

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

<b>Publication/ Revision Date:</b> August 20, 2018	<b>Chapter Number:</b> 7.0	<b>Chapter Title:</b> Intergovernmental
	<b>Section Number:</b> 7.01	<b>Section Title:</b> Intergovernmental Overview

**Table of Contents**

**1. Legal Requirements ..... 2**

    1.1 Federal Regulations ..... 2

    1.2 Federal Law..... 3

    1.3 State Law ..... 4

**2. Unique Features of Intergovernmental Cases ..... 5**

    2.1 Determination of Controlling Order (DCO) and Reconciliation of Arrears (ROA).. 5

    2.2 Continuing, Exclusive Jurisdiction (CEJ) ..... 8

    2.3 Determining What Law Applies..... 10

    2.4 Non-Disclosure of Identifying Information..... 11

    2.5 Intergovernmental Cases With a Third-Party Custodian..... 12

    2.6 Special Rules of Evidence in a UIFSA IV-D Case ..... 13

    2.7 Limited Service Request..... 14

**3. Federal Information Processing Standard (FIPS) Codes ..... 15**

    3.1 FIPS Codes for Interstate Cases ..... 15

    3.2 FIPS Codes for International and Tribal IV-D Cases ..... 16

    3.3 FIPS Codes Within MiCSES..... 16

**4. Electronic Document Exchange (EDE) ..... 18**

    4.1 Michigan ICR EDE Responsibilities..... 18

    4.2 FOC and PA EDE Responsibilities ..... 19

    4.3 FIPS Codes in the EDE ..... 20

    4.4 Counties Without Adequate Scanning Devices ..... 20

**5. Child Support Enforcement Network (CSENet) ..... 21**

    5.1 CSENet Transaction Codes ..... 21

    5.2 Advantages of Using CSENet..... 22

    5.3 CSENet Use Policy..... 22

    5.4 Failed CSENet Transactions ..... 23

    5.5 Automatic IV-D Interstate Case and Member Creation From CSENet ..... 24

**6. Intergovernmental Conflict Resolution..... 25**

    6.1 Steps for Intergovernmental Conflict Resolution..... 25

    6.2 Additional Steps..... 27

**7. Intergovernmental Reference Guide (IRG) ..... 27**

    7.1 IRG Access..... 28

    7.2 IRG Organization..... 28

[Exhibit 7.01E1: Intergovernmental Referrals – Required UIFSA Forms](#)

## 1. Legal Requirements

### 1.1 Federal Regulations

Federal regulations require state IV-D agencies to provide the same services in both interstate and intrastate IV-D cases. In accordance with Title IV-D of the Social Security Act, and 45 Code of Federal Regulations (CFR) 303.7, IV-D agencies must provide services for interstate cases by:

- Establishing parentage and attempting to obtain a judgement for costs should parentage be established;
- Establishing a child support obligation;
- Processing and enforcing orders referred by another state whether pursuant to the Uniform Interstate Family Support Act (UIFSA) or other legal processes;
- Collecting and monitoring any support payments from the non-custodial parent (NCP) and forwarding payments to the location specified by the IV-D agency;
- Reviewing and modifying child support orders; and
- Cooperating with limited service requests.<sup>1</sup>

Federal regulations require each state IV-D agency to have a Central Registry responsible for receiving, distributing, and responding to inquiries on all incoming intergovernmental IV-D cases.<sup>2</sup> The Michigan Interstate Central Registry (ICR) is the Central Registry for the entire state.<sup>3</sup> The ICR receives incoming intergovernmental referrals and requests from IV-D agencies or tribunals in other states.

Within 10 working days of receipt of an intergovernmental referral, the ICR will:<sup>4</sup>

- Review the intergovernmental referral and accompanying documentation for completeness;
- Forward the referral and accompanying documentation to the appropriate local IV-D office (Friend of the Court [FOC] office or Prosecuting Attorney [PA] office) for processing;<sup>5</sup>
- Acknowledge receipt of the referral, and ask the initiating state<sup>6</sup> to provide any missing information or documentation, if applicable; and

---

<sup>1</sup> Ref: Subsection 2.7, "Limited Service Request," in this manual section.

<sup>2</sup> 45 CFR 303.7(b)

<sup>3</sup> Each state has a different name for its Central Registry.

<sup>4</sup> 45 CFR 303.7(b)(2)

<sup>5</sup> Ref: Subsection 4 of this manual section for more information about forwarding referrals.

<sup>6</sup> For information on initiating states, reference [Section 7.05, "Initiating Cases," of the Michigan IV-D Child Support Manual.](#)

- Inform the initiating state of the new IV-D case number, and the name and address of the IV-D office where the referral was forwarded for action.

If the documentation received with an incoming referral is inadequate and the ICR cannot remedy it without the assistance of the initiating state, the ICR must still forward the case to the appropriate local IV-D office. That office will begin available action(s) while waiting for the requested additional information.<sup>7</sup>

The ICR must respond to inquiries from the initiating agency within five working days of receipt of the request for a case status.<sup>8</sup> The ICR also assists in resolving intergovernmental conflicts<sup>9</sup> with other jurisdictions.

## 1.2 Federal Law

The Full Faith and Credit for Child Support Orders Act (FFCCSOA) was passed on October 20, 1994.<sup>10</sup> FFCCSOA prohibited a responding state<sup>11</sup> from adjusting another state's existing child support order and required all states to enforce an existing support order of another state.

To fulfill the requirements of the federal regulations and FFCCSOA, the National Conference of Commissioners on Uniform State Laws<sup>12</sup> developed UIFSA. UIFSA is a comprehensive act providing a framework for interstate parentage and support establishment, enforcement, and modification of child support obligations. There are also other activities that may occur in an interstate case. These include locate activities, interstate income withholding, income tax refund offset, and administrative review. UIFSA applies to any situation where the child and NCP reside in different jurisdictions, and there is a(n):

- Parentage or a child support obligation to be established;
- Support obligation with current charges; or
- NCP not paying a support obligation.

The Personal Responsibility and Work Opportunity Reconciliation Act of 1996<sup>13</sup> (PRWORA) required all states to adopt the first version UIFSA (UIFSA 1996) by January 1, 1998. PRWORA also amended FFCCSOA to apply the same rules

---

<sup>7</sup> 45 CFR 303.7(b)(3)

<sup>8</sup> 45 CFR 303.7(b)(4)

<sup>9</sup> Ref: Subsection 5, "Intergovernmental Conflict Resolution," of this manual section.

<sup>10</sup> 28 United States Code (USC) 1738B

<sup>11</sup> For information on responding states, reference [Section 7.10, "Responding Cases," of the Michigan IV-D Child Support Manual.](#)

<sup>12</sup> The National Conference of Commissioners on Uniform State Laws is also known as The Uniform Law Commission.

<sup>13</sup> Public Law 104-193

for determining continuing, exclusive jurisdiction (CEJ) and controlling orders under UIFSA. Michigan adopted UIFSA 1996 effective June 1, 1997.

The Uniform Law Commission developed and approved UIFSA 2001, which included amendments that addressed concerns in UIFSA 1996. However, Michigan chose not to adopt UIFSA 2001 since it was not federally mandated at that time. The Uniform Law Commission later developed and approved UIFSA 2008, which incorporates the provisions of UIFSA 2001.<sup>14</sup> UIFSA 2008 also added the appropriate provisions of The Hague Convention, which was adopted at The Hague Conference on Private International Law (Hague Conference) on November 23, 2007. In September 2014, Public Law 113-183 was passed, which amended section 466(f) of the Social Security Act, requiring all states to pass and implement UIFSA 2008 by January 1, 2016.

### 1.3 State Law

UIFSA is a state law, not a federal law. Michigan passed UIFSA 2008 on December 16, 2015 and it became effective in Michigan on January 1, 2016.

UIFSA provides for:

- Recognition of administrative processes;
- One order at a time;
- Uniformity in jurisdictional requirements;
- Evidentiary provisions to allow for efficient proceedings;<sup>15</sup> and
- A framework for handling international cases.

UIFSA requires state IV-D agencies to work together to successfully process child support cases where parties reside in different jurisdictions. UIFSA requires the Michigan IV-D agency to:<sup>16</sup>

- Provide IV-D services to petitioners residing in Michigan in both initiating and responding cases;
- Take all steps necessary to enable a tribunal to obtain jurisdiction over the parties;
- Ask the appropriate tribunal to set the date, time, and place for a hearing;
- Provide the Michigan party any notices or updates related to the case from the other tribunal, responding party, and/or the responding party's attorney within five days;
- Notify the Michigan party if jurisdiction over the out-of-state party cannot be obtained;

---

<sup>14</sup> Ref: the [Uniform Law Commission](#) website for more information on the drafting of UIFSA 2008.

<sup>15</sup> Ref: Subsection 2.6, "Special Rules of Evidence in a UIFSA IV-D Case," in this manual section.

<sup>16</sup> MCL 552.2307

- Conduct a determination of controlling order (DCO) when appropriate; and
- Redirect support payments when asked to do so by an appropriate tribunal.

## 2. Unique Features of Intergovernmental Cases

### 2.1 Determination of Controlling Order (DCO) and Reconciliation of Arrears (ROA)

Because FFCCSOA is a federal statute, it preempted the possibility of multiple orders under pre-UIFSA intergovernmental statutes since these statutes, like UIFSA, were state laws. There can only be one support order for the parties and child in effect at any given time. UIFSA lays out criteria for determining which order is controlling when more than one order exists for the same parties. After a tribunal completes the DCO, non-controlling orders are void, and only the controlling order remains in effect.

Since the passing of UIFSA 1996, there have been very few instances where IV-D workers have needed to conduct or request a DCO. However, it is important to recognize that it is still possible for multiple orders to exist on one case. IV-D workers still need to conduct or request a DCO when calculating arrears owed on an older case because it is necessary to determine which order was the controlling order at the time the arrears accumulated.

#### 2.1.1 Considerations for a DCO and/or an ROA<sup>17</sup>

IV-D staff will take the following into consideration when determining the need for a DCO and/or an ROA:

- When multiple orders exist on the same case and current support is still owed, a DCO is necessary;
- When a DCO is needed, an ROA is also needed; and
- If all children on a case have emancipated, a DCO is unnecessary, but an ROA is required.

The custodial party (CP), NCP, or IV-D agency involved in the case can request a DCO. If an initiating state believes that a DCO or an ROA is necessary, it will determine which state should complete the process.<sup>18</sup> A state must have personal jurisdiction over both parties to make a binding DCO. If the initiating state does not have personal jurisdiction over both parties, it must send a referral to the responding state where the responding parent resides, effectively submitting the petitioning party to the personal jurisdiction of the responding state for the purposes of the DCO. The Michigan IV-D worker will initiate a referral within 20 days of

---

<sup>17</sup> Ref: Subsection 2.1, "Determination of Controlling Order (DCO) and Reconciliation of Arrears (ROA)," in this manual section.

<sup>18</sup> 45 CFR 303.7(c)(2)-(3)

discovering a DCO is needed.<sup>19</sup> IV-D workers will send the *Transmittal #1 – Initial Request* with copies of all known orders and payment histories to request a non-Michigan tribunal to conduct a DCO. This request can include requests for registration for enforcement and/or modification as well.

The responding state must file the request for a DCO within 30 days of receipt of the request or locating the NCP, whichever is later.<sup>20</sup>

### 2.1.2 DCO Notification, Hearing, and Outcome

The party requesting a DCO must provide notification to all parties and IV-D agencies potentially impacted by the DCO.<sup>21</sup> When a hearing for a DCO is scheduled, IV-D workers will give notice to all IV-D agencies with an interest in the case, as well as the NCP and the CP.<sup>22</sup> The notice must include:

- Certified copies of all known orders;
- All records of payments;
- Identification of the alleged controlling order; and
- The proposed amount of consolidated arrears.

Once a DCO is complete, the tribunal will complete an order stating which competing order is the controlling order, how the tribunal made the determination of the controlling order, the amount of prospective support, and the outcome of the ROA.<sup>23</sup> Within 30 days of completing the DCO, a IV-D worker will complete the *Notice of Determination of Controlling Order* (FSA-208) and send it to:<sup>24</sup>

- The initiating IV-D agency if Michigan is acting as a responding jurisdiction in an intergovernmental action;
- Any tribunal that issued, registered, or is enforcing a child support order governing the same obligor and child(ren);
- Any IV-D agency with an open or a closed IV-D case for the parties; and
- Any CP and/or NCP residing in Michigan.

Also, the responding state must contact all potentially affected IV-D agencies having interest in the outcome of the DCO and request that

---

<sup>19</sup> 45 CFR 303.7(c)(4)

<sup>20</sup> 45 CFR 303.7(d)(5)(i)

<sup>21</sup> MCL 552.2207(4)

<sup>22</sup> MCL 552.2207(4)

<sup>23</sup> MCL 552.2207(6)

<sup>24</sup> MCL 552.2207(7)

they file a determination order with the issuing tribunal by generating and sending a *Transmittal #3 – Request for Assistance/Discovery* along with a certified copy of the determination order.

Once a DCO is complete, the tribunal that issued the order determined to be the controlling order will have CEJ, and its laws regarding interest, payment application, and current support will apply. All other orders will be invalid as of the date of the DCO and will have no effect going forward.

### 2.1.3 Rules Used to Determine the Controlling Order

A non-Michigan tribunal may ask a Michigan tribunal to complete a DCO or, if Michigan does not have jurisdiction over all the parties, Michigan may ask another state to complete a DCO. Michigan IV-D workers will follow the rules below when completing a DCO.

#### A. UIFSA governs the DCO determination process:<sup>25</sup>

1. If only one order exists, it is the controlling order;
2. If a competing order<sup>26</sup> was issued by a state that did not meet the requirements for CEJ at the time the order was issued, that order is invalid and is no longer competing; and
3. If it is determined that none of the orders is valid, Michigan can assume CEJ and issue a new order, assuming it has jurisdiction over all the parties.<sup>27</sup>

#### B. If more than one order exists, the orders were issued by different states, and it appears the issuing states could have had CEJ when the orders were issued, the following rules govern which order is controlling:<sup>28</sup>

1. If one of the orders was issued by the current home state of the child, that order is the controlling order; and
2. If none of the orders was issued by the current home state of the child, the most recent order is the controlling order.

When Michigan IV-D workers conduct DCOs, they can also refer to the [Office of Child Support Enforcement \(OCSE\) Best Practice Guide for Determination of Controlling Order and Reconciliation of Arrears](#), pages 3-25 for more information.

---

<sup>25</sup> MCL 552.2207

<sup>26</sup> All orders present when conducting a DCO are referred to as “competing orders.”

<sup>27</sup> MCL 552.2207(2)(c)

<sup>28</sup> MCL 552.2207(2)(b)

#### 2.1.4 Reconciliation of Arrears (ROA)

An ROA is the process of obtaining information about the amount of support accruing and the amount of support paid and/or satisfied and determining the amount that remains unpaid. Reconciliation may also include a determination as to whom arrears are owed, especially in a third-party support case.

ROAs are required in certain circumstances under UIFSA. IV-D workers must complete an ROA:

- When requesting a DCO; or
- When sending a registration for enforcement and/or a modification request to another state.<sup>29</sup>

For more information, including process flow charts, examples, frequently asked questions, and sample debt calculation sheets, reference the *OCSE Best Practice Guide for DCOs and ROAs*, pages 26-48.

#### 2.2 Continuing, Exclusive Jurisdiction (CEJ)

A state must be able to assert CEJ in order to modify a support order in an intergovernmental case, including an order issued by a Michigan tribunal.<sup>30</sup> IV-D workers will determine whether Michigan has CEJ before modifying a support order. The rules are different for CEJ depending on what state, country, tribe, or territory issued the order and where the parties reside.

##### 2.2.1 Order Issued in Michigan

Michigan retains CEJ as long as it remains the resident state<sup>31</sup> of the:

- CP;
- NCP; and/or
- Child for whom support was ordered.

If all the parties and the child move out of Michigan, then Michigan will lose CEJ and may only enforce the order. However, if the parties

---

<sup>29</sup> MCL 552.2605(2)(d)

<sup>30</sup> MCL 552.2202; MCL 552.2205

<sup>31</sup> MCL 552.2102(h). An individual must reside in a state for at least six consecutive months for it to be considered the home, or resident, state.



consent in a record<sup>32</sup> to modification of their order in a Michigan tribunal, Michigan would retain CEJ and be able to modify the order.

### 2.2.2 Order Issued by Another State

Michigan can assume CEJ over a support order issued by another state if:

- A. Both parties live in Michigan and the child does not live in the order-issuing state; or
- B. The parties live in different states from each other; neither the child, the CP, nor the NCP reside in the order-issuing state; and one of the following applies:
  - 1. The requesting party is a nonresident of Michigan, and Michigan has personal jurisdiction over the respondent;<sup>33</sup> or
  - 2. All parties have consented to modification in Michigan.<sup>34</sup>

#### **Example 1: Determining CEJ**

Indiana issued a child support order. At the time of the issuance of the support order, the NCP, CP, and child were all residing in Indiana. Three years later, the NCP moves to Michigan and the CP and child move to Florida. The NCP stops paying support. The CP requests a modification of child support as well as assistance in collection of child support in Florida.

In this situation, Indiana lost CEJ when both parties and the child left the state. Therefore, Indiana's IV-D agency would not be able to modify the order unless it had the consent of both parties. It would only be able to enforce the order.

In this case, the CP has requested the modification, so the NCP is the non-requesting party. Michigan would have jurisdiction to modify the order since Michigan is the non-requesting party's home state. Florida (the requesting party's home state) would register<sup>35</sup> the Indiana order in Michigan (the non-requesting party's home state) for modification and enforcement.

---

<sup>32</sup> A record is "information that is inscribed on a tangible medium or that is stored in an electronic or other medium and is retrievable in perceivable form." MCL 552.2102(t).

<sup>33</sup> The default is that the modification must take place in the non-requesting party's state to limit the requesting party seeking modification in a state with favorable laws. Also, by registering an order for modification in the other state, the requesting party is effectively consenting to that state's jurisdiction, eliminating any issues in obtaining personal jurisdiction over both parties.

<sup>34</sup> MCL 552.2601

<sup>35</sup> MCL 552.2102(u); "Register" means to file or record a parentage or support order issued in another state or foreign country. A tribunal must "register" an order issued in another state or foreign country before it can enforce the order.

Michigan has completed the modification and entered the new order; therefore, Michigan now has CEJ. If the NCP moves out of Michigan in the future, then Michigan would lose CEJ.

### **Example 2: Determining CEJ**

Indiana issued a child support order. At the time of the order, the NCP, CP, and child were all residing in Indiana. Three years later, the NCP moves to Michigan.

In this situation, Indiana would still have CEJ to modify the order because it issued the order and the CP and child still remain in the state. Indiana would modify the order and then have the order registered for enforcement in Michigan, assuming Indiana cannot or chooses not to enforce the order using a one-state solution.

### **Example 3: Determining CEJ**

Indiana issued a child support order. At the time of the order, the NCP, CP, and child were all residing in Indiana. Three years later, the NCP moves to Michigan and the CP and child move to Florida. The NCP requests modification of the order.

Florida would have CEJ and would modify the order. Michigan cannot modify the order because the non-requesting party resides in Florida. The Michigan IV-D worker will register the Indiana order in Florida for modification only. Michigan will then register the modified Florida order for enforcement.

## 2.3 Determining What Law Applies

Generally, the responding state's law controls a UIFSA proceeding, with a few exceptions.<sup>36</sup> Below are other UIFSA rules regarding which tribunal's law applies in intergovernmental cases.

### 2.3.1 Order-Issuing State

UIFSA provides that the issuing state's law governs the nature, extent, amount, duration, and satisfaction of the current support under a registered support order, as well as the computation of arrearages and accrual of interest on arrearages under the support order. When proceeding to collect on arrearages, the law of the state with the longest statute of limitations<sup>37</sup> applies.

---

<sup>36</sup> MCL 552.2604

<sup>37</sup> The statute of limitations is the period of time that an arrearage can be enforced.

### 2.3.2 Michigan Enforcing Another Tribunal's Order

When Michigan is enforcing another tribunal's support order, Michigan laws and procedures apply to the enforcement of current support, determination of income, and collection of arrearages and collection of interest due. If a Michigan tribunal completes a determination of a controlling order<sup>38</sup> and consolidates the arrearages under that order, the Michigan court will apply the law of the state or foreign country that issued the controlling order, including its law on interest on arrearages.

## 2.4 Non-Disclosure of Identifying Information

### 2.4.1 Suppressing Personal Identifying Information

UIFSA 2008 allows a party to allege in an affidavit or pleading under oath that the "health, safety, or liberty of a party or child would be jeopardized by disclosure of specific identifying information."<sup>39</sup> In such a case, personal information must not be disclosed to the other party or the public unless the tribunal, after a hearing, orders disclosure of that information in the interest of justice. Personal information will be suppressed on UIFSA forms that require suppression when a case has a family violence indicator set to "Yes" and the family violence reason code set to one of the following:

- CT – Court Order;
- FP – Federal Parent Locator Service (FPLS) data indicates confidential address;
- FW – Foreign Personal Protection Order w/ confidential address;
- PW – Michigan Personal Protection Order w/ confidential address; or
- SS – Sworn Statement of Family Violence.<sup>40</sup>

If a IV-D worker receives a transmittal from another jurisdiction with the "Nondisclosure finding/affidavit attached" checkbox checked, and the non-disclosure finding/affidavit attached, the IV-D worker will set the family violence indicator to "Yes." The IV-D worker will also set the appropriate family violence reason code to suppress the party's personal identifying information.

If the required nondisclosure finding/affidavit form is not included, the IV-D worker will set the family violence indicator to "Yes" with a family

---

<sup>38</sup> Ref: Subsection 2.1, "Determination of Controlling Order (DCO) and Reconciliation of Arrears (ROA)," in this manual section.

<sup>39</sup> MCL 552.2312

<sup>40</sup> Ref: [Section 1.15, "Family Violence," of the Michigan IV-D Child Support Manual](#) for more information.

violence reason code of “CV – Claim of Violence.” The IV-D worker will request the nondisclosure finding or affidavit from the other IV-D agency.

Note: Personal identifying information is not suppressed on the *Child Support Agency Confidential Information Form* because that form is for IV-D agency use only and will not become part of the court record or shared with the parties.

#### 2.4.2 Informing Other Tribunals of Family Violence

The IV-D worker must inform other involved tribunals if family violence exists on an intergovernmental case. IV-D workers must indicate on the applicable UIFSA form<sup>41</sup> that non-disclosure of personal identifying information exists on the case by checking the “Nondisclosure Finding/Affidavit attached” box in the NOTE section and attaching the nondisclosure finding or affidavit.<sup>42</sup>

### 2.5 Intergovernmental Cases With a Third-Party Custodian

An intergovernmental case may include cases in which one or more children on the case are in the custody of a third party. Children represented on the same support order could be placed with different CPs, which would result in the children being on different IV-D cases.

A third-party custodian includes any of the following:

- A person who has a guardianship order;
- A person who has power of attorney over the child; or
- A foster care agency when the child is in the care and custody of the Michigan Department of Health and Human Services (MDHHS).

In Michigan, a support order “follows the child.” Not all states operate in this way, however, and may require a new order when a child is placed in the custody of the third party.

Other states may ask Michigan to send child support payments directly to the foster care agency in their state. Michigan is required to send payments to the other state’s disbursement unit on intergovernmental cases.<sup>43</sup> Since Michigan sends payments only to other IV-D agencies, the Michigan State Disbursement

---

<sup>41</sup> Typically, this indication will be made on the *Transmittal #1 – Initial Request* when the case is initiated, but if family violence arises after the case is initiated, the nondisclosure finding/affidavit will be sent with a *Transmittal #2 – Subsequent Actions* along with the *Child Support Agency Confidential Information Form*.

<sup>42</sup> Ref: Family Violence documentation on mi-support for information on flagging a case for non-disclosure.

<sup>43</sup> 45 CFR 303.7(c)(10)

Unit (MiSDU) will not forward payments directly to a foster care agency in another state.

## 2.6 Special Rules of Evidence in a UIFSA IV-D Case

UIFSA enacts special rules of evidence to improve the efficiency of processing IV-D cases. These rules allow for ease in obtaining testimony and documents when one or more parties reside outside Michigan. The rules are as follows:<sup>44</sup>

- The physical presence of a nonresident party is not required for the establishment, enforcement, or modification of a support order or proceedings determining the parentage of a child;
- Hearsay rules do not apply to affidavits and federally approved UIFSA forms or documents incorporated by reference to them as long as they are given under penalty of perjury;
- Certified copies of payment histories are admissible in court to show that payments were made;
- Bills for genetic testing and prenatal and postnatal care of the mother and child are admissible in court to prove the reasonable, necessary, and customary costs as long as they are submitted to the opposing party 10 days before the hearing;
- Documents provided electronically or by fax that are copies of original documents cannot be excluded from evidence;<sup>45</sup>
- Parties or witnesses must be permitted to testify or be deposed under penalty of perjury by telephone, audiovisual means, or other electronic means at a designated tribunal or other location;
- The tribunal can infer from a party's refusal to answer a question on the grounds that the testimony may be self-incriminating, and that the answer, if given, would have been incriminating;
- The spousal privilege<sup>46</sup> does not apply to UIFSA proceedings;
- Spousal immunity<sup>47</sup> does not apply to UIFSA proceedings; and
- A voluntary acknowledgment of parentage certified as a true copy is admissible in court to show the parentage of a child.

---

<sup>44</sup> MCL 552.2316

<sup>45</sup> This includes copies of certified orders transmitted electronically from another state or from the Michigan ICR to a Michigan county. Ref: [OCSE Policy Interpretation Question \(PIQ\) 18-01, \*Electronic Documents and Tribunals under UIFSA Section 316\*](#).

<sup>46</sup> Spousal privilege is a legal defense that allows an individual to bar his/her spouse from testifying to communications that occurred between the parties while they were married.

<sup>47</sup> Spousal immunity is a legal protection that allows an individual to refuse to testify against his/her spouse. The testifying individual can waive this defense.

## 2.7 Limited Service Request

Limited service requests are requests from another jurisdiction for a specific and crucial part of its case management, and are almost always one-time events. The recipient of a limited service request does not have to open a IV-D case to complete the request. Michigan must cooperate with requests for the following limited services:<sup>48</sup>

- Locate requests;
- Service of process;
- Assistance with discovery;
- Assistance with genetic testing;
- Teleconference hearings;
- Administrative reviews;
- High-Volume Automated Administrative Enforcement in Interstate Cases (AEI);
- Copies of court orders and payment records; and
- UIFSA 319(b) Requests for Redirection of Payments.<sup>49</sup>

Michigan IV-D workers will use the Child Support Enforcement Network (CSENet) for all locate requests unless the requested state does not have CSENet functionality to receive such a request.<sup>50</sup> If the requested state cannot receive a locate request via CSENet, the worker will send the request on the *Child Support Locate Request* (FSA-206). Michigan sends and receives all other requests for limited services using the *Transmittal #3 – Request for Assistance/Discovery* (FSA-200-3) or the corresponding CSENet transaction.

### 2.7.1 High-Volume Automated Administrative Enforcement in Interstate Cases (AEI)

AEI is a request that Michigan can send to another state, and/or that Michigan may receive from another state. The IV-D worker will complete a *Child Support Enforcement Transmittal #3 – Request for Assistance/Discovery* (FSA-200-3) to make an AEI request to another state.

IV-D workers will refer to [OCSE Action Transmittal \(AT\)-08-06, Implementing Section 466\(a\)\(14\) of the Social Security Act](#) for more information on AEI.

---

<sup>48</sup> 45 CFR 303.7(a)(8)

<sup>49</sup> MCL 552.2319(2)

<sup>50</sup> Ref: Subsection 5 of this manual section for information on CSENet.

## 2.7.2 UIFSA 319(b) Requests for Redirection of Payments

UIFSA allows another state to ask Michigan to change the payee on the Michigan support order to the requesting state if the CP, NCP, and the child no longer reside in Michigan. Section 319(b)<sup>51</sup> requires a state, upon request, to modify its own order by changing the information directing the NCP where to send payments. This is a cause of concern for many states since it becomes very difficult or impossible to act as the official record keeper when the state disbursement unit does not process the payment. The Michigan child support program has decided to not issue 319(b) requests for redirection, and IV-D workers must not send these requests to other states.

For information on how Michigan IV-D workers should handle a 319(b) request, see Section 7.10 of the *Michigan IV-D Child Support Manual*.

## 3. Federal Information Processing Standard (FIPS) Codes

IV-D agencies and tribunals are assigned a seven-digit Federal Information Processing Standard (FIPS) code comprised of the two-digit FIPS State/Country Code, three-digit FIPS County/Region Code, and two-digit FIPS Local Office Code. This code is also referred to as the “Locator Code.”<sup>52</sup> The International Standards Organization (ISO) defines International FIPS Codes. The Bureau of Indian Affairs assigns Tribal FIPS Codes. IV-D workers will use FIPS codes in intergovernmental cases to ensure that communications are going to the correct places.<sup>53</sup>

### 3.1 FIPS Codes for Interstate Cases

The Michigan IV-D program uses a combination of state and county or equivalent FIPS codes to meet a variety of business needs. In expanding the child support program to include both tribal and international IV-D cases, OCSE determined that FIPS codes for these cases need to be identified for reporting and case management purposes.

Most processes within MiCSES use a seven-character FIPS code to route, report, and manage cases. OCSE recommends the first five characters of the code. The sixth and seventh characters are distinctive to Michigan and to MiCSES, and identify the specific county and office.

---

<sup>51</sup> MCL 552.2319(2)

<sup>52</sup> FIPS codes are now called “locator codes” on all UIFSA forms. This manual section uses “FIPS code” because that terminology is still used throughout MiCSES and on the *Request for New Entry or Modification of Federal Information Processing Standard (FIPS) Code* (DHS-550).

<sup>53</sup> Ref: Subsection 4.3 in this manual section for information on FIPS code usage in the Electronic Document Exchange (EDE) application in the Federal Child Support Portal.

In an interstate case, the first two characters of the FIPS code are the state code. The next three characters are the county/region code. The last two digits are the office code. The territories of Guam (66), Puerto Rico (72), and the Virgin Islands (78) should continue to use the current codes and not use the new international FIPS codes specified in the ISO code list. Cases in these territories will continue to be classified as interstate cases for OCSE-157 reporting.

### 3.2 FIPS Codes for International and Tribal IV-D Cases

Tribal and international cases use a five-character FIPS code. This FIPS code:

- Uniquely identifies tribal cases with a “9” in the first position and a “0” (zero) in the second position, followed by the three-character tribal code defined by the Bureau of Indian Affairs.<sup>54</sup> Bureau of Indian Affairs codes are alphanumeric.
- Uniquely identifies international cases with an “8” in the first position. A “0” (zero) is displayed in the second position for most international cases with the exception of Canada, which displays an alphanumeric province indicator. The first two characters are followed by the three-character country code defined by the ISO.

For more details, see the [list of codes and abbreviations for countries and areas](#).

### 3.3 FIPS Codes Within MiCSES

The FIPS code table is a central repository of information within MiCSES that identifies child support jurisdictions and offices (e.g., states, U.S. territories, countries and other states’ central registries). It is viewable on the FIPS screen. The FIPS screen displays the intergovernmental information necessary to interact with child support offices and jurisdictions. The FIPS information is used by:

- MiCSES when generating intergovernmental forms;
- MiCSES when sending intergovernmental communications to other states via CSENet; and
- The MiSDU when processing payments to other jurisdictions.

#### 3.3.1 FIPS Code Table Maintenance

In 2006, OCS staff assigned the maintenance of the FIPS code table to Central Operations staff to ensure greater accuracy of documentation

---

<sup>54</sup> Ref: [OCSE Dear Colleague Letter \(DCL\)-08-04, Clarification of DCL 07-02 - Locator Codes \(aka FIPS\) Data Standards](#).



and payment distribution. The FIPS Administrator and the Central Table Administrator (CTA) are the only MiCSES roles allowed to add new FIPS codes and to change the addresses associated with existing FIPS codes. These changes can be applied only to countries whose two-letter identifier already exists in the table.

The ISO codes are in the FIPS table in MiCSES. International FIPS codes begin with “8” (e.g., 80-000-00). Additional information and a list of the ISO codes are located in OCSE DCL-08-04.

### 3.3.2 FIPS Codes Modification or Entry

A. IV-D staff may request the new entry or modification of a FIPS record by completing a *Request for New Entry or Modification of Federal Information Processing Standard (FIPS) Code* (DHS-550) form and sending it to Central Operations along with proper verification information that includes:

- The source of the received FIPS information;
- The name of the person who verified the information;
- The source’s phone/fax contact information;
- The date the information was verified; and
- Any other required information.

Note: IV-D staff must attach information received from an outside source as verification.

B. IV-D staff will send information to Central Operations via:

- Email at [MDHHS-OCS-FIPS@michigan.gov](mailto:MDHHS-OCS-FIPS@michigan.gov); or
- Fax at (517) 335-3030 with “ATTN FIPS Team” in the subject line.

C. IV-D staff must include the following in the subject line for email and fax requests:

- The name of the FIPS code if requesting a new entry; or
- The name of the current FIPS code if requesting a modification.

D. Upon receipt of a FIPS modification or new entry request, Central Operations staff will:

1. Send an email or call the requester confirming receipt of the DHS-550; and
2. Review the DHS-550 for completeness:

- a. If the request is not complete, Central Operations staff will send an email or call the requester and ask for additional information;
  - b. If the request is complete, Central Operations staff will research the request to avoid possible duplications;
  - c. If the request is a duplicate, Central Operations staff will not make any changes to the FIPS screen and will notify the requester that the changes were not made; or
  - d. If the request is not a duplicate, Central Operations staff will enter the new FIPS data or change the existing FIPS data on the FIPS screen.
3. Notify the requester by email (preferred) or by telephone that the modification or new entry is complete within MiCSES.

#### 4. Electronic Document Exchange (EDE)

Documents in an intergovernmental IV-D case can be sent and received using the EDE application on the Federal Child Support Portal.<sup>55</sup> The EDE application allows Michigan IV-D workers to securely exchange child support documents and intergovernmental forms with other states<sup>56</sup> and with other Michigan counties.<sup>57</sup> The EDE application is not a storage facility for documents. Unsolicited<sup>58</sup> documents are available on EDE for only 60 days, and requested documents (i.e., solicited documents) are available for only 30 days before they are deleted from EDE.

##### 4.1 Michigan ICR EDE Responsibilities

The Michigan ICR will receive responding intergovernmental referrals from another state's IV-D agency through the EDE or the mail. Michigan ICR staff will then forward these referrals to the appropriate local IV-D office through the EDE as unsolicited documents. Most unsolicited documents sent to a local IV-D office will be from the Michigan ICR. Michigan ICR staff will use the EDE Superuser role<sup>59</sup> to send and receive documents through the EDE.

The Michigan ICR will also monitor the EDE to ensure local IV-D workers are opening and downloading all unsolicited documents sent to their local IV-D

---

<sup>55</sup> Ref: [Section 3.06, "Federal Child Support Portal," of the Michigan IV-D Child Support Manual](#) for more information on the Federal Child Support Portal and the EDE application. For information on communications sent and received via the Child Support Enforcement Network (CSENet), reference Subsection 5 of this manual section.

<sup>56</sup> Ref: Section 7.10 of the *Michigan IV-D Child Support Manual* for information on how the EDE application is used in intergovernmental cases.

<sup>57</sup> Ref: the [Electronic Document Exchange \(EDE\) Job Aid](#) for more information.

<sup>58</sup> "Unsolicited" means that a document is sent without being requested (solicited) by the receiver.

<sup>59</sup> Ref: Section 3.06 of the *Michigan IV-D Child Support Manual* for more information about this role.

office.<sup>60</sup> Unsolicited documents will remain available on the EDE for 60 days. The Michigan ICR will email the appropriate local IV-D office when there are documents that have only 21 days remaining before being deleted from the EDE application.

## 4.2 FOC and PA EDE Responsibilities

4.2.1 All Michigan IV-D workers at FOC and PA offices who have the Default View user role in the Federal Child Support Portal will be assigned the Requestor/Responder role for EDE.<sup>61</sup> The IV-D worker with the Requestor/Responder role will be responsible for the following:

- Requesting documents from another county or state participating in EDE;
- Responding to requests for documents (i.e., solicited documents) from another county or state;
- Viewing and downloading documents requested from another county or state;
- Viewing and downloading unsolicited documents sent by other states or counties; and
- Sending unsolicited documents to another county or state, including new intergovernmental referral packets.

Note: Michigan IV-D workers will use EDE to send intergovernmental responses and documents when the other county or state participates in EDE.

4.2.2 Each PA and FOC office must have at least one IV-D worker with the EDE Superuser role.<sup>62</sup> The IV-D worker with this role will have the same abilities as the Requestor/Responder role and will be responsible for the following:

- Running and viewing reports;
- Ensuring that IV-D workers in their office with the Requestor/Responder role respond to requests from other states and counties within the allotted timeframes;<sup>63</sup> and

---

<sup>60</sup> Ref: Section 3.06 of the *Michigan IV-D Child Support Manual* for more information about the Michigan ICR monitoring unopened, unsolicited documents.

<sup>61</sup> Ref: Section 3.06 of the *Michigan IV-D Child Support Manual* for more information about the Requestor/Responder role.

<sup>62</sup> Ref: Section 3.06 of the *Michigan IV-D Child Support Manual* for more information about the EDE Superuser role.

<sup>63</sup> Failure to respond to unsolicited documents within allotted timeframes will cause the local IV-D office to miss federally required timeframes.

- Opening documents sent from other states and counties within the allotted timeframes.<sup>64</sup>

### 4.3 FIPS Codes in the EDE

The EDE is equivalent to a mailbox where the FIPS Locator Code is the address. Currently, the EDE only recognizes five digits of state/county FIPS Locator Codes.<sup>65</sup> Each five-digit FIPS code within Michigan will be an EDE email destination. Michigan counties typically have separate PA and FOC offices, so the state FIPS Locator Code may be up to seven digits to differentiate between the PA and FOC offices. IV-D workers in PA and FOC offices within the same county will be checking the same EDE mailbox.

IV-D workers will process requests or incoming documents that are intended only for their office. IV-D workers will look up the case in MiCSES to see which functional area it is in to determine which office should work the document or request. If the case is in the Establishment functional area, the PA will work the document/request. If the case is in the Enforcement functional area, the FOC will work the document/request. FOC and PA offices will determine how best to monitor their EDE inboxes.

### 4.4 Counties Without Adequate Scanning Devices

To send documents through the EDE, IV-D workers must have the ability to convert paper documents into an electronic copy of either a Microsoft Word (.docx) or PDF (.pdf) file type. Some Michigan IV-D offices may not have adequate abilities to scan documents and convert them to an electronic form. However, IV-D workers without the ability to scan documents are still required to respond to requests for documents sent through the EDE.

If a IV-D worker cannot scan documents, (s)he will continue to send paper intergovernmental documents through the mail to all states, including states that have EDE access. IV-D workers who cannot use the EDE to send documents must still check the EDE for requests for documents made to their IV-D office and respond to the request.<sup>66</sup> The IV-D worker will select the “Cannot Provide” option in the EDE application and indicate that the document will be sent through the mail by selecting the “Document provided by other means” option in the “Provide Reason” drop-down menu. The IV-D worker will then mail the document to the requesting IV-D worker or office.

<sup>64</sup> For more information on how to make requests, respond to requests, download/upload documents, and unassign work, reference OCSE’s [Guide to Navigating the Electronic Document Exchange Application](#).

<sup>65</sup> OCSE has indicated that extending the FIPS Locator Code to seven digits is currently being discussed since Michigan is not the only state that separates counties into two or more divisions. Ref: Subsection 3 of this manual section for more information about FIPS codes.

<sup>66</sup> Ref: OCSE’s [Guide to Navigating the Electronic Document Exchange Application](#) for information on how to respond when documents are sent via mail instead of electronically through EDE.

## 5. Child Support Enforcement Network (CSENet)

CSENet is a nationwide electronic communications network created and sponsored by OCSE that transfers child support case data between states. Almost all IV-D agencies in the United States use CSENet. CSENet provides a standardized approach for state child support enforcement systems to generate and process automated intergovernmental child support information. It allows users to electronically initiate and respond to child support enforcement activities in other states for:

- Locating NCPs;
- Establishing parentage and support obligations;
- Enforcing support orders and the collection of money;
- Communicating with other states to provide updates or ask questions; and
- Gathering additional case information.

CSENet links to the state-designated case ID, so each CSENet transaction will have a Michigan-designated IV-D number and a number designated by the other state.

Note: Michigan IV-D workers will still need to use intergovernmental forms when making intergovernmental referrals to other states.

### 5.1 CSENet Transaction Codes

MiCSES receives and generates CSENet transactions on the *Intergovernmental Correspondence (ICOR)* screen.<sup>67</sup> Messages intended for jurisdictions outside Michigan are designated a specific CSENet transaction code by MiCSES. Once coded, MiCSES will send the transmittal to the National Computer Center (NCC) at the Social Security Administration. The NCC will validate the message and forward it to the intended location.

The recipient's child support enforcement system will read the CSENet transaction code and translate it to work within its system so caseworkers can understand it in the appropriate case context. The same processes are reversed for transactions coming to Michigan from other jurisdictions. The NCC typically runs two daily batch cycles, so there should be minimal lag time between sending and receiving intergovernmental correspondence.

In order to provide a uniform designation to the types of all incoming and outgoing correspondence, OCSE gives CSENet transactions a code. The code is broken up into three parts:<sup>68</sup>

---

<sup>67</sup> Ref: [MiCSES Screen Description: ICOR – Intergovernmental Correspondence](#).

<sup>68</sup> Ref: [OCSE Valid Reason Codes](#) for a list of CSENet transaction codes.

- Function Code – Three-digit code that identifies the overall functional area of the CSENet transmittal;
- Action Code – One-digit code used to identify the type of communication; and
- Reason Code – Five-digit code used to clarify the meaning of a transaction.

When specifying the communication type in MiCSES, the IV-D worker will not interact with the CSENet transaction code, but rather will select the type of communication based on the description of the transmittal preprogrammed into MiCSES on the *Intergovernmental Send Correspondence (ISND)* screen. However, understanding how to identify CSENet transaction codes is important in understanding CSENet error messages. CSENet error messages are located on the *CSENet Error Log (CERR)* screen.<sup>69</sup> In certain circumstances, IV-D workers will also receive an alert when there has been a CSENet transaction error.

IV-D workers can view which CSENet communications (CSENet) are currently functional on the *CSENet Transactions (CTRS)* screen.<sup>70</sup>

## 5.2 Advantages of Using CSENet

IV-D workers are encouraged to transmit requests for information and provide requested information electronically through CSENet via the MiCSES ISND screen when possible.<sup>71</sup> When both tribunals in an intergovernmental case are fully CSENet-capable, electronic communications provide the following advantages:

- Transactions are in a standardized format;
- Case automation is increased;
- Intergovernmental case processing time is reduced;
- The quality of case information sent to another state is improved by providing data integrity checks to ensure that the information transmitted is complete; and
- States can obtain case, member, and order information based on matches received from the FCR.

## 5.3 CSENet Use Policy

Most states are using CSENet communications (CSENet). However, some states do not use them exclusively, and each state's CSENet functionality varies. Because CSENet are generated through the automated child support

---

<sup>69</sup> Ref: [MiCSES Screen Description: CERR – CSENet Error Log](#).

<sup>70</sup> Ref: [MiCSES Screen Description: CTRS – CSENet Transactions](#).

<sup>71</sup> Since all states have not enabled all CSENet transactions, this is not required at this time.

enforcement system for each state (MiCSES in Michigan), there may be system compatibility issues that prevent some communications from being transmitted through CSENet. Some states still prefer to receive both CSENet and the UIFSA forms, and some states will only accept UIFSA forms. The IV-D worker should refer to the *Intergovernmental Reference Guide* (IRG)<sup>72</sup> or contact the IV-D worker in the other tribunal to determine which communications should be sent via paper and/or CSENet, or call the caseworker in the other tribunal and ask what is preferred.

For information on state-specific CSENet capabilities, IV-D workers will view the *Exchange Agreements* tab on the IRG. IV-D workers can view individual exchange agreements by clicking the individual states listed. If a IV-D worker sends a CSENet transaction to a state with which Michigan does not have an exchange agreement, the IV-D worker will receive a “Case Worker Alert” (CWKALRT) on the *Alert Detail* (ALRT) screen. If a IV-D worker receives such an alert, the worker will send communication on UIFSA forms.

#### 5.4 Failed CSENet Transactions

CSENet transactions may fail for a number of reasons. A failed CSENet transaction will not show up as an alert but will show up on the ICOR screen with an “Error” status. When a CSENet transaction fails, IV-D workers should view the reason it failed on the MiCSES CERR screen.<sup>73</sup> IV-D staff can search failed CSENet transactions and view by:

- Case ID;
- Error description;
- Source code;
- CSENet function code;
- CSENet action code;
- CSENet reason code; and
- Date range.

MiCSES will continue to process the failed CSENet transaction until it is successfully sent to CSENet while in “Error” status. If a CSENet transaction is in “Error” status for 30 days, MiCSES will void the transaction and change the status from “Error” to “Void.” If there is a change in the reason for the CSENet transaction’s failure, MiCSES will maintain the previous reason for the failed CSENet transaction and the current failure reason. MiCSES will enter a note on the *Notes Processor* (NOTE) screen when it voids a CSENet transaction and will notify the IV-D worker via an informational alert.<sup>74</sup>

---

<sup>72</sup> Ref: Subsection 6 of this manual section for information about the IRG.

<sup>73</sup> Ref: [MiCSES Report Description: CERR – CSENet Error Log Report](#).

<sup>74</sup> Ref: [Alerts](#) documentation on mi-support.

IV-D workers also have the ability on the ICOR screen to “void” a transaction that was not processed due to an error. If a IV-D worker or the system voids a CSENet transaction, MiCSES will enter a note on the NOTE screen and will notify the IV-D worker via an alert.<sup>75</sup>

## 5.5 Automatic IV-D Interstate Case and Member Creation From CSENet

Other states often request establishment of an interstate case with Michigan for parentage and/or support order establishment, and/or enforcement. MiCSES will assess the CSENet transaction for automatic interstate case creation.

MiCSES will assess all member information transmitted to it via CSENet for a potential match to an existing IV-D case member(s). Only members already associated to IV-D cases in MiCSES will be used for matching to incoming members. The following specific identifying member information is used in the matching process:

- Name information – first, last and middle;
- Social Security number (SSN); and
- Date of birth (DOB).

Michigan ICR staff will be the primary users of the *Member and Case Matching Criteria* (MTCH) screen to review new cases coming in through CSENet. The MTCH screen will be used periodically and will assist in preventing duplicate cases, improve quality, and save time. The MTCH screen will result in the following actions for member matching:

- C – Create new member;
- U – Use existing member; or
- R – Worker review (to prevent duplicates).

If the CSENet incoming case matches any of the following MiCSES combinations, an existing MiCSES interstate IV-D case will be used:

- CP/NCP/Dependent (DP) – Open cases (highest match);
- CP/NCP – Pending closure;
- CP/DP – Pending closure; or
- NCP/DP – Closed case (lowest match).

---

<sup>75</sup> OCSE maintains a complete list of CSENet error codes and messages in the [CSENet Interface Guidance Document](#). If needed, IV-D workers will search for error descriptions in the *CSENet Interface Guidance Document Appendix E – Transaction Error Codes and Messages* for clarification on failed CSENet transactions. If further clarification is needed, the IV-D worker should contact OCS.



If an incoming CSENet case does not match any of the above combinations, MiCSES will create a new case. When MiCSES creates a new case automatically, MiCSES will generate a CSENet acknowledgment response to the other state. The acknowledgment transaction generated by MiCSES will include a list of attachments needed to complete the case establishment process.

## 6. Intergovernmental Conflict Resolution

On an intergovernmental case, IV-D workers will occasionally run into issues that they are unable to resolve. IV-D workers should make every effort to resolve an intergovernmental conflict. However, IV-D workers should not continue to make the same attempts over and over, because this can be time-consuming and ineffective in resolving the issue. The IV-D worker will escalate a case to the Michigan ICR, where appropriate, using the steps outlined below.

Note: IV-D workers will use the federally approved intergovernmental forms when attempting to resolve a conflict with another IV-D agency. Federal regulations do not require IV-D workers to respond to informal correspondence such as a letter. However, IV-D workers must respond to correspondence sent on the federally approved intergovernmental forms.

### 6.1 Steps for Intergovernmental Conflict Resolution

To resolve conflicts that arise in an intergovernmental IV-D case, IV-D workers will follow the steps below.

#### 6.1.1 The IV-D worker (support specialist, FOC or PA) will:

- A. Attempt to resolve the issue between the Michigan IV-D agency and the other state's or country's IV-D agency. This should begin with communication with a local worker, followed by communication with a local supervisor, if necessary.
- B. Make attempts by telephone, email, CSENet *Transmittal #2 – Subsequent Actions*, and/or fax.
- C. Record on the MiCSES NOTE screen a case note that includes:
  1. The issue;
  2. The type of contact made;
  3. The date and time of the contact;
  4. The name of the contact and his/her contact information; and
  5. A summary of the conversation, including important facts, actions taken, agreements, and results.

6.1.2 If the conflict is not resolved within 30 calendar days of the *initial* contact, or there has been no response, the IV-D worker will:

- A. Contact the other state's Central Registry by telephone, email, CSENet, *Transmittal #2 – Subsequent Actions*, or fax.
- B. Attach copies of the previous requests for assistance (if contacting by email, *Transmittal #2*, or fax).

Note: If sending confidential information via email, refer to Section 1.10 of the *Michigan IV-D Child Support Manual* for information on encryption of confidential information.

C. Record on the NOTE screen:

- 1. The type of contact made;
- 2. The date and time of the contact;
- 3. The name of the contact and his/her contact information; and
- 4. A summary of the conversation, including important facts, actions taken, agreements, and results.

6.1.3 If the issue is not resolved within 30 calendar days of the *last* contact or there has been no response, the IV-D worker will:

- A. Contact the Michigan ICR by telephone, email, CSENet, *Transmittal #2 – Subsequent Actions*, or fax.
- B. Attach copies of all previous requests for assistance (if contacting by email, CSENet, *Transmittal #2 – Subsequent Actions*, or fax).

C. Record on the NOTE screen:

- 1. The type of contact made;
- 2. The date and time of the contact;
- 3. The name of the contact and his/her contact information;
- 4. A summary of the conversation, including important facts, actions taken, agreements, and results; and
- 5. The type of resolution sought from the other state's or country's Central Registry or Authority.

6.1.4 Within 30 calendar days from when a Michigan IV-D worker contacts the Michigan ICR, ICR staff will:

- A. Contact the other state's or country's Central Registry by telephone, email, CSENet, *Transmittal #2 – Subsequent Actions*, or fax.

- B. Attach copies of all previous requests for assistance (if contacting by email, CSENet, *Transmittal #2 – Subsequent Actions*, or fax).
- C. Record on the NOTE screen:
  - 1. The type of contact made;
  - 2. The date and time of the contact;
  - 3. The name of the contact and his/her contact information;
  - 4. A summary of the conversation, including important facts, actions taken, agreements, and results; and
  - 5. The type of resolution sought from the other state's or country's Central Registry or Authority.
- D. Instruct the IV-D worker in Michigan to check case closure criteria per [Section 3.50, "Case Closure," in the Michigan IV-D Child Support Manual](#) and close the Michigan IV-D case, if appropriate.

## 6.2 Additional Steps

If the above actions are unsuccessful, Michigan ICR staff will refer the situation to Michigan's IV-D director or his/her designee. (S)he will contact the other state's or country's IV-D director (or international equivalent) if there is no resolution within 30 calendar days from the last action and will notify the appropriate Michigan IV-D staff of the outcome.

If there is no resolution after each of the steps described above, the Michigan IV-D director or his/her designee may contact the OCSE regional office.

Note: The above instructions do not preclude field staff from calling the federal regional office. However, OCS asks that IV-D workers first follow the steps listed above.

## 7. ***Intergovernmental Reference Guide (IRG)***

The IRG is a centralized, automated repository of state-, tribe-, and country-specific intergovernmental information. The IRG offers online access to child support enforcement contact and policy information for all U.S. states, territories, tribes with child support programs, and foreign countries.<sup>76</sup> The IRG is available to anyone with Internet access and the appropriate login information.<sup>77</sup>

IV-D workers will refer to the IRG prior to contacting another state, territory, foreign country, or tribe with a question. If the IRG does not answer the question, the IV-D

---

<sup>76</sup> Ref: [Section 7.15, "International," in the Michigan IV-D Child Support Manual](#) for information on the UIFSA definition of "foreign country" and where to find policy information for a specific country.

<sup>77</sup> Ref: Subsection 6.1, "IRG Access," in this manual section.

worker will contact the other state, territory, foreign country, or tribe directly using the contact information obtained through a UIFSA transmittal or housed in the IRG. IV-D agencies update the IRG manually, so some information may be out of date. If the local contact number seems incorrect, the IV-D worker will contact the Central Registry of the state in question and request the local contact information. It is a best practice to confirm any information attained from the IRG by contacting a IV-D worker in that state if the information relied upon is an important part of proceeding with the case.

## 7.1 IRG Access

IV-D workers access the IRG through the Federal Child Support Portal.<sup>78</sup> To log into the Portal, IV-D workers must have an LGAD ID and password. IV-D workers in a county PA or FOC office will be assigned an LGAD ID when they are granted MiCSES access. IV-D workers with the State of Michigan will have to contact their supervisor to obtain an LGAD ID.

However, an LGAD ID and password alone do not provide access to the Portal. IV-D workers must have a user role assigned by the MiCSES Help Desk to access Portal applications. IV-D workers are granted an IRG user role(s) depending on their business needs. To gain access to the IRG, IV-D workers will complete the *IV-D Program Request for Computer Access* (DHS-393) or the *IV-D Program Request for Changing Computer Access* (DHS-395) and send it to the MiCSES Help Desk.

## 7.2 IRG Organization

The IRG contains information about the following types of entities:

- U.S. states and territories;
- Foreign reciprocating countries;
- U.S. tribes with IV-D programs;<sup>79</sup>
- OCSE offices; and
- Hague Child Support Convention Contracting States.<sup>80</sup>

The information is organized by specific section types within each entity for quick reference. IV-D workers will click an entity on the IRG home page to access information about its IV-D procedures and contact information for state and local offices. OCS Central Operations maintains Michigan's information on the IRG.

---

<sup>78</sup> Ref: Section 3.06 of the *Michigan IV-D Child Support Manual* for more information on the IRG and the Federal Child Support Portal.

<sup>79</sup> Some tribes have an asterisk (\*) next to the tribe name. This is an indication that the tribe may not have a fully functional IV-D program.

<sup>80</sup> The IRG classifies Hague Maintenance Convention Member States as "Foreign Treaty Countries."

If IV-D workers have changes to their county's information on the IRG, they will send an email to [MDHHS-OCS-FIPS@michigan.gov](mailto:MDHHS-OCS-FIPS@michigan.gov).

**SUPPORTING REFERENCES:**

Federal

28 USC 1738B  
45 CFR 301.1  
45 CFR 302.36  
45 CFR 302.52  
45 CFR 303.1  
45 CFR 303.7  
45 CFR 303.7(a)  
45 CFR 303.7(a)(2)  
45 CFR 303.7(a)(4)  
45 CFR 303.7(a)(8)  
45 CFR 303.7(b)  
45 CFR 303.7(b)(2)-(4)  
45 CFR 303.7(c)(2)-(4)  
45 CFR 303.7(c)(10)  
45 CFR 303.7(c)(12)  
45 CFR 303.7(d)(1)  
45 CFR 303.7(d)(5)(i)

Public Law 104-193  
Public Law 113-183

OCSE AT-17-01  
OCSE DCL-08-04  
OCSE DCL-94-95  
OCSE PIQ-18-01

State

MCL 400.115b  
MCL 400.115b(5)  
MCL 400.233  
MCL 400.233(3)(a)  
MCL 552.605d(1)(a)  
MCL 552.605d(1)(c)(i)  
MCL 552.2101-2905  
MCL 552.2102(h)  
MCL 552.2102(t)  
MCL 552.2102(u)  
MCL 552.2102(z)  
MCL 552.2102(cc)  
MCL 552.2201  
MCL 552.2202

MCL 552.2205  
MCL 552.2207  
MCL 552.2207(2)(b)-(d)  
MCL 552.2207(4)  
MCL 552.2207(6)-(7)  
MCL 552.2307  
MCL 552.2310  
MCL 552.2312  
MCL 552.2316  
MCL 552.2319(2)  
MCL 552.2501  
MCL 552.2502(3)  
MCL 552.2506  
MCL 552.2506(1)  
MCL 552.2601  
MCL 552.2604  
MCL 552.2605(2)(d)  
MCL 552.2607(1)

State Court Administrative Office (SCAO) Case  
File Management Standards: Component 39,  
Case Type Codes

**REVISION HISTORY:**

[IV-D Memorandum 2018-013](#)  
IV-D Memorandum 2017-026