

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

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1. Legal Requirements

1.1 The Social Security Act (SSA) and Federal Regulations

Federal law requires IV-D staff to initiate locate services for all cases with an assignment of support rights or cases opened as a result of individuals applying for IV-D services.¹ “Location” or “locate” means obtaining information concerning the physical whereabouts of the non-custodial parent (NCP); custodial party (CP); child; or the NCP’s employer(s), other sources of income or assets when necessary to take appropriate action in a IV-D case. The IV-D agency must try to locate parties involved in a child support action using:

- All sources of information and available records; and
- The Federal Parent Locator Service (FPLS).²

The IV-D agency must attempt to locate an individual in order to:

- Establish parentage;
- Establish, set the amount of, modify, or enforce child support obligations;
- Enforce federal or state law with respect to the unlawful taking or restraint of a child;
- Make or enforce a child custody or visitation determination as defined in section 463(d)(1) of the SSA; and
- Assist state agencies in carrying out their responsibilities under Title IV-D, IV-A, IV-B, and IV-E programs.³

In addition, federal law⁴ requires the FPLS to provide safeguards to disclose information only to authorized requesters⁵ for specified purposes. Authorized requesters include but are not limited to:⁶

- State child support agencies or agents/attorneys who represent those agencies to collect child support;
- Courts or agents of the court; and
- State agencies that administer child welfare or foster care programs.

¹ SSA sections 453(a)-(c) and 454(8), 45 Code of Federal Regulations (CFR) 303.70(a), 45 CFR 303.3(b).

² Ref: Section 3.1 of this manual section for more information on the FPLS.

³ Title IV-D is child support, Title IV-A is public assistance, Title IV-B is state child protective services and adoption, and Title IV-E is foster care.

⁴ SSA section 454(8)(B) and SSA section 453(c)(1)-(4)

⁵ “Authorized persons” identified in SSA sections 454(8)(B) and 453(c)(1)-(4) will be referred to as “authorized requesters” for the purposes of the *Child Support Confidential Locate Request* (DHS-1445) and this manual section.

⁶ Ref: Section 1.3 of this manual section for more information on authorized requesters and authorized locate purposes.

1.2 State Law

State law mandates that the Office of Child Support (OCS) assist governmental agencies, or departments, in locating an adult responsible for a child in order to:⁷

- Establish parentage;
- Establish, set the amount of, modify, or enforce support obligations;
- Disburse support receipts; and
- Make or enforce child custody or parenting time orders.

Every state is required to have a State Parent Locator Service (SPLS)⁸ to coordinate activity on a state level in searching for an adult responsible for a child, and must obtain information that directly relates to the identity or location of the adult.⁹ As a result, many entities are required to share information with OCS upon request. This information includes but is not limited to:¹⁰

- Current employment, compensation, and benefits of the individual employed as an employee or an independent contractor of the entity, including a for-profit, nonprofit, and governmental employer;
- Vital statistics;
- State or local tax and revenue records, including residence address, employer, income and assets;
- Real and titled personal property records;
- Occupational, professional, recreational or sporting license records;
- Records on the ownership and control of a corporation, partnership or other business entity;
- Employment security agency records;
- Records of an agency administering a public assistance program;
- Motor vehicle records;
- Corrections records;
- Workers' compensation records;
- Information from the Law Enforcement Information Network (LEIN);
- Information from a financial institution; and/or
- Public utility or cable television company records.

⁷ Michigan Compiled Laws (MCL) 400.233(b). Per MCL 400.231(d), an "adult responsible for a child" is a parent, relative who has physically cared for the child, putative father, or current or former guardian of a child, including an emancipated or adult child.

⁸ Ref: 42 United States Code (USC) 654(8); OCS Central Operations is Michigan's SPLS.

⁹ MCL 400.233(c),(d)

¹⁰ MCL 400.234(1)

1.3 Authorized Requesters and Authorized Locate Purposes

IV-D staff and non-IV-D individuals may be authorized requesters. In this manual section, the term “authorized requester” will be used to refer to both IV-D and non-IV-D authorized requesters unless indicated otherwise.

1.3.1 IV-D Staff

Michigan, Tribal,¹¹ or other states’ IV-D staff may request services from the SPLS (i.e., OCS Central Operations) to locate a CP, NCP or child on a IV-D case to:¹²

- Establish parentage;
- Establish, set the amount of, modify, or enforce child support obligations; or
- Determine who has or may have parental rights¹³ to a child.

1.3.2 Non-IV-D Authorized Requesters

Local IV-D offices will forward all locate requests received from non-IV-D authorized requesters identified in Subsections B and C below to OCS Central Operations for processing. Local IV-D offices may respond directly to Michigan requesters identified in Subsections A and D below. Non-IV-D authorized requesters include:

A. Court or Court Agent

OCS Central Operations staff will accept requests to locate a parent or child if the request is from a court or court agent with authority and jurisdiction to gather the information needed to issue an order or serve as the initiating court in a child support action,¹⁴ or to enforce a child custody or parenting time determination.¹⁵

¹¹ The Tribe must have an approved Tribal IV-D Plan, and Michigan and the Tribe must have an intergovernmental agreement for the provision of FPLS services.

¹² 45 CFR 302.35(a)(1), 45 CFR 302.35(c)(1), and 45 CFR 302.35(d)(1)

¹³ In this context, “rights” encompasses “responsibilities.” In some scenarios, “rights” and “responsibilities” have an important distinction. For more information on the distinction as defined by the Michigan Supreme Court, reference [IV-D Memorandum 2011-021, Termination of Parental Rights – Michigan Supreme Court Decision](#).

¹⁴ 45 CFR 302.35(c)(2)

¹⁵ 42 USC 663(d)(2)(B), 45 CFR 302.35(c)(4), and 45 CFR 303.15(a)(1)(ii); Per 42 USC 663(d)(1), a custody or parenting time determination is a judgment, decree, or other court order providing for the custody or visitation of a child. It includes permanent and temporary orders, initial orders, and modifications.

B. Resident Parent, Legal Guardian, Attorney, or Agent of a Child¹⁶ Not Receiving Public Assistance

OCS Central Operations staff will accept requests to locate a parent or child if the request is from a resident parent, legal guardian, attorney, or agent of a child not receiving public assistance to obtain information on, or facilitate the discovery of, any individual to:¹⁷

- Establish parentage; and/or
- Establish, set the amount of, modify, or enforce child support obligations.

C. Agent or Attorney in a Case Addressing Custody, Parenting Time, or the Unlawful Taking or Restraint of a Child

OCS Central Operations staff will accept requests to locate a parent or child if the request is from an agent or attorney who is:¹⁸

- Enforcing a child custody or parenting time determination; or
- Investigating, enforcing or prosecuting with respect to the unlawful taking or restraint of a child.

Note: Staff from the Office of Juvenile Justice and Delinquency Prevention (OJJDP) may request locate information directly from the FPLS for the above purposes.¹⁹ OCS Central Operations staff will not process requests from OJJDP.

D. Child Protective Services, Adoption (IV-B) and Foster Care (IV-E) Staff

A state agency administering a child protective services, adoption or foster care program under Titles IV-B or IV-E may request locate services and certain other IV-D information for the purpose of assisting the agency in carrying out its responsibilities to administer IV-B and/or IV-E programs.²⁰ Any IV-D staff can respond to these requests following the policies established in [Section 1.10, "Confidentiality/Security," of the Michigan IV-D Child Support Manual](#). Specific locate requests can be directed to OCS Central Operations for action.

¹⁶ Ref: 45 CFR 301.1; "Agent of a Child" means a caretaker relative having custody of or responsibility for the child.

¹⁷ 45 CFR 302.35(c)(3)(i)

¹⁸ 42 USC 663(b); 42 USC 663(d)(2)(A), (C); 45 CFR 302.35(c)(4); and 45 CFR 303.15(a)(1)(i), (iii)

¹⁹ 42 USC 663(f)

²⁰ 45 CFR 303.21(d), 45 CFR 302.35(c)(5), and 45 CFR 302.35(d)(2)

2. IV-D Case Locate Timeframes and IV-D Staff Responsibilities

For all IV-D cases, the IV-D worker must attempt to locate all NCPs or their sources of income and/or assets. Within 75 calendar days of determining that an individual needs to be located, IV-D program staff must access all appropriate locate sources²¹ and ensure that locate information is sufficient to take the next appropriate action on the case.²² In doing so, IV-D staff will act within required timelines to meet federal regulations and Michigan's Cooperative Reimbursement Program Contract Performance Standards (CPS).²³

"IV-D cases" are cases for which the IV-D program has received an application for services and/or has received a referral from a public assistance program. Legally required timeframes exist for locating NCPs and their assets on IV-D cases. The locate timeframes associated with IV-D cases do not apply to locate requests that authorized requesters submit to OCS Central Operations for non-IV-D purposes. Locate requests for non-IV-D purposes are not "IV-D cases."

IV-D staff will repeat locate attempts in IV-D cases when previous attempts to locate an NCP or his/her income or assets have failed, but adequate information exists to submit a locate request.²⁴ IV-D staff will continue locate attempts either quarterly (every 90 days) or immediately upon receipt of new information that may aid in location efforts – whichever occurs sooner. Quarterly attempts may be limited to automated sources but must include accessing state workforce files.

2.1 IV-D Cases Without an Established Support Order

Locate services may be necessary upon receipt of a IV-D application or referral.²⁵ If the IV-D worker does not have adequate locate information to proceed with a child support action, (s)he will, within 20 calendar days of receiving the IV-D application or referral, request additional information, perform location activities, or refer the case to OCS Central Operations²⁶ for further locate attempts.²⁷

²¹ Ref: Subsection 3 of this manual section for a list of locate sources.

²² 45 CFR 303.3(b)(3)

²³ The DHS-1445 is not tracked in MiCSES and will not count as a locate attempt for Contract Performance Standards (CPS) Ref: [Section 1.25, "Contracts," of the Michigan IV-D Child Support Manual](#), [Exhibit 1.25E2, Locate CARD](#), and [Job Aid: Contract Performance Standards \(CPS\) Qualifying Actions – Locate](#) for more information on CPS and appropriate locate actions.

²⁴ 45 CFR 303.3(b)(5)

²⁵ Ref: [Section 2.05, "Referrals and Applications," of the Michigan IV-D Child Support Manual](#) for more information on referrals and applications.

²⁶ Ref: Subsection 4 of this manual section for more information about OCS Central Operations.

²⁷ 45 CFR 303.2(b)(2)

Additionally, for all IV-D cases without an established support order, regardless of whether paternity has been established, IV-D staff must do one of the following within 90 calendar days of locating an alleged father or NCP:²⁸

- Establish an order for support; or
- Complete the service of process²⁹ necessary to commence proceedings to establish a support order and/or paternity; or
- Document due diligence in unsuccessful attempts to serve process.³⁰

2.2 IV-D Cases With an Established Support Order

Within 30 days of relocating an NCP on a IV-D case with an established support order, IV-D staff must initiate or continue enforcement using manual or automated tools.³¹ If a case is eligible for review and modification and the non-requesting parent has been relocated, IV-D staff have 180 calendar days to conduct the review and modification.³²

IV-D staff will need to locate a missing payee when:

- Checks are returned because of a bad address; or
- Money is held because the IV-D office does not know the address of the person to whom the money belongs (i.e., the payee).

IV-D staff might not have a good mailing address or a direct deposit bank account for a payee for whom money is being held, or a payee's U.S. Bank ReliaCard might stop receiving child support collections. Alternatively, IV-D staff may not have a good mailing address for an NCP for whom money is being held. Federal regulations require IV-D programs to have procedures in place for promptly refunding amounts on IV-D cases that have been improperly withheld from the NCP.³³

When any of these situations occur, IV-D staff must begin automatic and manual activities to locate the payee immediately, and they must continue these activities as long as the money is on hold or until the money is escheated.³⁴

The Michigan Child Support Enforcement System (MiCSES) automatically generates weekly FPLS requests for missing payee addresses on both NCPs

²⁸ 45 CFR 303.4(d)

²⁹ Ref: [Section 4.15, "Service of Process \(SOP\)," of the Michigan IV-D Child Support Manual.](#)

³⁰ Ref: Section 4.15 of the *Michigan IV-D Child Support Manual* or [Exhibit 1.25E3, Service of Process \(SOP\) CARD](#), for more information on due diligence.

³¹ 45 CFR 303.6(c)(2); Ref: [Exhibit 1.25E7, Timely Enforcement CARD](#), for more information.

³² 45 CFR 303.8(e); Ref: [Section 3.45, "Review and Modification," of the Michigan IV-D Child Support Manual](#) for more information.

³³ 45 CFR 303.100(a)(8)

³⁴ Ref: [Section 5.65, "Escheatment," of the Michigan IV-D Child Support Manual](#) for more information.

and CPs. Additionally, OCS Central Operations staff run an annual escheatment report to help locate payees.³⁵

3. Locate Sources

When attempting to locate an individual, IV-D staff must use all appropriate locate sources available. IV-D staff working IV-D cases and OCS Central Operations staff working locate-only requests associated with a completed *IV-D Child Support Services Application/Referral* (DHS-1201 or e1201),³⁶ a Michigan IV-D case, another state's IV-D case, or a Tribal IV-D case may use any of the locate sources mentioned below.

OCS Central Operations staff working authorized requests from non-IV-D requesters are only permitted to use the FPLS and other sources that state law allows the SPLS (i.e., OCS Central Operations) to access. When processing authorized requests from non-IV-D requesters, OCS Central Operations staff may not access MiCSES, the MiCSES Data Warehouse or its associated reports.³⁷

Locate sources available for IV-D and/or non-IV-D authorized requests are discussed below.

3.1 Federal Parent Locator Service (FPLS) and the Federal Child Support Portal

The FPLS is a national computer matching system operated by the federal Office of Child Support Enforcement (OCSE). The FPLS is accessed through the Federal Child Support Portal, which is a web application that provides IV-D staff access to nationwide location, income, asset and employment information. The FPLS and the Federal Child Support Portal are discussed in detail below.

3.1.1 Federal Parent Locator Service (FPLS)

The FPLS performs automatic data matches between the Federal Case Registry (FCR)³⁸ and the National Directory of New Hires (NDNH) to determine up-to-date employment information for NCPs, including quarterly wage information. The FPLS automatically notifies any state with a related child support case or states that have a common interest in an individual in a child support action.³⁹

³⁵ Ref: Subsection 4 of this manual section for more information about OCS Central Operations.

³⁶ Ref: Section 2.05 of the *Michigan IV-D Child Support Manual* for more information about the DHS-1201 or e1201.

³⁷ 45 CFR 302.35

³⁸ Ref: [Michigan IV-D Action Transmittal 2006-025, Changing Michigan's IV-D Case Identifier to the Michigan Child Support Enforcement System \(MiCSES\) IV-D Case Number for Reporting to the Federal Case Registry \(FCR\)](#) for more information on the FCR.

³⁹ For more information, reference OCSE's web page [Federal Parent Locator Service: Information for Families](#).

In addition to the automatic locate function, the FPLS accesses external locate sources⁴⁰ at the request of OCS Central Operations (i.e., Michigan's SPLS) to locate NCPs and/or NCP income or assets for the purposes discussed in Subsection 1.3 of this manual section.

Note: To prevent the disclosure of information that could cause harm to the party or the child(ren), the FPLS will not return any information to a state on a case marked with a Family Violence Indicator (FVI) associated with certain Family Violence (FV) codes that suppress addresses in MiCSES.⁴¹

A. Information Available From the FPLS

Only IV-D program staff may request information from the FPLS.⁴² The FPLS will obtain and make available to IV-D program staff the following information:

1. The individual's Social Security number (SSN), most recent address, and the name, address and Federal Employer Identification Number (FEIN) of the individual's employer;
2. The individual's wages (or other income) from and benefits of employment (including rights to or enrollment in group health care coverage); and
3. The type, status, location and amount of any assets of, or debts owed by or to, the individual.

B. FPLS Repositories and Programs

The Personal Responsibility and Work Opportunity Reconciliation Act (PRWORA) of 1996⁴³ is a comprehensive welfare reform plan that dramatically changed the nation's welfare system. PRWORA also expanded the FPLS to include the following repositories and programs:

⁴⁰ External locate sources include, but are not limited to, the Internal Revenue Service (IRS), Social Security Administration, Department of Veterans Affairs, Department of Defense, National Security Agency, and the Federal Bureau of Investigation.

⁴¹ Ref: [Section 1.15, "Family Violence," of the Michigan IV-D Child Support Manual](#) for more information on the FVI and FV codes.

⁴² SSA section 453(d)(2)

⁴³ Public Law 104-193 of 1996

1. The NDNH,⁴⁴ a central repository of employment, unemployment insurance, and wage data from State Directories of New Hires, state workforce agencies, and federal agencies;
2. The FCR, a national database that contains information on participants in child support cases and child support orders uploaded for each state's State Case Registry;⁴⁵ and
3. The Federal Offset Program, which includes the following programs:
 - a. Federal Income Tax Refund Offset (known in Michigan as the Federal Tax Refund Offset [FTRO] program), which collects past-due child support payments from the tax refunds of parents who have been ordered to pay child support;⁴⁶
 - b. The Federal Administrative Offset Program,⁴⁷ which intercepts certain federal payments in order to collect past-due child support;
 - c. The Passport Denial Program,⁴⁸ which works with the U.S. Secretary of State in denying a passport to any person certified as owing a child support debt greater than \$2,500; and
 - d. Multistate Financial Institution Date Match (MSFIDM), which allows child support agencies a means of locating the financial assets of individuals owing child support in other states in order to administratively lien and levy financial assets.⁴⁹

3.1.2 The Federal Child Support Portal

All state IV-D agencies are considered authorized users of the Federal Child Support Portal and may access the Portal for authorized IV-D services. A link to the Federal Child Support Portal is on the mi-support home page.

⁴⁴ Ref: [Section 3.10, "New Hire," of the Michigan IV-D Child Support Manual](#) for more information about new hire reporting.

⁴⁵ In Michigan, the State Case Registry is the participant information found in MiCSES and the MiCSES Data Warehouse.

⁴⁶ Ref: [Section 6.21, "Tax Refund Offset," of the Michigan IV-D Child Support Manual](#) for more information about tax refund offset enforcement.

⁴⁷ Michigan does not participate in this program.

⁴⁸ Ref: [Section 6.24, "Passport Denial/Restriction," of the Michigan IV-D Child Support Manual](#) for more information about passport denial enforcement.

⁴⁹ Ref: [Section 6.27, "Liens – FIDM/MSFIDM," of the Michigan IV-D Child Support Manual](#) for more information about lien enforcement.

The Federal Child Support Portal has several applications that can be used to locate individuals:

- The FCR;
- eEmployer;
- Query Interstate Cases for Kids (QUICK);
- Locate; and
- Department of Defense (DoD) Entitlement.

Note: The Federal Child Support Portal will not return information to a state on a case marked with certain FV suppression codes in MiCSES⁵⁰ in order to prevent the disclosure of information that could cause harm to the party or the child; therefore, other locate sources must be used.

For more information on these applications, reference [Section 3.06, “Federal Child Support Portal,”](#) of the [Michigan IV-D Child Support Manual](#).

3.2 Business Objects For IV-D Case Locate Requests

Business Objects is a reporting tool used to run specific queries in the MiCSES Data Warehouse.⁵¹ The Data Warehouse collects data from different sources. It provides IV-D staff the ability to search for and review child support case and member information to assist them in taking the next appropriate action on IV-D cases. Business Objects reports used for locate purposes are discussed below.

3.2.1 Income and Location Reports

The *Member Income and Location Report* (LC-001 or MILR) and the *Income and Location Report* (LC-002 or ILR) consolidate information from many different interfacing agencies. IV-D staff may use information from these reports to locate individuals for IV-D purposes.⁵²

3.2.2 State Verification Exchange System (SVES) Reports

A. Overview of SVES Reports

⁵⁰ Ref: Section 1.15 of the *Michigan IV-D Child Support Manual*.

⁵¹ Ref: [MiCSES Customer Information Guide: Data Warehouse](#) and [MiCSES Quick Reference Guide \(QRG\): Data Warehouse – Business Objects Running a Query Procedure](#).

⁵² For more information, reference [IV-D Memorandum 2015-004, Introduction of the Data Warehouse Business Objects Income and Location Reports, and Updates to Section 3.45, “Review and Modification,” and Section 4.20, “Support Recommendations and Order Entry,”](#) of the *Michigan IV-D Child Support Manual*.

SVES reports provide Social Security Administration and locate information. They provide information on NCPs, CPs and putative fathers who receive:

- Title II – Federal Old-Age, Survivors, Disability Insurance benefits; or
- Title XVI – Supplemental Security Income (SSI) benefits.

SVES reports also provide information on IV-D case members who are incarcerated in federal, state or local prisons and jails.⁵³ SVES reports are only available to IV-D program staff to assist with IV-D cases.

B. Submitting Requests to SVES

IV-D staff and MiCSES may send child support locate requests to SVES through the FCR. SVES will return information to the Data Warehouse. The information will be available through Business Objects approximately one week after the locate request is made.⁵⁴

Note: SVES will not return information on a case marked with an FVI associated with certain FV codes that suppress addresses in MiCSES.⁵⁵

C. Reviewing SVES Reports

The SVES returns four individual reports:⁵⁶

- QN-112 SVES – *Title II – SSA Retirement, Survivors, Disability and Health Insurance Benefits Information Report*;⁵⁷
- QN-113 SVES – *Title XVI – Supplemental Security Income Benefits Information Report*;
- QN-114 SVES – *Prisoner Information Report*; and
- QN-115 SVES – *Participant Not Found Report*.

Each CP or NCP will be placed on only one of the reports. IV-D staff must review each report individually to determine whether SVES contains data on a member. For example, running a Title II search will bring back information only on the *Title II Report* and not on any

⁵³ Ref: [Attachment to OCSE's Dear Colleague Letter \(DCL\)-05-35, State Verification and Exchange System: Benefits to State Child Support Enforcement Agencies.](#)

⁵⁴ Ref: [MiCSES Customer Information Guide: Locate Functionality through SVES.](#)

⁵⁵ Ref: Section 1.15 of the *Michigan IV-D Child Support Manual*.

⁵⁶ Ref: [MiCSES Report Description: SVES – State Verification Exchange System Reports.](#)

⁵⁷ In the name of this report, "SSA" stands for "Social Security Administration."

other report. Once the data is returned, IV-D staff may print the report and use it for IV-D purposes.

OCSE considers the data returned on SVES to be verified. However, the data may change over time as individuals go on and off disability and are released from or moved within the corrections system.

D. Use of SVES Reports

Friend of the Court (FOC) staff may use the information provided in the SVES reports to locate an individual; however, Social Security Administration addresses must be independently verified. The SVES reports may also be helpful in completing the following tasks:

- Issuing an income withholding notice on Title II and Title XVI benefits;⁵⁸
- Review and modification of orders;⁵⁹ or
- Case closure.⁶⁰

3.3 Other Locate Sources

Other appropriate locate sources include, but are not limited to:⁶¹

- Interstate location networks;⁶²
- State and local employees who administer public assistance, medical assistance, Supplemental Nutrition Assistance Program (SNAP) and other social services programs.⁶³
- Relatives and friends of the NCP;
- Current or past employers;⁶⁴
- Electronic communications and Internet service providers;
- Utility companies;
- The U.S. Postal Service;⁶⁵
- Financial institutions;
- Unions;
- Corrections institutions;
- Fraternal organizations;

⁵⁸ Ref: [Section 6.03, "Income Withholding," of the Michigan IV-D Child Support Manual.](#)

⁵⁹ Ref: Section 3.45 of the *Michigan IV-D Child Support Manual*.

⁶⁰ Ref: [Section 3.50, "Case Closure," of the Michigan IV-D Child Support Manual.](#)

⁶¹ 45 CFR 303.3(b)(1)-(2)

⁶² Ref: [Section 7.10, "Responding Cases," of the Michigan IV-D Child Support Manual.](#)

⁶³ These sources have interfaces with MiCSES.

⁶⁴ Per MCL 552.518(1)(a)-(f), current and former employers or sources of income must provide the IV-D program the following information about parties: full name, current address, SSN, date of birth, amount of wages and/or benefits, employment status, and availability of dependent health care coverage.

⁶⁵ Ref: [Section 3.15, "Addresses," of the Michigan IV-D Child Support Manual.](#)

- Police, parole and probation records, if applicable;
- State agencies and departments as authorized by state law, including those departments that maintain records of public assistance, wages and employment, unemployment insurance, income taxation, driver's licenses, and vehicle registration; and
- OCS Central Operations.⁶⁶

Many of these sources report locate information to MiCSES.⁶⁷ IV-D staff may also find information from these sources in Business Objects and the Federal Child Support Portal as discussed above.

4. Submitting a Locate Request to OCS Central Operations

4.1 Introduction

IV-D staff may request services from the SPLS (i.e., OCS Central Operations) to locate a CP, NCP or child on a IV-D case. OCS Central Operations staff are responsible for providing locate information to authorized requesters.⁶⁸ OCS Central Operations staff research locate information using, as appropriate:

- The FPLS (via the Federal Child Support Portal);⁶⁹
- MiCSES screens and data;
- MiCSES Data Warehouse data, queries, and reports;⁷⁰
- Online web search tools; and
- State and local locate resources.⁷¹

4.2 Requests for Locating One Individual

When attempting to locate an individual, local IV-D staff should first use all appropriate locate sources available to them, as discussed in Subsection 3 of this manual section, prior to contacting OCS Central Operations. After local IV-D staff have exhausted all appropriate locate sources, IV-D staff and non-IV-D authorized requesters will use the *Child Support Confidential Locate Request* (DHS-1445) to submit a request to OCS Operations for the location of one individual.

⁶⁶ Ref: Subsection 4 of this manual section.

⁶⁷ Ref: the Training Library, System Documentation, and/or FAQ sections on the [Locate](#) documentation page on mi-support.

⁶⁸ Ref: Subsection 1.3 of this manual section for information about authorized requesters.

⁶⁹ 45 CFR 302.35(a)-(b)

⁷⁰ Michigan Department of Health and Human Services (MDHHS) data is not part of the data feed in Business Objects.

⁷¹ Ref: the [Locate websites](#) and the [OCS Central Operations Locate Tools and Descriptions](#) for more information about the resources that OCS Central Operations uses.

Completion of the DHS-1445 is:

- Required for non-IV-D authorized requesters. Non-IV-D authorized requesters must submit locate requests via mail or fax. Non-IV-D authorized requesters will not submit locate requests via email;⁷² and
- Optional for IV-D staff when requesting locate services via mail, fax or email.⁷³

Note: IV-D staff who do not use the DHS-1445 to submit a locate request must include all the necessary information needed for OCS Operations to perform a locate request.

4.2.1 Completing the Locate Request

The DHS-1445 requires information to be provided about the authorized requester and the person to be located. The DHS-1445 must be completed with all required information⁷⁴ and signed by the authorized requester. By signing the DHS-1445, the authorized requester attests to the information contained in the DHS-1445 and verifies that (s)he is authorized to request the locate information.

Note: OCS Central Operations staff will not process incomplete DHS-1445 forms. Upon receipt of an incomplete DHS-1445 form, OCS Central Operations staff will contact the authorized requester by telephone or by email to ask for a completed DHS-1445 to be submitted.

A. Information About the Authorized Requester

The DHS-1445 will ask for the following information:

- Name of authorized requester;
- Authorized requester's organization, mailing address, email address, phone number and fax number;
- Authorized requester type;
- Locate service (child, adult, or *Affidavit of Parentage*)⁷⁵; and
- Signature of authorized requester certifying that the request is for an appropriate purpose and the results will be treated as confidential.⁷⁶

⁷² Non-IV-D authorized requesters do not have the same requirements to encrypt email as IV-D staff. Therefore, non-IV-D authorized requesters must either mail or fax the DHS-1445.

⁷³ Ref: Subsection 4.2.3 for information about submission methods for locate requests.

⁷⁴ Required information on the DHS-1445 is identified with "(required)" next to the field name.

⁷⁵ Ref: [Section 4.05, "Paternity Establishment," of the Michigan IV-D Child Support Manual](#) for information on the *Affidavit of Parentage*.

⁷⁶ SSA section 453(a)(2); 45 CFR 303.15

B. Information About the Person to Be Located

The DHS-1445 will also ask for information in regard to the person to be located. This information depends on who is making the request – IV-D staff or non-IV-D authorized requesters.

1. IV-D Staff

IV-D staff must include the following information about the person to be located:

- Name; and
- Role on the case (CP or NCP).

If known, IV-D staff should include the following additional information about the person to be located:

- Date of birth;
- SSN;
- Last-known address;
- IV-D case number, docket number, and/or court action referral number; and
- MiCSES member ID, if the requester is from Michigan.⁷⁷

2. Non-IV-D Authorized Requester

Information that non-IV-D authorized requesters are asked to provide about a person to be located will vary depending on the role of the non-IV-D authorized requester. The types of non-IV-D authorized requesters and the information they are asked to provide about the person to be located are discussed below.⁷⁸

a. Court or Court Agent

A court or court agent requesting locate information will include the following information about the person to be located:⁷⁹

- Name;
- Last-known address;
- Whether the person is a child or an adult;

⁷⁷ The MiCSES member ID is not a required field on the DHS-1445; however, it must be provided if known to assist in the locate attempt.

⁷⁸ Although all the information listed is not required on the DHS-1445, authorized requesters are asked to provide this information to assist with locate efforts.

⁷⁹ Ref: the DHS-1445 for more information.

- Whether the person is a member of the military;
 - Date of birth (if known); and
 - SSN (if known).
- b. Resident Parent, Legal Guardian, Attorney or Agent of a Child Not Receiving Public Assistance
- 1) Completion of the DHS-1201

To request locate services, a resident parent, legal guardian, attorney, or agent of a child not receiving public assistance must complete and submit a DHS-1201 or e1201⁸⁰ along with the DHS-1445. They will select the “Locate” checkbox at the bottom of the DHS-1201 or e1201.

OCS Central Operations staff will not release locate information if the requester does not sign and submit the DHS-1201/e1201 and the DHS-1445. Though both forms are not federally required, OCS requires them to ensure that locate information is requested on the correct individual and it is released to an authorized requester. Additionally, the requester will benefit by:

- Permitting additional locate sources (both automated and manual) used only on IV-D cases to be used on his/her request; and
- Periodic and regular locate attempts rather than the one-time effort required in traditional locate requests by non-IV-D authorized requesters.

2) Completion of the DHS-1445

A DHS-1445 completed by a resident parent, legal guardian, attorney, or agent of a child not receiving public assistance will include the following information about the person to be located:

- Name;
- Last-known address;
- Whether the person is a child or an adult;
- Whether the person is a member of the military;
- Date of birth (if known); and

⁸⁰ Ref: Section 2.05 of the *Michigan IV-D Child Support Manual* for more information about the DHS-1201 or e1201.

- SSN (if known).
- c. Agent or Attorney in a Case Addressing Custody, Parenting Time, or the Unlawful Taking or Restraint of a Child

To request locate services, an agent or attorney in a custody, parenting time, or parental kidnapping case will include the following information about the person to be located:

- Name;
 - Last-known address;
 - Whether the person is a child or an adult;
 - Whether the person is a member of the military;
 - Date of birth (if known); and
 - SSN (if known).
- d. Child Protective Services, Adoption (IV-B) or Foster Care (IV-E) Workers

Information that IV-B or IV-E workers are asked to provide on the DHS-1445 will depend on whether they are requesting services to locate an individual or an *Affidavit of Parentage*.

1) Information to Include When Locating an Individual

To request services to locate an individual, IV-B or IV-E workers will include the following information about the person to be located:

- Name;
- Last-known address;
- Whether the person is a child or an adult;
- Whether the person is a member of the military;
- Date of birth (if known); and
- SSN (if known).

2) Information to Include When Locating an *Affidavit of Parentage* (AOP)

If the request is to locate an AOP, IV-B or IV-E workers will check the “Affidavit of Parentage” box on the DHS-1445. They will also include the mother’s name, the father’s name, and the child’s date of birth and/or SSN.

4.2.2 Signing the DHS-1445

By signing the DHS-1445, the authorized requester attests that:⁸¹

- The request is being made to obtain information on, or to facilitate the discovery of, any individual for an authorized purpose;
- Any information obtained will be used solely for authorized purposes and will be treated as confidential; and
- The requester is an authorized person as specified in sections 453(c) and/or 463(d) of the SSA or 45 CFR 302.35.

4.2.3 Submitting the Locate Request

A. Requesting Locate Services Via Mail or Fax

OCS Central Operations' mailing address and fax number for submitting locate requests are below:⁸²

Mailing Address:
Michigan Department of Health and Human Services
Office of Child Support Operations – Lansing
P.O. Box 30750
Lansing, MI 48909-8250

Fax:
517-335-3030⁸³

B. Requesting Locate Services Via Email

IV-D staff who submit locate requests via email must encrypt the attached DHS-1445 or locate request information and must not include confidential information in the subject line or body of the email.⁸⁴ OCS Central Operations' email address can be found on [mi-support](#).

4.3 Requests for Locating Multiple Individuals

FOC and Prosecuting Attorney (PA) staff can request locate services for up to 100 individuals at one time from OCS Central Operations. Requests for multiple

⁸¹ 45 CFR 302.35(c)(3)(i)-(iii); 45 CFR 302.35(c)(3)(iv) allows the IV-D program to charge a fee to the requester in this circumstance to cover the cost of FPLS services. Michigan does not charge this fee.

⁸² OCS Operations' contact information is found on [mi-support](#) → Central Activities → Locate → Parent Locate (Special Requests).

⁸³ When requesting locate information via fax, authorized requesters will follow the instructions on the DHS-1445.

⁸⁴ Ref: Section 1.10 of the *Michigan IV-D Child Support Manual* for email encryption guidelines.

individuals do not require the completion of the DHS-1445. However, the request will include the following information:

- Authorized requester's name;
- Authorized requester's organization, phone number, email address, and fax number;
- Information about the individuals to be located:
 - Name;
 - The individual's role on the case (NCP or CP);
 - IV-D case number;
 - Member ID or docket number; and
 - Date of birth and/or SSN (if known).

Locate requests of multiple individuals can be sent via encrypted email or fax to:

Email:

MDHHS-OCS-Locates@michigan.gov

Subject line: LOCATE

Fax:

517-335-3030

FOC and PA staff can also request a query via mi-support to identify locate candidates. They can request a new query if there are no existing MiCSES or Business Objects reports for this information and there are no existing Ad Hoc Queries that are similar and could be modified.

To request a new Ad Hoc Query, FOC and PA staff will email the MiCSES Help Desk⁸⁵ with the following information:

- County name, number and office type;
- Selection criteria; and
- Data requested (outputs).

5. OCS Central Operations' Response to a Locate Request

5.1 Choose the Response Method Based on the Authorized Requester

When the authorized requester is a Michigan IV-D worker, OCS Central Operations staff will enter the appropriate locate information for the person on the IV-D case in a detailed note on the MiCSES *Notes Processor* (NOTE) screen. OCS Central Operations staff will include information that may not have

⁸⁵ Staff will request new Ad Hoc Queries from the MiCSES Help Desk via email at DIT-MiCSES-Helpdesk@michigan.gov.

been known at the time the locate request was made (e.g., address and SSNs). OCS Central Operations will send an email to the Michigan IV-D worker indicating the NOTE screen has been updated with new location information.

When the authorized requester is an out-of-state IV-D worker or a non-IV-D authorized requester, OCS Central Operations staff will not open a case on MiCSES. They will respond with the appropriate locate information via email or fax following email encryption or confidential fax guidelines. OCS Central Operations staff may also respond via mail. OCS Central Operations staff will securely keep and maintain all completed and processed DHS-1445 forms.

5.2 Inform the Authorized Requester of Email Encryption or Confidential Fax Guidelines

If the authorized requester did not follow email encryption or confidential fax guidelines in requesting locate services, OCS Central Operations staff will include information about these guidelines in their response. OCS will inform the authorized requester that confidential information may be sent only if it is encrypted.⁸⁶

5.3 Include Appropriate Locate Information

OCS Central Operations staff will disclose information received from the FPLS and other appropriate in-state locate sources only to authorized requesters for authorized purposes.⁸⁷

5.3.1 Information That Must Not Be Disclosed

OCS Central Operations staff will not disclose to a non-IV-D requester:⁸⁸

- Any information that is found exclusively in MiCSES, Data Warehouse, the IRS, or the financial institution data match; or
- Information on an individual if there is an FVI and an FV suppression code associated with that individual in MiCSES.⁸⁹

5.3.2 Information That May Be Disclosed

The locate information OCS Central Operations staff may share depends on the authorized requester. The different types of authorized requesters

⁸⁶ Ref: Section 1.10 of the *Michigan IV-D Child Support Manual* for more information on emailing confidential information.

⁸⁷ 42 USC 654(8) and 45 CFR 302.35(e). Ref: Subsection 1.3 of this manual section for more information.

⁸⁸ 42 USC 653(b)(2) and 45 CFR 302.35(a)(2)(ii)

⁸⁹ The FPLS will not return information on individuals marked with family violence in MiCSES; however, IV-D workers may use other resources. Ref: Section 1.15 of the *Michigan IV-D Child Support Manual*.

and the locate information OCS Central Operations may release to them are discussed below.

A. IV-D Staff

If the authorized requester is a Michigan IV-D worker, Tribal IV-D worker, or out-of-state IV-D worker requesting the information for a IV-D purpose, OCS Central Operations staff will release the following information about a CP, NCP or child on a IV-D case.⁹⁰

- Name, SSN and most recent address;
- Most recent/current employer's name, address and FEIN;
- Employment wages, other income, and benefits, including rights to, or enrollment in, health care coverage; and
- Asset and/or debt information.

B. Non-IV-D Authorized Requesters

OCS Central Operations staff will not forward a request made by non-IV-D authorized requesters to another state IV-D agency. Also, if non-IV-D authorized requesters submit a locate request and OCS Central Operations staff are unable to locate the individual, OCS Central Operations will not make subsequent location attempts unless a new request is submitted.⁹¹

OCS Central Operations staff will provide locate information to specific non-IV-D authorized requesters as listed below.

1. Court or Court Agent

OCS Central Operations staff will release the following information to a court or court agent requesting the information **for an appropriate purpose**:

- Name, SSN and most recent address;
- Employer's name, address and FEIN;
- Employment wages, other income, and benefits, including rights to, or enrollment in, health care coverage; and
- Asset and/or debt information.

2. Resident Parent, Legal Guardian, Attorney, or Agent of a Child Not Receiving Public Assistance

⁹⁰ 45 CFR 302.35(d)(1)

⁹¹ 45 CFR 302.35(a)(2)

For locate requests made by a resident parent, legal guardian, attorney, or agent of a child not receiving public assistance, OCS Central Operations staff will release the following information **for an appropriate purpose**:⁹²

- Name, SSN and most recent address;
 - Employer's name, address and FEIN;
 - Employment wages, other income, and benefits, including rights to, or enrollment in, health care coverage; and
 - Asset and/or debt information.
3. Agent or Attorney in a Case Addressing Custody, Parenting Time, or the Unlawful Taking or Restraint of a Child

OCS Central Operations staff will release the following information about a parent or child if the requester is an agent or attorney requesting locate services for custody, parenting time, or parental kidnapping cases:⁹³

- The most recent address; and
 - Place of employment.
4. Child Protective Services, Adoption (IV-B) or Foster Care (IV-E) Staff

Depending on the type of locate request from IV-B or IV-E staff, OCS Central Operations staff will respond with information about an individual or an AOP **for the appropriate purposes listed below**.

a. Shareable Information About an Individual

The information OCS Central Operations staff will share with IV-B or IV-E staff requesting locate information about an individual depends on the individual's relationship to the child on the case.⁹⁴

1) Locating a CP, NCP or Putative Father

When locating a CP, NCP or putative father based on a request from IV-B or IV-E staff, OCS Central Operations staff will release the following information:

⁹² 45 CFR 302.35(d)(1)

⁹³ 42 USC 663(c) and 45 CFR 302.35(d)(3)

⁹⁴ 45 CFR 302.35(d)(1)-(2); Ref: [OCSE Information Memorandum \(IM\)-12-02, Requests for Locate Services, Referrals, and Electronic Interface.](#)

- Name, SSN and most recent address;
- Employer's name, address and FEIN;
- Employment wages, other income, and benefits, including rights to, or enrollment in, health care coverage; and
- Asset and/or debt information.

2) Locating a Relative Other Than the CP, NCP or Putative Father

When locating a relative other than a CP, NCP or putative father based on a request from IV-B or IV-E staff, OCS Central Operations staff will release the following information:

- Name, SSN and most recent address; and
- Employer's name, address and FEIN.

b. Shareable Information About an AOP

When OCS Central Operations staff locate an AOP for an individual in response to a request from IV-B or IV-E staff, the information they provide depends on whether the individual is marked with family violence in MiCSES.

Note: If no AOP is located, OCS Central Operations staff will inform the authorized requester that an AOP was not located for the individual.

1) Individual Is Not Marked With Family Violence

If the individual does not have an FVI and an FV suppression code, OCS Central Operations staff will provide an electronic copy of the AOP to the authorized requester via encrypted email.

Note: OCS Central Operations staff will provide an administrative copy of the AOP, not a photocopy of the signed AOP.

2) Individual Is Marked With Family Violence

If the individual has an FVI and an FV suppression code, OCS Central Operations staff will provide only the AOP file number and date. OCS Central Operations staff are legally

prohibited from releasing information contained within the AOP that could cause harm to the individual or child(ren).

6. Locate Functionality in MiCSES

6.1 Identifying an Individual

For an individual to be located, (s)he must first be “identified.” An individual is identified when both a first and last name and either an SSN or date of birth are identified in MiCSES.

6.2 Determining Whether an Individual Is Located

Once an individual is identified, (s)he is determined to be located if (s)he:

- Has a verified mailing, residential or work address (i.e., the address is recorded on the *Member Address History* [AHIS]⁹⁵ screen); or
- Has a known employer (i.e., a verified *Member Employment History* [EHIS]⁹⁶ screen record).

MiCSES sets the individual’s locate status code.⁹⁷ It also notifies IV-D staff when an individual’s location status changes through the *Locate Interface* (BATCH_CLFC) process.⁹⁸

Note: The State Court Administrative Office (SCAO) has published specific procedures IV-D staff must follow in order to change member legal mailing addresses.⁹⁹ All legal notices must be served at the member’s legal address. Where a member lives (the “residential address”) may or may not be the same location as the member’s legal address. Therefore, a verified legal address is not considered when determining whether a member is located. As a result, a member with a verified legal address may display as “Not Located.”

6.3 The National Change of Address (NCOA) Service Through the FCR

The U.S. Postal Service offers the National Change of Address (NCOA) service. MiCSES will submit identified eligible addresses to the FCR on a daily basis. The FCR will accumulate the addresses sent from MiCSES and submit

⁹⁵ Ref: [MiCSES Screen Description: AHIS – Member Address History](#).

⁹⁶ Ref: [MiCSES Screen Description: EHIS – Member Employment History](#).

⁹⁷ Ref: [MiCSES QRG: Locate and Address Terms, Codes and Definitions](#).

⁹⁸ Ref: [MiCSES Customer Information Guide: Locate Interface \(BATCH_CLFC\) Process](#).

⁹⁹ Ref: Michigan Court Rules (MCR) 3.203; Ref: [SCAO Administrative Memorandum \(ADM\) 2019-01, Friend of the Court Guidelines for Determining, Changing, or Suppressing Addresses of Parties and Nonparties](#).

them on a weekly basis to the NCOA.¹⁰⁰ The NCOA will then attempt to match the MiCSES addresses to addresses stored in the NCOA database.¹⁰¹ Individual address verification responses from the NCOA are expected to take no less than three business days.¹⁰²

Note: Although MiCSES may submit residential, mailing and legal mailing addresses to the NCOA, MiCSES will only update a member mailing address in response to NCOA address results. MiCSES will not automatically update a legal address or a residential address¹⁰³ that is returned from the FCR as verified by the NCOA.

6.4 FPLS and State Parent Locator Service (SPLS) Requests

When an individual becomes identified but is not located, MiCSES will automatically submit an FPLS locate request. If the FPLS does not locate the individual, it will not continue to make further locate attempts.

IV-D staff may manually submit their request to the FPLS or SPLS (i.e., OCS Central Operations).¹⁰⁴

6.5 Viewing and Downloading Locate Results

The FPLS returns locate results weekly to MiCSES. IV-D staff may view and download these results by clicking the *FPLS* button on the AHIS or EHIS screens.¹⁰⁵

IV-D staff may view results of daily automatic searches by clicking the *SPLS* button on the AHIS or EHIS screens.¹⁰⁶ Because the *SPLS* button returns search results with as little as one matching element, IV-D staff will review the information for accuracy before downloading it into MiCSES. If IV-D staff believe the information is valid, they may download the member address and/or employer information.

¹⁰⁰ Addresses in MiCSES must meet certain criteria to be submitted to the FCR. Ref: *Michigan IV-D Child Support Manual* Section 3.15, "Addresses," Subsection 3.2.2, "MiCSES Submittal of Case Member Addresses to the FCR."

¹⁰¹ The NCOA service stores address changes for up to four years.

¹⁰² Ref: Section 3.15 of the *Michigan IV-D Child Support Manual* for more information on the NCOA submittal process.

¹⁰³ MiCSES will not update a residential address as "Y – Confirmed/Verified Good" unless the mailing address returned by NCOA exactly matches that residential address. If it is an exact match, the NCOA process will only update the verification code, verified date and information source. The actual residential address will never be updated by the NCOA process.

¹⁰⁴ Ref: [MiCSES QRG: LREQ – Initiating a Manual Locate Request – FPLS](#), and [MiCSES QRG: LREQ – Initiating a Manual Locate Request – PLS](#) for more information

¹⁰⁵ Ref: [MiCSES QRG: Add \(Download\) a Member's Address from the Federal Parent Locator Service](#).

¹⁰⁶ Ref: [MiCSES QRG: AHIS – Add \(Download\) a Member Address from the State Parent Locator Service](#) and [MiCSES QRG: EHIS – Add Member Employment Record](#) for more information.

Example: SPLS Button Match

Gerald clicks the *SPLS* button on the AHIS screen for Michael Smith. Two addresses appear in the *SPLS Information* pop-up window. Both records have the same last name of Smith and the same birthday of 07/01/1994, but one of the records is for Maria Smith.

Gerald ignores the record for Maria Smith and, after verifying that the Michael Smith record has the correct SSN and is a newer address than what is currently in MiCSES, he downloads the address.

For downloaded member addresses, MiCSES will import the address as “R – Residential,” with an action code of “V – Verification Sent” and submit the address to the FCR for verification.¹⁰⁷

Note: Viewed locate results not downloaded by IV-D staff will remain in MiCSES for 30 days. MiCSES will enter a member-level note on the NOTE screen to indicate that the locate results were viewed but not downloaded.

6.6 Military Resources (Department of Defense)

The Department of Defense will not respond to verification of employment or payroll data requests for active and reserve/national guard military and civilian payroll records because this information is already provided to the FPLS through a quarterly wage report to the NDNH.

To obtain a current address for military service personnel in MiCSES, IV-D staff may manually submit an FPLS locate request to the Department of Defense. DMDC-DEERS¹⁰⁸ sends responses to MiCSES via the FPLS on a weekly basis.¹⁰⁹ IV-D staff may use the Federal Child Support Portal to find Department of Defense entitlement information.¹¹⁰

SUPPORTING REFERENCES:

Federal

Sections 453(a)-(c)(1)-(4), 454(8), and 463(d)
of the SSA

42 USC 653(a)-(b)

42 USC 654(8)

¹⁰⁷ Ref: Section 3.15 of the *Michigan IV-D Child Support Manual* for more information on verifying addresses.

¹⁰⁸ DMDC-DEERS is the Defense Manpower Data Center’s (DMDC’s) Defense Enrollment and Eligibility Reporting System (DEERS). Ref: [Section 6.06, “Medical Support,” of the Michigan IV-D Child Support Manual](#) for more information about DMDC-DEERS locate activities.

¹⁰⁹ Ref: OCSE publication: [A Quick Guide to Working With the Military As an Employer](#) for more information.

¹¹⁰ Ref: Section 3.06 of the *Michigan IV-D Child Support Manual* for more information.

42 USC 663(b)-(d), (f)
45 CFR 301.1
45 CFR 302.35(a)-(e)
45 CFR 303.2(b)
45 CFR 303.2(b)(2)
45 CFR 303.3(a)-(b)
45 CFR 303.4(d)
45 CFR 303.6(c)
45 CFR 303.8(e)
45 CFR 303.15
45 CFR 303.15(a)(1)(i)-(iii)
45 CFR 303.21(d)
45 CFR 303.70(a)
45 CFR 303.100(a)(8)

OCSE DCL-05-35
OCSE IM-12-02

State

MCL 400.231(d)
MCL 400.234(1)
MCL 400.233(b)-(d), (f)
MCL 552.517
MCL 552.518(1)(a)-(f)

MCR 3.203

PRWORA of 1996 (Public Law 104-193 of
1996)

SCAO ADM 2019-01

REVISION HISTORY:

[IV-D Memorandum 2019-020](#)