

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

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Table of Contents

1. Overview	2
2. Address Types in MiCSES and Manual Address Changes	3
2.1 Address Types in MiCSES	3
2.2 Viewing Addresses	3
2.3 IV-D Staff Permissions for Changing Addresses	4
2.4 Updating Addresses	4
2.4.1 Postal Service Standards	4
2.4.2 Downloading Addresses From the State Parent Locator Service (SPLS) and the Federal Parent Locator Service (FPLS)	5
2.4.3 System Issues	6
2.4.4 Verifying Addresses	7
2.4.5 Procedures for Verifying and Updating Addresses	7
3. Address Updates Submitted Through MiCase	13
3.1 Identification of Address Changes Submitted Through MiCase	14
3.2 Notifications to IV-D Staff	14
3.3 <i>Personal Information Updates Form</i>	14
4. Automated Address Changes Using the National Change of Address (NCOA)	15
4.1 NCOA Overview	15
4.2 NCOA Submittal Process	16
4.2.1 Overview	16
4.2.2 MiCSES Submittal of Case Member Addresses to the FCR	17
4.2.3 FCR Processing and Submittal of Address Information to NCOA	19
4.2.4 NCOA Processing and Return of Results Through the FCR to MiCSES	19
4.2.5 NCOA and Locate	20
4.3 NCOA Responses and MiCSES Actions	22
4.3.1 MiCSES Mailing Addresses	22
4.3.2 MiCSES Residential Addresses	23
4.3.3 Invalid Mailing or Residential Addresses	23
4.3.4 No Update of Legal Addresses	23
4.3.5 When Mailing and Legal Mailing Addresses Do Not Match	24
5. Address Hierarchies	24
5.1 Address Hierarchy Process	24
5.2 Types of Address Hierarchies	25

[Exhibit 3.15E1: Examples of Incorrect and Correct Address Formats](#)

[Exhibit 3.15E2: FCR/NCOA Submission Process](#)

1. Overview

The Michigan Child Support Enforcement System (MiCSES) stores information only once for each individual. All IV-D staff who are assigned to a case share IV-D case member information.¹ IV-D staff with responsibility for case data maintenance include:

- Friend of the Court (FOC) staff;
- Prosecuting Attorney (PA) staff; and
- Office of Child Support (OCS) staff, which includes the Michigan State Disbursement Unit (MiSDU).

The verification and maintenance of case data is a critical function for all IV-D staff. Inaccurate case data affects due process, effective service of process, equitable and efficient customer service, the protection of case participants,² automated enforcement actions, and support disbursements.

MiCSES will identify the IV-D worker (by worker ID) or the system responsible for each change to case data and will record the date each time it updates a case record.

Michigan Compiled Law (MCL) 552.603(7) requires each party in an FOC case to provide a residential address and a single mailing address to which notices and papers in the case will be served.

In addition, Michigan Court Rule (MCR) 3.203(F) requires a party to supply the court with an alternative address when his/her address is confidential.³

When a IV-D case member has an established support order and reports a change in personal information (address, employer, phone number, etc.) to a support specialist, an MiSDU staff member, or a PA worker, the IV-D case member must be informed that (s)he must also provide the changes in writing to the FOC within 21 days. IV-D case members may report changes in their personal information by completing and submitting the *Change in Personal Information* (FOC 108) form. In MiCSES, this form is called the FEN350.

Note: MiSDU staff must not change names, legal mailing addresses, Social Security numbers (SSNs), or dates of birth (DOBs) in MiCSES. If a IV-D case member sends the FEN350 or the FOC 108 to the MiSDU to change his/her name,

¹ 45 Code of Federal Regulations (CFR) 307.10 requires shared data.

² In a case where a member has claimed that there is a risk of family violence, the member's address information must be marked as confidential within MiCSES and must not be released to the other party. Ref: [Section 1.15, "Family Violence," of the Michigan IV-D Child Support Manual](#) for more information.

³ The [MiCSES Customer Information Guide: Family Violence](#) provides details about MiCSES' confidential handling of addresses when there is a risk of family violence on a case.

legal mailing address, SSN or DOB, MiSDU staff must forward the form to the FOC office.⁴

Custodial parties (CPs) and non-custodial parents (NCPs) may also use the MiSDU *Address Change Request* (DHS-1376) to change their mailing and/or residential address in MiCSES. In addition, NCPs may use the *Billing Coupon* (DHS-1259) and CPs may use the MiSDU forms *Debit Card Authorization* (DHS-1371) or *Direct Deposit Authorization* (DHS-1377).

Additionally, IV-D case members may submit changes in some of their personal information via the MiChildSupport Portal. [State Court Administrative Office \(SCAO\) Friend of the Court Bureau \(FOCB\) Frequently Asked Question \(FAQ\) 2023-01, Friends of the Court Changing Legal Addresses](#), allows the FOC to update their records with information that case members provide using electronic means; in particular, “information reported to the office through an individual’s password-restricted account in a database or secured website” such as the MiChildSupport Portal.⁵

2. Address Types in MiCSES and Manual Address Changes

2.1 Address Types in MiCSES

MiCSES maintains eight address types:⁶

- L – Legal;
- A – Alternative;
- R – Residential;
- M – Mailing;
- W – Work;
- H – Human Resources;
- P – Payroll; and
- O – Other.

2.2 Viewing Addresses

IV-D staff may use the *Member Address List* (ALST) screen⁷ to view a list of a member’s current and previous addresses; however, IV-D staff cannot add or

⁴ MiSDU staff may upload the FEN350 or FOC 108 to the *Historical Reprints* (FHST) screen in MiCSES.

⁵ Ref: Subsection 3, “Address Updates Submitted Through MiCase,” in this manual section for more information.

⁶ Ref: Subsection 2.4.5 of this manual section and the [MiCSES Quick Reference Guide: Locate and Address Terms, Codes and Definitions](#)

⁷ Ref: [MiCSES Screen Description: ALST – Member Address List](#) for more information.

update an address on the ALST screen. To add or update a member's address, IV-D staff must use the *Member Address History (AHIS)* screen.⁸

2.3 IV-D Staff Permissions for Changing Addresses

All IV-D staff are allowed to change a residential, mailing, work, human resources, payroll or other address type once verification⁹ has taken place. This includes MiSDU staff.¹⁰ End-dating an address is not the same as changing an address.

Only PA and FOC staff are allowed to add or modify a legal mailing address or an alternative address.¹¹

IV-D staff can generate the FEN350 in MiCSES for IV-D case members whose mailing or residential address is being changed but their legal mailing address is not. Support specialists and MiSDU staff must generate the FEN350 when a CP's or NCP's mailing or residential address is changed in MiCSES and there is an existing legal mailing address.¹²

2.4 Updating Addresses

2.4.1 Postal Service Standards

When entering changes to an address on the AHIS screen, IV-D staff must follow United States Postal Service (USPS) standards.¹³

When IV-D staff fail to follow USPS standards, the USPS may return mail as undeliverable. This can create the following problems:

- Service of process may not be accomplished; and
- Checks and coupons may not be mailed.

⁸ Ref: [MiCSES Screen Description: AHIS – Member Address History](#), Table 4: AHIS screen, *Create or Replace Address* pop-up window fields and descriptions.

⁹ Ref: [Section 1.10, "Confidentiality/Security," in the Michigan IV-D Child Support Manual](#) for information on how to validate a CP and NCP.

¹⁰ Ref: Subsection 2.4.5 of this manual section for more information.

¹¹ IV-D workers associated with an office type of "SS" (support specialist) and "ST" (MiSDU) are currently able to mark the alternative address as bad. Ticket IT 15817 has been entered to remove this ability in MiCSES.

¹² Support specialists and MiSDU staff must select the *Central* radio button at the bottom of the form display to print the form centrally. In order for the MiSDU to generate the FEN350, the Local Options Administrator (LOA) for the FOC office must select the *Central Print Eligible* option for the FEN350 on the *Default Print Destination (DPNT)* screen. If the LOA has not designated the FEN350 as a central print eligible form, the MiSDU will not be able to print the form. Consequently, the MiSDU will not be required to print the form for that LOA's county.

¹³ Ref: [USPS Postal Addressing Standards](#).

2.4.2 Downloading Addresses From the State Parent Locator Service (SPLS) and the Federal Parent Locator Service (FPLS)¹⁴

If IV-D staff believe that an address from the SPLS or FPLS is potentially valid, they may click the *SPLS* button or the *FPLS* button on the AHIS screen or on the *Member Employment History* (EHIS) screen to download it and view it in a pop-up window. MiCSES will set the status of the imported address as unverified (i.e., “V – Verification Sent”).

However, OCS recommends that IV-D staff review and confirm addresses from all sources before manually downloading addresses from the AHIS and EHIS screens.

IV-D staff review and confirmation is necessary because:

- The *SPLS Information* window, which is accessed by clicking the *SPLS* button on the AHIS and EHIS screens, includes member matches with as few as one matching element;
- Addresses received from some sources through the SPLS and FPLS may not be a strong match to the case member (i.e., “Use Existing”) but may only be a possible match (i.e., “Worker Review”) that requires a review to confirm the accuracy of the match;¹⁵
- The automated MiCSES member-matching process will make Department of Natural Resources (DNR) addresses *available* in the *SPLS Information* window when the match result is “Worker Review” or “Use Existing”; however, it will not identify the type/strength of the match;¹⁶
- The *SPLS Information* window identifies the address, SSN, and/or DOB received from the source, and the *Matched on* field identifies the elements that matched, but the name and unique individual identifier (e.g., driver’s license number) received from the source are not identified; and
- The *SPLS Information* window may commingle matches from multiple sources (e.g., DNR and another source), and staff may not be able to clearly identify and/or differentiate the specific pieces of

¹⁴ Ref: [Section 3.05, “Locate,” of the Michigan IV-D Child Support Manual](#) for more information on the SPLS and FPLS as sources of locate information.

¹⁵ Ref: [Section 2.05, “Referrals and Applications,”](#) and [Exhibit 2.05E1, Member Match Matrix](#), of the *Michigan IV-D Child Support Manual* for more information about the strength of automated MiCSES member matching and details about the different types of match results (“Use Existing,” “Worker Review,” “Create New,” and “Ignore”).

¹⁶ To confirm the DNR address information in the AHIS and EHIS screens’ *SPLS Information* window, IV-D staff can find the exact information received from the DNR (or other sources) on the *Member Income and Location Report* (MILR) LC-001 (matched records only) and/or the *Income and Location Report* (ILR) LC-002, which includes all DNR records received, regardless of whether they were matched. Ref: the [Member Income and Location Report \(MILR\) LC-001](#) and [Income and Location Report \(ILR\) LC-002](#) Business Objects Report Descriptions on mi-support for more information about these reports.

matched information between the specific sources. For example, IV-D staff may have manually entered a driver's license number with an incorrect format on the *Member Licenses* (MLIC) screen and it does not match with the driver's license number from the DNR. This slight difference could result in the individual on the DNR record having a "Worker Review" match result with a MiCSES member who is in fact not the same person.

The daily National Change of Address (NCOA)¹⁷ automated process will automatically attempt to verify all newly imported addresses regardless of address type (e.g., "L – Legal," "R – Residential," "M – Mailing") if no currently verified address exists for the individual. If a verified address exists, this process will attempt to verify that address instead.

Note: At this time, NCOA will accept and return "L – Legal" addresses, but MiCSES will not update the Legal address based on the NCOA information. However, pursuant to the Michigan Supreme Court's amendment to MCR 3.203(D)(2), PA and FOC staff may update the "L – Legal" address in MiCSES based on a "Y-Confirmed/Verified Good" address result from NCOA.

2.4.3 System Issues

There are several issues that result in the failure of forms to generate and/or that cause returned mail. (Ref: [Exhibit 3.15E1](#) for examples of incorrect and correct address formats.) As a result, IV-D staff must be aware of the following issues regarding addresses:

- Addresses downloaded from the SPLS or FPLS and addresses received from the Child Support Enforcement Network (CSENet) may contain missing information or non-alphabetic or non-numeric characters (e.g., "&" or "@") that do not meet USPS standards;
- For CSENet addresses, IV-D staff must manually enter the missing information and/or remove any non-alphabetic or non-numeric characters to complete the address fields on the AHIS screen or EHIS screen;
- CSENet only accepts a nine-character record length for the *Zip-Code* field. IV-D staff must not add a dash in the *Zip-Code* field;
- Punctuation and other non-alphabetic or non-numeric characters must not be included in address fields;
- The "in care of" symbol (C/O) must not be used on the Attention (ATTN) line on the AHIS or EHIS screens. The use of the C/O symbol is permitted on the Address line if there are no spaces before and

¹⁷ The NCOA is a database that stores all address changes for the USPS. Ref: Subsection 4 in this manual section for information about the NCOA automated process.

after the slash (/). If using the words “in care of,” IV-D staff may enter them on the ATTN line or on the Address line; and

- IV-D staff must not enter both a post office box and a street address when entering changes to an address on the AHIS screen. Doing so will cause the address to be undeliverable.

2.4.4 Verifying Addresses

Depending on the address type and the office type of the IV-D worker, certain processes are required for verification. IV-D staff must record the source of the verification in the *Verified By* field on the AHIS screen.

When IV-D staff enter a new address or invalidate an address,¹⁸ if “other” is selected from the list of values in the *Verified By* field, IV-D staff must enter a note on the *Notes Processor* (NOTE) screen. This note must be at the member ID level and must indicate the verification source.

2.4.5 Procedures for Verifying and Updating Addresses

The Program Leadership Group has directed partner representatives to further discuss the business procedures for verifying and updating all address types to ensure the consistency and reliability of address data. As business decisions are made, OCS will update or modify this policy.

A. Legal Mailing Address

PA and FOC staff use the legal mailing address type for the delivery of legal notices.¹⁹

The [SCAO Administrative Memorandum 2019-01, *Friend of the Court Guidelines for Determining, Changing, or Suppressing Addresses of Parties and Nonparties*](#), includes procedures for FOC staff to change the legal mailing address.

IV-D staff may also refer to SCAO FOCB [FAQ 2023-01, *Friends of the Court Changing Legal Addresses*](#).

B. Alternative Address

An alternative address is defined as a non-confidential address supplied by a party whose other address information is confidential. The alternative address is an address for the party to receive mail,

¹⁸ To invalidate an address, IV-D staff will enter an “N – Confirmed/Verified as Bad” in the *Action Code* field on the AHIS screen.

¹⁹ Ref: MCR 3.203.

and IV-D staff may disclose it in the same manner as a non-confidential address.

SCAO Administrative Memorandum 2019-01 includes procedures for FOC staff to change the alternative address.

C. Residential and Mailing Addresses

Residential and mailing address types are used to record the location where the member resides and/or receives mail (in most instances, this is the same address).

1. IV-D staff will consider the residential and mailing address types **verified** if the information is not more than 60 days old²⁰ and comes from at least one of the following paper sources:
 - a. Written notification – Acceptable written notification includes a statement (including, but not limited to the *IV-D Child Support Services Application/Referral* [DHS-1201], the DHS-1201D,²¹ the *Address Change Request* (DHS-1376), or a change of address form from the USPS that the member has completed, signed, and dated, and that contains one of the following:
 - 1) SSN;
 - 2) DOB;
 - 3) IV-D case number; or
 - 4) Docket number or county of order.
 - b. Postal verification, *Postmaster Address Information Request* ([LOC Postal](#)) or its equivalent;
 - c. Interstate Transmittal #1, *Child Support Enforcement Transmittal #1 – Initial Request* (FSA-201);
 - d. Interstate Transmittal #2, *Child Support Enforcement Transmittal #2 – Subsequent Actions* (FSA-202);
 - e. An address provided via a paper intergovernmental referral;
 - f. A forwarding address notification from the USPS (e.g., a yellow USPS sticker or a handwritten address with an accompanying postal stamp);²² or

²⁰ If a member has a verified address recorded in MiCSES that is older than 60 days, IV-D staff do not need to re-verify the address unless there is reason to believe that the address is no longer a good address.

²¹ The DHS-1201D is the *Application for IV-D Child Support Services (For Privately Filed Domestic Relations Cases Only)*. Ref: [IV-D Memorandum 2016-003, Actions for Meeting Federal Requirements in the IV-D Application Process and Clarifications of Policy Regarding IV-D Services in Domestic Relations Cases](#) for more information.

²² OCS has learned that the USPS considers the sticker as verification.

- g. A signed *Address Change Request* (DHS-1376), *Billing Coupon* (DHS-1259), *Debit Card Authorization* (DHS-1371), or *Direct Deposit Authorization* (DHS-1377).²³

Note: MiSDU staff will change a mailing address upon receipt of these signed forms. MiSDU staff will select “other” in the *Verified By* field on the AHIS screen and will enter a comment on the NOTE screen.

2. Verified addresses also come from the following electronic sources:
- a. USPS NCOA database – Reference Subsection 4 in this manual section for details on the NCOA process;
 - b. A member-initiated change of address through the MiChildSupport Portal;
 - c. Department of Corrections (DOC) – An address less than 60 days old received from the DOC may be manually downloaded by IV-D staff;²⁴
 - d. CSENet – A IV-D worker will add an address on the AHIS screen as “verified” if it is marked as “confirmed” on CSENet; and
 - e. Offender Tracking Information System (OTIS) – A IV-D worker will add an address on the AHIS screen as “verified” if the member is currently incarcerated.

To be considered verified, newly identified residential and mailing addresses cannot be more than 60 days old. When a IV-D worker uses one of the electronic sources and it reliably provides an “as-of” date that is less than 60 days old, that address can be marked as verified. If the electronic source does not provide a reliable “as-of” date, or provides a date older than 60 days, the IV-D worker must independently verify the address from another source. IV-D workers may use other electronic verification sources to verify these addresses. The effective date is the day that the IV-D worker enters or updates the address in MiCSES.

The above list is not intended to be a complete list of electronic sources that can be used to verify an address. IV-D workers may use other electronic verification sources with management approval. These sources may include Accurint, CLEAR, Business Objects, and the Secretary of State.

²³ Ref: [IV-D Memorandum 2020-031, Michigan State Disbursement Unit \(MiSDU\) Vendor Transition Information, including Revised Forms and Publications.](#)

²⁴ An address given by the Michigan Department of Corrections (MDOC) may need further investigation by a IV-D worker.

3. All IV-D staff must use caution when changing the residential address received from the USPS. For example, the residential address should not be changed if the new address contains a post office box number or an Army Post Office (APO) number.
4. MiSDU staff will change the residential address based on information in the NCOA database or from a forwarding address notification. MiSDU staff will end-date the residential address based on information received from the USPS if:
 - a. There is no confirmed/verified mailing address to add; and
 - b. The mailing and residential addresses are the same address.

Note: IV-D staff rarely receive more than one verified address of the same type through the SPLS and/or FPLS within a short period of time (e.g., a week). When this occurs, IV-D staff must take action such as sending the address to the NCOA or sending a postal letter to the USPS to determine which address is correct.

5. Before a IV-D worker changes a member's address from a telephone call, further verification of the caller is required.²⁵ The IV-D worker must first seek identifying information from the caller to ensure that the caller is the actual member who wants his/her address changed. Identifying information includes:
 - Name of the party;
 - His/her address;
 - His/her SSN;
 - His/her DOB; and
 - Docket number or county of order.²⁶
 - a. The IV-D worker will also inform the caller that:
 - 1) The IV-D worker is not able to change the caller's address on his/her public assistance case; and
 - 2) If the caller has a court order, (s)he must also notify the FOC in writing of his/her change of address.²⁷

²⁵ Ref: Section 1.10 in the *Michigan IV-D Child Support Manual* for more information.

²⁶ Ref: the subsection "Alternative Verification of a CP's or NCP's Identity," in Section 1.10 of the *Michigan IV-D Child Support Manual* for information on alternate forms of identifying information allowable for verification purposes.

²⁷ Support specialists and MiSDU staff must send the caller the FEN350 when there is an existing legal mailing address. Ref: Subsection 2.3, "IV-D Staff Permissions for Changing Addresses," of this manual section for information on how to generate a FEN350 in MiCSES.

- b. When a CP calls to change his/her own mailing and/or residential address, address verification is complete and the address can be updated as “Y – Confirmed/Verified Good” in MiCSES.

When a CP calls to change the NCP’s address, the IV-D worker will first determine if the NCP has family violence indicated in the *Family Violence CD*²⁸ field on the NCP’s *Member Demographics (DEMO)* screen in MiCSES.

If there is no indication of family violence for the NCP, the IV-D worker will determine if the address is valid before marking it as a “Y – Confirmed/Verified Good” address in MiCSES. Validation questions could include asking how long the CP has known the NCP to reside at the address provided or asking if the NCP has exercised parenting time at that address. The IV-D worker should also ask the CP to confirm whether the address provided is the residential address, the mailing address, or both. If the IV-D worker is confident in the information provided, (s)he can update the address as verified in MiCSES.

If family violence exists²⁹ for the NCP (i.e., the NCP is a survivor of family violence), or when the IV-D worker is not confident that the address provided by the CP is valid, the IV-D worker will mark the address as “V – Verification Sent” regardless of the value indicated in the *FV Relationship* field. This will allow the address to be submitted to the NCOA database.

Note: If MiCSES does not have a currently verified address, this will cause the NCOA process to send the newly added address for electronic verification. If there currently is a verified address, IV-D staff may submit the address to the NCOA manually.³⁰

- c. If the individual does not have an SSN or has the family violence indicator set, the IV-D worker will enter the address supplied by the caller into MiCSES and mark it as “V – Verification Sent.”

IV-D staff must manually submit a paper postal verification to the post office for this address because these conditions will

²⁸ Ref: *MiCSES Customer Information Guide: Family Violence* for more information.

²⁹ Ref: Section 1.15 in the *Michigan IV-D Child Support Manual* for more information.

³⁰ Ref: Subsection 4.2 in this manual section for more information about the NCOA submittal process.

prevent address verification through the NCOA. To submit a paper postal verification, IV-D staff will click the *Paper Postal* button on the AHIS screen. This will open the *Postal* pop-up window, which will allow IV-D staff to select the address for postal verification.³¹

Generally, if an address has not been submitted to the NCOA for verification, IV-D staff will not be able to submit the address for a paper postal verification. The *Paper Postal* button is only available when there are mailing, residential or legal mailing addresses for the member that were already submitted to the NCOA (e.g., the *NCOA Resp date* field is populated).

However, the NCOA will not accept addresses from a case member if the member is associated only to non-IV-D cases, or if there is a family violence indicator that suppresses the member's address.³² Under these conditions, MiCSES will enable the *Paper Postal* button and IV-D staff will be able to submit the address for a paper postal verification without submitting it through the NCOA process first.

D. Source of Income (SOI) Address

The EHIS screen is used to view, add, and update SOI information for a member. IV-D staff manually add a member's SOI(s) to the EHIS screen through the *Other Party Information* (OTHP) table, and the SOI's addresses are maintained on the OTHP screen.³³ The EHIS screen is also automatically updated with employer information from the various new hire interfaces.³⁴

1. Examples of acceptable employment documentation include, but are not limited to:
 - a. Employer Wage Verification Letter ([Template 2030](#));
 - b. Employer Wage & Insurance Verification ([Template 2031](#));
 - c. Employer Information Request ([LOC Employer](#)); or
 - d. New Hire data.

³¹ Ref: [MiCSES Quick Reference Guide: Request Postal Verification for a Member's Address](#) for more information.

³² Ref: [OCSS Release 08-02 Specifications](#).

³³ Ref: [Section 3.16, "Other Parties," in the Michigan IV-D Child Support Manual](#) for more information about the entry and maintenance of SOI addresses.

³⁴ Ref: [Section 3.10, "New Hire," in the Michigan IV-D Child Support Manual](#) for information about the different types and sources of new hire information as well as the various interfaces through which the IV-D program obtains this information.

2. Some companies require that child support agencies send the *Income Withholding for Support (IWN)* and the *National Medical Support Notice (NMSN)* to a corporate, human resources, or payroll address. MiCSES sends the IWN/NMSN to these addresses, which are found in the OTHP table.³⁵ In most cases, the IWN/NMSN is not sent to the employee's actual work location.

E. Agency Placement Addresses for Unlicensed Providers³⁶

When the Michigan Department of Health and Human Services (MDHHS) first places a child with an unlicensed provider, MiSACWIS³⁷ sends the provider's address and other details to MiCSES in a daily file. MiCSES will create a record for the unlicensed provider on the OTHP screen, recording the name and address of the provider, as well as a "Y" in the *Type* field and the MiSACWIS Provider ID in the *AKA* field.

As long as that provider is caring for any children under MDHHS's care, MiSACWIS will send address updates (or any name changes) for that provider to MiCSES, and MiCSES will automatically update its OTHP record. When MDHHS discontinues placing any children with that provider, MiSACWIS will stop sending updates to MiCSES for that provider.

In limited circumstances, IV-D staff may need to request changes to the OTHP record by submitting a *Request for New Entry, Merge or Modification of Other Party Information (OTHP)* (DHS-2011) form to OCS Central Operations.³⁸

3. Address Updates Submitted Through MiCase

Verified users of the MiChildSupport Portal can view and update their own address through the MiCase application.³⁹

Case members can update the following address types in MiCase:

- M – Mailing;
- L – Legal; and

³⁵ Ref: [MiCSES Quick Reference Guide: IWNS - Enter an Income Withholding Notice \(IWN\)](#).

³⁶ Ref: [Section 3.03, "Case Updates and Member Demographics," of the Michigan IV-D Child Support Manual](#) for information on agency placement.

³⁷ MiSACWIS is the Michigan Statewide Automated Child Welfare Information System.

³⁸ Ref: Section 3.16 of the *Michigan IV-D Child Support Manual* for information on requesting changes to an OTHP record.

³⁹ Ref: [Section 1.35, "MiChildSupport Portal," of the Michigan IV-D Child Support Manual](#) for more information on updating personal information through the MiChildSupport Portal.

- R – Residential.⁴⁰

Once MiCSES receives the address update from the MiChildSupport Portal, the updated address will appear on the AHIS and ALST screens.⁴¹ MiCSES will mark each updated address with the action code “Y – Confirmed/Verified Good” and will end-date the case member’s previous address on the AHIS screen. Also, MiCSES will mark all end-dated addresses with the action code “N – Confirmed/Verified as Bad.”

IV-D staff may view a participant’s current and previous addresses on the AHIS and ALST screens.

3.1 Identification of Address Changes Submitted Through MiCase

In MiCSES, IV-D staff will identify address updates resulting from a submission via MiCase in the following ways:

- The *Info Src Code*, *Verified By*, and *End Date RC* fields on the AHIS screen will display “IND” (Individual); and
- The *Worker ID* field on the AHIS screen will display “MCS PIU Self.”⁴²

3.2 Notifications to IV-D Staff

MiCSES will send an informational alert to FOC and/or PA staff when a case participant’s address has been updated through MiCase. It will also automatically enter a IV-D case-level note on the MiCSES NOTE screen after an address update is successfully processed.⁴³

3.3 *Personal Information Updates* Form

Once an address update is submitted, MiCSES will automatically generate a *Personal Information Updates* form documenting that the address has been updated. MiCSES will store a PDF copy of this form on the FHST screen for IV-D staff to view.⁴⁴

Upon request from the court, PA and FOC staff may provide a copy of the *Personal Information Updates* form to the court to confirm the participant

⁴⁰ A future MiCase enhancement will allow for the updating of the A – Alternative address type.

⁴¹ Ref: the [MiCSES 23.3 Release Notes \(September 2023\)](#) for more information on the fields updated in MiCSES when an address change via MiCase has been successfully processed.

⁴² “MCS PIU” stands for “MiCase personal information update.”

⁴³ Ref: Section 1.35 of the *Michigan IV-D Child Support Manual* for more information on these notifications to IV-D staff.

⁴⁴ This form will not be mailed to the participant and will only be available on the FHST screen for IV-D staff to view. Ref: [MiCSES Screen Description: FHST – Historical Reprints](#) for more information on document generation history.

updated his/her address(es) through the MiChildSupport Portal. The *Personal Information Updates* form must be kept in the PA/FOC confidential file only.⁴⁵

4. Automated Address Changes Using the National Change of Address (NCOA)

4.1 NCOA Overview

The USPS receives changes of address on paper forms, by telephone, and online⁴⁶ from persons who move and wish to have mail directed to their new temporary or permanent address.

To assist in accurately delivering mail, the USPS offers the NCOA^{Link} service, a national database of address information, through licensed vendors.⁴⁷ Address information in the NCOA database is obtained from **permanent** USPS Change of Address (COA) forms⁴⁸ that are filed by relocating postal customers. The USPS updates the NCOA database with this information on a weekly basis and keeps changes on file for four years. When possible, postal customers who move multiple times within a four-year period are linked, or chained, to ensure that the latest address is furnished when an NCOA match is attained.

The USPS encourages IV-D agencies and other business mailers to utilize the NCOA due to rising costs associated with manual address verification (i.e., verifying addresses via paper). By submitting an address to the NCOA for verification first, IV-D staff are able to reduce costs for printing, mailing, sorting, transporting, delivering and disposing of mail to bad addresses. Additionally, address verification responses through the NCOA are generally received within three business days of submission, allowing for more timely verification of a member's address than using paper/mailed verifications.

The Federal Case Registry (FCR) is a national database of state child support cases and participants. All state IV-D programs are required to report their IV-D cases and non-IV-D cases with support orders to the FCR. The FCR provides NCOA services for state IV-D programs to check their IV-D participants' names and addresses against the NCOA database.

The FCR interface with MiCSES allows electronic address processing through the NCOA. As a result, a significant number of addresses that would previously have been verified through a paper postal verification process can be electronically verified through the FCR/NCOA interface.

⁴⁵ Ref: [Section 1.10, "Confidentiality/Security," of the Michigan IV-D Child Support Manual](#) for more information on confidential IV-D data.

⁴⁶ Postal customers may change addresses online at <https://www.usps.com/umove/>.

⁴⁷ This manual section refers to the NCOA^{Link} service as the NCOA.

⁴⁸ Approximately 40 million change of address forms are filed annually.

Note: The NCOA provides the location where an individual receives mail. This may not be the actual location of the individual.

4.2 NCOA Submittal Process⁴⁹

4.2.1 Overview

MiCSES will submit eligible⁵⁰ CP and NCP addresses to the FCR for certain MiCSES case members at least once every 90 days in order to:

- Maximize the likelihood of timely updates through the NCOA; and
- Comply with USPS bulk mailing standards to minimize mailing costs.⁵¹

MiCSES will submit the identified eligible addresses to the FCR on a daily basis.

MiCSES will submit addresses no less frequently than every 90 days.⁵² Additionally, MiCSES will submit newly entered addresses that meet the selection criteria.⁵³

The FCR will accumulate the addresses sent from MiCSES and submit them on a weekly basis to the NCOA. Upon receipt, the NCOA will edit the addresses to conform with USPS address standards⁵⁴ and then will attempt to match the MiCSES addresses to addresses stored in the NCOA database. The NCOA database stores address changes for up to four years.

Each business day, as the NCOA verifies or corrects addresses, it will provide the information to MiCSES through the FCR. MiCSES will then update addresses and issue alerts, as appropriate.

Note: Individual address verification responses from the NCOA are expected to take no less than three business days.

The NCOA submittal process is described in more detail below.

⁴⁹ Ref: [Exhibit 3.15E2, FCR/NCOA Submission Process](#), for a flow chart of this process.

⁵⁰ Addresses in MiCSES must meet certain criteria to be submitted to the FCR. Ref: Subsection 4.2.2(B) in this manual section.

⁵¹ Ref: the [USPS PostalPro website](#) for details.

⁵² After MiCSES submitted an address in the initial 90 days following implementation of the automated NCOA process, MiCSES submitted the address no less frequently than every 90 days thereafter.

⁵³ Ref: Subsection 4.2.2(B) in this manual section.

⁵⁴ Ref: USPS Postal Addressing Standards.

4.2.2 MiCSES Submittal of Case Member Addresses to the FCR

A. MiCSES Case Member Selection Criteria

To be submitted to the NCOA through the FCR, a case member must:

- Have a first and last name and either an SSN or a DOB in MiCSES; and
- Be an active⁵⁵ NCP, CP or dependent on an open MiCSES IV-D case.⁵⁶

B. MiCSES Address Selection

After MiCSES identifies eligible case members, it will select member addresses to submit to the FCR. MiCSES will submit up to two addresses a night for each active CP and NCP.

1. Automated Address Selection

MiCSES will send the “M – Mailing” and “R – Residential” addresses. MiCSES will send an “L – Legal Mailing” address only if an individual is missing one or both of the “M – Mailing” and “R – Residential” addresses. This is true only for automatic submissions.

MiCSES will send one of each selected address type; for instance, it will not send two “M” addresses at once.⁵⁷ For the two address types selected, MiCSES will send one address for each type using a hierarchy based on the AHIS screen’s *Action Code*:

- a. “Y – Confirmed/Verified Good”;
- b. “V – Verification Sent”; or
- c. “N – Confirmed/Verified as Bad.”

This hierarchy will select an individual’s addresses most likely to result in a verified address match or update.

⁵⁵ An individual is active on a IV-D case when the *Member Status* for that individual on the *Case Member Details* (CASE) screen in MiCSES is “A – Active.”

⁵⁶ IV-D staff will use addresses returned by the NCOA from the FPLS/FCR for the sole purpose of maintaining IV-D participant addresses.

⁵⁷ If a IV-D worker manually selects addresses to send to the NCOA, MiCSES may send two addresses of the same type.

When more than one “V” address exists for a type, MiCSES will select the address with the oldest *NCOA Sent Date* first.⁵⁸

2. IV-D Staff Manual Override of Address Selection

IV-D staff may manually select the addresses to submit to the FCR by selecting any type of address (mailing, residential, legal or mailing) in the *NCOA* pop-up window on the AHIS screen.⁵⁹ IV-D staff may select an address with any *Action Code* for any member on a IV-D case (NCP, CP or dependent). Additionally, IV-D staff may select multiple addresses.

MiCSES will submit for verification a maximum of two of the manually selected addresses per member to the FCR each night. MiCSES will first submit the first two addresses selected, and at the next submission, it will submit the next two selected (and so on, if any more are selected for submission but pending). This restriction is imposed by the federal Office of Child Support Services (OCSS) to limit the number of daily transactions that they process.

Example 1: Manually Select Multiple “V – Verification Sent” Addresses

J. Doe is an NCP on a IV-D case and has a child support order.

J. Doe. currently has seven “V – Verification Sent” mailing addresses and no “Y – Confirmed/Verified Good” mailing or residential addresses.

K. Smith, the FOC worker on the case, knows that MiCSES will only select the two newest addresses for submittal to the FCR. However, K. Smith believes that J. Doe may have moved back to one of the older addresses. K. Smith. therefore selects the five oldest addresses in the *NCOA* pop-up window for submittal.

MiCSES will submit the first two addresses K. Smith selected on the first night, the next two addresses on the second night, the next two addresses on the third night, and the final (seventh) address on the fourth night.

⁵⁸ If there is an address with a blank *NCOA Sent Date*, that address will be sent first. If there are multiple addresses with blank *NCOA Sent Dates*, MiCSES will select the most recently changed address using the *Action Date*.

⁵⁹ IV-D staff will open the *NCOA* window by clicking the *Electronic Postal (NCOA)* button on the AHIS screen. Ref: *MiCSES Quick Reference Guide: Request Postal Verification for a Member’s Address* for more information.

When IV-D staff select an address to submit to the FCR, the *NCOA Sent Date* field in the *NCOA* pop-up window will display “Queued.”⁶⁰ When MiCSES submits the address to the FCR in the daily batch file, it will set the *NCOA Sent Date* field to the date the batch file runs.

4.2.3 FCR Processing and Submittal of Address Information to NCOA

After the FCR receives the addresses from MiCSES, the FCR will perform preliminary processing of CP and NCP case member records before sending them to the NCOA for address processing. The FCR uses the following criteria to submit member records to the NCOA:

- The IV-D case member must not have a family violence suppression code designated in MiCSES, or by another state;
- The first line of the address must not be blank;
- The city must not be blank; and
- The ZIP code must have at least five digits.

Case member records that are not submitted to the FCR will not be submitted to the NCOA. MiCSES will not receive FCR data, including data from the NCOA,⁶¹ for individuals who have the family violence indicator with address suppression set in the FCR database.

For cases that do not meet the FCR/NCOA submission criteria,⁶² IV-D workers must continue to send paper postal verifications using the *Postal* pop-up window on the AHIS screen.⁶³

4.2.4 NCOA Processing and Return of Results Through the FCR to MiCSES

The NCOA will look for records where one of the submitted addresses is the moved-from address listed on the USPS COA form. If an individual has filed several changes of address in successive order, the NCOA will return the last address that was filed.

⁶⁰ The selected address may be an existing, unchanged address; a newly added address; and/or an updated/modified address.

⁶¹ Ref: the [MiCSES 8.8 Release Notes](#) (June 2014) for a description of FCR processing in MiCSES.

⁶² Ref: Subsection 4.2.2 of this manual section for a description of the submission criteria.

⁶³ Ref: Subsection 2.4.5(C)(5)(c) of this manual section for more information on submitting paper postal verifications.

Example 2: Consistent Filing of Changes in Address

J. Doe is an NCP on a IV-D case and has a child support order. J. Doe moves frequently in response to their job's needs. In the last three years, J. Doe has moved from Jackson to Owosso and now resides in Cadillac. Each time, J. Doe files change of address information with the USPS.

However, J. Doe has not updated the FOC office with these changes. As a result, J. Doe's MiCSES mailing ("M") address is the Jackson address. MiCSES submits the Jackson address to the NCOA through the FCR.

Because J. Doe filed a change of address from Jackson to Owosso, and from Owosso to Cadillac, the NCOA finds and returns J. Doe's Cadillac address.

However, if the individual has not filed successive changes of address, or if neither of the submitted addresses matches one of the addresses filed with the NCOA, the NCOA will **not** find the current address.

Example 3: Inconsistent Filing of Changes in Address

K. Smith is J. Doe's colleague. K. Smith is an NCP on a IV-D case and has a child support order. K. Smith also has moved in the last three years from Jackson to Owosso and now resides in Cadillac.

Unlike J. Doe, K. Smith only submitted a change of address with the USPS for their latest move from Owosso to Cadillac.

Like J. Doe, K. Smith has not updated the FOC office with these changes. As a result, K. Smith's MiCSES mailing ("M") address is the Jackson address. MiCSES submits K. Smith's Jackson address to the NCOA through the FCR.

Because K. Smith did not file a change of address from Jackson, the NCOA does not find a match leading from Jackson, and returns no match.

Additionally, the NCOA cannot provide a match if:

- The postal customer does not file a change of address;
- The information the postal customer provides does not match the address that the IV-D program submitted to the FCR; or
- The change of address is older than four years.

4.2.5 NCOA and Locate

45 CFR 303.3(b)(3) mandates that the IV-D program access all appropriate locate sources within no more than 75 calendar days when a member on a IV-D case is not located. Additionally, 45 CFR 303.3(b)(5)

mandates that the IV-D program repeatedly perform locate attempts in which previous attempts to locate NCPs or their sources of income have failed. Locate attempts must be repeated quarterly (every 90 days) and must include “accessing State employment security files.”⁶⁴

If the NCOA verifies a submitted address, or provides a new, current address, the NCP is located and consequently, location attempts pursuant to federal requirements are no longer required.⁶⁵ If the NCOA response fails to verify a submitted address and does not provide a new confirmed address to replace a bad or missing address, IV-D staff must use other resources to satisfy the federal locate requirements. The federal government has indicated that an NCOA submission alone does not satisfy location *attempts*.⁶⁶ Consequently, if an NCOA submission does not result in a confirmed address, IV-D staff must continue location attempts using additional sources on the 75- and 90-day cycle discussed above.

Example 4: NCP Located, Additional Locate Attempts Not Required

J. Doe is an NCP on a IV-D case in MiCSES. Recently the IV-D worker received a possible new address for J. Doe at 12345 Bluebird Lane, Jackson, MI. MiCSES submits the new Jackson address to the NCOA through the FCR. The NCOA finds and confirms the Jackson address.

J. Doe is now considered located, and the federal locate requirement is no longer applicable; locate attempts are no longer needed.

Example 5: NCP Not Located and Locate Attempts Must Continue

J. Smith is an NCP on a IV-D case in MiCSES. Recently the IV-D worker received a possible new address for J. Smith at 12345 Redbird Lane, Jackson, MI. MiCSES submits the new Jackson address to the NCOA through the FCR. Because J. Smith did not complete a change of address, the NCOA does not return a match.

J. Smith is **not** considered located, and this is **not** considered a locate attempt. The IV-D worker must continue locate attempts to comply with the IV-D requirement.

Although NCOA submittal does not satisfy a location attempt pursuant to *federal law*, NCOA submission **does** satisfy the locate requirement under the Contract Performance Standards (CPS). This is because OCS’s

⁶⁴ For more information on locate requirements, reference Section 3.05 of the *Michigan IV-D Child Support Manual*.

⁶⁵ Ref: Subsection 4.3 of this manual section for a discussion of NCOA responses.

⁶⁶ The OCS/FCR Change of Address Annual Election and Agreement which OCS signs specifically states that the USPS prohibits the use of NCOA for location purposes.

Cooperative Reimbursement Program (CRP) contract specifically permits NCOA submission to serve as a locate attempt under CPS.⁶⁷

4.3 NCOA Responses and MiCSES Actions

The FCR will return one of several responses to describe the NCOA’s success in finding a match to the submitted individual and address. The NCOA response codes and MiCSES’ actions are described below.

NCOA Code ⁶⁸	Description	MiCSES will:
A	NCOA confirms the submitted address as valid, or provides a new address based on a COA form.	Process the new address as verified.
02	NCOA confirms that the individual moved from the submitted address and provided no forwarding address.	Consider the submitted address as no longer valid.
03	NCOA confirms that the individual closed the submitted post office box address and provided no forwarding address.	Consider the submitted address as no longer valid.
91	NCOA provides a new address based on a COA form, but drops a secondary number ⁶⁹ from the response.	Process the new address (without the secondary number) as verified.
92	NCOA confirms the submitted address as valid, but drops a secondary number from the response.	Process the new address as verified.

4.3.1 MiCSES Mailing Addresses

The NCOA returns the date the individual filed his/her change of address as part of its response.

When the current mailing address on the AHIS screen is designated as “Y – Confirmed/Verified Good,” and:

⁶⁷ Ref: [Exhibit 1.25E2, Locate CARD \(CPS Action Requirement Document\)](#).

⁶⁸ These codes are not visible in MiCSES and are provided for reference. Ref: the [Federal Case Registry \(FCR\) Interface Guidance Document](#) for technical details about NCOA response codes.

⁶⁹ The secondary number is an apartment or suite number.

- If the NCOA returns a verified address with a date that is **newer** than the *Verified Date* of the current address, MiCSES will store the new address provided by NCOA as a mailing address designated as “Y – Confirmed/Verified Good.”
- If the NCOA returns a verified address with a date that is **older** than the *Verified Date* of the current address, MiCSES will store the new address provided by NCOA as a mailing address designated as “V – Verification Sent.”⁷⁰

When the current mailing address on the AHIS screen is designated as “V – Verification Sent,” and the NCOA returns a verified address, MiCSES will designate the address as “Y – Confirmed/Verified Good.”

4.3.2 MiCSES Residential Addresses

The NCOA contains information about mailing addresses (addresses where individuals receive mail). For this reason, although MiCSES may submit residential, mailing and legal mailing addresses to the NCOA, MiCSES will only update an individual’s **mailing** address in response to NCOA address results. MiCSES will not update a residential address as “Y – Confirmed/Verified Good” unless the mailing address returned by NCOA exactly matches that residential address.

Note: The NCOA process will only update the verification code, verified date, and information source for the residential address in MiCSES. The actual residential address will never be updated by the NCOA process.

4.3.3 Invalid Mailing or Residential Addresses

If the NCOA response indicates that a submitted address is no longer valid, MiCSES will designate it as “N – Confirmed/Verified as Bad.”

4.3.4 No Update of Legal Addresses

MiCSES will not automatically update a legal address that is returned from the FCR as verified by the NCOA.⁷¹ For more information about

⁷⁰ If the address received from NCOA was confirmed on a date prior to the *Verified Date* of the current address, it is assumed that the current address is more recent, and therefore is the correct address. MiCSES will store the older address returned by the NCOA as “V – Verification Sent” in order to resubmit the address if the current “Y” address becomes a bad address.

⁷¹ MCR 3.203(D)(2) allows the FOC office to administratively change a party’s address when the NCOA has determined that mail is not deliverable to the party’s address. Ref: SCAO ADM 2019-01.

updating legal addresses, reference Subsection 2.4.5(A) of this manual section.

4.3.5 When Mailing and Legal Mailing Addresses Do Not Match

MiCSES will send an informational alert⁷² to FOC or PA staff when an individual's new verified mailing address differs from his/her verified legal mailing address.

- A. MiCSES will send an *Address Mismatch FOC* (ADDRMISFOC) alert to FOC staff if the individual is on an open support order.
- B. MiCSES will send an *Address Mismatch PA* (ADDRMISPA) alert to PA staff when:
 - The individual is on an open court action referral (CAR); or
 - The individual is on a CAR with a *CAR Status* of "E – Established Order" and the *Court Case No* is blank on the *Legal Case* (LCSE) screen.

This information is intended to alert IV-D staff that the legal address may no longer be good, and they should seek to have the individual update his/her address in writing. For more information about updating the legal address, reference Subsection 2.4.5(A) of this manual section.

5. Address Hierarchies

5.1 Address Hierarchy Process

MiCSES will use defined address hierarchies when determining which address it will print on template markup language (TML) forms.⁷³ Member addresses are recorded on the AHIS screen. Some forms have more than one address field, such as an address that prints on the mailer page and another address that prints within the body of the form. Each address is defined as a "merge field," and potentially each merge field can follow a different address hierarchy.

Each hierarchy has a numerical rank (e.g., 1, 2, 3, etc.) that determines which address to populate on a form. When generating the form, MiCSES will first attempt to select the address matching the highest ranking criteria. If no such address is found, MiCSES will attempt to use the next highest ranking, and will proceed accordingly through the rankings. Along with the numerical rank, MiCSES will use the following data elements from the AHIS screen in the rankings:

⁷² MiCSES automatically deletes this alert from the *Alert Detail* (ALRT) screen after 15 days. Ref: [ALRT screen](#) documentation on mi-support.

⁷³ Ref: [MiCSES Customer Information Guide: Address Hierarchy](#).

- *Address Type* (e.g., legal, mailing, residential, etc.);
- *Action Code* (e.g., “Y – Confirmed/Verified Good,” “V – Verification Sent,” “P – Postmaster Letter Sent,” “D – Verification in Process,” and “N – Confirmed/Verified as Bad”);⁷⁴ and
- *Verified Date* (Most Recent, Verified Only [MRVO], Highest⁷⁵ Begin Date, Highest End Date, Highest End Date – MRVO, etc.).

If MiCSES cannot find an address that meets the defined criteria, the form generation will fail because there is no valid address within the hierarchy. IV-D workers can view the hierarchies in MiCSES by accessing the *Address Hierarchy Maintenance* (AHMN) screen.

5.2 Types of Address Hierarchies

The PA Forms committee developed 10 “PA” hierarchies.⁷⁶ OCS Policy staff, in conjunction with Case Management Operations staff, developed two “OCS” hierarchies (“OCS 1” and “OCS 2”).

OCS staff developed a case closure hierarchy. Furthermore, OCS implemented a third enforcement hierarchy for the *Review and Modification Eligibility Notification* (RNMEIGLTR) (“ENF 3”). This hierarchy allows the largest number of IV-D customers to receive the notice.

OCS implemented a financial check hierarchy (“FIN 1”) to assist in the delivery of checks to individuals affected by the MiCSES member merge process.⁷⁷ OCS also implemented a hierarchy (“OCS 5”) designed to deliver initial IV-D case documents for referred CPs to the same address at which those CPs receive assistance program paperwork.⁷⁸

The Program Leadership Group approved the implementation of a general enforcement hierarchy (“ENF 1”) and a court form hierarchy (“ENF 2”). The basis for the court form hierarchy is MCR 3.203, which requires that court documents be mailed to the legal mailing address. The “ENF 2” categories are:

1. “A – Alternative” address,⁷⁹ not end-dated;
2. “L – Legal Mailing” address, not end-dated; and

⁷⁴ The “P – Postmaster Letter Sent” *Action Code* is now obsolete for new addresses; however, an old address may still have this *Action Code*, so it is still part of the address hierarchy.

⁷⁵ “Highest” begin and end dates mean the most recent date.

⁷⁶ Currently, the “PA 1,” “PA 2,” “PA 5,” and “PA 6” hierarchies do not have any templates associated with the hierarchies.

⁷⁷ The [MiCSES 5.2 Release](#) (December 2008) added the “FIN 1” address hierarchy.

⁷⁸ The [MiCSES 7.0 Release](#) (November 2010) added the “OCS 5” address hierarchy.

⁷⁹ Ref: Subsection 2.4.5(B), “Alternative Address,” in this manual section.

3. “L – Legal Mailing” address, highest end-date.⁸⁰

If there is no alternative or legal address in MiCSES, the form generation will fail. Therefore, if the “L” type address is not populated, FOC and PA staff will need to determine an alternative and/or a legal mailing address for the member. When determining a member’s legal mailing address, FOC staff should reference SCAO Administrative Memorandum 2019-01.

If a IV-D worker believes that an address hierarchy should be changed or a form should be associated with another category, (s)he may enter a remedy ticket to request the change. The appropriate forms committee or Work Improvement Team (WIT) will consider the requested changes.

SUPPORTING REFERENCES:

Federal

45 CFR 303.3(b)(3)
45 CFR 303.3(b)(5)
45 CFR 307.10

State

MCL 552.603(7)
MCR 3.203
MCR 3.203(D)(2)

SCAO Administrative Memorandum 2019-01

REVISION HISTORY:

[IV-D Memorandum 2023-015](#)

IV-D Memorandum 2021-017
IV-D Memorandum 2020-001
IV-D Memorandum 2016-015
IV-D Memorandum 2014-021
IV-D Memorandum 2012-027

⁸⁰ A legal mailing address can only have an *Action Code* of “Y” or “N.” Therefore, it is assumed that an end-dated legal mailing address is always the “most recent verified only.”