

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

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1. Introduction

The federal Child Support Portal¹ is a web application that provides IV-D staff access to nationwide location, income, asset, and employment information.² The Portal is hosted by the Federal Parent Locator Service (FPLS),³ a computerized national location network operated by OCSS. A link to the Portal is on the mi-support home page.

The Portal provides access to applications that assist IV-D workers with locate, establishment, enforcement, and review and modification of child support orders. The data available on the Portal is from federal databases and may not always match the data in the Michigan Child Support Enforcement System (MiCSES). IV-D workers should exercise caution when adding or updating information on the Portal because it will update federal data.⁴

IV-D workers must access Portal applications and data only for IV-D purposes to perform work on IV-D cases. Accessing Portal data for non-IV-D purposes is not permitted except as specifically authorized in Office of Child Support (OCS) policy.

The [Federal Child Support Portal Implementation Table](#) (Ref: [Exhibit 3.06E1](#)) lists all of the Portal applications implemented in Michigan and their implementation dates.

¹ Except for a few instances, the federal Child Support Portal (formerly known as the State Services Portal) will be referred to as “the Portal” throughout this manual section.

² Ref: the *Federal Child Support Portal Webinar Series – Session 1, “Portal Overview,”* recording in the [State of Michigan Learning Management System](#).

³ Ref: the federal Office of Child Support Services (OCSS) [Federal Case Registry Interface Guidance Document](#) and [Overview of Federal Parent Locator Service](#) for more information about the FPLS.

⁴ Only authorized IV-D workers have update capability.

2. Portal Welcome Page

When a IV-D worker logs into the Portal and agrees to the security statement, the Portal Welcome page opens. From the Welcome page, the IV-D worker can open the Portal applications (s)he is authorized to access. The applications will appear in a drop-down list from the navigation bar at the top of the Welcome page. The drop-down list will include only those applications that the IV-D worker is authorized to use.

Each state's Welcome page has the same structure and categories of information, but much of the data on the page will be state-specific. The page will include the following information and resources:

- Welcome – A general description of the Portal;
- Broadcast Alerts – Provides information about system changes;
- In the Spotlight – Includes announcements about application enhancements;
- Applications – Identifies applications that the state has implemented, applications that the state has not implemented, and applications that have limited use;
- Helpful Information – Contains links to user guides, release documents and reports;
- Calendar – Shows upcoming federal holidays and other significant dates;
- Feedback – This link allows users to contact OCSS with comments and suggestions; and
- FAQ – This link opens a list of frequently asked questions about accessing and navigating the Portal.

The Welcome page also includes a Quick Links section. This section provides links to federal and state child support websites,⁵ including:

- Federal Offset Collections Schedule;
- Dept. of Corrections (DOC) Websites by State;
- IRG State and Tribal Child Support Users' Guide;
- Social Security Office Locator;
- State Program & Technical Support Liaisons; and
- Uniform Interstate Family Support Act (UIFSA) 2008.

3. Default View Applications

Default view applications are available to all Michigan IV-D workers. Some default view applications also have functionality that is available only through limited or enhanced access.⁶

⁵ The website names are listed as they appear in the Quick Links section.

⁶ Ref: Subsection 5 of this manual section for more information about accessing the Portal.

3.1 Communication Center

The Communication Center application allows secure, two-way communication with states, employers, and OCSS.⁷ Portal users with current login credentials can communicate with other Portal users directly, or they can select a Partner Type (e.g., employer, OCSS, state) and a topic area called a “Communication Type” and enter a message. Each Communication Type directs the user’s message to a designated contact(s) who is a subject matter expert in that topic area.

Any state may participate in the Communication Center by completing state profile information and assigning contacts in the State Profile Administration application.⁸ OCS staff with the State Profile Administrator role have assigned subject matter experts to each Communication Type. IV-D staff can view OCS’s list of assigned contacts for each Communication Type on mi-support.⁹

The Communication Type options available to a user vary depending on which partner the user chooses to communicate with. The table below displays the partners and their corresponding Communication Types.

Note: Since many of the Communication Types are centralized functions, OCS Central Operations staff are the primary users of the Communication Center.

Partner	Communication Type
Employer	<ul style="list-style-type: none"> • General Case or Program Question • Income Withholding • Lump Sum • Medical Support Order • New Hire and Multistate Reporting • Payment Inquiry
OCSS	<ul style="list-style-type: none"> • Employer Services • Federal Offset (not including FTI)¹⁰ • Federal Tax Information • FPLS Support • Intergovernmental (IRG)¹¹ • IRS Safeguards and Audit

⁷ Ref: the *Federal Child Support Portal Webinar Series – Session 3, “Communication Center,”* recording in the State of Michigan Learning Management System.

⁸ For more information, refer to the *State Profile Administration Business Profile Guide* on the Portal Welcome page. Michigan completed its state profile in October 2021.

⁹ Ref: the [OCSS Communication Center Communication Types](#) document on mi-support.

¹⁰ FTI stands for “federal tax information.”

¹¹ IRG stands for *Intergovernmental Reference Guide*.

Partner	Communication Type
	<ul style="list-style-type: none"> • Locate Inquiry and Family Violence Override
State	<ul style="list-style-type: none"> • Case Inquiry or Central Registry • Federal Offset (not including FTI) • Federal Tax Information • General Communication • Passport Denial • Special Collections (MSFIDM and Insurance Match)¹²

3.1.1 Benefits

OCSS created the Communication Center application to help centralize communications between states, employers, and OCSS. Portal applications such as EDE and CSENet allow communications between internal partners only. The Communication Center allows external partners, such as employers, to easily send child support information and documents to IV-D workers.

The Communication Center also reduces the time and costs that Portal users spend on communication methods such as phone, fax, and mail.

3.1.2 Functionality

The Communication Center allows Portal users to perform the following functions within the application:

- Send messages;
- Respond to messages;
- Copy messages; and
- Forward messages.¹³

When a Portal user selects a state and sends a message in the Communication Center, the designated contact(s) receives an email stating that a new message is awaiting a response on the Portal.

Portal users can securely exchange messages and documents in this application, including FTI. IV-D staff must follow the established policy

¹² MSFIDM stands for “Multistate Financial Institution Data Match.”

¹³ Any Portal user who has received a message may forward the message, including users who were copied on the original message. Users cannot forward messages using the Federal Tax Information Communication Type.

and practices to protect the confidentiality and security of FTI.¹⁴ Messages sent using the Federal Tax Information Communication Type are for state-to-state and state-to-OCSS communications only.

The Communication Center is a communication tool. It does not create reports or store documents. Portal users can view messages for 60 days from the initiated date before they are purged.

3.2 Department of Defense (DoD) Entitlement

The DoD Entitlement application¹⁵ provides a report of detailed DoD entitlement data,¹⁶ including basic pay, allowances, and bonuses for active and reserve military service members. The service member's mailing address is also provided in the DoD report. (Ref: [Exhibit 3.06E2](#) for a [DoD Entitlement Response Report Sample](#).) The application returns data for service members who have an active child support case and do not have a family violence indicator on the Federal Case Registry (FCR). IV-D workers can search by Social Security number (SSN) for data on non-custodial parents (NCPs), custodial parties (CPs) and alleged or putative fathers.¹⁷

There are 52 categories of entitlements. However, each DoD report includes only those categories that have an amount greater than zero.

Currently, wage data for military service members is included in the quarterly wage records.¹⁸ However, the quarterly wage data, which is accessed through Business Objects reports,¹⁹ does not itemize the different entitlement categories. The detailed income data is provided only through the DoD Entitlement application.

3.2.1 Benefits

OCSS created this application to assist states in setting realistic child support orders by providing more detailed and comprehensive income data for military service members. IV-D workers can review this detailed entitlement data to determine which amounts should be considered when calculating support. A review of the entitlement data may reveal that some categories of a member's entitlement income should not be

¹⁴ Ref: [Section 1.10, "Confidentiality/Security," of the Michigan IV-D Child Support Manual](#) for information about sharing FTI.

¹⁵ For more information and screenshots on how to use this application, reference OCSS's *DoD Entitlement Application Navigation Guide* on the Portal Welcome page.

¹⁶ The Defense Finance and Accounting Service (DFAS) provides the DoD Entitlement data.

¹⁷ Ref: OCSS's *DoD Entitlement Application Navigation Guide*.

¹⁸ For more information on the quarterly wage record, reference the subsection "Quarterly Wage (QW) Reporting" in [Section 6.03, "Income Withholding," of the Michigan IV-D Child Support Manual](#).

¹⁹ Ref: [MiCSES Customer Information Guide – Data Warehouse](#) for more information about reports that are available through Business Objects.

included when calculating support or evaluating a review and modification request.

The DoD Entitlement application can also assist IV-D workers in verifying income provided by the NCP and CP. This independent verification of income is useful in the review and modification process, in order establishment, or for IV-D workers responsible for approving arrears payment plans.

3.2.2 Military Adjustments

Michigan law²⁰ allows FOCs to administratively modify a child support order when a payer is called to active duty for more than 30 days. The payer is responsible for requesting the military adjustment in writing and providing income information in support of the request for an adjustment.²¹ The DoD Entitlement application is a resource for verifying or initially collecting relevant income information when evaluating the NCP's request for an adjustment.

3.2.3 User Roles

The DoD Entitlement application has two user roles: Default View and Department of Defense (DoD) Entitlement Administrator.

A. Default View

IV-D workers with the Default View user role can submit requests and view or print²² responses to their requests. Responses will remain available on the Portal for 30 days.

B. DoD Entitlement Administrator²³

The DoD Entitlement Administrator is an enhanced access role that can view or print responses of other IV-D workers. This may be necessary if the requestor is unable to retrieve his/her own responses due to an absence from the office. DoD responses are available only for 30 days. To narrow the results to a specific user, the DoD Entitlement Administrator can search responses by user ID. The DoD Entitlement Administrator cannot submit requests for DoD entitlement information unless (s)he also has the Default View user role.

²⁰ Michigan Compiled Law (MCL) 552.615a.

²¹ Ref: [State Court Administrative Office \(SCAO\) Administrative Memorandum \(ADM\) 2007-02, Adjustments of Child Support for Payers Called to Active Duty Military Service.](#)

²² OCS discourages printing DoD Entitlement reports because they contain confidential data. Printed reports must be safeguarded, which may include labeling the report, as described in Section 1.10 of the *Michigan IV-D Child Support Manual*.

²³ Ref: Subsection 5 of this manual section for information about obtaining this user role.

The DoD Entitlement Administrator user role is limited to:

- OCS support specialist team leads;
- OCS Central Operations supervisors/managers;
- Supervisors in the OCS, FOC, PA and AG offices who have a business need for this role (e.g., they supervise IV-D workers who use the DoD Entitlement application);
- Other IV-D workers who have a business need for this role and have supervisor approval; and
- MiCSES staff responsible for investigating incident reports regarding the use of the DoD Entitlement application.

3.3 Electronic Document Exchange (EDE)²⁴

The EDE application allows Michigan IV-D workers to securely exchange child support documents and intergovernmental forms with other states and with other Michigan counties.²⁵ While the EDE is a secure, encrypted transfer method, IV-D staff are still responsible for following disclosure/non-disclosure policy²⁶ when transmitting and downloading documents containing confidential information and/or federal tax information through the EDE. No additional encryption is necessary when transmitting documents through the EDE.

Documents received or sent in response to a request (i.e., a solicited document) from another county or state using EDE remain available for 30 days to view or download. Documents sent to another county or state that were not requested are called “unsolicited” documents. Unsolicited documents are available for 60 days. A solicited document may be sent to another county or state as an unsolicited document and will remain available for view and download as an unsolicited document for an additional 60 days before it is deleted.

Note: Michigan IV-D workers also have the option to use the MiCSES *Historical Reprints* (FHST) screen upload functionality,²⁷ which is also a secure way to upload, share and store documents permanently in MiCSES without using encryption.

²⁴ Ref: the link to OCSS’s *Electronic Document Exchange Navigation Guide* on the Portal Welcome page (Helpful Information > Guides), the [Electronic Document Exchange \(EDE\)](#) job aid on mi-support, and the *Federal Child Support Portal Webinar Series – Session 2, “Electronic Document Exchange (EDE),”* recording in the State of Michigan Learning Management System for detailed information on how to use the EDE application.

²⁵ Ref: Sections [7.01, “Intergovernmental Overview,”](#) and [7.10, “Responding Cases,”](#) of the *Michigan IV-D Child Support Manual* for information on how the EDE application is used in intergovernmental cases.

²⁶ Ref: Section 1.10 of the *Michigan IV-D Child Support Manual* for more information.

²⁷ Ref: [IV-D Memorandum 2018-005, Uploading Documents to the Historical Reprints \(FHST\) Screen in the Michigan Child Support Enforcement System \(MiCSES\).](#)

Not every state participates in EDE. There is a link on the Portal Welcome page to the *Electronic Document Exchange State Status Map and Information* document that shows which states are participating in EDE. The link is under the General tab in the Helpful Information section. Several of the states closest to Michigan, including Indiana, Illinois, and Ohio, participate in EDE.

3.3.1 EDE Benefits

EDE allows states to send and receive documents quickly and securely. The benefits of using EDE to transfer documents include:

- Reducing the mailing and postage costs associated with delivering documents to other states and between Michigan counties;
- Expediting the delivery of documents;
- Securely delivering documents without the need for encryption;
- Eliminating the risk of lost mail and misdelivered documents; and
- Automatically tracking document delivery, receipt and response.

3.3.2 EDE User Role

All IV-D staff with Default View access to the Portal are granted the EDE User role. This role performs all EDE functions, including the functions²⁸ of the EDE Superuser role.²⁹

3.3.3 EDE Documents

Each state IV-D program that participates in EDE will specify the types of documents it will provide (make available) to other states' IV-D programs through the EDE. The state IV-D program will choose the document types from a list created by OCSS. After a state's IV-D program specifies which types of documents it will provide, only those document types will appear in the drop-down list of documents that IV-D staff in other states can request. Michigan will provide all of the following document types to other states:

Child Support Documents	Intergovernmental Forms
<ul style="list-style-type: none"> • Administrative Subpoena Form • Affidavit of paternity (<i>Affidavit of Parentage</i> [AOP]) • Arrears calculation with balance • Bankruptcy Document • Birth certificate 	<ul style="list-style-type: none"> • Acknowledgment (Transmittal #1 page 3) (<i>Child Support Enforcement Transmittal #1 – Initial Request Acknowledgment</i>)

²⁸ Ref: Subsection 3.3.4 of this manual section for more information about EDE functionality.

²⁹ The EDE Superuser role will not be assigned to new Portal users. Existing Portal users with the EDE Superuser role can perform the same functions as the EDE User role.

Child Support Documents	Intergovernmental Forms
<ul style="list-style-type: none"> • Financial record • Genetic testing results • Medical-support-only order • <i>National Medical Support Notice (NMSN)</i> • Notice of lien form • Notice to withhold income for child support (<i>Income Withholding for Support</i>) • Order to withhold income for child support • Photo ID of CP • Photo ID of NCP • Support order 	<ul style="list-style-type: none"> • <i>Affidavit (Declaration) in Support of Establishing Paternity (Parentage)</i> • <i>Child Support Enforcement Transmittal #1 – Initial Request</i> • <i>Child Support Enforcement Transmittal #2 – Subsequent Actions</i> • <i>Child Support Enforcement Transmittal #3 – Request for Assistance/Discovery</i> • <i>General Testimony</i> • <i>Locate data sheet (Child Support Locate Data Request)</i> • <i>Notice of Determination of Controlling Order</i> • <i>Personal Information Form for Uniform Interstate Family Support Act (UIFSA)</i> • <i>Registration Statement (Letter of Transmittal Requesting Registration)</i> • <i>Uniform Support Petition</i>

3.3.4 EDE Functionality

Michigan IV-D workers will be able to do the following using the EDE:

- Request documents;
- Respond to requests from other EDE users;
- View and download responses;
- Send unsolicited documents;
- Download unsolicited documents;
- Run and view reports;³⁰
- Query the Federal Case Registry (FCR);³¹
- Create and download reports;
- View and print statewide reports summarizing EDE activity in PDF format;
- Export report data in a spreadsheet format; and
- Unassign work previously assigned.

³⁰ Ref: The *Electronic Document Exchange (EDE)* job aid on mi-support for detailed information on EDE functionality.

³¹ Ref: Subsection 3.5 of this manual section for more information regarding the FCR Query.

3.4 eEmployer

The Portal's eEmployer application allows IV-D workers with the Default View role to search for employer information from the FPLS. The employer information includes mailing addresses, contact numbers, email addresses, and Federal Employer Identification Numbers (FEINs), as well as additional information provided by employers.

The eEmployer application has two search functions:³²

- e-IWO Employer Search, which provides information on employers participating in the e-IWO portal;³³ and
- National Directory of New Hires (NDNH)³⁴ Employer Search, which provides employer information that any state or federal agency has reported to the NDNH.

The eEmployer application allows employers to update demographic information³⁵ directly in the Portal. In addition to contact information, employers may add or update information about:

- Whether medical insurance plans are offered, as well as details about the insurance provider(s);
- Third-party administrators and Professional Employer Organizations;³⁶ and
- Whether the employer has a pension plan for its employees.

OCS Central Operations IV-D workers may use eEmployer to maintain employer records in MiCSES. It is possible to obtain an FEIN and other source of income (SOI) information through the eEmployer application even if the information is not available through MiCSES or the Data Warehouse. Information about insurance plans and third-party administrators can also streamline *National Medical Support Notice* (NMSN) processing both centrally and by FOCs if additional information is required to update MiCSES. In addition, IV-D workers may use the pension information for an SOI when establishing or modifying an order, or when pursuing a Qualified Domestic Relations Order (QDRO) or an Eligible Domestic Relations Order (EDRO).³⁷

³² For more information on how to perform searches in the eEmployer application, reference the [MiCSES Customer Information Guide: Federal Child Support Portal](#).

³³ All employers participating in the federal e-IWO portal may not be activated for e-IWO in MiCSES.

³⁴ For more information on the NDNH, reference OCSS's [A Guide to the National Directory of New Hires](#).

³⁵ Updates to demographic information will include a source code to indicate the source that updated the information (employer, NDNH, or Quarterly Wage).

³⁶ An employer may use a Professional Employer Organization to handle certain aspects of human resources.

³⁷ Ref: [IV-D Memorandum 2003-013, Qualified Domestic Relations Orders and Eligible Domestic Relations Orders: Obtaining and Disbursement](#) for more information about QDROs and EDROs.

3.5 Federal Case Registry (FCR) Query

The FCR Query application has one user role, the Default View user role, that allows users to access real-time case and member data from the FCR. The FCR is a national registry of member and case information for all child support orders. Each state is required to maintain a state case registry (SCR) containing records of each case and child support order established or modified in the state. The FCR is a compilation of data from all of the SCRs. The FCR is one of the databases included in the FPLS. The FPLS is one of the tools that Michigan IV-D workers use to fulfill federal locate requirements.³⁸ The IV-D program must locate IV-D case members for the purposes of establishing paternity and establishing, enforcing, and modifying child support orders.

Users can search the FCR Query application³⁹ by Michigan IV-D Case ID, another state's Case ID, or by the SSN of any case participant. The application will not return data on any member who has a family violence indicator on the FCR.⁴⁰ FCR case information is available whether or not a state participates in the FCR Query application. Unlike QUICK,⁴¹ this application also informs IV-D workers when a participant is associated with multiple names, and it provides the aliases.

3.5.1 FCR Query Data

When searching by Case ID, the FCR Query provides the following case information:

- Case ID;
- Case Type – IV-D or Non-IV-D;
- Order Ind (Indicator) – “Y” if there is a known order, blank if there is no known order;
- Last Update Date – The date the case was last updated on the FCR;
- State; and
- County Code – The local office identifier assigned by the state.

The participant information includes details about each member on the case, including:

- SSN;
- Participant Name;

³⁸ Ref: Sections 453(a)-(c) and 454(8) of the Social Security Act, and 45 Code of Federal Regulations (CFR) 303.70(a).

³⁹ For directions on using the FCR Query application, reference OCSS's *FCR Query Navigation Guide* on the Portal Welcome page.

⁴⁰ This restriction applies to all Portal applications that return data from the FCR.

⁴¹ QUICK stands for “Query Interstate Cases for Kids.” Ref: Subsection 3.10 of this manual section for more information about QUICK.

- Verification Type;⁴²
- State Member ID – The participant’s identifier assigned by the state child support program;
- Participant Type – The participant’s role in the case (CP, NCP, putative father, and child);
- Date of Birth – The participant’s date of birth as reported to the FCR;
- Date of Death – The participant’s unverified date of death as reported to the FCR, if applicable; and
- Gender – The participant’s gender as reported to the FCR.

3.5.2 FCR Query Benefits

The FCR Query application helps IV-D workers by:

- Providing access to the FCR immediately; there is no delay for the FCR batch to run and update MiCSES; and
- Allowing IV-D workers to view a participant’s information even if Michigan does not have a case associated with the member’s SSN in the FCR. This allows IV-D workers to discover if a Michigan IV-D case member who cannot be located in Michigan has a case in another state. The other state’s information may help locate the member for Michigan’s case.

3.6 Federal Collections and Enforcement (FCE)

The FCE application⁴³ provides IV-D workers with access to federal tax refund offset (FTRO) and passport denial information. IV-D workers with the Default View user role are able to view standard FTRO and passport denial data. However, they are unable to view federal tax information or update information through the Portal.

3.6.1 Federal Tax Refund Offset (FTRO)⁴⁴

There are three FTRO user roles:

- Default View;
- Extended FTRO View; and
- Full FTRO.

⁴² Verification Type indicates whether the participant’s SSN is verified.

⁴³ Ref: OCSS’s [Overview of the Federal Collections and Enforcement Program](#).

⁴⁴ Ref: [Section 6.21, “Tax Refund Offset,” of the Michigan IV-D Child Support Manual](#) for more information on federal tax refund offset.

A. Default View

IV-D workers with the Default View role have no update capability but are able to view the following standard FTRO information:

- Federal Offset Program case detail history (except for tax refund offsets), including a list of other states where the NCP has an active case submitted to the Federal Offset Program;
- Local FOC office address⁴⁵ and contact information;
- Federal Pre-Offset Notice data; and
- NCP address information.⁴⁶

B. Extended FTRO View

The Extended FTRO View role is an Enhanced Access role that allows approved IV-D workers to view the following extended FTRO information but does not provide update capability:

- Federal Offset Program case detail history;
- Local FOC office address and contact information;
- Federal Pre-Offset Notice data;
- NCP address information;
- FTRO collection information, including the name of any joint filer and whether or not an injured spouse claim has already been filed;
- Case information (e.g., NCP's name, address, exclusion indicators, etc.); and
- Pending reversal reports.⁴⁷

C. Full FTRO

The Full FTRO access role is a Limited-Use Application role that allows IV-D workers to view all of the information described in Subsections A and B above. In addition, IV-D workers with Full FTRO access are able to:

- Add/Update case information;
- Add/Update local FOC office address and contact information; and
- Perform online transaction maintenance.

⁴⁵ This is the return address displayed on the federal Pre-Offset Notice.

⁴⁶ Ref: Section 1.10 of the *Michigan IV-D Child Support Manual* for information on the proper handling of the NCP's address information.

⁴⁷ Ref: Section 6.21 of the *Michigan IV-D Child Support Manual* for more information on pending reversal reports.

IV-D workers with full FTRO access will have the authority to update local FOC office addresses and contact information when the MiCSES Technical Communications Team or an authorized FOC representative requests an update.

IV-D workers with full FTRO access must **not** add or update case information or perform online transaction maintenance via the Portal because there is no way to synchronize updates sent through MiCSES with updates sent via the Portal.

3.6.2 Passport Denial⁴⁸

There are two Passport Denial user roles: Default View and Full Passport Denial. The Default View role has view privileges only. With the Full Passport Denial role, which is a Limited-Use Application role, IV-D workers are able to withdraw an NCP from passport denial. However, they must **not** certify an NCP for passport denial through the Portal.⁴⁹

3.7 International Forms (iForms)

The iForms application allows IV-D workers to generate, translate and download Hague Child Support Convention forms.⁵⁰ After users enter the necessary case information, iForms populates it into the appropriate Hague Child Support Convention forms. Users can then download the forms in English and any other required language(s), print the forms, and mail⁵¹ them to the foreign Central Authority.⁵²

3.7.1 User Roles

The iForms application has three user roles:

A. State Caseworker

The State Caseworker role is available to all IV-D staff who process Hague Child Support Convention cases. IV-D staff with the State Caseworker role can:

⁴⁸ Most of the Portal information about passport denial is in [Section 6.24, "Passport Denial/Restriction," of the Michigan IV-D Child Support Manual](#).

⁴⁹ Ref: Section 6.24 of the *Michigan IV-D Child Support Manual* for more information about this user role.

⁵⁰ Ref: [Section 7.15, "International," of the Michigan IV-D Child Support Manual](#) for more information about the Hague Child Support Convention.

⁵¹ iForms does not include functionality to transmit documents to other countries.

⁵² For instructions on how to use iForms, reference *The Child Support Portal Navigation Guide for iForms* within iForms.

- View data for cases, applications⁵³ and forms;
- Create and manage data for cases, applications and forms;
- Download forms for cases; and
- Reassign a case to another user with the State Caseworker role.

B. State Administrator

Child Support Help Desk staff are the State Administrators for the iForms application. The State Administrators can:

- Create iForms user accounts and associate each user account with its county office;
- Set up and maintain contact information for county offices, including address, phone number, fax number, and email address;
- Manage state resource documents, such as training materials;
- Set up and maintain state payment information; and
- Manage statewide preferences in iForms.

Only State Administrators can change county office and user information in iForms. IV-D staff will request any changes to this information by contacting the Child Support Help Desk.

C. OCSS Administrator

OCSS Administrators support and maintain the iForms application. They can set up and maintain foreign authority and child support payment service information. This role is assigned to OCSS staff only.

To request iForms user roles, IV-D staff who do not have access to the Portal will complete the DHS-393 to request access to the Portal and to iForms. IV-D staff who currently have access to the Portal will complete the DHS-395.⁵⁴

3.7.2 Retention of Case Information

iForms automatically deletes a case 365 days after its creation. This ensures that personally identifiable information is not retained in iForms indefinitely. Users can extend the period for automatic deletion for another 365 days if they click the “Extend” button next to the case number any time before the case is deleted.

⁵³ In this context, “application” is the Hague Child Support Convention term for an intergovernmental referral. For a table of unique terms used in international case processing, reference Section 7.15 of the *Michigan IV-D Child Support Manual*.

⁵⁴ The DHS-393 is the *IV-D Program Request for Computer Access*. The DHS-395 is the *IV-D Program Request for Changing Computer Access*.

IV-D staff will maintain records of Convention forms sent to Hague countries by uploading them to the *Historical Reprints* (FHST) screen in MiCSES.⁵⁵ This will ensure the IV-D program keeps a record of the forms sent on the case.

3.8 International Reference Guide (IRG)

The IRG contains information on intergovernmental case processing for each state, including state law citations, processes and policies. IV-D workers frequently use the IRG to assist with any questions when working with another state in their intergovernmental case processing. The IRG also contains IV-D worker contact information such as direct email addresses and phone numbers. Contact information contained within the IRG is for IV-D workers only, and IV-D workers must not disseminate contact information to the public.

The IRG application on the Portal has two user roles:

- A read-only Default View role that allows IV-D workers to view the IRG, including IV-D worker contact information in other states; and
- A Limited-Use Application role that allows IV-D workers to edit the IRG in addition to viewing privileges.

Note: The DHS-393 and DHS-395 do not include this role. OCS Central Operations staff who need this role will request it through the Child Support Help Desk.

Michigan IV-D workers who previously had an edit role on the OCSS IRG website were assigned the edit role for the IRG on the Portal.

3.9 Locate

The Locate⁵⁶ application provides IV-D workers an alternative method for obtaining locate information. IV-D workers can conduct a search on an NCP, CP, putative father, or child. However, the application will not return data on a member who has a family violence indicator on the FCR.⁵⁷ As with all the Portal applications available to child support workers, IV-D workers must use the Locate application for IV-D purposes only.

A user who has access to the Locate application and who has entered a government email address in the Portal when submitting a request will receive

⁵⁵ For more information on uploading documents to the FHST screen, reference IV-D Memorandum 2018-005 and the [Upload Documents to MiCSES Web-Based Training](#).

⁵⁶ For details on using this application, reference OCSS's [Locate application documentation](#).

⁵⁷ Ref: OCSS's *Federal Case Registry Interface Guidance Document* for more information about the FCR.

notification via email when responses are available on the Portal. Responses will remain available on the Portal for 30 days.⁵⁸

The Locate application retrieves address, employment and income data from the FPLS and the following agencies:

- National Directory of New Hires (NDNH) – Provides quarterly wage information, including unemployment income;
- Department of Veterans Affairs (VA) – Provides information on compensation and pension benefits for veterans;
- Social Security Administration (SSA) – Provides Title II⁵⁹ benefits⁶⁰ and Title XVI⁶¹ Supplemental Security Income (SSI) benefit information;
- Department of Defense (DoD) – Provides address, employment status, and pay grade/rank for active, reserve and retired military personnel as well as annual salaries for retired personnel;⁶² and
- Federal Bureau of Investigation (FBI) – Provides address, income (annual salary or pension) and health coverage data for active, inactive or retired employees. (Ref: [Exhibit 3.06E3](#) for a sample FBI locate report.)

The Locate application allows IV-D workers to request locate data for IV-D purposes and for non-IV-D purposes. Non-IV-D purposes include:

- Adoption or foster care;
- Parental kidnapping;
- Custody and visitation establishment or enforcement; and
- Other non-IV-D purposes, such as private attorney requests.

3.9.1 Benefits

The Locate application is another tool IV-D workers can use to help fulfill federal locate requirements.⁶³ The data received through the Portal

⁵⁸ OCS discourages printing locate reports because they contain confidential data. Printed locate reports must be safeguarded, which may include labeling the report, as described in Section 1.10 of the *Michigan IV-D Child Support Manual*.

⁵⁹ Ref: 42 United States Code (USC) 401-434, Federal Old Age, Survivors, and Disability Insurance Benefits.

⁶⁰ SSA benefits include SSA Retirement, Survivors, Disability and Health Insurance Benefits for adults and child beneficiaries.

⁶¹ Ref: 42 USC 1381-1385, Supplemental Security Income for Aged, Blind, and Disabled.

⁶² The DoD income data provided in the Locate application is not as detailed as the income data provided in the DoD Entitlement application. Ref: Subsection 3.2 in this manual section for information on the DoD Entitlement application.

⁶³ 45 CFR 303.3

Locate application is identical to the data received through the MiCSES FCR batch process. However, there are advantages to using the Portal Locate application; for example:

- A. NDNH data is available immediately through the Portal; and
- B. The Locate application provides an alternative to submitting manual requests through the MiCSES *Locate Request* (LREQ) screen. Responses to LREQ requests can take from 10 days to two weeks, while the Locate application may result in receiving a response more quickly (between 2 and 10 calendar days).⁶⁴

Obtaining locate and income information more quickly can shorten the amount of time used to complete processes, such as review and modification. This also supports the Michigan Child Support Program's Strategic Plan goal of delivering effective customer service, because faster processing times may lead to faster case resolution for parents.⁶⁵

3.9.2 User Roles⁶⁶

The three user roles for the Locate application are:

- Default View;
- Locate Non-IV-D user; and
- Locate Administrator.

A. Default View

IV-D workers with the Default View user role may submit locate requests and view or print responses for IV-D purposes only. As with all of the Portal applications, IV-D workers must use Locate only to obtain information on IV-D members/cases that they are assigned to.

B. Locate Non-IV-D User Role

The Locate Non-IV-D user role is an Enhanced Access role that allows IV-D workers to submit locate requests for non-IV-D purposes⁶⁷ and view responses to those requests. With the exception of adoption responses, non-IV-D responses do not include wage and

⁶⁴ Portal response times vary depending on the day of the week the request is sent and the response timelines of OCSS and the state IV-D program.

⁶⁵ Ref: [Partner Activities → Strategic Plan on mi-support](#) for more information on the child support program's strategic goals.

⁶⁶ Ref: Subsection 5 of this manual section for information on obtaining access to Portal applications.

⁶⁷ Ref: [Section 3.05, "Locate," of the Michigan IV-D Child Support Manual](#) for more information on how IV-D workers request locate information for non-IV-D purposes and which IV-D workers are authorized to submit non-IV-D requests.

income data. This role is limited to OCS Central Operations IV-D workers who perform non-IV-D locate searches pursuant to strict federal regulations.⁶⁸ No other IV-D workers are allowed to have this role.

The responses to non-IV-D requests have fewer data elements than the responses to IV-D requests. Persons who are authorized under 45 CFR 303.70 to have access to this data for non-IV-D purposes are not allowed to view/access all of the information that IV-D workers can view/access. Therefore, IV-D workers **must not** submit a IV-D request when the response data will be used for non-IV-D purposes. Also, because a IV-D request returns more data, IV-D workers must not submit a non-IV-D request when using the data for IV-D purposes.

C. Locate Administrator

The Locate Administrator user role is an Enhanced Access role that allows IV-D workers to view and print responses to other IV-D workers' requests. To narrow the results to a specific user, the Locate Administrator can search responses by user ID. A IV-D worker with the Locate Administrator role cannot submit locate requests unless the worker also has the Default View and/or Locate Non-IV-D user role.

The purpose of the Locate Administrator role is to allow:

- IV-D workers in a supervisory role to access responses to locate requests when the IV-D worker who submitted the request is not available (e.g., the worker is sick or unexpectedly out of the office). This is important because the Portal retains locate responses only for 30 days; and
- MiCSES staff to monitor use of the Locate application.

The Locate Administrator role is available to:

- OCS support specialist team leads;
- OCS Central Operations supervisors/managers;
- Supervisors in the OCS, FOC, PA and AG offices who have a business need for this role (e.g., they supervise IV-D workers who use the Locate application);
- Other IV-D workers who have a business need for this role and have supervisor approval; and

⁶⁸ 45 CFR 303.70

- MiCSES staff responsible for investigating incident reports⁶⁹ regarding the use of the Locate application.

3.10 Query Interstate Cases for Kids (QUICK)

QUICK⁷⁰ provides Michigan IV-D workers the ability to look at other states' real-time case activity, financial information, and participant information. This reduces the number of requests to other states for information. IV-D workers from other states are likewise able to view Michigan's case and financial information. IV-D workers can also find current contact information for IV-D workers in other states and easily navigate to the Intergovernmental Reference Guide (IRG) application via a hyperlink. As of May 2017, 45 states participate in QUICK.⁷¹

All IV-D workers with the Default View user role have access to QUICK.

3.10.1 QUICK Data

QUICK currently provides:

- A. Case participant information on the NCP, CP, and child(ren);
- B. Financial summary information, including current obligations, balances and last payments;
- C. NCP payment details;
- D. CP disbursement details;
- E. Case activities, including locate, paternity, order establishment and enforcement; and
- F. Intergovernmental contact information.

IV-D workers may search by the Michigan IV-D case ID and the other state's case ID, or by the SSN of any case participant.⁷²

3.10.2 QUICK Benefits

QUICK helps IV-D workers by:

- A. Allowing access to information in real time without involving IV-D workers in the other state;
- B. Expediting case management by providing data when IV-D workers need it; and

⁶⁹ Ref: Section 1.10 of the *Michigan IV-D Child Support Manual* for information about the incident reporting process.

⁷⁰ For more information on how to use QUICK, reference OCSS's [QUICK User's Guide](#) and the *MiCSES Customer Information Guide: Federal Child Support Portal*.

⁷¹ The QUICK application includes a list of states that participate in QUICK. IV-D workers can also visit the [OCSS QUICK State Status page](#), which is updated monthly, for information on state participation.

⁷² A case participant can be an NCP, CP or child.

C. Improving the quality and timeliness of customer service responses.

4. Limited-Use Applications

The Portal applications described below have a very limited number of authorized users. Most IV-D workers will not have access to these applications. IV-D workers who need access to these applications to perform their work will be assigned the appropriate user roles. OCS staff and FOC or PA managers who have a business need and manager approval to access the applications described below may submit a DHS-393 or DHS-395. For Limited-Use Applications that are not listed on the DHS-393 or DHS-395, IV-D staff will enter a Help Desk ticket requesting that the OCS Policy Section assign the appropriate role.

4.1 Customer Inquiry State Response (CISR)

The CISR application provides a secure and efficient method of communication between OCSS and each state regarding inquiries about child support cases. This application has one user role: C1 – Customer Inquiry State User. This user role has been assigned to OCS Central Operations staff who are authorized to view and respond to the inquiries OCSS sends to Michigan. This application allows workers to communicate securely within the Portal, eliminating the need for encrypting emails.

4.2 Data Reliability Audit (DRA)⁷³ Portal Upload

The Social Security Act⁷⁴ requires OCSS to perform data reliability audits on each state's child support data annually or every three years. The audit ensures that the data is complete, reliable and secure. Each state submits a data file containing all the data in its own child support enforcement system, including open IV-D cases, closed cases, and non-IV-D cases.

The DRA Portal Upload application allows states to upload their DRA files in a secure environment on the Portal.⁷⁵ Beginning in 2016, OCSS requires all states to transmit the DRA data files through the DRA Portal Upload application.⁷⁶

This application has one user role that allows authorized users to upload Michigan's DRA files on the Portal. IV-D staff from OCS Planning, Evaluation and Analysis Section who are responsible for this task have been assigned this role.

⁷³ Ref: [Section 1.30, "Federal Performance Measures and Incentives," of the Michigan IV-D Child Support Manual](#) for more information about the Data Reliability Audit.

⁷⁴ 42 USC 652(a)(4)(C)(i)

⁷⁵ Previously, files were submitted on CDs or DVDs by U.S. mail or personal delivery.

⁷⁶ [OCSS Dear Colleague Letter \(DCL\)-16-19, Data Reliability Audit Requirements for FY 2016](#)

4.3 Debt Inquiry Service (DIS)⁷⁷

The DIS application allows employers and insurers to report information about individuals who are eligible for a lump-sum payment.⁷⁸ States can use the DIS to obtain information about potential matches of NCPs with arrears balances and upcoming employer or insurer lump-sum payments.⁷⁹ The DIS matches the employer- and insurer-provided information with OCSS's Debtor File, which contains information on NCPs who owe past-due child support. The DIS performs this match on a daily basis as employers and insurers submit lump-sum payment reports.

OCSS's Debtor File contains NCP arrearage data submitted by the states through OCSS's Federal Collections and Enforcement Program, which consists of several federal-level programs.⁸⁰ The minimum arrearage amount for submittal is \$25.⁸¹ Michigan uses this amount when evaluating NCPs for submittal through the Multistate Financial Institution Data Match (MSFIDM) program.⁸²

If matches exist, states must use their existing lump-sum process to collect the payout and apply it to the NCP's arrearages.⁸³

4.3.1 DIS Benefits

The DIS application provides an additional source for information on potential lump-sum payouts to apply to child support arrearages. Michigan's participation in DIS may increase collections on arrearages because the DIS provides lump-sum reports that employers and insurers do not provide through other reporting methods such as e-IWO, direct reporting to states, the Insurance Match, or the Child Support Lien Network (CSLN). It may also increase lump-sum reporting and collections from out-of-state employers and insurers that might not be reporting directly to Michigan.

⁷⁷ Ref: [Section 6.09, "Lump Sum/Bonus," of the Michigan IV-D Child Support Manual](#) for more information on how OCS Central Operations uses this application in the lump-sum process.

⁷⁸ OCSS provides employers and insurers with information about lump-sum reporting on its [Child Support Portal](#) web page and its [Overview of Insurance Match Debt Inquiry](#).

⁷⁹ Ref: The *Debt Inquiry Navigation Guide* on the Portal under "Helpful Information" for information about the data in the Payout Reports that are downloadable from the DIS.

⁸⁰ Ref: [Overview of the Federal Collections and Enforcement Program](#) on OCSS's website as well as Sections 6.21, 6.24, and [6.27, "Liens – FIDM/MSFIDM"](#) of the *Michigan IV-D Child Support Manual* for more information about NCP arrearage submittal to these programs and OCSS's Debtor File.

⁸¹ Ref: [OCSS Information Memorandum \(IM\)-18-01, Minimum Requirement for OCSE Debtor File Submittals](#).

⁸² Ref: Section 6.27 of the *Michigan IV-D Child Support Manual*.

⁸³ OCS will update [Section 6.30, "Liens – Insurance," of the Michigan IV-D Child Support Manual](#) in the future to discuss the DIS and insurance matching.

4.3.2 User Roles

The DIS application has one Enhanced Access user role. This role is exclusively available to OCS Central Operations IV-D workers who need access to DIS to perform their tasks. OCS granted this role to only OCS Central Operations because it is the team that performs the centralized lump-sum reporting process for the entire state. It is the single initial point of contact for employers and insurers.

4.4 FCR Misidentified Participant

Michigan sends locate requests to the FCR, and the FCR returns locate data, including employment and other personal information. The SSN is one of the key data elements used to make the FCR matches. Prior to sending match results to a state, the FCR identifies and verifies SSNs with the Social Security Administration. Occasionally, the FCR will associate a member with the wrong SSN, which can result in the Michigan IV-D program using enforcement activities against the wrong person.

The FCR Misidentified Participant application allows states to maintain a table of incorrect SSN/Member ID combinations on the Portal. The FCR references this table during the SSN and name-verification process to avoid reassigning an incorrect SSN to a child support case member. States can add or remove SSN/Member ID combinations from the table. Any OCS Central Operations worker with the FCR Misidentified Participant user role can enter, view and update the SSN/Member ID combinations that were entered in the table by a Michigan IV-D worker.

IV-D workers who discover that an incorrect SSN is associated with a IV-D Member ID on MiCSES will manually end-date the SSN. To do this, IV-D workers will update the member's SSN status on the *Member SSN History* (MSSN) screen by changing the Verification Code to "N" (Confirmed/Verified Bad). This will ensure that MiCSES will send a Change Transaction to the FCR. This will notify the FCR to continue to look for a valid SSN for the IV-D case member.

The FCR Misidentified Participant application has one user role. OCS has authorized a limited number of OCS Central Operations staff to access the FCR Misidentified Participant application. OCS Central Operations runs a daily report of SSNs that were end-dated manually in MiCSES to disassociate a member from an incorrect SSN. Each day's report contains data from the previous business day. After researching the SSN, OCS Central Operations adds the end-dated member/SSN combination to the FCR Misidentified Participant table.

4.5 Insurance Match (IM)⁸⁴

The Portal IM application is for states that participate in the Insurance Claims Data Match (ICDM) program. The IM application allows states to receive, through the Portal, insurance matches for lien and levy from the ICDM program.⁸⁵

The Insurance Match user role is limited to OCS Central Operations IV-D workers assigned to the ICDM program. Those IV-D workers who require access to the IM application must describe their business need for the role and obtain a supervisor's signature on the appropriate request form.⁸⁶

4.6 Multistate Financial Institution Data Match (MSFIDM)⁸⁷

The MSFIDM application allows authorized users to view MSFIDM-related data and information to assist them in their MSFIDM tasks. Authorized users may also view MSFIDM contact information for all states and update Michigan's contact information in real time.

Users can view all of the following on the MSFIDM application:

- MSFIDM-specific questions and responses for all states in the IRG;
- Potential collections data that allows IV-D workers to prioritize matches with the highest account balances compared to the NCP's arrears to maximize collection potential;
- Reports of financial institutions (FIs) that participate in the MSFIDM program and those that do not;
- The number of MSFIDM matches by FI for each state;
- Transmitter⁸⁸ tracking information to identify when transmitters submitted their last files and when the next files are due;
- Cumulative account balance information for multistate financial institutions (MSFIs), including those MSFIs that do not show or indicate an account balance; and

⁸⁴ For details on using this application, reference the *MiCSES Customer Information Guide: Federal Child Support Portal*.

⁸⁵ Ref: Section 6.30 of the *Michigan IV-D Child Support Manual* for information on the ICDM program and the Portal IM application.

⁸⁶ Ref: Subsection 5 of this manual section for information on obtaining Portal user roles.

⁸⁷ For more information on MSFIDM, reference Section 6.27 of the *Michigan IV-D Child Support Manual*.

⁸⁸ Some FIs use third-party transmitters to handle their MSFIDM financial transactions.

- MSFIDM and FAST Levy⁸⁹ resource materials.

The MSFIDM application can also be used to prioritize MSFIDM work, increase collections, pursue matches from additional FIs, and track FI account balances.⁹⁰

This application has one user role that allows the user to view data and update the state's MSFIDM contact information. OCS Central Operations workers who work on MSFIDM tasks may request the MSFIDM user role using the DHS-393 or the DHS-395.

4.7 Online State Plan System

Federal law requires all states to have an approved state plan for the IV-D program.⁹¹ The Online State Plan System allows authorized users to submit state plan pre-printed pages and supporting documentation through the Portal.⁹² A limited number of IV-D workers in OCS Policy Section are authorized to access the Online State Plan System.

4.8 Self-Assessment

Federal law requires⁹³ IV-D programs to perform an annual Self-Assessment (SASS) audit.⁹⁴ The SASS audit determines whether a state is in compliance with federal program criteria. The Self-Assessment application allows authorized users to view, create, edit and submit the SASS audit on the Portal. IV-D workers in the OCS Planning, Evaluation and Analysis Section are authorized to access the Self-Assessment application on the Portal. The Self-Assessment application has two user roles: one allows the user to add, update and submit data, and the other one allows the user to view SASS audit data on the Portal.

4.9 State Profile Administration

The State Profile Admin application allows users to manage their contact information for certain applications on the Portal. A few OCS Central Operations

⁸⁹ FAST Levy allows child support programs to create levy actions for distribution to multiple financial institutions. Michigan does not participate in FAST Levy.

⁹⁰ OCS Central Operations staff do not use the MSFIDM Portal application to perform MSFIDM work.

⁹¹ Ref: Sections 454 and 466 of the Social Security Act for more information about state plan requirements.

⁹² For more information about submitting the state plan, reference [Procedures for the Submission, Review, and Approval of State Plan Amendments and Attachments](#).

⁹³ 45 CFR 308

⁹⁴ For more information about the Michigan SASS audit, reference [IV-D Memorandum 2017-015, Fiscal Year \(FY\) 2016 Self-Assessment \(SASS\) Audit Results](#).

users with the PS – State Profile Admin User role can enter, update and delete OCS's contact information for the following applications:

- iForms;
- Communication Center;
- QUICK;
- Passport Denial; and
- EDE.

4.10 State Statistical Reporting System (SSRS)

The SSRS includes semiannual and monthly state NDNH reports, monthly Multistate Employer Registry reports,⁹⁵ and Collections Detail reports for the Federal Collections and Enforcement Programs including Federal Offset, Passport Denial, Insurance Match, and MSFIDM. There are reports with summary statistics about Interstate Case Reconciliation, the Portal, and the Child Support Enforcement Network (CSENet). SSRS also includes the Employer Participation Project reports which can be used to track employers who fail to perform new hire reporting. Designated IV-D workers in the OCS Operations Division, OCS Policy Section, and OCS Planning, Evaluation and Analysis Section are authorized to access the SSRS application. OCS Management may also request report information from designated IV-D workers.

OCS will share data and reports with the Michigan IV-D community and management when that information can help the Michigan IV-D program improve its service and performance.

5. Portal Access and User Roles

5.1 Portal Access

Each Portal application has one or more designated user roles. A IV-D worker must be granted a user role to access the application with the privileges associated with that user role. Some applications and user roles are available to all IV-D workers, while other applications are limited to IV-D workers who perform specific tasks. Some Portal applications have several roles available with different levels of access and functionality.

Depending on their user role, IV-D workers are able to use the Portal to view, request and/or update information. Access to Portal applications is available to IV-D workers based on their IV-D business needs.

⁹⁵ Multistate employers report all of their employees to a single state.

To access the Portal on mi-support, IV-D workers must have an LGAD ID⁹⁶ and password to log in. However, the LGAD ID and password alone do not provide access to the Portal; a worker must have user roles assigned by the Child Support Help Desk to access the individual applications.

Note: FOC and PA workers use the DHS-393 to request an LGAD ID.

5.2 User Roles

There are three types of user roles:

- Default View;
- Enhanced Access; and
- Limited-Use Application.

5.2.1 Default View Role

The Default View role allows users read-only access to Default View applications to view information but does not allow them to update information on the Portal. The Default View allows basic access to the following applications:

- Communication Center (Ref: Subsection 3.1);
- DoD Entitlement (Ref: Subsection 3.2);
- EDE (Ref: Subsection 3.3);
- eEmployer (Ref: Subsection 3.4);
- FCR Query (Ref: Subsection 3.5);
- FCE (Ref: Subsection 3.6);
- IRG (Ref: Subsection 3.8);
- Locate (Ref: Subsection 3.9); and
- QUICK (Ref: Subsection 3.10).

OCS, FOC, PA, and AG IV-D workers who do not currently have the Default View and require that user role must submit a DHS-393.⁹⁷

IV-D workers who do not work for OCS, the FOC, PA or AG, but who require the Default View user role for a IV-D purpose must describe the business need on the DHS-393, obtain their supervisor's approval and signature, and submit the DHS-393 following the instructions on the form.

⁹⁶ LGAD ID stands for "LGNet Active Directory Identification." LGAD is the domain maintained by the Department of Technology, Management & Budget (DTMB) for LGNet-based FOC and PA offices to use services on the State of Michigan network.

⁹⁷ Ref: Section 1.10 of the *Michigan IV-D Child Support Manual* for more information on completing the forms for obtaining, changing, and removing Portal user roles.

5.2.2 Enhanced Access Roles

Enhanced Access roles are limited to workers with a business need for functionality that is not accessible through the Default View role. Not all Portal applications have Enhanced Access roles. To obtain an Enhanced Access role, a IV-D worker must complete a DHS-393 or DHS-395 as appropriate. On the request form, the worker must describe his/her business need for the role, and the worker's supervisor must approve and sign the request. The Enhanced Access roles are:

- DoD Entitlement Administrator (Ref: Subsection 3.2.3);
- Extended FTRO View (Ref: Subsection 3.6.1); and
- Locate Administrator (Ref: Subsection 3.9.2).

5.2.3 Limited-Use Application Roles⁹⁸

Limited-Use Application roles are associated with limited-use applications and are assigned to a few IV-D workers who need the role to perform specific job responsibilities that are restricted because of data security, centralization, a specialized business function, etc. IV-D workers who meet the criteria for these roles may submit a DHS-393 or DHS-395. For Limited-Use Application roles that are not listed on the DHS-393 or DHS-395, IV-D workers will enter a Help Desk ticket requesting access. The Help Desk will alert the Security Policy Analyst. The Security Policy Analyst will consult with other policy and subject matter experts before approving the request. Once the Security Policy Analyst approves, the Help Desk will assign the requested role to the IV-D worker(s).

The Limited-Use Application roles are:

- Customer Inquiry State User (Ref: Subsection 4.1);
- Debt Inquiry Service (Ref: Subsection 4.3);
- DRA Portal Upload (Ref: Subsection 4.2);
- FCR Misidentified Participant (Ref: Subsection 4.4);
- Full FTRO (OCS only; Ref: Subsection 3.6.1);
- Full Passport Denial (OCS only; Ref: Subsection 3.6.2);
- Insurance Match (OCS only; Ref: Subsection 4.5);
- IRG Administrator (Ref: Subsection 3.8);
- Locate Non-IV-D (OCS only; Ref: Subsection 3.9);
- MSFIDM (Ref: Subsection 4.6);
- Online State Plan System (Ref: Subsection 4.7);
- Self-Assessment (Ref: Subsection 4.8);
- State Profile Admin User (Ref: Subsection 4.9); and

⁹⁸ Ref: Subsection 4 for more information on limited-use applications.

- SSRS (Ref: Subsection 4.10).

The Portal applications DRA Portal Upload, Self-Assessment, and Online State Plan System are available only to OCS Program Development Division staff.

The following application roles are only available to OCS Central Operations staff: Debt Inquiry Service, Full FTRO, FCR Misidentified Participant, Full Passport Denial, Insurance Match, IRG Administrator, Locate Non-IV-D, Customer Inquiry State User, and State Profile Admin User.

The SSRS application is available to OCS staff and FOC or PA managers. IV-D workers who belong to these groups and who have both a business need and supervisor approval may enter a Help Desk ticket requesting that OCS Policy Section assign them the user role. A Central Operations IV-D worker with a business need and supervisor approval may enter a Help Desk ticket requesting that OCS assign him/her the IRG Administrator role.

6. Password Reset

IV-D workers with Portal access who need to reset their LGAD password can reset it on mi-support. For information on resetting LGAD passwords:

- County IV-D workers may refer to the [MiCSES Quick Reference Guide: Change LGAD Password – LGAD Password Management Portal](#); and
- State IV-D workers may refer to the [MiCSES Quick Reference Guide: Change LGAD Password – SOM Users](#).

IV-D workers who have questions about whether they have a previously issued LGAD ID and password may contact the Child Support Help Desk.

7. Changing/Deleting Access

IV-D workers who already have Portal access but who have a IV-D business need for other Portal user roles and applications must complete the DHS-395.⁹⁹ If the role requires it, the IV-D worker must describe his/her business need for the role(s) on the DHS-395 and obtain their supervisor's approval and signature before submitting the form.

When a IV-D worker no longer needs access to a Portal application or no longer works for the IV-D program, the IV-D worker and the IV-D worker's supervisor must

⁹⁹ All requests for Portal access require signed approval from the designated Authorized Requester/IV-D contact for the IV-D worker's work location.

complete and sign the *IV-D Program Request to Delete Computer Access* (DHS-392) and submit it to the Child Support Help Desk.

SUPPORTING REFERENCES:

Federal

Sections 453(a)-(c) and 454(8) of the Social Security Act

42 USC 401-434

42 USC 652(a)(4)(C)(i)

42 USC 654

42 USC 666

42 USC 1381-1385

45 CFR 303.3

45 CFR 303.70

45 CFR 303.70(a)

45 CFR 308

45 CFR 308.1

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[IV-D Memorandum 2024-001](#)

IV-D Memorandum 2023-009

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