:
    - 1) The first and middle initials match;
    - 2) The first and middle initials, transposed, match (for instance, B.A. Smith rather than A.B. Smith);
    - 3) The first initial matches, and the SSA has no middle initial on record;
    - 4) The submitted first initial matches the person's first initial, and the second initial matches the first initial of a prior SSA record for a female; or
    - 5) The submitted last name has an extra letter, and the submitted first letter matches the person's first or middle initial.
  - e. The submitted last name is missing one letter, and the submitted first initial matches the person's first or middle initial; or
  - f. The person has a compound last name (e.g., LuChen) and the submitted last name matches seven letters of the person's last name, and the first and middle initials match exactly.
2. Multiple, if the person has several valid SSN records. At one time, it was possible (and legal) for an individual to apply for an SSN more than once;
  3. Corrected, if the name, DOB, and SSN do not match, but the name, DOB, and gender do match, and the SSN is a close match. SSA generates up to 89 different close matches by substituting one digit at a time and then transposing two digits. If one, and only one, match is made by this method, SSA corrects the submitted record. To be corrected by this method, a name must match the first four letters of the first name and seven letters of the last name; the more flexible rules for SSN matches under Subsection 6.2.2(C)(1) above do not apply;

4. Identified, if no SSN is submitted, or if the person cannot be Verified or Corrected. The SSA uses three methods, including at last resort a manual review, to identify correct SSNs for submitted persons; or
  5. Unverified, if no verified SSN can be identified for the person. If the SSA performs a manual review, the FCR will respond with Unverified but with an indicator that informs MiCSES that a manual review is ongoing. In this case, MiCSES waits until the FCR responds again to indicate that the person is Identified or truly Unverified before reacting.
- D. When the SSA responds, MiCSES compares its submitted name, DOB, and SSN with its current record.
1. If the response is Verified, Multiple, Corrected, or Identified, then MiCSES will mark the SSN, name, and DOB as verified by the SSA. When that occurs, MiCSES will mark that SSN as “verified bad” for any other MiCSES members who are not duplicative, using the criteria used for member merge to identify duplicates.<sup>46</sup>
  2. If the response is Unverified, MiCSES will mark the SSN as “verified bad.” If an individual has no valid SSNs after MiCSES processes the SSA response, MiCSES will alert the FOC Enforcement worker if the individual is associated to a court order in MiCSES. If the individual is not associated to a court order in MiCSES, MiCSES will alert the primary case worker.
  3. If only one of the individual’s demographics (name, DOB, or SSN) changed in MiCSES since MiCSES submitted the record for verification, MiCSES will store the SSA response for review.
- E. IV-D staff with roles allowing them the ability to update member SSN data may view and either accept or reject these pending changes in MiCSES on the *Locate Review* (LREV) screen.<sup>47</sup> IV-D staff are not required to review SSA-returned data. SSA-returned information is presumed valid unless shown otherwise; if no IV-D worker rejects the pending change within 90 days, MiCSES will accept the SSA-returned data.
- F. IV-D staff must not change SSA-verified SSNs for an individual in MiCSES without proper verification that the existing information is

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<sup>46</sup> Ref: [Action Transmittal 2009-005, Member Merge](#), for details on the member merge process.

<sup>47</sup> IV-D staff have 90 days to review SSA responses when the MiCSES individual’s name, DOB, or SSN has changed since MiCSES submitted the record for verification. Ref: [MiCSES Screen Description: LREV – Locate Review](#).



incorrect. Any changes will cause the individual to be re-verified through the SSA verification process.

Note: If more than one of the individual's demographics (name, DOB, or SSN) changed since MiCSES submitted the record for verification, MiCSES will ignore the SSA-returned information. When this occurs, MiCSES will communicate the new demographics to SSA through the FCR. MiCSES will then evaluate the new response separately.

## 7. Individuals' Names

IV-D staff use the *Member Demographics* (DEMO) screen to add or change a name in MiCSES. When IV-D staff add or change a name, MiCSES automatically makes it the primary name and transmits the new information to the FCR for matching. The previous name must be manually entered on the *Alias Names* (AKAX) screen.

### 7.1 Legal Documentation

An erroneous name change can result in misdirected payments. Therefore, once a court order has been established on any of the member's IV-D cases, legal documentation must accompany any request for a name change. Official documentation must include:

- A certified or attested copy of the:
  - Court-ordered name change;
  - Certificate of marriage; or
  - Divorce judgment.
- A state-issued identification card or driver's license.

### 7.2 Independent Verification

IV-D staff must independently verify misspelled member names before making corrections on MiCSES. Sources of independent verification include, but are not limited to:

- A signed statement from the member.
- A copy of a:
  - State of Michigan identification card or driver's license;
  - Social Security card; or
  - Birth certificate.
- A certified or attested copy of the:

- Court-ordered name change;
- Certificate of marriage; or
- Divorce judgment.

When a name has been verified by the SSA as described in Subsection 6 of this manual section, IV-D staff must not change the SSA-verified name for the individual in MiCSES without proper verification that the existing information is incorrect. Any changes will cause the individual to be re-verified through the SSA verification process.

## 8. Individuals' Dates of Birth

IV-D staff use the DEMO screen to add or change a DOB in MiCSES. Only one DOB for an individual is stored in MiCSES. Erroneous changes to a child's DOB can result in incorrect emancipation dates in the system. Therefore, legal documentation must accompany any requests for a change to a child's DOB. Official documentation includes, but is not limited to:

- Birth certificate;
- Adoption papers;
- Central Paternity Registry (CPR) records;
- MDHHS records, including information provided by Michigan's assistance system;<sup>48</sup> or
- Secretary of State records.

When a DOB has been verified by the SSA as described in Subsection 6 of this manual section, IV-D staff must not change the SSA-verified DOB for the individual in MiCSES without proper verification that the existing information is incorrect. Any changes will cause the individual to be re-verified through the SSA verification process.

### SUPPORTING REFERENCES:

Federal  
7 USC 2015(I)  
42 USC 654(4)(A)(i)  
42 USC 654(4)(A)(ii)  
42 USC 666(a)(13)  
42 USC 666(5)(L)  
45 CFR 264.30  
45 CFR 302.31  
45 CFR 302.33(a)(4)  
45 CFR 303.2  
45 CFR 303.3(c)  
45 CFR 303.3  
45 CFR 303.4(b)

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<sup>48</sup> MDHHS policy requires copies of birth certificates for the receipt of public assistance.

45 CFR 303.5(a)(1) and (2)  
45 CFR 303.11(b)(1)  
45 CFR 307.10  
45 CFR 307.10(b)(1)(2)(10)(13) and (14)  
45 CFR 307.10(b)(9)  
Automated Systems For Child Support  
Enforcement: A Guide For States: Objective A-  
1.a&b  
Public Law 104-193

State

Michigan Administrative Code (MAC) R  
400.3009  
MAC R 400.5008  
Michigan Court Rule (MCR) 2.102  
MCR 2.406  
MCR 2.114  
MCL 552.605d  
MCL 722.3(2)  
MCL 722.714(7)(8)

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[IV-D Memorandum 2016-010](#)  
IV-D Memorandum 2014-013  
IV-D Memorandum 2013-011  
IV-D Memorandum 2012-027  
IV-D Memorandum 2011-007  
IV-D Memorandum 2010-018