

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

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1. Legal Requirements

Federal regulations¹ require that IV-D agencies establish a system for IV-D case closure. Each state can establish closure criteria that are more restrictive, but not more liberal, than the federal criteria. A IV-D case qualifies for closure when support action is precluded or collection potential is limited as defined by at least one of those criteria.

A 60-day advance notice of the intent to close the case must be provided to parties on the IV-D case. This notice alerts the applicant and parties that the IV-D program intends to discontinue action, and it gives them the opportunity to provide additional information to prevent closure. The notice is required except for closures due to the following:

- Locate-only services being provided;
- A non-public assistance applicant requests closure;
- Good cause is approved; or
- An initiating state² is uncooperative or no longer needs services in an intergovernmental case.³

In addition, federal regulations⁴ require that a IV-D case must be kept open if:

- The recipient of services or the initiating agency responds to the 60-day notice by supplying information that could lead to the establishment of paternity or a support order, or the enforcement of an order; or
- The case is pending closure due to IV-D staff's inability to contact the recipient of services for 60 calendar days, and IV-D staff reestablish contact with the recipient of services.

Once a IV-D case is closed, if circumstances change and enforcement or establishment of a support order becomes possible, the recipient of services may

¹ 45 Code of Federal Regulations (CFR) 303.11(a)

² Ref: the [Intergovernmental Terms](#) document for definitions of intergovernmental terms.

³ Ref: [Section 7.01, "Intergovernmental Overview," of the Michigan IV-D Child Support Manual](#) for more information.

⁴ 45 CFR 303.11(d)

request that the IV-D case be reopened by reapplying for IV-D services.⁵

Finally, per federal regulations,⁶ the IV-D agency must retain all records for closed IV-D cases for a minimum of three years.⁷

2. Federal Case Closure Criteria and Non-IV-D and MiCSES Case Closure Conditions

The federal IV-D case closure criteria for both automatic and manual case closure are described in this subsection. Each criterion description includes:

- The narrative of the criterion found in 45 CFR 303.11(b);
- Whether a 60-day notice to the parties is required;⁸
- The condition(s) required to close the IV-D case; and
- The code used in MiCSES to close the IV-D or non-IV-D case.

IV-D staff may manually close IV-D cases in certain circumstances when child support services are not viable, when child support services are being tracked under a separate MiCSES case, or when a IV-D case does not meet the criteria for system-initiated case closure. IV-D staff may be required to perform additional research and processing as noted before manually setting the case for closure.

When selecting a manual case closure reason, it is important that IV-D staff select the appropriate closure reason and perform manual tasks or complete workflows before closing a IV-D case as allowed by regulation. Federal regulations require the Michigan child support program to perform a yearly Self-Assessment audit to ensure its compliance with eight program compliance criteria, one of which is the case closure criterion. Appropriate use of the manual case closure codes by IV-D staff ensures successful audit results.⁹

MiCSES uses the federal case closure criteria in 45 CFR 303.11(b)¹⁰ to close IV-D cases and uses similar criteria to close non-IV-D cases when the proper conditions for closure exist.¹¹

⁵ Ref: [Section 2.05, "Referrals and Applications," of the Michigan IV-D Child Support Manual](#) for information on IV-D application requirements.

⁶ 45 CFR 303.11(e)

⁷ To date, the Michigan Child Support Enforcement System (MiCSES) has not deleted any records from the system.

⁸ 45 CFR 303.11(d)

⁹ Ref: [IV-D Memorandum 2017-015, Fiscal Year \(FY\) 2016 Self-Assessment \(SASS\) Audit Results.](#)

¹⁰ Ref: [Exhibit 3.50E1, Case Closure Matrix](#), for a complete list of closure reasons and their associated federal IV-D case closure criteria.

¹¹ Ref: [MiCSES Customer Information Guide: Case Closure](#) and the [MiCSES Customer Information Guide: Case Closure Reason Codes and Qualifying Criteria](#) for more information.

2.1 There Is No Viable Reason for IV-D Services

There are five situations in which there is no viable reason for continuing IV-D services:

- A. According to Michigan’s Revocation of Paternity Act,¹² a court may set aside an acknowledgment of parentage, an order of filiation, or the paternity of a presumed father on any open IV-D case, and as a result, this individual will no longer qualify for IV-D services;
- B. When **a court** has excluded an alleged father on a IV-D case, that individual will not qualify for IV-D services. This is different from an alleged father being excluded by a genetic test (i.e., no court order excluding the father).¹³ (Ref: Subsection 2.2.2, “Unable to Establish Paternity: Alleged Father Is Excluded” in this manual section for more information);
- C. After the entry of an order of adoption, the person(s) adopting the child becomes the legal parent(s) of the child as though the child had been born to the adoptive parent(s).¹⁴ The new parent(s) is liable for the care and maintenance of the child and holds all the legal rights of a parent. The parent(s) whose rights have been terminated through adoption no longer qualifies for IV-D services (even if support arrearages exist);

Note: Reference Subsection 2.4.3, “Adoption Is Pending or Final,” of this manual section when closing a IV-D case for an adoption when paternity is not established for the child(ren) because it is not in the best interests of the child.
- D. When an individual’s parental rights are involuntarily terminated, the duty to support a child does not end according to *In re Beck*, 488 Mich 6 (2010).¹⁵ However, when a court of competent jurisdiction terminates both the individual’s parental rights **and** his/her support obligation, or the child is adopted (see C., above), the IV-D case no longer qualifies for IV-D services; and
- E. The Family Support Act (MCL 552.451b) allows the IV-D program to establish a child support order **only** if the non-custodial parent (NCP) lives

¹² Ref: [Section 4.06, “Paternity Disestablishment,” of the Michigan IV-D Child Support Manual](#) for additional information.

¹³ Ref: Section 2.05 of the *Michigan IV-D Child Support Manual* for additional information regarding a putative father being ineligible for IV-D services due to being excluded based on genetic testing.

¹⁴ Ref: Michigan Compiled Law (MCL) 710.60 for more information.

¹⁵ Ref: [IV-D Memorandum 2011-021, Termination of Parental Rights – Michigan Supreme Court Decision.](#)

“separate and away” from the custodial party (CP) and dependent.¹⁶ IV-D staff know the NCP **does not** live “separate and away” when:

- Bridges shows the parties live together;
- The CP requests closure of his/her IV-D case; and
- The parties are still receiving public assistance benefits.

When closing a IV-D case for one of these conditions, IV-D staff will use reason code “NS – No Viable IV-D Services,” and MiCSES will send a 60-day notice to the parties.

Note: IV-D staff will not use this reason code for any other purpose unless specifically directed by the Office of Child Support (OCS).

In addition, IV-D staff must enter a detailed case-level note on the *Notes Processor* (NOTE) screen explaining why they used the “NS” reason code.

2.2 Unable to Establish Paternity

2.2.1 Unable to Establish Paternity: Child Is Older Than 18 Years of Age

Federal regulation 45 CFR 303.11(b)(6)(i) allows a IV-D case to close when paternity cannot be established because a child is at least 18 years old, and action to establish paternity is barred by the statute of limitations.¹⁷

A 60-day notice to the parties is required when closing a IV-D case for this criterion.

It is possible for MiCSES to receive a public assistance referral with a new child older than 18 years of age. The statute of limitations prohibits the establishment of paternity in this situation therefore the IV-D case should be closed.

A IV-D case meets this federal closure criterion when the following conditions are true:

- All children on the IV-D case are 18 years of age or older;
- No children on the IV-D case have paternity established; and
- There are no open support orders.

¹⁶ IV-D staff cannot use the “NS” reason code if Bridges does not show the parties live together.

¹⁷ Ref: MCL 722.714(3).

When closing a IV-D case for this criterion, MiCSES will use reason code “EC – Unable to Establish Paternity - Dependent Greater Than 18 Years.”

2.2.2 Unable to Establish Paternity: Alleged Father Is Excluded

Federal regulation 45 CFR 303.11(b)(6)(ii) allows a IV-D case to close when paternity cannot be established because a genetic test has excluded the alleged father on the case.

A 60-day notice to the parties is required when closing a IV-D case for this criterion.

Before MiCSES will close the case automatically, Prosecuting Attorney (PA) workers must manually complete the workflow process to close the court action referral (CAR) when genetic testing has excluded the alleged father.¹⁸

A IV-D case meets this federal IV-D case closure criterion when the following conditions are true:

- The CAR is dismissed with an “O – Dismissed without Prejudice” or “P – Dismissed with Prejudice” in the *CAR Status* field on the *Legal Case* (LCSE) screen;¹⁹
- The *Results Status* field in the *GT Results* section of the *Genetic Test* (LGTS) screen²⁰ is set to “Exclusion”; and
- There are no open support orders.

When closing a IV-D case for this criterion, MiCSES will use reason code “EX – PF Excluded - Unable to Establish Paternity.”

Note: To close a IV-D case when an NCP is excluded by a court or paternity is revoked, IV-D staff will reference Subsection 2.1, “There Is No Viable Reason for IV-D Services,” of this manual section.

2.3 Deceased Case Member

2.3.1 Non-Custodial Parent (NCP) or Alleged Father Is Deceased

¹⁸ Ref: [PA Job Aid: Genetic Test Exclusion](#) for more information on excluding an alleged father.

¹⁹ Ref: [MiCSES Screen Description: LCSE – Legal Case](#) for more information.

²⁰ Ref: [MiCSES Screen Description LGTS – Genetic Test](#) for more information.

Federal regulation 303.11(b)(4) allows a IV-D case to close when an NCP or alleged father is deceased and no further action can be taken, including a levy against the estate.

A 60-day notice to the CP is required when closing a IV-D case for this criterion.

Before closing a IV-D case in this situation, IV-D staff will take the actions below.

A. Validate the Deceased Date

After confirming that this is the correct NCP/alleged father and no other NCP/alleged father can be identified, IV-D staff must validate the deceased date of the NCP/alleged father by doing one of the following:

- Receiving a notification of the death of the NCP/alleged father from the assistance payments program (Bridges);
- Running the *Friend of the Court – SSA Death Date* (QN-402)²¹ or similar Business Objects report to determine whether the NCP/alleged father is deceased;
- Verifying the NCP's death by generating a report on the MiCSES *Functional Prototype Queries* (FPRO) screen²² that lists deceased NCPs according to data in the Federal Case Registry (FCR);²³ or
- Validating the NCP's/alleged father's death using information from another source (e.g., a death certificate).

B. Confirm Paternity Establishment

Because the establishment of paternity may allow the child to collect Retirement, Survivors and Disability Insurance (RSDI) and establishes the child's right to a potential inheritance, IV-D staff must confirm whether paternity has been established before closing the IV-D case.

IV-D staff must confirm paternity establishment by:

²¹ This information comes from the Social Security Agency.

²² Ref: [MiCSES Screen Description: FPRO – Functional Prototype Queries](#) for information about generating reports on the FPRO screen.

²³ The report name is ADOD ("DOD"). It provides members' date of death information received from the FCR for a given county and functional area.

- Checking the Central Paternity Registry/Birth Registry System (CPR/BRS). (Ref: [Section 4.05, "Paternity Establishment," of the Michigan IV-D Child Support Manual](#));
- Checking for a "Y" in the *PAT EST CD* field on the *Member Demographics* (DEMO) screen;²⁴ or
- Checking to see if there is an open support order on the *Support Order Entry* (SORD)²⁵ screen.

C. Check for IV-D Cases With Active Dockets

Before entering a date in the *Deceased Date* field on the DEMO screen, IV-D staff will check to see whether the NCP has any IV-D cases with active dockets in a county.²⁶

Note: If a IV-D worker enters the NCP's deceased date while there are pending paternity establishment or enforcement actions, it may prematurely close the IV-D case and affect those pending actions.

When IV-D staff determine that there are IV-D cases with active dockets for the NCP, they will enter a member-level note on the NOTE screen with the date of the NCP's death and other verification information. They will then contact the IV-D worker in the docket county to ensure that (s)he is aware of the NCP's death, and will coordinate the entry of the deceased date on the DEMO screen.

If there are no active IV-D cases or dockets for the NCP, IV-D staff will enter the deceased date in the *Deceased Date* field on the DEMO screen and the death certificate number (if available) in the *Death Cert NO* field. MiCSES will use this date to evaluate the IV-D case for closure.

If IV-D staff cannot confirm that the NCP is deceased, they must not close the IV-D case using this criterion.²⁷

When closing a IV-D case for this criterion, MiCSES will use reason code "EZ – NCP/PF Deceased." IV-D staff cannot manually use this case closure reason code. MiCSES will automatically close the case if all the conditions for closure are met.

²⁴ Ref: [MiCSES Screen Description: DEMO – Member Demographics](#) for more information.

²⁵ Ref: [MiCSES Screen Description: SORD – Support Order Entry](#) for more information.

²⁶ IV-D staff will follow the *Case/Member Clearance* steps in the [SS Case Research Job Aid](#).

²⁷ If a deceased man has been excluded as the father through any other mechanism, the case may close under another reason code. Ref: Subsection 2.5.4, "Unknown NCP/Alleged Father," in this manual section.

Note: If there is an existing court order, Friend of the Court (FOC) workers must follow the procedures outlined in State Court Administrative Office (SCAO) policy on FOC support case administrative closure criteria²⁸ to determine whether they should file a claim against the estate.

2.3.2 Child(ren) Is Deceased and There Is No Active CAR or Support Order

IV-D staff may run the *Friend of the Court – SSA Death Date* (QN-402) Business Objects report to determine whether the child is deceased. However, IV-D staff may make this determination using verified information from a source other than the report (e.g., a death certificate). If IV-D staff determine that the child is deceased, they will enter a date in the *Deceased Date* field on the DEMO screen.

A IV-D case will automatically close due to the death of one or more children when all of the following conditions exist:

- There is no active CAR;
- Any associated court order for child support is closed;
- There are no IV-D arrears, or IV-D arrears are under \$500;
- No payments have been made in the last six months;
- There is no other minor child(ren) on the IV-D case; and
- A deceased date for the child(ren) exists on the DEMO screen.

When closing a IV-D case for this criterion, MiCSES will use reason code “CA – All Child(ren) Emancipated or Deceased, No CAR/Order.” To prevent causing the parents undue stress, OCS has determined that neither IV-D staff nor MiCSES will send a 60-day notice to the parties. IV-D staff cannot manually use this case closure reason code. MiCSES will automatically close the case if the conditions are met.

Note: If a CAR exists at the time a child dies, the PA must determine the status of that referral.²⁹ The PA will determine whether a support order can be entered. If a support order can be entered, the PA will enter the order and then close the IV-D case.

2.3.3 CP Deceased

IV-D staff may run the *Friend of the Court – SSA Death Date* (QN-402) Business Objects report to determine whether the CP is deceased or

²⁸ Ref: [FOCB Memorandum 2020-01, Friend of the Court Support Case Closure](#).

²⁹ Ref: [Section 2.20, “Court Action Referrals \(CARs\),” of the Michigan IV-D Child Support Manual](#) for more information.

verify this information from a source other than the report (e.g., a death certificate).

IV-D staff will enter a date in the *Deceased Date* field on the DEMO screen after the deceased date is verified.

When the following conditions exist, the IV-D case will close:

- There is a date in the *Deceased Date* field on the DEMO screen; and
- There are no state-owed arrears for the current month.

When closing a IV-D case for this criterion, MiCSES will use reason code “CD – CP Deceased,” and send a 60-day notice only to the NCP. IV-D staff cannot manually use this case closure reason code. MiCSES will automatically close the case if the conditions are met.

2.4 No Current Charges, No Payments, or Order Terminated

2.4.1 Arrears Are Less Than \$500 and There Is No Current Support Order

Federal regulation 45 CFR 303.11(b)(1) allows a IV-D case to close when there is no longer a current support order and the IV-D arrears³⁰ are less than \$500.

A IV-D case meets this federal closure criterion when all of the following conditions are true:

- There is no current support order;
- IV-D arrears for support obligations are less than \$500;
- No payments have been made in the last 15 months;
- No minor child(ren) receives public assistance; and
- The CP and child(ren) do not have any assistance member exceptions on the *Resolve Referral* (RESR) screen.³¹

IV-D cases with no current support accruing should not close if a child under 18 remains on the case, even if the arrearage is less than \$500. The case must remain open for possible review and modification activities that could happen now or in the future. For purposes of this

³⁰ Ref: [Exhibit 3.50E2, IV-D Case Closure Debt Type Matrix](#), for a list of debt types that MiCSES considers as IV-D arrears for the purposes of IV-D case closure.

³¹ Exceptions on the RESR screen may hide the fact that the members are on assistance until the exception is resolved. Ref: [MiCSES Screen Description: RESR – Resolve Referral](#) for more information.

federal closure reason, an order is a current support order in MiCSES³² if any of the following apply:

- The date in the *Nxt Rvw Dt* field on the *Review and Modification Processor (REVP)*³³ screen is later than the date the youngest active, non-deceased child will reach the age of majority;
- Payment has been made in the last 15 months;
- The order balance is **greater** than \$1 for any support obligation;³⁴
- There is a currently charging support obligation;
- There is a future charging support obligation; or
- At least one minor child exists, and the order:
 - Is a zero support order;³⁵ or
 - Contains a provision for medical insurance for one or both parties; or
 - Contains a provision for cash medical support.³⁶

A 60-day notice to the parties is required when closing a IV-D case for this criterion.

Note: If the child(ren) has reached the age of majority and continues to receive public assistance, the IV-D case is still eligible for closure.

When closing a IV-D case for this criterion, MiCSES will use reason code “CE – Arrears Less Than \$500, No Current Support Obligation.” IV-D staff cannot manually use this case closure reason code. MiCSES will automatically close the case if the conditions are met.

2.4.2 Non-IV-D Case, Arrears Less Than \$500, and No Payments in Six Months³⁷

FOC workers will follow SCAO policy on FOC support case administrative closure criteria to determine when FOC cases may close.

³² This definition is based on the system requirements for a current support order defined for case closure in the MiCSES 8.11 Release (March 2015).

³³ Ref: [MiCSES Screen Description: REVP – Review and Modification Processor](#) for more information.

³⁴ A support obligation is an obligation on the *Obligation Maintenance (OBLG)* screen for which the debt type on the *Details* tab is a IV-D debt type.

³⁵ Ref: [Section 5.20, “Obligation – Entry, Modification and Adjustments,” of the Michigan IV-D Child Support Manual](#) for the definition of a zero support order.

³⁶ Ref: [Section 6.06, “Medical Support,” of the Michigan IV-D Child Support Manual](#) for more information.

³⁷ The court may order debts that MiCSES will not record. Ref: MCL 552.505a, [SCAO ADM 2004-16, Opting Out of Friend of the Court Services](#), and [Section 6.03, “Income Withholding,” of the Michigan IV-D Child Support Manual](#) for more information.

When one of the following sets of conditions exists, the non-IV-D case will close:

- There is no active CAR;
- There are no major activities that prevent closure;
- All children have reached the age of majority;
- There are no future obligations;
- There were no charges in the last six months;
- The total of all case balances is less than or equal to \$500;³⁸ and
- There were no payments in the last six months.

Or:

- There is no active CAR;
- There are no major activities that prevent closure;
- All children on the case have reached the age of majority;
- There are no future obligations;
- The life-to-date balance³⁹ owed on the case is less than or equal to \$500; and
- There were no payments in the last six months.

Additionally, there are some cases in MiCSES where obligations have never been set up on a case. These cases will never have had a charge because no debts have ever been assigned. These cases will close if:

- There is no active CAR;
- There are no major activities that prevent closure;⁴⁰
- All children have reached the age of majority; and
- There are no obligations on the case.

Note: MiCSES will prevent non-IV-D orders entered in the last six months from undergoing MiCSES case closure for these conditions, even if no charges or payments are yet recorded.

When closing a non-IV-D case for one of these sets of conditions, MiCSES will use reason code “WY – Non-IV-D Case, Arrears Less Than \$500 and No Payment in Six Months.” IV-D staff cannot manually use this case closure reason code. MiCSES will automatically close the case if the conditions are met.

³⁸ This includes cases that may have negative balances.

³⁹ The total life-to-date balance owed is the amount listed in the “Total” row of the “Life to Date Owed” column for the obligation on the MiCSES *Obligation Arrears Adjustment* (OBAA) screen.

⁴⁰ Ref: Subsection 5, “Activities That Prevent Full MiCSES Case Closure,” in this manual section for more information.

Normally, closure for this condition is immediate, but if a non-IV-D case has IV-D arrears or is an active enforcement case,⁴¹ it will appear on the case closure reports. (Ref: Subsection 8, “Case Closure Reports [Business Objects],” of this manual section for more information.)

Note: If a non-IV-D case closed for this condition and the case needs to be reopened, FOC workers will follow SCAO’s policy on FOC support case administrative closure criteria.

2.4.3 Adoption Is Pending or Final

Federal regulation 45 CFR 303.11(b)(6)(iii) allows a IV-D case to close when paternity cannot be established because it would not be in the best interest of the child to establish paternity when legal proceedings for adoption are pending.

A 60-day notice to the parties is required when closing a IV-D case for this criterion.⁴²

Before closing a IV-D case for this federal closure criterion, IV-D staff must validate that the adoption is pending or final by:

- Checking the NOTE screen on associated cases to find any termination of parental rights and/or adoption information; or
- Checking the *Individual History by Individual ID* (QN-011) or *Individual History by SSN* (QN-012) Business Objects reports for the Adoption Subsidy Department Ward (ASDW) Medicaid type of assistance for the child(ren); or
- Checking the *MiSACWIS Child History* (QN-014) report or the *SACWIS Case Information* (SCWS) screen to determine if the child’s legal status is 43 (Court Ward – Supervised Adoption) or 49 (OTI – Adoption); or
- Requesting a copy of the adoption order or certificate of adoption from the CP or foster care worker if this information is not found in MiCSES or Business Objects.

When closing a IV-D case for this criterion, IV-D staff will use reason code “PT – Adoption Pending/Final.”

⁴¹ If the case/docket does not have any active enforcement remedies in progress, the message “Case Not Currently in Enforcement” will display.

⁴² The child’s original name should remain on the case and must not be updated to the child’s new name following the adoption. This will ensure that the child’s original name appears on the case closure notice.

Note: Reference Subsection 2.1, “There Is No Viable Reason for IV-D Services,” of this manual section when closing a IV-D case for adoption when paternity is established for the child(ren).

2.4.4 Youngest Child Reached Age of Majority and No Payments Made in 10 Years

Federal regulation 45 CFR 303.11(b)(1) allows a IV-D case to close when there is no longer a current support order and the statute of limitations for enforcement on arrears has been reached.

A child attains the age or date of majority upon his/her 18th birthday; however, a child support order will remain in effect beyond the attainment of 18 years old if the child continuously attends an accredited high school on a full-time basis. No current obligation will remain in effect after the child attains the age of 19 1/2 years old unless the court orders otherwise.

The member’s information on the DEMO screen determines the date of majority as shown below.

DEMO Screen Information	MiCSES Age/Date of Majority Is:
<ul style="list-style-type: none"> • The <i>Emancipation Date</i> field is blank. • The <i>Graduation Date</i> field is blank. • The <i>DOB</i> (Date of Birth) field is populated. 	<i>DOB plus 19.5 years.</i>
<ul style="list-style-type: none"> • The <i>Emancipation Date</i> field is blank. • The <i>Graduation Date</i> field is populated. • The <i>DOB</i> is more than 18 years before the case closure batch run date. 	<i>Graduation Date.</i>
The <i>Emancipation Date</i> field is populated.	<i>Emancipation Date.</i>
<ul style="list-style-type: none"> • The <i>Emancipation Date</i> field is blank. • The <i>Graduation Date</i> field is blank. • The <i>DOB</i> (Date of Birth) field is blank. 	Not able to be determined.

A 60-day notice to the parties is required when closing a IV-D case for this criterion.

Under Michigan law,⁴³ child support arrears are collectible for 10 years from the date that the last support payment is due under the order. Additionally, under Michigan case law,⁴⁴ if a payment is received after the last support payment is due, the 10-year timeframe starts over from the date the payment was received.

A IV-D case meets this federal closure criterion when all of the following conditions are true:

- All children have reached the age of majority;
- There were no charges in the last 10 years; and
- No payments have been made in the last 10 years.

When closing a IV-D case for this criterion, MiCSES will use reason code “GM – Youngest Child Reached Majority, No Payments in 10 Years.” IV-D staff cannot manually use this case closure reason code. MiCSES will automatically close the case if the conditions are met.

2.4.5 Non-IV-D Case and No Payments in 10 Years

MiCSES follows SCAO policy on FOC support case administrative closure criteria to determine when FOC cases may close.

When one of the following sets of conditions exists, the non-IV-D case will close:

- There is no active CAR;
- There are no major activities that prevent closure;
- All children have reached the age of majority;
- There were no charges in 10 years; and
- There were no payments in 10 years.

Also, there are some cases that may have had charges prior to the conversion from the Child Support Enforcement System (CSES) to MiCSES, but the charge data did not follow the case. These cases will close if:

- There is no active CAR;
- There are no major activities that prevent closure;
- All children have reached the age of majority;

⁴³ MCL 600.5809(4) and [SCAO ADM 2012-07, When Child Support Stops and When It Continues](#), for more information.

⁴⁴ *Paul v Durecki*, 195 Mich App 635, 368; 491 NW2d 864, 865 (1992), *Rzadkowolski v Pefley*, 237, Michigan App 405 (1999) and *Wayne County Social Services Director v Yates*, 261 Mich App 152; 681 NW2d 5 (2004)

- The life-to-date balance owed on the case does not equal zero; and
- There were no payments in 10 years.

These conditions ensure that only non-IV-D cases that meet the statutory requirements for the statute of limitations for arrears enforcement will be eligible for closure.⁴⁵

When closing a non-IV-D case for this criterion, MiCSES will use reason code “WZ – Non-IV-D Case, No Payment in 10 Years.” IV-D staff cannot manually use this case closure reason code. MiCSES will automatically close the case if the conditions are met.

Note: If a non-IV-D case closed for this condition and the case needs to be reopened, FOC workers will follow SCAO’s policy on FOC support case administrative closure criteria.

2.4.6 Non-IV-D Case With No Current Charges and No Future Obligations

FOC workers will follow SCAO policy on FOC support case administrative closure criteria to determine when FOC cases may close.

When the following conditions exist, the non-IV-D case may be closed:

- There is no active CAR;
- There are no major activities that prevent closure;
- There are no current charges;
- There are no future obligations; and
- The case balance is zero.

When closing a non-IV-D case for these conditions, FOC workers will use reason code “FC – Non-IV-D Case, Services No Longer Needed or Possible.” MiCSES will require the worker to enter a case note for the case to close.

2.5 Locate Issues

2.5.1 NCP Is Not Located in Three Years

Federal regulation 303.11(b)(7)(i) allows a IV-D case to close when the NCP’s location is unknown and there is sufficient information to initiate automated locate activities. IV-D cases are eligible for closure when there is sufficient information to initiate automated locate activities and

⁴⁵ Ref: SCAO’s policy on FOC support case administrative closure for more information.

the state has made diligent efforts, using multiple sources to locate the NCP over a three-year period, but has been unsuccessful.⁴⁶

A 60-day notice to the parties is required when closing a IV-D case for this criterion.

An NCP must be identified to have a locate status, and there must be sufficient information about the NCP for MiCSES to perform automated locate activities.⁴⁷ “Sufficient information” means that the NCP has a first and last name and a Social Security number (SSN) and/or a date of birth entered in MiCSES.

A IV-D case meets this closure criterion when all of the following conditions are true:

- The NCP has an SSN and/or a date of birth entered in MiCSES;
- The *Opened DT* on the CASE screen⁴⁸ is more than three years old;
- The *Locate Date* on the DEMO screen for the NCP is more than three years old or is blank; and
- There have been no payments in the last 15 months.
- The *Intergov* field on the CASE screen is blank.

Note: If a case has a support order with arrears, the IV-D case will still close for this reason.

When closing a IV-D case for this criterion, MiCSES will use reason code “LX – NCP Not Located in Three Years.” IV-D staff cannot manually use this case closure reason code. MiCSES will automatically close the case if the conditions are met.

Note: MiCSES will not automatically close a case classified as an intergovernmental case on the CASE screen using this closure code. This will allow IV-D workers to review initiating intergovernmental cases and determine if the other state has location information in its records. If the other state has no location information, the IV-D worker may ask the responding state to close its case. Once it is confirmed that the responding state has closed its case, the IV-D worker will change the intergovernmental case indicator on the CASE screen to blank.

⁴⁶ 45 CFR 303.11(b)(7)(i) allows for closure after two years. However, OCS currently closes a case in this circumstance after three years.

⁴⁷ Ref: [Section 3.05, “Locate,” of the Michigan IV-D Child Support Manual.](#)

⁴⁸ Ref: [MiCSES Screen Description: CASE – Case Member Details](#) for more information.

2.5.2 NCP Is Not Located in One Year

Federal regulation 45 CFR 303.11(b)(7)(ii) allows a IV-D case to close when the NCP's location is unknown and there is not sufficient information to initiate automated locate activities. IV-D cases are eligible for closure when there is not sufficient information to initiate automated locate activities, and efforts using multiple sources to locate the NCP over a one-year period but has been unsuccessful.⁴⁹

A 60-day notice to the parties is required when closing a IV-D case for this criterion.

A IV-D case meets this closure criterion when all of the following conditions are true:

- The NCP is missing both an SSN and a date of birth in MiCSES;
- The *Opened DT* on the CASE screen is more than one year old;
- The *Locate Date* on the DEMO screen for the NCP is more than one year old or is blank; and
- The *Intergov* field on the CASE screen is blank.

Note: If a case has a support order with arrears, the IV-D case will still close for this reason.

When closing a IV-D case for this criterion, MiCSES will use reason code "LZ – NCP Not Located in One Year." IV-D workers cannot manually use this case closure reason code. MiCSES will automatically close the case if the conditions are met.

Note: MiCSES will not automatically close a case classified as an intergovernmental case on the CASE screen using this closure code. This will allow IV-D workers to review initiating intergovernmental cases and determine if the other state has location information in its records. If the other state has no location information, the IV-D worker may ask the responding state to close its case. Once it is confirmed that the responding state has closed its case, the IV-D worker will change the intergovernmental case indicator on the CASE screen to blank.

2.5.3 Locate-Only Services Are Provided

Federal regulation 45 CFR 303.11(b)(11) allows a IV-D case to close after the IV-D agency has provided location-only services.

⁴⁹ 45 CFR 303.11(b)(7)(ii) allows for closure after six months. However, OCS currently closes a case in this circumstance after one year.

A 60-day notice to the parties is **not** required when closing a IV-D case for this criterion.

OCS Central Operations workers will close a non-assistance IV-D case that has been opened based on a child support services application for locate-only services once those services are completed.

Locate-only services are complete when OCS Central Operations workers have contacted all appropriate resources and provided the results to the authorized requester. The NCP may or may not have been located.

To close the IV-D case, OCS Central Operations workers will move the SSACT activity chain from “LOCATEONLY” on the *Case Processor* (CPRO) screen to “8F – Close Case.” This will trigger closure for this criterion, and MiCSES will close the IV-D case using reason code “LY – Locate Only Services Are Provided.”

2.5.4 Unknown NCP/Alleged Father

Federal regulation 45 CFR 303.11(b)(6)(iv) allows a IV-D case to close when paternity cannot be established because the identity of the biological father is unknown and cannot be identified after diligent efforts. This includes at least one interview by the IV-D agency with the recipient of services.

A 60-day notice to the CP is required when closing a IV-D case for this criterion.

To meet this closure criterion, all of the following conditions must exist before IV-D staff can close a IV-D case:

- The NCP’s name, SSN, and date of birth are all unknown;
- The CP states that the identity of the father is not known;
- Support specialists (SSs) investigated the CP’s statement that the father is unknown, and found no evidence to the contrary; and
- SSs conducted at least one interview with the CP.

When closing a IV-D case for this criterion, SSs will use reason code “UN – Unknown NCP/PF.”

2.5.5 NCP Is in a Foreign Country

Federal regulation 303.11(b)(10) allows a IV-D case to close when the NCP does not reside in the United States and child support establishment and enforcement is not possible.

A 60-day notice to the parties is required when closing a IV-D case for this criterion.

IV-D staff will close a IV-D case when all of the following conditions exist:

- The NCP is a citizen of a foreign country;
- The NCP resides in a foreign country that:
 - Does not have a reciprocal agreement with Michigan or the United States;
 - Is not a Hague Contracting State of The Hague Child Support Convention;⁵⁰ and
 - Does not accept intergovernmental actions in the absence of a reciprocal agreement.⁵¹
- The NCP either has no identified domestic income or assets, or PA or FOC workers have determined that income and assets are not reachable for collection purposes; and
- The NCP has no known employer or is employed but does not work for the federal government or a company known to have offices in the United States.

When closing a IV-D case for this criterion, IV-D staff will use reason code “WF – NCP In a Foreign Country.”

IV-D staff may reopen the case to pursue the possibility of support if another state requests IV-D services, or after the CP completes a new application for child support services and one or more of the following apply:

- The CP or a IV-D worker uncovers new income or assets that can be reached;
- The NCP returns to the United States;
- The NCP moves to a country that has reciprocity with Michigan or the United States;

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

⁵¹ Ref: federal [Office of Child Support Enforcement \(OCSE\) Policy Interpretation Question \(PIQ\)-04-01, Processing Cases with Foreign Reciprocating Countries](#), for more information.

- Michigan establishes reciprocity with the country the NCP is currently living in;
- The NCP moves to a country that is a Member State of The Hague Child Support Convention;
- The NCP now works for the federal government; or
- The NCP now works for an employer that has offices in the United States.

2.6 NCP Disabled, Incapacitated, or Incarcerated

2.6.1 NCP Is Disabled for the Duration of the Child's Minority

Federal regulation 45 CFR 303.11(b)(8) allows a IV-D case to close when an NCP cannot pay support for the duration of a child's minority because the NCP has a medically verified total and permanent disability with no evidence of support potential. The state must also determine that the NCP has no income or assets that could be levied or attached for support.

A 60-day notice to the parties is required when closing a IV-D case for this criterion.

IV-D staff will close a IV-D case when all of the following conditions exist:

- The disability is documented and is medically verified, total and permanent;
- The NCP has no known income or assets; and
- There is evidence that the NCP cannot pay support for the duration of the child's minority (e.g., the NCP has no benefit entitlements, no reasonable likelihood of future employment, and no pending insurance or lawsuit claims).

Note: When the NCP is eligible for Supplemental Security Income (SSI) or RSDI payments, it does not necessarily indicate that the NCP is permanently disabled. IV-D staff should determine the extent of the disability and whether all three of the above conditions exist.

When closing a IV-D case for this criterion, IV-D staff will use reason code "XD – NCP Disabled."

2.6.2 NCP Is Incapacitated for the Duration of the Child's Minority

Federal regulation 45 CFR 303.11(b)(8) allows a IV-D case to close when an NCP cannot pay support for the duration of a child's minority because the NCP is institutionalized in a psychiatric facility. The state

must also determine that the NCP has no income or assets that could be levied or attached for support.

A 60-day notice to the parties is required when closing a IV-D case for this criterion.

IV-D staff will close the IV-D case when all the following conditions exist:

- The mental disability is documented and is medically verified, total and permanent;
- The NCP has no known income and no assets; and
- There is evidence that the NCP cannot pay support for the duration of the child's minority (e.g., the NCP has no benefit entitlements, no reasonable likelihood of future employment, and no pending insurance or lawsuit claims).

When closing a IV-D case for this criterion, IV-D staff will use reason code "XI – NCP Incapacitated."

2.6.3 NCP Is Incarcerated⁵² for the Duration of the Child's Minority

Federal regulation 45 CFR 303.11(b)(8) allows a IV-D case to close when an NCP cannot pay support for the duration of a child's minority because the NCP is incarcerated with no chance for parole.⁵³ The state must also determine that the NCP has no available income or assets that could be levied or attached for support.

A 60-day notice to the parties is required when closing a IV-D case for this criterion.

MiCSES will automatically close a case for this criterion; however, IV-D staff must first verify the NCP's incarceration status and the NCP's ability to pay support before setting the *Incarcerated Date* and *Release Date* fields on the DEMO screen.

A IV-D case meets this closure criterion when all of the following conditions are true:

- The NCP's *Incarcerated Date* field on the DEMO screen is not blank;

⁵² Ref: [Section 3.45, "Review and Modification," of the Michigan IV-D Child Support Manual](#) for more information.

⁵³ OCS also interprets "no chance of parole" to mean that the NCP's release date is beyond the age of majority of the youngest child on the IV-D case.

- The NCP's *Release Date* field on the DEMO screen is a future date that is later than the date that the youngest child will reach the age of majority;
- Paternity is established for at least one child on the IV-D case; and
- There have been no payments in the last 15 months.

When closing a IV-D case for this criterion, MiCSES will use reason code "XJ – NCP Incarcerated."

A. Verify the NCP's Incarceration Status

IV-D staff may set the *Incarcerated Date* and *Release Date* fields on the DEMO screen if they verify the NCP's incarceration in the Offender Tracking Information System (OTIS)⁵⁴ or another reliable source.

IV-D staff may also run an FPRO report of incarcerated NCPs with arrears.⁵⁵ Not all NCPs on this report are incarcerated for life,⁵⁶ however, so their case may not qualify for this federal closure criterion.⁵⁷

To find a complete list of NCPs in MiCSES who are identified as incarcerated for life, IV-D staff may access the *NCP Incarcerated for Life* (AQ 174531) report under "Converted Ad Hoc Reports" on Business Objects.

Example 1:

An NCP is incarcerated for 14 to 40 years, and the youngest child on the case is six years old.

In the event IV-D staff determine that no attachment, lien, income withholding notice, or other collection method is feasible, it would be appropriate to close the case under 45 CFR 303.11(b)(8). IV-D staff will enter on the DEMO screen a *Release Date* of 14 years in the future as the earliest possible release date, which will be after the youngest child reaches the age of majority. This will cause MiCSES to initiate IV-D case closure.

⁵⁴ Ref: [Action Transmittal \(AT\) 2005-038, *Entering and Viewing Incarceration Status on the Michigan Child Support Enforcement System \(MiCSES\)*](#) and [MiCSES Quick Reference Guide: Enter or Update Member Incarceration Information](#).

⁵⁵ The name of the FPRO query is *A/NCAR_NCP_ARREARS*.

⁵⁶ "Incarcerated for life" can also mean that the individual's release date is greater than the age of majority of the youngest child on the IV-D case.

⁵⁷ Ref: [SCAO ADM 2006-05, *Withholding Child Support from Prisoner Account Funds*](#).

B. Verify If Paternity Is Established for the Child(ren) of the Incarcerated NCP

When paternity is not established for the child, IV-D staff must attempt to establish paternity before IV-D case closure. There are inherent benefits from paternity establishment, and incarceration does not prohibit IV-D activity to establish paternity. These benefits include:

- Support from both parents;
- Legal documentation of parentage;
- Access to family medical records;⁵⁸
- Medical and life insurance coverage from either parent, if available;
- Inheritance rights;
- Social Security and veterans' benefits, if available; and
- The emotional benefits of the child knowing both parents.

C. Verify the Incarcerated NCP's Ability to Pay Support

IV-D staff must determine that all the following conditions exist to verify that the NCP has no ability to pay support during the child's minority:

- The NCP has no known income and no assets; and
- There is evidence that the NCP cannot pay support for the duration of the child's minority (e.g., the NCP has no benefit entitlements, no reasonable likelihood of future employment, and no known pending insurance or lawsuit claims).⁵⁹

1. Pursuing Income or Assets for an Incarcerated NCP

When IV-D staff are pursuing income or assets for an incarcerated NCP, a date should not be entered in the *Release Date* field on the DEMO screen. If no date is in this field, MiCSES will ignore the case when evaluating the case for closure for the "XJ" reason code.

⁵⁸ Medical records provide valuable medical information regarding diseases, illnesses, birth defects and other health problems that could be passed to children by their parents.

⁵⁹ Income and asset information is available on the Business Objects *Member Income and Location Report* (MILR) and the *Income and Location Report* (ILR). For more information, reference Section 3.05 of the *Michigan IV-D Child Support Manual*.

Note: Once IV-D staff complete their work to recover income or assets, they will enter the release date in MiCSES to allow the case to close.

2. Uncovering New Income/Assets on a Closed IV-D Case

If a IV-D case has already closed and the CP or IV-D worker uncovers new income or asset information for the NCP, the CP must reapply for IV-D services in order to recover the income or assets.⁶⁰ The CP may reapply for services using the *IV-D Child Support Services Application/Referral* (e1201 or DHS-1201).⁶¹ The IV-D case cannot be reopened if the CP does not reapply for IV-D services.

Once the case is reopened, the IV-D worker must remove the incarceration release date to prevent the case being set for closure while recovering the income and assets. The IV-D worker will enter a member-level note explaining that (s)he removed the incarceration release date of mm/dd/yyyy to reopen the IV-D case to recover income or assets.⁶²

2.7 Intergovernmental Cases

2.7.1 Interstate Case Reconciliation (ICR) Shows Initiating State Has Closed Its IV-D Case⁶³

Federal regulation 45 CFR 303.11(b)(18) allows a IV-D case to close when an initiating agency in an intergovernmental case has notified the responding state that the initiating state has closed its case.

Although a 60-day notice to the parties is **not** required, notice is provided to the initiating state through the Child Support Enforcement Network (CSENet)⁶⁴ when closing a IV-D case for this criterion.

⁶⁰ Because the IV-D program cannot compel the CP to reapply for IV-D services, IV-D workers should educate the CP on the benefits of reapplying for IV-D services.

⁶¹ Ref: Subsection 2.13, "When to Reopen a IV-D Case," in this manual section for more information. For more information on IV-D applications, reference Section 2.05 of the *Michigan IV-D Child Support Manual*.

⁶² The IV-D worker must reenter the release date once income or assets are recouped.

⁶³ Ref: [IV-D Memorandum 2015-016, 2015 Interstate Case Reconciliation \(ICR 2015\) Project Results](#), for more information.

⁶⁴ CSENet electronically connects state child support enforcement automated systems for the purpose of conducting intergovernmental case business activities.

When MiCSES receives ICR information from the federal OCSE with a reason code of “04,”⁶⁵ the ICR process in MiCSES will automatically mark the Michigan IV-D case for closure.

Note: The ICR process will automatically pause the 60-day IV-D case closure process for an additional 30 days (for a total of 90 days) to give IV-D staff time to complete any required case closure activities. No further manual pausing is available for these cases. (Ref: Subsection 4.2, “Pausing the Case Closure Process,” of this manual section for more information.)

When closing a IV-D case for this criterion, the ICR process will use reason code “WI – Initiating State Requests Closure.”

2.7.2 Initiating State Is Uncooperative

Federal regulation 45 CFR 303.11(b)(17) allows a IV-D case to close when the IV-D agency documents failure by the initiating agency to take an action that is essential for the next step in providing services.

A 60-day notice is provided to the initiating state through CSENet when closing a IV-D case for this criterion.

IV-D staff in Michigan may close an intergovernmental case if they:

- Document that the initiating state has failed to take action that is essential for the next step in providing services; and
- Provide proper notice to the initiating state using CSENet.

When closing a IV-D case for this criterion, IV-D staff will use reason code “IX – Initiating State Uncooperative.”

2.7.3 Initiating State Requests Closure

Federal regulation 45 CFR 303.11(b)(18) allows a IV-D case to close when the responding state receives notice that the initiating state has closed its case. The IV-D worker will close the IV-D case if requested by the initiating state.

However, there may be a compelling reason for the IV-D case to remain open. If one of the parties on the IV-D case previously completed a Michigan application for IV-D services or requests IV-D services during

⁶⁵ Reason code “04” describes a case that is open as a Michigan intergovernmental case, but the intergovernmental case in the other state is closed and it is associated to a responding intergovernmental case in Michigan.

the closure process, the Michigan IV-D case can remain open. If the IV-D worker does not close the IV-D case, (s)he will inform the initiating state that the Michigan IV-D case will remain open and provide the reason why it was not closed. The IV-D worker will make a detailed case note on the NOTE screen explaining why (s)he did not close the IV-D case and will set the *Intergov* field to blank on the CASE screen.

Note: The IV-D worker may code the case in MiCSES as a non-IV-D case if the court case needs to stay open and a request for IV-D services has not been completed in Michigan.

When closing a IV-D case for this criterion, IV-D staff will use reason code “WI – Initiating State Requests Closure.” A 60-day notice is provided to the initiating state through CSENet.

Note: There may be situations where Michigan IV-D staff have questions about a request for closure from the initiating state (e.g., when arrears are still owed in Michigan, and no reconciliation of arrearages has been completed). It is appropriate in these circumstances to contact the other state with questions about a closure request.

2.7.4 Initiating State No Longer Needs Services

Federal regulation 45 CFR 303.11(b)(19) allows a IV-D case to close when the initiating agency has notified the responding state that its intergovernmental services are no longer needed. The IV-D worker will close the IV-D case if requested by the initiating state.

The initiating state will often send this closure request when it wants to issue its own income withholding order on the IV-D case. IV-D staff in Michigan must close the IV-D case and stop any income withholding order(s) when the initiating state makes this request.⁶⁶ IV-D staff may code the case in MiCSES as a non-IV-D case if the court case needs to stay open.

Note: If a IV-D worker believes the Michigan IV-D case should remain open, (s)he will contact the initiating state in an attempt to reach an alternative agreement on how to proceed.

A 60-day notice to the parties is **not** required when closing a IV-D case for this criterion.

⁶⁶ 45 CFR 303.7(c)(12); 45 CFR 303.7(d)(9)

When closing a IV-D case for this criterion, IV-D staff will use reason code “IS – Initiating State No Longer Needs Services.”

2.7.5 Case Closure When Michigan Is the Initiating State⁶⁷

IV-D staff in Michigan will notify the responding state agency of case closure within 10 working days of closing the case and will provide a reason for the closure.

If Michigan closed its IV-D case before March 2015 without notifying the responding state, and a payment is received from the responding state, IV-D staff must make a diligent effort to locate the CP and distribute and disburse the payment, rather than return it to the responding state for a refund to the NCP.

2.8 Good Cause Is Determined and Applicant Requests Closure

2.8.1 Best Interests of the Child(ren)

Federal regulation 45 CFR 303.11(b)(6)(iii) allows a IV-D case to close when paternity cannot be established because it would not be in the best interests of the child to establish paternity in a case involving incest or rape.⁶⁸

A 60-day notice to the parties is required when closing a IV-D case for this criterion; however, to protect the safety of the child(ren), only the CP will receive a notice.

In this circumstance, SSs will make the determination of good cause for IV-D case closure based on information provided by the CP, when it is not in the child’s best interest to have paternity established or support enforced.⁶⁹

When closing a IV-D case for this criterion, SS staff will use reason code “BI – Best Interest of Children.”

Note: This closure reason is distinct from a good cause determination by a family independence specialist (FIS)/eligibility specialist (ES).⁷⁰

⁶⁷ 45 CFR 303.7(c)

⁶⁸ Public Act 178 of 2016 amends Public Act 159 of 2012, the Revocation of Paternity Act, requiring a court to take an action revoking paternity if a child's mother proves by clear and convincing evidence that her child was conceived as a result of nonconsensual sexual penetration.

⁶⁹ Ref: [Section 2.15, “Cooperation/Noncooperation/Good Cause,” of the Michigan IV-D Child Support Manual](#) for more information on good cause.

⁷⁰ Ref: Subsection 2.8.2, “Good Cause Is Approved,” of this manual section for more information.

2.8.2 Good Cause Is Approved

Federal regulation 45 CFR 303.11(b)(14) allows a IV-D case to close when there has been a finding of good cause or other exceptions to cooperation with the IV-D agency. The IV-D case may close when the state or local IV-A, IV-D, IV-E, Medicaid or food stamp agency has determined that support enforcement may not proceed without risk of harm to the child or caretaker relative.

A 60-day notice to the parties is **not** required when closing a IV-D case for this criterion.

The FIS/ES worker makes the determination of good cause for noncooperation because of risk or harm to the child or caretaker. The FIS/ES worker may waive the cooperation requirement for Family Independence Program (FIP), Medicaid, Child Development and Care (CDC), or Food Assistance Program (FAP) recipients.

The FIS/ES worker will transmit to MiCSES via the Bridges/MiCSES interface that “good cause, end action” has been determined.

A IV-D case meets this federal closure criterion when the *Good Cause Status* on the CASE screen is “E – Good Cause Granted, End Action.”

When closing a IV-D case for this criterion, MiCSES will use reason code “GG – Good Cause Approved.” IV-D staff cannot manually use this case closure reason code. MiCSES will automatically close the case if the conditions are met.

2.8.3 Non-Public Assistance Applicant Requests Closure

Federal regulation 45 CFR 303.11(b)(12) allows a IV-D case to close when a non-public assistance applicant requests closure of his/her case and there is no assignment of arrears or medical support to the state.

A 60-day notice to the parties is **not** required when closing a IV-D case for this criterion.

A IV-D case meets this federal case closure criterion when all of the following conditions exist:

- The CP or the IV-D applicant requests IV-D case closure;
- There are no child or medical support arrearages owed to the state to repay past assistance granted;
- No child(ren) receive public assistance; and

- The CP and child(ren) do not have any assistance member exceptions on the RESR screen.

When closing a IV-D case for this criterion, IV-D staff will use reason code “WQ – Non-Public Assistance Applicant Requests Closure.”

2.9 Non-Public Assistance Applicant Cannot Be Contacted or Is Uncooperative

Federal regulations allow for the closure of a non-assistance IV-D case when the non-assistance applicant cannot be contacted⁷¹ and when the non-assistance applicant has become uncooperative.⁷² However, requirements for services and responding to applicants on a non-assistance IV-D case are different for both, so the distinction between not being able to contact the CP and the CP being uncooperative is necessary in determining the appropriate case closure reason code.

For non-assistance cases, IV-D workers must make a good-faith effort to contact the applicant using at least two different methods.⁷³ IV-D workers must also ensure that the minimum IV-D service requirements have been met before closing a case due to their inability to contact the applicant or the fact that the applicant is uncooperative.

2.9.1 Non-Public Assistance Applicant Cannot Be Contacted

Federal regulation 45 CFR 303.11(b)(15) allows a IV-D case to close when cooperation of the recipient of IV-D services is not required, and the IV-D agency is unable to contact the recipient of services despite a good-faith effort to contact the CP using at least two different methods.

Note: If the case is a domestic relations case that has been dismissed by the court and the applicant has not responded to written requests about his/her desire to continue IV-D services, IV-D staff must send the applicant a letter. The letter will state that IV-D staff have reason to believe the applicant no longer wants IV-D services as a result of the dismissal of the case. It must also include a statement that the IV-D case closure process will begin if there is no response in 14 days.⁷⁴

⁷¹ 45 CFR 303.11(b)(15)

⁷² 45 CFR 303.11(b)(16)

⁷³ The two methods of contact are sending the *Application Status Letter* (DHS-1202) and making a phone call. Ref: Section 2.05 of the *Michigan IV-D Child Support Manual* for more information on mandatory IV-D services and requirements for responding to non-assistance applicants before closing IV-D cases.

⁷⁴ Ref: [Exhibit 2016-003E2, Additional Questions and Answers Regarding IV-D Services for Domestic Relations Cases](#), for more information.

A 60-day notice to the parties is required when closing a IV-D case for this criterion.

When closing a IV-D case for this federal case closure criterion, IV-D staff will use reason code “WT – Non-Public Assistance Applicant Cannot Be Contacted.” A IV-D case meets this criterion when all of the following conditions exist:

- A. The IV-D worker attempted but is unable to contact the non-assistance applicant despite efforts to contact him/her through at least two different methods;
- B. The IV-D worker entered an adequate case note on the NOTE screen in MiCSES indicating one of the following:
 - 1. The applicant was called. The date(s) and outcome(s) of the call(s) are as follows [the IV-D worker will enter the applicable information]; or
 - 2. The applicant did not provide a phone number, so an attempt to contact the applicant via phone was not possible.
- C. There is no support order associated with the IV-D case, or there is no arrearage owed to the state to repay past assistance granted; and
- D. The CP and child(ren) do not have any assistance member exceptions on the RESR screen.

When the IV-D worker completes the CASE screen pop-up associated with the “WT” closure code, MiCSES will automatically generate a case note on the NOTE screen with the selected option and any text entered.

Example 2: Closing a Case Using the Reason Code “WT – Non-Public Assistance Applicant Cannot Be Contacted”

A non-IV-D applicant submits an online application (e1201) for IV-D services through the MiChildSupport Portal. An SS reviews the application but does not find enough information to locate the alleged father. The SS reviews the contact information for the applicant and attempts to call the applicant. The phone rings, but the call is not answered, and the SS is unable to leave a voicemail message.

The SS reviews the good-faith guidelines for attempting to contact the applicant listed in Section 2.05 of the *Michigan IV-D Child Support Manual*. The SS sees that (s)he must enter a case note on the NOTE screen and leave the case in the APPCALL minor activity.

OCS assigns the case to another SS the next time the APPCALL minor activity is worked. The next SS reviews the case notes and sees that an initial call was attempted, but there was no answer and the caller was unable to leave a message. The SS calls the applicant's phone number provided on the e1201 but is unable to get an answer or leave a voicemail message.

The SS has satisfied the IV-D requirement to make a good-faith effort to contact the applicant through a second method. Therefore, the SS sets the case for closure using the closure code "WT – Non-Public Assistance Applicant Cannot Be Contacted."

MiCSES will prompt the SS to indicate if a phone call was attempted. The SS will enter the dates and outcomes of both unsuccessful calls in the text box on the CASE screen pop-up associated with closure code "WT." MiCSES will then populate this information as a note on the MiCSES NOTE screen.

2.9.2 CP Uncooperative on a Non-Public Assistance IV-D Case

Federal regulation 45 CFR 303.11(b)(16) allows a IV-D case to close when the IV-D agency documents the non-assistance recipient's circumstances of noncooperation, and an action by the recipient is essential for the next IV-D step.

The decision whether to use "WT – Non-Public Assistance Applicant Cannot Be Contacted" or "N9 – CP Uncooperative in Non-Public Assistance Case" depends on what type of contact the applicant has had with a IV-D worker when case closure is considered.

- If the minimum IV-D service requirements have been met and the applicant has never had personal contact with a IV-D worker outside of the initial submission of the application for IV-D services, the IV-D worker will use the code "WT – Non-Public Assistance Applicant Cannot Be Contacted" when closing the IV-D case; or
- If the applicant has made personal contact with a IV-D worker in the past but is now unreachable, or if the applicant informs the IV-D worker that (s)he no longer needs services, the IV-D worker will use the code "N9 – CP Uncooperative in Non-Public Assistance Case" when closing the IV-D case.

A 60-day notice to the parties is required when closing a IV-D case for this criterion.

The requirement to cooperate in establishing paternity and/or establishing a child support order does not apply to a non-assistance case. Federal and state laws and regulations regarding compliance with the IV-D cooperation requirements apply only to applicants and recipients of assistance benefits.

A IV-D case meets this federal case closure criterion when all of the following conditions exist:

A. Either:

- The IV-D worker is unable to contact the applicant after an initial contact with the applicant was made; or
- The CP verbally states that (s)he will not cooperate or does not respond to requests for information;

B. There is no support order associated with the IV-D case, or there is no current support obligation for a child on the case and no arrearages are owed to the state to repay past assistance granted; and

C. The CP and child(ren) do not have any assistance member exceptions on the RESR screen.

When closing a IV-D case for this criterion, IV-D staff will use reason code “N9 – CP Uncooperative in Non-Public Assistance Case.”

Example 3: Closing a Case Using the Reason Code “N9 – CP Uncooperative in Non-Public Assistance Case.”

A IV-D worker receives a CAR for a non-assistance case. The IV-D worker reviews the case and determines that additional information is needed to locate the alleged father. The IV-D worker mails an *Application Status Letter* (DHS-1202) to the applicant to request additional information. After 30 days, the IV-D worker reviews the case notes and determines that no IV-D workers have had contact with the applicant outside of the initial application submitted, so the minimum IV-D service requirements outlined in Section 2.05 of the *Michigan IV-D Child Support Manual* have not been met. The IV-D worker calls the applicant to gather additional information. The applicant says (s)he will not provide the needed information and hangs up. The IV-D worker will log the date and outcome of the call on the MiCSES NOTE screen.

The IV-D worker confirms that the case has no support order and no arrearages, and the applicant and child(ren) do not have a member exception on the RESR screen. The IV-D worker initiates case closure

using “N9 – CP Uncooperative in Non-Public Assistance Case” because the applicant refuses to provide the needed information to proceed with the case.

2.10 Change in Circumstances or Living Arrangements⁷⁵

For cases within their own functional area, IV-D staff may determine whether a case qualifies for closure when they receive information that may affect the family’s eligibility for IV-D services based on a change in circumstances or living arrangements.

Some changes may affect the need for services but not cause ineligibility for IV-D services, such as the NCP⁷⁶ returning to the home, a formal reconciliation of the parties, or a party moving out of state when no support order exists. In these situations, IV-D staff must contact the CP to determine if the CP wants to continue to pursue support action.

2.10.1 NCP Returns to the Home/Reconciliation of the Parties

For a CP and NCP to be considered “reconciled,” at a minimum, they must live together, and both must contribute appropriately to household income and expenses. However, federal regulations do not provide authority for a case to close due to the parties reconciling. The IV-D worker must work the case until the CP requests closure, or noncooperation exists.

The CP may have valid reasons to continue IV-D services, even in situations involving “reconciliation.” The CP may want paternity established (if applicable) or financial assistance (if the NCP fails to contribute to the household income), or both.

A. Public Assistance Case and There Is No Court Order

When a CP is receiving public assistance and the NCP returns home, the CP must notify his/her FIS/ES worker of the return of the NCP. If the CP contacts the IV-D worker, the CP should be referred to the FIS/ES worker. The FIS/ES worker will then update Bridges to indicate that the NCP has returned home. This will trigger the *Returned Home* status in MiCSES.⁷⁷ Because assistance benefits will

⁷⁵ Ref: the *MiCSES Customer Information Guide: Case Closure* and [MiCSES Quick Reference Guide: CASE – Manually Close or Pause a MiCSES or IV-D Case](#).

⁷⁶ In Bridges, the term “absent parent” is used instead of “NCP.”

⁷⁷ The *Returned Home* status does not initiate the *Notice of Continued Eligibility* (OCS4636) or any other automatic case closure actions.

continue to be paid to the household until the FIS/ES worker confirms the “absent” parent is in the home, the IV-D case must not be closed.

IV-D staff will verify the NCP is active on the CP’s public assistance case with the FIS/ES worker after paternity is legally established.⁷⁸ IV-D staff can also verify this by checking the Bridges case information in MiCSES or by checking available MiCSES and Business Object reports.⁷⁹

When the NCP returns to the home, (s)he will either be added to the family assistance grant, or the assistance case will be closed. In either of these instances, **the IV-D case will become a non-assistance case since** there is no longer a requirement to cooperate with the IV-D program to establish support.

Note: IV-D staff may recommend the parties request a support order when both parents are in the home and on public assistance. IV-D workers can recommend that the court establish a support order and set the order obligation amount to zero.⁸⁰ This will allow the IV-D worker to modify the order if the situation should change and one of the parents leaves the home.

When closing the IV-D case following the closing of the assistance case, or the population of the *Returned Home* status when the CP requests IV-D case closure, IV-D staff will use one of the following reason codes:

- “WQ – Non-Public Assistance Applicant Requests Closure,” if the CP requests closure; or
- “WT – Non-Public Assistance Applicant Cannot Be Contacted,” if IV-D staff follow the criteria in Subsection 2.9.1 of this manual section.

B. Non-Public Assistance Case and There Is No Court Order

When the IV-D worker learns from a source other than the CP that the NCP has returned to the home, IV-D staff must verify the family’s living arrangement by contacting the CP. If the CP confirms that the

⁷⁸ IV-D workers will refer a case for paternity establishment when it is reported that both parents are in the home, but paternity has not been established.

⁷⁹ IV-D staff should enter a case-level note stating that public assistance was verified, and that the NCP is in the CP’s home. IV-D staff will also record the NCP as living in the CP’s home.

⁸⁰ Ref: Section 5.20 of the *Michigan IV-D Child Support Manual* for more information regarding establishing a court order.

NCP has returned home **and** requests that the case be closed, the IV-D worker will close the IV-D case.

If the CP notifies the IV-D worker that the NCP returned to the home, the IV-D worker must confirm with the CP that (s)he wants to close the IV-D case.

When closing the IV-D case for these reasons, IV-D staff will use one of the following reason codes:

- “WQ – Non-Public Assistance Applicant Requests Closure,” if the CP requests closure; or
- “WT – Non-Public Assistance Applicant Cannot Be Contacted,” if IV-D staff follow the criteria in Subsection 2.9.1 of this manual section.

C. Reconciliation When Paternity Is Established and a Court Order Exists

FOC workers must follow Michigan Court Rule (MCR) 3.209 when the parties reconcile and are not receiving public assistance, and the court dismisses the court order.

If the IV-D applicant files a motion as identified in MCR 3.209, or if the IV-D applicant requests case closure without a motion, IV-D staff will close the IV-D case using the reason code “WQ – Non-Public Assistance Applicant Requests Closure.”

IV-D staff may use reason code “WT – Non-Public Assistance Applicant Cannot Be Contacted” if IV-D staff follow the criteria in Subsection 2.9.1 of this manual section.

Note: If the IV-D applicant is receiving public assistance, the case is not eligible for IV-D case closure until the assistance case closes.

D. CP and NCP Reconcile and Divorce Filing Is Dismissed

FOC staff must follow MCR 3.209 when closing a court case due to reconciliation and the dismissal of a divorce filing. If the family is still receiving public assistance when the parents have reconciled either before or after the entry of a judgment, IV-D workers should enter the case closure reason code “WQ – Non-Public Assistance Applicant Requests Closure” or “MZ – Case Merged/Opened in Error.” IV-D

workers must enter a case-level note whenever they use these reason codes.

2.10.2 The CP Moves Out of State, and No Support Order Exists

There is no state residency requirement for IV-D services. IV-D staff in Michigan may not close a IV-D case just because the parties have left Michigan.

When the CP moves out of state and no support order exists, IV-D staff may contact the CP to determine whether the CP wishes to continue to pursue the support action.

If the CP requests case closure, IV-D staff will close the case using reason code “WQ – Non-Public Assistance Applicant Requests Closure” if IV-D staff follow the criteria in Subsection 2.8.3 of this manual section.

If the CP’s cooperation is not required and IV-D staff cannot contact the CP, they will use reason code “WT – Non-Public Assistance Applicant Cannot Be Contacted” if IV-D staff follow the criteria in Subsection 2.9.1 of this manual section.

2.10.3 Child Does Not Reside With or Is Not Under Supervision of the CP

IV-D staff must determine if case closure is appropriate when a child does not reside with the CP, is not under the supervision of the CP, or when the child(ren) is active on multiple IV-D cases.

A 60-day notice to the parties is required when closing a IV-D case for this criterion.

IV-D staff must identify the child’s living arrangement and public assistance status, which will determine the next steps for case processing or eligibility for closure.

If the child is not active on a case in Bridges or in the Michigan Statewide Automated Child Welfare Information System (MiSACWIS), and IV-D staff cannot determine the child’s living arrangement, then IV-D staff must attempt to contact the CP or parent(s) to determine the child’s living arrangement.

The IV-D case is eligible for closure when all the following conditions exist:

- The current IV-D arrears are less than \$500;

- There were no payments in the last six months; and
- All children have an “N” in the *In CP Home* field on the CASE screen.

When closing a IV-D case for this condition, IV-D staff will use reason code “PG – Child Does Not Reside With or Under Supervision of the CP.”

2.11 Duplicate Cases, Inactive Cases, and Cases Opened in Error

2.11.1 Merging Duplicate IV-D Cases or Closing IV-D Cases Opened in Error

Closing duplicate cases or cases opened in error will help improve county and statewide performance factors. Appropriately closing IV-D cases helps to improve performance for the current support percentage and the arrears case collection percentage, both of which affect county and state incentive funding.

Although some duplicate cases can be resolved automatically as discussed in Subsection 2.11.2, due to the complexity of some cases, manual action is needed to ensure that the duplicate case is being closed appropriately. IV-D staff will need to do additional research before closing the IV-D case using reason code “MZ – Case Merged/Opened in Error.”

Note: IV-D staff will use the “MZ” reason code only when authorized by OCS policy. Inappropriate use of the code may affect federal audit results.

IV-D staff must close a duplicate case only when it is in their own functional area (e.g., SS, PA or FOC functional areas). If IV-D staff find that there is a duplicate case in another functional area, they must contact the primary worker in the other county and ask him/her to close the duplicate case.

Note: MiCSES will not send a 60-day notice to the CP/NCP for merged or duplicate cases.

A. Duplicate IV-D Cases

1. A duplicate case is defined as a case in which:

- a. The CP’s, NCP’s and child(ren)’s names and dates of birth are the same as those on another case (if the names and dates of birth are similar, IV-D staff must verify that the individuals are the same in MiCSES); **and**

- b. The individuals have the same roles on both cases (if the mother is a CP on one case and the NCP on the other case, the cases are not duplicates because this may be a change in custody or in the payer/payee status).
2. For FOC or PA workers to consider a case that is opened in their functional area as a duplicate case, one of the following must be true:
 - a. The case has an NCP, CP and all children on a support order, and there is another case open in the SS functional area with the same NCP, CP and one or more of the same children; or
 - b. The case has an NCP, a CP, and a child with paternity established, and/or a court order exists and there is another case in the SS functional area with the same CP and child, but with an “unknown” NCP.
3. For SSs to consider a case a duplicate case, all of the children on the case must have paternity and/or a support order established on another IV-D case.

Example 4:

A CP has three children. The NCP is the same for all three children, and two children already have a support order on one IV-D case. SSs must add the third child to the existing IV-D case⁸¹ and initiate a CAR for establishment services. SSs will close the IV-D case with the third child as a duplicate.

4. FOC workers may also manually close or combine duplicate cases within the FOC functional area.

⁸¹ Ref: [SCAO Memorandum dated September 4, 2008, Amendments of Michigan Court Rules MCR 3.204 \(Proceedings Affecting Minors\); and MCR 3.212 \(Post judgment Transfer of Domestic Relations Cases\)](#) for more information about the rules for consolidating duplicate IV-D cases.

Example 5:

- Case 1: Child 1 has a “Paternity – DP” order established with the mother as the CP and the father as the NCP;
- Case 2: Child 2, the sibling of Child 1, has a “DP” order established with the same mother as the CP on Case 1 and the same father as the NCP on Case 1;
- Case 3: Child 3, the sibling of Child 1 and Child 2, has a “Family Support – DS” order established with the same CP and NCP; and
- Case 4: All five members on Cases 1-3 are active on a case in the SS functional area without a court order.

FOC workers may combine the first three cases into one case. They may choose to consolidate the orders into one court order or associate the three existing orders to one IV-D case.⁸² FOC workers must not close Case 4; they may contact OCS for Case 4 and request that SS workers close the case as a duplicate case with the reason code “MZ – Case Merged/Opened in Error.”

B. Merging Duplicate IV-D Cases

When IV-D staff identify and verify duplicate cases in their functional area, the cases must be combined into one case. IV-D staff will designate which IV-D cases should close by using the reason code “MZ – Case Merged/Opened in Error.”

C. Closing Cases Opened in Error

A IV-D case may be opened due to incorrect system coding or an inappropriate or incomplete child support referral. IV-D staff will designate these IV-D cases for closure by using the reason code “MZ – Case Merged/Opened in Error.”

In addition, IV-D staff will enter a case note on the NOTE screen explaining why they used the “MZ” reason code.

Note: When the IV-D program receives a Bridges referral and all children on the case are 18 or older, MiCSES will immediately close that case using the reason code “GT – Youngest Child Is 18 Years Old and Not Attending School and No Obligations or Child Age 18 and Statute of Limitations Bars Action to Establish Paternity.” The “GT” closure code is not available to any other automated or manual closure process. IV-D staff will not be able to view cases closed in this manner on MiCSES.

⁸² That is, one IV-D case with three active SORD screens.

D. Inappropriate Medicaid Referral When the Child Is Eligible for Health Care Services Through the Indian Health Service (IHS)

Federal regulation 45 CFR 303.11(c) requires IV-D staff to close a case that was a Medicaid referral based solely upon health care provided through an Indian Health Program. IV-D workers will close a case using the reason code “MZ – Case Merged/Opened in Error” if they identify a case meeting both of the following criteria:

- The child is eligible for health care services from IHS; and
- The IV-D case was opened because of a Medicaid referral based solely upon health care services, including the Purchased/Referred Care program provided through an Indian Health Program.⁸³

The IV-D worker will enter a case note on the MiCSES NOTE screen indicating the case was closed because it was an inappropriate referral from Bridges that should have gone to IHS.

2.11.2 Automatic Closure of Duplicate IV-D Cases

Duplicate cases create overlapping services, confusion, inappropriate and possibly conflicting actions, and inefficiencies. Also, these cases negatively affect Michigan’s IV-D performance measures. Some duplicate cases can be resolved systematically, as described in this subsection. Other duplicate cases must be resolved manually.

The *Automated Closure of Duplicate IV-D Cases (ACDC)* batch process identifies open IV-D cases and evaluates them for duplication. MiCSES keeps at least one IV-D case open for each CP/NCP gender combination.

Note: MiCSES does not close cases that have an active CAR or other case activity. If the duplicate case does not have any activity, the case will close. However, if both identified cases have an active CAR or other case activity, both cases will remain open.

There are two conditions for which the ACDC batch process considers cases to be duplicates:

⁸³ 25 United States Code (USC) 1603(12)

A. Two NCPs With the Same Gender

OCS policy does not permit two cases with NCPs of the same gender or an identical relationship to the child.

A IV-D case meets the criteria for a duplicate case when all of the following conditions exist:

- The same active CP member ID exists on another case;
- The same active child member ID exists on another case; and
- The NCP on the case has the same gender as the NCP on another case who has the same relationship to the child.

Note: If the gender on the DEMO screen is “U” (Unknown), this process considers the relationship(s) of the NCP to the child(ren) as reported on the *Child Info* tab of the DEMO screen to determine the gender of the NCP on the case (e.g., “father” means the NCP is a male).

Example 6:

Case 1

CP: Grandmother
Child: Jimmy
NCP: Bill (gender = male)

Case 2

CP: Grandmother
Child: Jimmy
NCP: John (gender = male)

Case 3

CP: Grandmother
Child: Jimmy
NCP: Jane (gender = female)

Case 1 and Case 2 would be considered duplicates because the CP and child are the same, and the NCPs (Bill and John) have the same gender. However, Case 3 would not be considered a duplicate of either case because the NCP’s gender does not match.

In the above examples, Case 1 and Case 3 would remain open and Case 2 would close because it is considered a duplicate of Case 1.

B. Same CP/NCP With a Different Child

A IV-D case meets the criteria for a duplicate case when the following conditions exist:

- The same active CP member ID exists on another case; and

- The same active NCP member ID exists on another case.

Shared children are not required for MiCSES to consider IV-D cases to be duplicates for automatic closure. In this situation, some of the parties' children appear on the case that will remain open. IV-D staff can later add to the open IV-D case any children who are missing, as appropriate.

Example 7:

<u>Case 1</u>	<u>Case 2</u>
CP: Jane	CP: Jane
Child: Jimmy	Child: Suzie
NCP: John	NCP: John

Cases 1 and 2 would be considered duplicates because Case 1 and Case 2 have the same NCP. In the past, IV-D cases under this condition were **not** eligible for closure as a duplicate because the child(ren) were not the same on both cases.

IV-D staff will add the child from the closed IV-D case to the open IV-D case at the next opportunity.

When closing a IV-D case for these conditions, MiCSES will use reason code "AZ – Automated Duplicate Case Closure."

2.11.3 Closure of Inactive IV-D Cases

The *Automatic Closure of Inactive IV-D Cases (ACIC)* batch process evaluates IV-D cases based on case activity to determine if they can be closed.

The ACIC process evaluates all open IV-D cases and considers a case inactive if it meets all of the following conditions:

- No case activities have been recorded on the *Case Activity Diary (CASD)* screen⁸⁴ in more than 12 months;
- There is no active CAR;⁸⁵
- There is no current support order;
- No child(ren) receive public assistance; and

⁸⁴ Ref: [MiCSES Screen Description: CASD – Case Activity Diary](#) for more information.

⁸⁵ A IV-D case has an active CAR when a CAR listed for the case on the LCSE screen has a *CAR Status Code* equal to one of the pending CAR statuses found in [Exhibit 2.20E1, CAR – Court Action Referral Status](#).

- The CP and child(ren) do not have any assistance member exceptions on the RESR screen.

When closing a IV-D case for this condition, MiCSES will close the IV-D case with one of the following reason codes:

- “AK – Administrative Error,” if MiCSES has never generated any correspondence to the parents/custodians on the case. Meaningful IV-D services never began for these cases because the IV-D program never established initial contact with the parties. OCS has determined that a 60-day notice is not required;
- “WT – Non-Public Assistance Applicant Cannot Be Contacted,” if MiCSES has previously generated correspondence to the parents/custodians on the case, and a good-faith effort was made to contact the parents/custodians through a second method. OCS has determined that a case closure notice will be sent to the parties because meaningful IV-D services (e.g., a good-faith effort to contact the applicant via two different methods) have been initiated. MiCSES will send a 60-day notice to the parties; or
- “N9 – CP Uncooperative In Non-Public Assistance Case,” if MiCSES has previously generated a correspondence to the parents/custodians on the case and the CP has been uncooperative with the child support program (e.g., failed to respond to multiple contact letters). MiCSES will send a 60-day notice to the parties.

2.12 Removal of Cases From IV-D Case Closure

2.12.1 Conditions for Stopping the IV-D Case Closure Process

IV-D staff must stop the IV-D case closure process when one of the following occurs:

- The recipient of services supplies information in response to the 60-day notice before the IV-D case closes, and this information could lead to the establishment of paternity, a support order, or the enforcement of an order;
- Contact is reestablished with the recipient of services (if the case was pending closure because of lack of contact with the recipient of services); or
- The 60-day notice was sent in error.

2.12.2 IV-D Staff Actions to Prevent a Case From Closing

When a IV-D case is set to close and it must be prevented from closing, IV-D staff will do one of the following:

- A. For IV-D cases with a manual closure code: IV-D staff must reset the *Case Status RC* field on the CASE screen to blank. To do this, IV-D staff must reset the *IV-D Case Stat* field to “O – Open.” This will cause the CASE screen to blank out the *Case Status RC* field and the *60-Day Notice DT* and *Est Close DT* fields;⁸⁶ or
- B. For IV-D cases with an automatic closure code: IV-D staff must change the underlying conditions for the specific federal closure criterion to allow the case to remain open. Usually, IV-D staff accomplish this by changing a date field or the case conditions of the specific reason code that was set prior to closure, or by taking the next steps in establishing a support order when new information allows IV-D staff to do so.

Either of these manual actions will trigger MiCSES to reevaluate the IV-D case for closure. However, if the case meets the criteria for another closure reason, MiCSES will close the case based on the most recent closure code and will not send another 60-day notice.

Note: The case closure reevaluation process⁸⁷ will automatically stop case closure when the case no longer meets the conditions for closure, even without manual IV-D staff intervention.

It is important that IV-D staff do not falsify data to stop a IV-D case from closing since this could lead to the following repercussions:

- Forms and notices going to the wrong address;
- Negative impacts to ongoing IV-D cases in other counties when the MiCSES member with false information also appears on those cases;
- Failure of audits; and
- Actual or attempted falsification of records can lead to a violation of work rules that may result in counseling or disciplinary action, which may range from reprimands to discharge.⁸⁸

⁸⁶ Ref: *MiCSES Customer Information Guide: Case Closure* for more information.

⁸⁷ Ref: [MiCSES Customer Information Guide: CASE CLOSURE \(BATCH CASE CLOSURE REVAL\) Process](#) for more information.

⁸⁸ Unauthorized access, use, misuse, or modification of MiCSES data constitutes a violation of Title 18, United States Code, Section 1030, and may subject the individual to Criminal and Civil penalties pursuant to Title 26, United States Code, Sections 7213, 7213A (the Taxpayer Browsing Protection Act), and 7431.

IV-D staff have the ability to use a **one-time** pause on a IV-D case to complete IV-D activities. (Ref: Subsection 4.2, “Pausing the Case Closure Process,” in this manual section.) A pause does not stop case closure; it merely delays the closure process for a set amount of time with a simple step in MiCSES. This is the only approved method for delaying case closure.

2.13 When to Reopen a IV-D Case

Once a IV-D case closes, the IV-D case may be reopened only if the recipient of services reapplies for IV-D services, or if the child(ren) becomes a recipient of public assistance.⁸⁹ In either of these circumstances, if the case is set to close but the applicant provides new information or has a change in circumstances that could lead to the establishment of paternity or a support order or the enforcement of an order, the IV-D case will remain open.⁹⁰

If the applicant does not provide new information or does not respond to the DHS-1202 that asks for more information, then the IV-D case will be reconsidered for closure using either “WT – Non-Public Assistance Applicant Cannot Be Contacted” or “N9 – CP Uncooperative in Non-Public Assistance Case.”

Note: A IV-D case is not considered closed while the closure process is still within the 60-day notice period plus any pausing time, so a new application for IV-D services is not required for IV-D staff to reopen a case during this timeframe.

2.13.1 Reopening IV-D Cases That Were Automatically Closed

For IV-D cases that were closed automatically, the underlying condition that set the IV-D case to close must change so the IV-D case will remain open; otherwise, automatic case closure will reinitiate. Usually this is a date field or other indicator that MiCSES or IV-D staff set prior to closure.

2.13.2 Reopening IV-D Cases That Were Manually Closed

For IV-D cases that were closed manually, IV-D staff must reset the *Case Status RC* field on the CASE screen to blank. To do this, IV-D staff must reset the *IV-D Case Stat* field to “O – Open.” This will cause the CASE screen to blank out the *Case Status RC* field. This will trigger MiCSES to reevaluate the IV-D case for closure, and MiCSES will

⁸⁹ Ref: [MiCSES Quick Reference Guide: CASE – Reopen a MiCSES or IV-D Case](#) for more information.

⁹⁰ 45 CFR 303.11(d)

reopen the case unless the case meets the criteria for another closure reason.⁹¹

2.13.3 Reopening IV-D Cases When Good Cause Is End-Dated in Bridges

A IV-D case will automatically reopen if good cause was ended by Bridges and the IV-D case was closed with a closure reason code of “GG – Good Cause Approved.”⁹²

2.13.4 Notice of Title IV-D Support Case Action

When a IV-D case reopens, MiCSES generates and sends a notice to the parties indicating the case has been reopened.⁹³

The MiCSES form IDs for this notice are as follows:

- *Notice of Title IV-D Support Case Action (CLO_REOSS)*, for IV-D cases in the SS functional area;
- *Notice of Title IV-D Support Case Action (CLO_REOPA)*, for IV-D cases in the PA functional area; and
- *Notice of Title IV-D Support Case Action (CLO_REOFOC)*, for IV-D cases in the FOC functional area.

2.14 Reopening Court Cases

According to SCAO’s policy on FOC support case administrative closure criteria, the support case must be reopened if there is a change in circumstances that could lead to enforcement of the support order, including the reestablishment of contact with the CP or NCP. The conditions contained in any order associated with the closed docket support case must be followed in reopening the case.

If the IV-D case was also closed when the docket support case closed, a new signed IV-D application must be obtained for the case to requalify as a IV-D case.

⁹¹ Ref: *MiCSES Customer Information Guide: Case Closure* for more information.

⁹² Ref: the subsection “End-Dating of Good Cause” in Section 2.15 of the *Michigan IV-D Child Support Manual* for more information.

⁹³ MiCSES will not send a notice if a party is deceased or if there is a determination of “good cause, continue action.”

3. Responsibility for Determining Manual Case Closure

All IV-D staff have a role in identifying and closing IV-D cases that qualify for closure in their functional area. This is especially true for duplicate cases or old conversion cases (opened prior to 2003) that can fall under any functional area.

3.1 Support Specialist (SS)

SS staff evaluate whether a IV-D case qualifies for closure if the IV-D case resides in the SS functional area in MiCSES and there is no active support order or court case.

3.2 Prosecuting Attorney (PA)

PA workers evaluate whether a IV-D case qualifies for closure if there is an active CAR and the IV-D case resides in the Establishment (EST) functional area in MiCSES.

Note: CARs that remain open may prevent case closure processing for certain reason codes.⁹⁴

3.3 Friend of the Court (FOC)

FOC workers evaluate whether a IV-D case qualifies for closure if the IV-D case resides in the Enforcement (ENF) functional area in MiCSES and there is an open docket, support order, or court case. FOC workers also evaluate whether IV-D cases without court orders or IV-D cases having a closed court case or docket may close in the ENF functional area in MiCSES.

4. The Case Closure Process in MiCSES⁹⁵

A MiCSES case is recorded as either a IV-D case or a non-IV-D case. Once the IV-D aspect of a MiCSES case meets one of the conditions for closure, the closure process begins. Case closure happens either automatically with the weekly case closure batch or manually, for certain closure reasons, by IV-D staff. A case may be eligible for automatic closure for more than one reason. When this occurs, and one of the reasons for closure includes a deceased member, the IV-D program has determined that it should not send the 60-day notice to the deceased party.

Therefore, when a case is eligible for automatic closure for more than one closure reason, the automatic case closure process will select a reason code according to the following hierarchy:

⁹⁴ Ref: Section 2.20 of the *Michigan IV-D Child Support Manual* for circumstances in which PA staff may close a CAR in MiCSES.

⁹⁵ Ref: *MiCSES Customer Information Guide: Case Closure* for more information.

1. EZ – NCP/PF Deceased;
2. CD – CP Deceased;
3. All other reasons in alphabetical order, except CA – All Child(ren) Emancipated or Deceased, No CAR/Order; and
4. CA – All Child(ren) Emancipated or Deceased, No CAR/Order.

Note: The “CA – All Child(ren) Emancipated or Deceased, No CAR/Order” reason code does not generate a 60-day notice. Therefore, if another case closure reason code applies, it will be used first to ensure that the parties receive notice of case closure.

If there are any workflow items on the MiCSES case that prevent full MiCSES case closure, such as major activity chains or active enforcement activities potentially involving a hearing, or if arrearages are present on any support orders, then only the IV-D case will close.

The following activity chains will not prevent full MiCSES case closure; the case closure batch process automatically closes the following activity chains:

Major Activity	Description
CERTREV	Review Order for Modification
DNOT	Generate Delinquency Notice
ENFACK	Enforcement Acknowledgement Sent
ESTACKS	Establishment Acknowledgement Sent
ISAA	Interstate Request for Additional Information
NMSN	Insurance Enforcement
PATAACK	Paternity Acknowledgement Sent
SSACT	Support Specialist Case Activities
SSREV	Support Specialist Review Rejected CAR

The case closure batch process ignores the following activity chains:

Major Activity	Description
ADLV	Administrative Levy
CASE	Case Remedy
CRAR	Credit Reporting
CWKAL	Caseworker Alert
DCHNI	Known NCP Replaced Unknown
FCR	MiCSES SSN Insert
IIWO	Immediate Income Withholding
LNFP	FIDM LIEN
LCPADDR	PO Address Verification For CP
LCPIMPV	Prison Information Request For CP
LCPINF	CP Information Request

Major Activity	Description
LOC	Locate Process
LOCPL	Locate PLS Download
LOCADDR	Post Office Address Verification
LOCAPIN	AP Information Letter
LOCDLIN	Driver's License Information
LOCDTSH	Locate Data Sheet
LOCDW	Locate Data Warehouse Download
LOCEMP	Employer Information Request
LOCIMP	Imprisonment Verification
MERGE	Merge Alert
MILI	Military Insurance Enforcement
PAINFO	Prosecuting Attorney Informational Alerts
UNEM	Unemployment IWN ⁹⁶
WAGE	Initiated Income Withholding

Note: Some major activities must be manually resolved before the MiCSES case can fully close. These are discussed in Subsection 5, “Activities That Prevent Full MiCSES Case Closure,” of this manual section.

If a case closure notice is sent, the IV-D case will remain open for 60 days, and IV-D staff may address any of the above manual processes during that time.

4.1 Case Closure 60-Day Notices

If the case closure reason requires a 60-day notice, MiCSES will generate and send the notice to one or both of the parties⁹⁷ and provide a brief summary⁹⁸ of the reason the case is set to close. The 60-day notice will also inform the parties that either their IV-D case is closing (IV-D case closure) or their IV-D case and any Friend of the Court case(s) are closing (full MiCSES case closure).⁹⁹

Note: OCS worked with program partners, including SCAO,¹⁰⁰ to determine the conditions that can result in full MiCSES case closure (and therefore, the FOC case closure mentioned in some notices).

⁹⁶ Ref: Subsection 4.6 of this manual section for information on when the IIWO activity chain terminates during the income withholding notice (IWN) batch cleanup process.

⁹⁷ If the recipient of the notice does not have a valid address, MiCSES will write a case-level note on the NOTE screen for that member, and no notice will be sent.

⁹⁸ Ref: [Exhibit 3.50E3, Case Closure Reason Codes That Require Notice](#), for more information on the reason code descriptions that appear on the 60-day notices.

⁹⁹ Case closure notices are only required to be sent on IV-D cases. Non-IV-D cases that close will not receive a case closure notice.

¹⁰⁰ FOC workers may reference SCAO’s policy on FOC support case administrative closure criteria to determine whether to ask the court to close the court order.

When the 60-day notice is generated, MiCSES will update the CASE screen's *60-Day Notice DT* field with the current date and the *Est Close DT* field for 60 calendar days later. This identifies the earliest date that the IV-D case may close.¹⁰¹ MiCSES will also set the CASE screen's *IV-D Case Stat* field to "M – Case Eligible for Closure."

Currently, when cases are put into closure and require a 60-day notice, the notice is queued up by the case closure process. When the notice is unable to be sent (no valid address, missing other required information, etc.), MiCSES will not send the notice; however, the batch will attempt to send it every night for a total of 45 nights to see if the missing information is corrected. If the case is moved to an open status, and the information is corrected, the notice will still be sent even though the case is no longer in pending closure.

MiCSES will stop the notice from being sent if it was not already sent when the case was removed from the closure process.

4.1.1 Notice of Full MiCSES Case Closure

The form letter that MiCSES sends for a 60-day notice of full MiCSES case closure varies based on the functional area where the case resides. MiCSES sends the:

- *Notice of Title IV-D Child Support Case Closure (CLOSURESS)*, for IV-D cases in the SS functional area;
- *Notice of Title IV-D Child Support and Friend of the Court Case Closure (CLOSUREPA)*, for IV-D cases in the EST functional area; and
- *Notice of Title IV-D Child Support and Friend of the Court Case Closure (CLOSUREFOC)*, for IV-D cases in the ENF functional area.

The CLOSUREPA and CLOSUREFOC notices inform the parties that both their Friend of the Court case and IV-D case(s) will close 60 days from the date of the notice.

4.1.2 Notice of IV-D Case Closure

When a IV-D case qualifies for closure, but the MiCSES case is unable to close due to open activities or arrears, MiCSES generates a notice to the parties stating that their IV-D case has been identified for possible closure.

¹⁰¹ The weekly batch closure process will pick up the IV-D case for closure the next time it runs on or after this date.

The form that MiCSES sends for a 60-day notice of IV-D case closure varies based on the functional area where the case resides. MiCSES sends the:

- *Notice of Title IV-D Child Support Case Closure (CLO_IVDSS)*, for IV-D cases in the SS functional area;
- *Notice of Title IV-D Child Support Case Closure (CLO_IVDPA)*, for IV-D cases in the EST functional area; and
- *Notice of Title IV-D Child Support Case Closure (CLO_IVDFOC)*, for IV-D cases in the ENF functional area.

These notices inform parties that their IV-D case is set to close in 60 days. The CLO_IVDFOC notice informs the parties that their IV-D case has been identified for possible closure, and their Friend of the Court case may close at a later date.

4.2 Pausing the Case Closure Process

Normally, a IV-D case closes 60 calendar days after the date on the 60-day notice. However, IV-D staff have a one-time ability to temporarily pause IV-D case closure by manually setting the CASE screen's *Est Close DT* field to a future date up to 30 calendar days from the *60-Day Notice DT* field value. MiCSES will write a case-level note on the NOTE screen to identify the pause date and the worker who created the pause. Also, the worker will have the option to manually add any information to the note.

IV-D staff may use this additional time to maintain the case's IV-D status as they finalize work on dockets, CARs, workflows, and arrears to help ensure full MiCSES case closure occurs. Unless otherwise noted below or directed, this "pause" functionality serves no other policy purpose.

If IV-D staff believe that the closure for a IV-D case is inappropriate, they may stop (rather than just pause) IV-D case closure. (Ref: Subsection 2.12, "Removal of Cases from IV-D Case Closure," in this manual section.)

4.2.1 Standard Pause Time

IV-D staff may use a pause of up to an additional 30 calendar days to allow time to work the IV-D case. This applies to all IV-D case closure reasons that generate a 60-day notice, except for case closure when the NCP is deceased, or the NCP is not located in three years.

4.2.2 Extended Pause Time (When NCP Is Deceased)

Due to the possibility of a levy against the estate of a deceased NCP, IV-D staff may use a pause of up to one year to allow time to work the IV-D case to pursue the levy against the estate.

4.2.3 Extended Pause Time (When NCP Is Not Located for Three Years)

IV-D staff may use a pause of up to one year to allow more time to locate an NCP if there is a reasonable belief that the NCP can be located, or if the CP specifically requests that the IV-D case remain open for locate purposes.

Once the NCP is located, the IV-D case will be removed from closure. However, if the NCP is not located after one year, the IV-D case will automatically close.

4.3 Identifying Open or Closed Case Statuses in MiCSES

It is important for MiCSES and IV-D staff to know when cases are categorized as IV-D or non-IV-D. This factor is critical for submitting expense reimbursements, for ensuring appropriate actions are or are not taken pursuant to law, and for accurately calculating Michigan's IV-D performance.

4.3.1 Identifying When a IV-D Case Is Closed and a MiCSES Case Is Open

When the IV-D case closes and the MiCSES case remains open, MiCSES updates the CASE screen as follows:

- The *IV-D Case Type* field is set to "L";
- The *IV-D Case Stat* field remains "O," but the *Description* field is set to "Open/IV-D Case Closed";
- The *60 Day Notice DT* and *Est Close DT* fields are set to blank;
- The *Update DT* field is set to the IV-D case closed date; and
- The *Case Status RC* field contains the closure reason code.

4.3.2 Identifying Full MiCSES Case Closure

When the MiCSES case closes, MiCSES updates the CASE screen as follows:

- The *IV-D Case Stat* field is set to "C";
- The *Case Status DT* field is set to the IV-D case closed date;
- The *60 Day Notice DT* and *Est Close DT* fields are set to blank; and
- The *Case Status RC* field contains the closure reason code.

4.4 Intergovernmental Case Closure and CSENet

When an intergovernmental IV-D case closes, MiCSES sends the other state a CSENet transaction corresponding to one of the 14 federal IV-D case closure criteria to inform that state that the Michigan case is closing.¹⁰²

The weekly closure process automatically closes the *Intergovernmental Information* (ISIN) screen record at the same time the IV-D case closes if there are no pending CSENet transactions on the *Intergovernmental Correspondence* (ICOR) screen with a status of “Received,” “Outbound” or “Error” that require a response.

4.5 Reevaluation Processing: Moving the Case Type From Non-IV-D to IV-D

The case-type monitor (BATCH_CASE_TYPE_MON) process will change the case type from a non-IV-D (“L” case type) back to a IV-D case type on a closed case when one of the following occurs:

- IV-D staff enter a new child support application date in the *App Retd DT* field on the CASE screen after the IV-D case was closed; or
- The system enters a new type of assistance on the *Member Assistance History* (MAHI) screen for a date after the IV-D case was closed.

When a public assistance update is received from an automated referral from Bridges or MiSACWIS, the closed IV-D case will be ineligible to be reopened by the case-type monitor process if the IV-D case closed for any of the following case closure reason codes:

- CA – All Child(ren) Emancipated or Deceased, No CAR/Order;
- CD – CP Deceased;
- XJ – NCP Incarcerated;
- XD – NCP Disabled;
- XI – NCP Incapacitated;
- EZ – NCP/PF Deceased;
- EX – PF Excluded - Unable to Establish Paternity; or
- GG – Good Cause Approved.

¹⁰² Ref: [CSENet Interface Guidance Document](#) for CSENet guidance.

4.6 Income Withholding Notice (IWN) Batch Cleanup Process¹⁰³

Federal law requires the Michigan IV-D program to promptly terminate income withholding on IV-D cases when the arrearages on a case have been paid in full and there is no longer a current support order.¹⁰⁴ Under these circumstances, MiCSES will close the IIWO activity chain and generate¹⁰⁵ an *Income Withholding for Support – Termination of IWO* (FEN58D).¹⁰⁶ However, the automated case closure process may appropriately close a IV-D case when there is an existing obligation or existing arrears. When a IV-D case with an existing obligation or arrears closes, the automated case closure process does not close the IIWO¹⁰⁷ or UNEM¹⁰⁸ activity chains and does not generate or queue a FEN58D.

Income withholding can continue on the non-IV-D MiCSES case that remains open.¹⁰⁹ However, when a MiCSES case is fully closed, income withholding should terminate, and the source of income (SOI) should be notified. The IWN batch cleanup process will run after the automatic case closure process fully closes the MiCSES case to ensure income withholding is terminated as appropriate.

The IWN batch cleanup process ensures the Michigan IV-D program properly terminates income withholding enforcement actions on fully closed MiCSES cases. MiCSES runs the IWN batch cleanup process weekly.

The IWN batch cleanup process generates or queues a FEN58D¹¹⁰ on fully closed MiCSES cases with open IIWO and/or UNEM activity chains. After the FEN58D is generated,¹¹¹ MiCSES will close the open activity chains. The IWN batch cleanup process will also monitor fully closed MiCSES cases to determine if the Michigan State Disbursement Unit (MiSDU) is receiving income withholding payments. If the MiSDU is receiving payments on a fully closed

¹⁰³ This part of the case closure batch process is called "BATCH_IWN_CLEANUP." Throughout this subsection, it will be referred to as the "IWN batch cleanup process."

¹⁰⁴ Social Security Act (SSA) section 466(b)(10) and 45 CFR 303.100(a)(7)

¹⁰⁵ MiCSES can generate and centrally print a form for a county that has selected central print settings. For a county that has selected on-demand print settings for a form, MiCSES will prepare the form, and the county will generate, print, and mail it. Ref: [MiCSES Screen Description: FQPR – Queue Processor](#) for more information on local batch printing of documents.

¹⁰⁶ MiCSES will not generate a FEN58D if one has been generated within the past 30 days.

¹⁰⁷ Ref: [MiCSES Customer Information Guide: IIWO – Immediate Income Withholding Activity Chain](#).

¹⁰⁸ Ref: [MiCSES Customer Information Guide: UNEM – Unemployment IWN Activity Chain](#).

¹⁰⁹ SSA Section 466(a)(8) and MCL 552.604

¹¹⁰ The IWN batch cleanup process will document this action in a docket-level note.

¹¹¹ Counties with central print settings will need to monitor the *Batch Log* (FLOG) screen in MiCSES to correct any missing or invalid data that may be preventing the FEN58D from generating. Ref: [MiCSES Screen Description: FLOG – Batch Log](#) for more information on form errors.

MiCSES case, MiCSES will generate a FEN58D¹¹² to the SOIs sending the payments and will close any open IIWO or UNEM activity chains.

For counties that have selected on-demand print settings and chosen to locally print and mail the FEN58D, the IWN batch cleanup process will queue, rather than automatically generate, the FEN58D. The county IV-D worker will be responsible for manually generating, printing, and mailing the FEN58D. The on-demand print counties will know that a FEN58D has been queued for printing when the MiSDU notifies them via phone call that a payment has been received on a closed case in their county.

5. Activities That Prevent Full MiCSES Case Closure

There may be one or many establishment or enforcement activities underway at the time of case closure. MiCSES will close or ignore most major activity chains during the case closure process; this is especially true of activities in the EST and SS functional areas. However, while some activities may require manual intervention to discontinue the activity before case closure, others need no intervention, allowing the full MiCSES case to close unencumbered.

For example, there may be enforcement activities that must be resolved because either the NCP/CP or another entity, such as the Secretary of State, the court, or a financial institution, may have been contacted through that activity.

If the enforcement items or other items, such as arrears balances, are not resolved, only the IV-D case will close, and MiCSES will change the *IV-D Case Type* field on the CASE screen to “L – non-IV-D.” The MiCSES case will remain open as a non-IV-D case.

The following major activities must be manually completed, closed, or resolved so that the MiCSES case will fully close:

Major Activity	Description
BOND	Performance Cash/Surety Bond
IOTL	Insurance Obligation Termination Letter
LCSP	License Suspension
MODCA	Modifications – Add Child(ren)
PART	Parenting Time
QDRO/EDRO	Qualified/Eligible Domestic Relations Order
REVMd	Review and Modification
REVMO	Review/Modification 180 Day Federal Alert Timer

¹¹² MiCSES will not generate a FEN58D if one has been generated within the past 30 days.

Major Activity	Description
RGOO	Registration of Out-of-State Orders
SCBW	Show Cause
SCMB	Settle Costs of Medical Bills
SCMI	Show Cause Medical Insurance
SSORD	Open SORD Record (<i>SS only</i>)
TOFF	Topic Objection Fact Finding
TRNSRCVD	Intergovernmental Transaction Received ¹¹³

6. Working MiCSES Cases That Become Non-IV-D¹¹⁴

When there are conditions that will block or prevent a MiCSES case from fully closing, the MiCSES case will remain open and will become a non-IV-D case. However, if a case closure notice is sent, the IV-D case will remain open for 60 days. This additional time will allow IV-D staff to manually address what is preventing the MiCSES case from fully closing.

IV-D staff do not receive IV-D funding for work done on non-IV-D cases (e.g., new or ongoing active enforcement such as credit reporting, locate activities, or income withholding). Therefore, OCS provides reports that help IV-D staff identify MiCSES cases that require attention before becoming non-IV-D (Ref: Subsection 8 below).

The following related case closure activities are IV-D funded while the IV-D case is still open:

- Finishing work on the support order, arrears and MiCSES activities within the 60-day timeframe; and
- Pausing IV-D case closure, if IV-D staff require more than 60 days to work the case.

7. Closing Non-IV-D Cases with Recovery Accounts

IV-D cases may close and convert to non-IV-D cases even with debts still due. To fully close a non-IV-D case in MiCSES, no remaining balances may exist on the case. Recovery debts are owed to the state, the county, or the MiSDU and may exist on a non-IV-D case that was once a IV-D case. OCS agrees that FOCs may seek to

¹¹³ Only for those activities that require a response to an inbound CSENet transaction.

¹¹⁴ Ref: [IV-D Memorandum 2012-012, Time Documentation](#) and [IV-D Memorandum 2021-012, Statewide Implementation of the IRS Background Investigation Requirements and Introduction of Section 1.13, "Internal Revenue Service \(IRS\) Background Investigation Requirements," of the Michigan IV-D Child Support Manual](#) for a discussion of how moving a MiCSES case to non-IV-D does and does **not** affect IV-D program funding.

reduce recovery debts to zero even when those debts are owed to the state or the MiSDU so that the non-IV-D case will fully close.

FOC workers may submit a *Request for Central Receipt Adjustment/Suspense Work* (DHS-307) to the MiSDU to request that MiSDU workers reduce a recovery account arrears balance to zero.

MiSDU workers will reduce the recovery account arrears to zero by making an arrears adjustment on the OBAA screen in MiCSES. MiSDU workers must select “Arrears Adjustment” as the reason for reducing the arrears to zero, and they must enter a case note on the NOTE screen¹¹⁵ stating:

Recovery account arrears in the amount of \$X.XX were reduced to zero per FOC request to fully close the MiCSES case. These arrears are no longer accounted for in MiCSES but remain due and unpaid under the order. If the case reopens, these arrears will be reentered into MiCSES.

Once FOC workers confirm that MiSDU workers have reduced the recovery account arrears to zero, FOC workers may close the MiCSES case. However, reducing the recovery account arrears to zero is not a forgiveness of arrears.

IV-D staff may reopen a closed case if the case qualifies for IV-D services and the court order number associated to the IV-D case has not changed. FOC workers must manually reinstate the recovery account arrears on these cases.

8. Case Closure Reports (Business Objects)

Three Business Objects reports aid IV-D staff in case closure activities:¹¹⁶

- *IV-D Case Closure Report* (CC-001);
- *Open/IV-D Case Closed (Type L) Report* (CC-002); and
- *Closed MiCSES Case Report* (CC-003).

IV-D staff will use these reports:

- To identify and resolve any outstanding issues for pending IV-D case closure;
- For informational purposes for pending full MiCSES case closure;
- To resolve any outstanding issues once a IV-D case is closed; and
- To determine the number of all fully closed MiCSES cases within a given timeframe.

¹¹⁵ FOC workers should refer to case notes when determining the arrears amount that MiSDU workers previously reduced to zero.

¹¹⁶ Ref: [Business Objects Report Description: IV-D Case Closure \(CC-001\)](#) and [Business Objects Report Description: Open/IV-D Case Closed \(Type L\) \(CC-002\)](#) for more information.

8.1 *IV-D Case Closure Report (CC-001)*

The CC-001 report displays IV-D cases for which a 60-day notice has been generated and that are preparing to close.

The report will identify:

- When a case is automatically heading toward full MiCSES case closure; and
- When a case is automatically heading toward IV-D case closure but not MiCSES case closure.

The report will identify the following information that is useful in researching IV-D cases that are closing:

- Open CARs;
- Open dockets;
- Active SS and ENF activities;
- Review/Modification activities;
- Intergovernmental activities;
- Locate activities;
- Money in suspense;
- Open bench warrants;
- If MiCSES uses a case to track enforcement activities for an NCP/docket combination; and
- IV-D and non-IV-D arrearages.

Note: It is highly recommended that IV-D staff work this report within the 60-day notice timeframe to close MiCSES cases and prevent them from becoming non-IV-D cases.

8.1.1 Uses for the CC-001 Report in Each IV-D Functional Area

- SSs: The report flags IV-D cases with *Support Specialist Open SORD (SSORD)* activities that need to close before the MiCSES case can fully close.
- PA workers: The report shows what IV-D cases have active CARs and any associated dockets attached to them. This will aid PA workers in determining if there are any actions they need to take before the IV-D case closes.
- FOC workers: The various flags and information on the report will help FOC workers to resolve the outstanding issues so the MiCSES case may fully close. FOC workers may also filter the report for closures requiring locate activities and sort by arrears balances to make an attempt to find the NCPs with large balances remaining.

- OCS Central Operations workers: The report flags IV-D cases with open Financial Institution Data Match (FIDM) activities for which workers need to either complete the lien or release it before the MiCSES case can fully close.

8.1.2 Searching the CC-001 Report

The CC-001 report allows IV-D staff to select from the following available search criteria:

- *County Number*;
- *County Filter* (e.g., “IV-D case, open CAR or Support Order [ALL],”¹¹⁷ “IV-D cases only,” “Open CARs only,” and “Open Support Orders only”);
- *IV-D Case Closure Type* (e.g., “Full MiCSES Case Closure [M],” “IV-D Case Closure Only [Pre-L],”¹¹⁸ and “ALL”);
- *Functional Area* (e.g., “ALL,” “SS,” “EST,” and “ENF”); and
- *Primary Worker* (e.g., “ALL” or one or more Primary Worker IDs).

Note: Caution must be taken when using the prompts. If IV-D workers use too narrow of a search, or prompts that are mutually exclusive, it is possible for the report to return little, if any, information.

8.1.3 Interpreting the Report Columns

A. Columns with a “Yes”

Columns on the report marked with a “Yes” indicate to IV-D staff that there are activities that need attention, but they will **not** prevent full MiCSES case closure.

A “Yes” in the “Bench Warrant?” column indicates that FOC workers must work the *Bench Warrant (BWNT)*¹¹⁹ screen to cancel active bench warrants. If these active bench warrants are not worked, they could potentially be left active on the *Law Enforcement Information Network (LEIN)* when the MiCSES case fully closes.

¹¹⁷ In Business Objects, the “ALL” prompt will select all information instead of a filtered subset of that information.

¹¹⁸ “Pre-L” cases are MiCSES cases that will become “L – Non-IV-D” if IV-D staff do not work the CC-001 report. Once a MiCSES case starts down the path to “L” and all blocking activities are resolved, the case will become non-IV-D for at least a week before the weekly batch closure process evaluates the case and marks it closed.

¹¹⁹ Ref: [MiCSES Screen Description: BWNT – Bench Warrant](#), [MiCSES Quick Reference Guide: Disposition a Bench Warrant](#), and [Section 6.45, “Bench Warrants/LEIN,” of the Michigan IV-D Child Support Manual](#) for more information.

FOC workers must review cases pending full MiCSES case closure and resolve any BWNT-type bench warrants. “BWNT-type” describes a bench warrant without a corresponding *Enforcement Processor* (ENFP) screen activity chain. FOC workers must ensure these warrants are removed from LEIN prior to full MiCSES case closure.

If further actions on the IV-D case are warranted, and the bench warrant is pursued, FOC staff must resolve the underlying conditions for the pending MiCSES case closure to prevent full MiCSES case closure and retain the active bench warrant, if appropriate.

B. Columns with a Prevents Closure “PC” Indicator

Columns marked with a “PC” and highlighted in yellow indicate to IV-D staff that activities are present and **will** prevent full MiCSES case closure. IV-D staff must work these columns first.

Example 8:

A PA worker wants to see all the IV-D cases that are closing in Ingham County but may have active CARs.

The PA worker selects the following prompts:

- “33” for the *County Number* prompt;
- “Open CARs only” for the *County Filter* prompt;
- “ALL” for the *IV-D Case Closure Type* prompt;
- “EST” for the *Functional Area* prompt; and
- “ALL” for the *Primary Worker* prompt.

Because the PA worker selected only her own functional area, the report will miss IV-D cases that have active CARs in Ingham County that are in the SS or ENF functional areas.

To get a complete list of all IV-D cases with active CARs in Ingham County, the PA worker should instead select “ALL” for the *Functional Area* prompt to include all functional areas on the report.

8.2 *Open/IV-D Case Closed (Type L) Report (CC-002)*

The CC-002 report displays IV-D cases that have closed, but the MiCSES case remains open as a non-IV-D case.

SS and FOC workers will use this report for informational purposes so they can take actions needed to permit full MiCSES case closure.

The CC-002 report allows IV-D staff to search using a variety of prompts, such as:

- *County Number*;
- *County Filter* (e.g., “IV-D case, open CAR or Support Order [ALL],” “IV-D cases only,” “Open CARs only,” and “Open Support Orders only”);
- *Functional Area* (e.g., “ALL,” “SS,” “EST,” and “ENF”); and
- *Primary Worker* (e.g., “ALL” or one or more Primary Worker IDs).

OCS highly recommends that IV-D staff work the CC-002 report, paying particular attention to cases marked with a “PC” and highlighted in yellow or marked with a “Yes” in the “Bench Warrant?” column, so the MiCSES cases will fully close. (Ref: Subsection 8.1.3(A) for more information about working columns marked with a “Yes.”)

Note: It is possible that MiCSES cases with the “*Active Enf?*” flag will not fully close until other IV-D cases with the same NCP/docket close. IV-D staff need not take any action once the “*Active Enf?*” flag is the only thing preventing full MiCSES case closure.¹²⁰

8.3 Closed MiCSES Case Report (CC-003)

The CC-003 report displays MiCSES cases that have closed within a selected timeframe.

The CC-003 report allows IV-D staff to search using a variety of prompts, such as:

- *County Number*;
- *County Filter* (e.g., “IV-D case, open CAR or Support Order [ALL],” “IV-D cases only,” “Open CARs only,” and “Open Support Orders only”);
- *Year*;
- *Report duration during the year* (e.g., “Fiscal Q1,” “Fiscal year to date,” etc.);
- *Primary Worker*; and
- *Supervisor*.

This report lists each MiCSES case that was closed, along with a summary tab that contains the total number of those cases.

¹²⁰ The “*Active Enf?*” flag indicates whether the IV-D case is the case MiCSES uses to track enforcement activities for an NCP/docket combination.

9. Enforcement Activities That Require IV-D Staff Intervention Before a MiCSES Case Becomes Non-IV-D

Some enforcement remedies must be used only in IV-D cases. During the 60-day waiting period before a IV-D case closes and becomes a non-IV-D case, IV-D staff will use this opportunity to address any active IV-D enforcement activities/chains.

The FOC has an obligation to enforce orders in cases regarding custody, parenting time, health care coverage, or support, regardless of their IV-D status.¹²¹ However, IV-D-only enforcement remedies must not be used to enforce non-IV-D debts.

When only the IV-D case closes, FOCs may need to perform certain manual actions regarding the enforcement activities below.

9.1 *National Medical Support Notice (NMSN)*

FOC workers use the NMSN to enforce orders for NCPs and CPs to provide health insurance coverage for their dependents. The NMSN is a IV-D-only enforcement remedy.¹²²

When the NMSN is no longer in effect, MiCSES sends the *Notice Regarding Health Care Coverage* (FEN308) to inform employers, NCPs and CPs that the NCP or CP is no longer obligated to provide insurance for their dependent(s). Federal regulations¹²³ require IV-D agencies to notify employers when there is no longer an order for medical support. The IV-D agency is responsible for enforcing the medical support orders on IV-D cases.

OCS and SCAO jointly decided not to send the FEN308 to notify employers that the NMSN has terminated when a IV-D case closes and becomes a non-IV-D case. This decision was made primarily to prevent insurance coverage being terminated prematurely when the parent(s) still has an obligation to provide insurance coverage for his/her dependents. Along with this decision, OCS and SCAO also agreed that a parent must be allowed to request that the FOC notify his/her employer when the NMSN has terminated because the IV-D case closed.

When a parent requests that his/her employer be notified of the NMSN termination, the FOC must advise the employer that the NMSN is no longer in effect because the IV-D case has closed. The FOC worker must send the employer a FEN308 to comply with the federal regulation to notify employers when the NMSN terminates even though the case is a non-IV-D case. The FOC worker will manually generate the FEN308, check the “Other” box on the form,

¹²¹ MCL 552.509, MCL 552.505a

¹²² 42 USC 666(a)(19)

¹²³ 45 CFR 303.32(c)(7)

and enter in the space provided next to the checkbox, a statement that the IV-D case has closed.

9.2 Financial Institution Data Match (FIDM)

OCS Central Operations is responsible for data matches, sending liens, providing due process to obligors, and levying financial assets for child support cases.¹²⁴ FIDM and Multi-State Financial Institution Data Match (MSFIDM) are IV-D-only enforcement remedies. FOC workers must not initiate FIDM or MSFIDM liens in non-IV-D cases.¹²⁵

When a financial asset is matched and loaded onto the *Financial Assets* (ASFN) screen, MiCSES automatically starts an *Administrative Levy* (ADLV) activity chain for IV-D cases where a match was found. FIDM workers¹²⁶ use the ADLV chain to generate, send and process FIDM liens on eligible cases.

The automated case closure process will ignore ADLV chains and leave them open (but close the case). Liens might have been perfected on some of these cases, and therefore, IV-D workers may need to take action to either delay IV-D case closure or release the lien. IV-D workers must not continue to pursue the lien after the IV-D case is closed and the case becomes a non-IV-D case.

FOC workers are encouraged to review the CC-001 and CC-002 reports to determine if any of the cases with open ADLV chains should remain open. For example, if a case is set to close because the NCP has been not located for three or more years, the FOC worker could keep the case open by adding the address provided in the FIDM match to the *Member Address History* (AHIS) screen as a verified/good address. Then the case would no longer qualify for closure based on the NCP's locate status.¹²⁷

When the FOC worker follows up on a case with a FIDM match, (s)he may remove the case from pending case closure and request that OCS Central Operations place a lien on the case. OCS Central Operations FIDM workers will continue to follow the established case evaluation procedures when determining whether or not to place a lien on the case.

The CC-001 report and the CC-002 report contain a FIDM column that identifies cases that have an open ADLV chain and cases for which a *Financial Institution Notice of Lien and Levy and Disclosure* (FEN321) has been sent. The FIDM

¹²⁴ Ref: [Section 6.27, "Liens – FIDM/MSFIDM," of the Michigan IV-D Child Support Manual](#) for more information regarding FIDM liens.

¹²⁵ MCL 552.625b

¹²⁶ "FIDM workers" refers to OCS Central Operations FIDM staff.

¹²⁷ Ref: Section 3.05 of the *Michigan IV-D Child Support Manual* for more information on locating individuals.

column will contain the identifiers listed below to assist FIDM workers in their manual review of cases:

“Yes” will appear when a case has an ADLV chain that started within the last 90 days, or “Lien”¹²⁸ will appear when:

- A FEN321 has been issued;
- The ADLV chain remains open; and
- A *Notice to Release Lien* (FEN327) has not been generated.

FIDM workers must review the CC-001 and CC-002 reports **weekly** and must take the following action on cases for which there is a “Lien” notation in the FIDM column of the reports.

9.2.1 Cases Set for Full MiCSES Case Closure

For cases identified on the CC-001 report as set for full MiCSES case closure and for which a FEN321 has been generated, FIDM workers must send a FEN327 to the financial institution. Cases set for full MiCSES case closure should not have any arrearages, and therefore, should not have lien and levy activity remaining on the case.

9.2.2 Cases Set for IV-D Case Closure

For cases identified on the CC-002 report as IV-D cases that have closed and for which a FEN321 has been issued, the FIDM worker must promptly work the case while it is still an open IV-D case. If the FIDM worker cannot complete the required actions before the IV-D case closes and becomes a non-IV-D case, (s)he must use the case closure pause function and contact the FOC FIDM worker¹²⁹ to tell him/her that the case closure timeframe has been extended.

However, if there are further actions to be completed on the case that will not be resolved before the case becomes a non-IV-D case (after the 30-day pause extension), the FIDM worker must contact the FOC FIDM worker to verify that (s)he is not taking action to keep the case open. If the FOC FIDM worker is not acting to keep the case open, the FIDM worker must release the lien by sending the FEN327 to the financial institution.

FIDM workers must not work non-IV-D cases, except when MiCSES issued a lien while the case was still a IV-D case and the **only** action left is to receive the funds from the financial institution. When the MiSDU

¹²⁸ “Lien” is always highlighted in yellow on the reports.

¹²⁹ Contact information for FOC FIDM workers is on mi-support under [Partner Contact Information](#).

receives the funds, MiSDU workers will allocate the funds to the case per the normal FIDM allocation procedures.

9.3 Insurance Claims Data Match (ICDM)

OCS Central Operations is responsible for data matches, sending liens, providing due process to obligors, and levying insurance claims for child support cases. ICDM is a IV-D-only enforcement remedy. IV-D workers must not initiate ICDM liens in non-IV-D cases.¹³⁰

MiCSES activity chains do not track ICDM¹³¹ lien activity. Therefore, the CC-001 and CC-002 reports will not identify cases set for closure with ICDM lien activity.

ICDM workers must determine the proper course of action when regularly following up on cases for which they have sent liens to an insurance carrier. If a case is set to close because the NCP has not been located for three or more years, the ICDM worker, assisted by the FOC ICDM worker, could attempt to verify the address provided by the Child Support Lien Network (CSLN). If the workers discover a more recent address, the FOC ICDM worker will add it to the AHIS screen as a verified/good address. Then the case would no longer qualify for closure based on the NCP's locate status.

If payment is imminent¹³² on a IV-D case that is about to close and become a non-IV-D case, the ICDM worker must use the case closure pause function so the money will be received while the case is still a IV-D case.¹³³

When following up on a case that has become a non-IV-D case and for which payment is imminent, MiSDU workers and the ICDM worker must process the payment per the normal ICDM allocation procedures.

When the payment on the ICDM lien is not imminent, and the case has already closed or is about to close, the ICDM worker must contact the FOC ICDM worker to verify that (s)he is not taking action to keep the case open. If the FOC ICDM worker is not acting to keep the case open, the ICDM worker must send the *Notice to Release Lien* (FEN346) to the insurance carrier. However, if the case has already closed, the ICDM worker may contact the FOC worker so

¹³⁰ MCL 552.625c

¹³¹ [Section 6.30, "Liens – Insurance," of the Michigan IV-D Child Support Manual](#) states that the ADLV chain is opened for insurance liens. This statement is no longer accurate and will be revised in a future policy update.

¹³² A payment is imminent if it will be received within 60 days.

¹³³ It is preferable to receive payments while the case is still a IV-D case because this ensures that payment will be applied to IV-D debt.

(s)he may determine whether or not to communicate to the CP¹³⁴ that there is a potential for collection on the case. The CP must decide if (s)he wants to complete a new application for IV-D services in order to reopen the IV-D case and continue to pursue the lien.

10. Credit Reporting

10.1 Credit Reporting and IV-D Case Closure

Michigan law requires FOCs to report to a credit reporting agency (CRA) any NCP whose support arrearage exceeds two months.¹³⁵ Credit reporting is not a IV-D-only enforcement remedy and may be used in both IV-D and non-IV-D cases. For cases with open CRAR activity chains, IV-D workers do not have to perform any actions before or after IV-D case closure. However, FOC staff have the option to initiate credit reporting in non-IV-D cases that meet the eligibility requirements.

When only the IV-D case closes, FOC workers do not need to continue credit reporting if the NCP was being reported to the CRAs prior to the case changing to a non-IV-D case. When the arrears are fully paid, the credit reporting chain will close automatically. The non-IV-D case will remain open if the credit reporting chain remains open.

If MiCSES was not reporting the NCP to the CRAs prior to the IV-D case closing and becoming a non-IV-D case, FOC workers may initiate credit reporting in the non-IV-D case if the NCP becomes eligible for credit reporting. If an FOC worker chooses to initiate credit reporting on the non-IV-D case, (s)he must initiate it manually.¹³⁶ MiCSES will not automatically initiate credit reporting if the case is a non-IV-D case.

10.2 Credit Reporting and Full MiCSES Case Closure

When the MiCSES case fully closes, OCS will discontinue reporting the NCP to the CRAs. Continued reporting would give inaccurate data to the CRAs. To comply with the Fair Credit Reporting Act (FCRA), OCS will update the CRAs with accurate data and discontinue reporting the NCP.¹³⁷

¹³⁴ The CP must reapply for IV-D services to reopen a IV-D case. If a IV-D case is closed, ICDM workers must not take any further action on the non-IV-D case.

¹³⁵ MCL 552.512

¹³⁶ Ref: [MiCSES Customer Information Guide: Credit Reporting](#) for more information on how MiCSES selects cases for credit reporting. Also refer to [SCAO ADM 2009-04, Providing Information to Credit Reporting Agencies](#), for information on initiating credit reporting manually.

¹³⁷ Ref: [Section 6.18, "Credit Reporting," of the Michigan IV-D Child Support Manual](#) for more information.

The credit reporting batch process BATCH_CBTW¹³⁸ identifies fully closed MiCSES cases for which there is an open CRAR activity chain. Additionally, because CRAs do not display debts older than seven years on credit reports,¹³⁹ the batch also determines if MiCSES reported the NCP to the CRAs as delinquent within the last seven years.

The credit reporting batch process runs daily and updates the CRA with the NCP's information.¹⁴⁰ The CRA will update the NCP's account status to closed and current with arrears equal to \$0. After submitting the update to the CRA, MiCSES will terminate the CRAR activity chain.

SUPPORTING REFERENCES:

Federal

42 CFR 433.146
45 CFR 74
45 CFR 260.52
45 CFR 264.30
45 CFR 302.31(c)-(d)
45 CFR 302.33
45 CFR 302.35(c)(3)
45 CFR 302.70(a)(5)
45 CFR 303
45 CFR 303.3
45 CFR 303.32(c)(7)
45 CFR 303.5(b)
45 CFR 303.7
45 CFR 303.7(c)
45 CFR 303.7(c)(11)-(12)
45 CFR 303.7(d)(9)
45 CFR 303.11(a)-(e)
45 CFR 303.100(a)(7)

SSA section 466(b)(10)
SSA section 466(a)(8)
15 USC 1681
25 USC 1603(12)
42 USC 666(a)(19)

OCSE AT-99-04, Final Rule: Case Closure Criteria, 45 CFR Part 303
OCSE AT-93-03
OCSE IM-03-07

¹³⁸ Ref: *MiCSES Customer Information Guide: Credit Referral Updates and Submittal (BATCH_CBTW) Process.*

¹³⁹ Ref: Section 605 of the FCRA.

¹⁴⁰ The credit reporting batch will document this action in a docket-level note.

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State

MCL 552.451b
MCL 552.505a
MCL 552.509
MCL 552.512
MCL 552.604
MCL 552.625b
MCL 552.625c
MCL 600.5809(4)
MCL 710.60
MCL 722.714(3)
MCL 722.1431
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Paul v Durecki, 195 Mich App 635, 368; 491
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237, Michigan App 405 (1999)

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Yates*, 261 Mich App 152; 681 NW2d 5 (2004)

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REVISION HISTORY:

[IV-D Memorandum 2022-006](#)

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IV-D Memorandum 2016-029

IV-D Memorandum 2015-005