



STATE OF MICHIGAN  
DEPARTMENT OF HUMAN SERVICES  
LANSING



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GOVERNOR

**MICHIGAN IV-D ACTION TRANSMITTAL 2005-065**

**TO:** All Office of Child Support (OCS) Staff  
All Friends of the Court (FOCs)  
All Prosecuting Attorneys (PAs)

**FROM:** Marilyn F. Stephen, Director  
Office of Child Support

**DATE:** December 12, 2005

**SUBJECT:** Support Specialist (SS) Caseload Reassignment for the Michigan Child Support Enforcement System (MiCSES) 3.6 Release

**PURPOSE:**

This Action Transmittal (AT) outlines the changes to an SS assignment process for IV-D cases and pending referrals from the Department of Human Services (DHS). These changes will enable all DHS and IV-D staff to form solid working relationships and enhance communication within their assigned county or counties, which will allow for improved service to customers.

MiCSES will assign cases to each SS using a specific alphabetical range in a county or counties. The alphabetical range will be determined by the custodial party's (CP's) or the foster care dependent's last name.

All IV-D staff will retain statewide access to the MiCSES application.

**BACKGROUND:**

The existing caseload-balancing process within MiCSES equally distributes IV-D cases and pending DHS referrals among SS staff on a statewide basis. A single SS can be assigned IV-D cases and pending DHS referrals in all 83 counties, requiring the SS to accommodate the procedures and practices of multiple PAs and FOCs.

**PROGRAM ACTIONS:**

Based on the new assignment criteria, MiCSES will begin a county-by-county case reassignment process for existing cases during the MiCSES 3.6 release in December 2005. The reassignment process for existing cases will be completed for all 83 counties no later than February 1, 2006. MiCSES will use the new assignment criteria for any new IV-D cases after the MiCSES 3.6 release. During this transition period, an SS will

be responsible for any IV-D case assigned to him/her whether or not the IV-D case is within his/her new county/alpha assignment. PA staff should expect to receive court action referrals (CARs) from any SS.

OCS staff will release an L-Letter<sup>1</sup> to all DHS staff that informs them of the new county SS assignments. Foster care staff will be told to forward the *Foster Care/Juvenile Justice Ward Benefit Eligibility Record* (DHS-3205) to the SS assigned to their county.<sup>2</sup>

## SS Team Assignment

The new assignment criteria require each active IV-D case to have an SS team assignment. Each SS team will consist of the following roles:

- SS;
- Support Specialist Supervisor (SSS);
- Support Specialist Admin (SSA) – Lead Worker;
- Locate; and
- Local Options Administrator (LOA).

All IV-D cases (except *IV-D Case Type* of “L – Non IV-D”) that contain a *IV-D Case Status* of “O – Opened” or “M – Eligible For Closure” will receive an SS team assignment.

Note: A IV-D case with a *IV-D Case Status* of “C – Closed,” “K – Skeletal,” or “S – Suspended” will not be assigned to an SS team unless the case is reopened.

The MiCSES 3.6 release will assign an SS team to multiple IV-D cases as follows:

- Multiple IV-D cases in the same county containing the same CP will be assigned to the same SS team.
- Multiple CPs who share a common non-custodial parent (NCP) in the same county may have multiple SS teams assigned to their IV-D cases.
- Multiple IV-D cases in multiple counties containing the same CP may have different SS teams assigned to the IV-D cases.

SS staff must continue to notify their SSS if a case is assigned to them in which there is a conflict of interest, (i.e., any of the members on the case are relatives or friends). The SSS will reassign the case to another SS using the *Case Reassignment* (CRAS) screen.<sup>3</sup>

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<sup>1</sup> DHS' Field Operations Administration publishes L-Letters to inform DHS staff of procedural changes and general announcements. L-Letters are not policy documents.

<sup>2</sup> Ref: AT 2005-018, **REVISED:** *Foster Care Procedures for Child Support Specialists* at: <http://mi-support.cses.state.mi.us/policy/stateat/pdf/2005/AT2005-018.pdf>

<sup>3</sup> Ref: Administrative Handbook, Personnel & Professional Development, Item AHP 602, *Conduct and Responsibilities of Employees* at: <http://mi-support.cses.state.mi.us/policy/onlinemanuals/>

## Alphabetical Range

The alphabetical range for each SS team is the same for all IV-D case types and is based on the CP's last name. However, MiCSES assigns foster care cases (*IV-D Case Type* of "F" or "J") to an SS team based on the dependent's last name.

Note: OCS foster care policy and court rules require sending a CAR to the county that has jurisdiction in the foster care case.<sup>4</sup> If the *Case County* is different from the county that has jurisdiction, the SS must ask an SSS or SSA to CRAS the case to the correct county. Furthermore, when an SS discovers multiple foster care cases for children in the same family, the SS must ask an SSS or SSA to manually reassign all the foster care cases to the SS assigned to the eldest foster child's IV-D case.

## SSS or SSA Responsibilities

An SSS or SSA will determine the number of required SS teams and the composition of each team. On the *Maintain Teams (MATM)*<sup>5</sup> screen, the SSS or SSA will:

1. Create SS teams;
2. Assign roles to SS teams; and
3. Designate the alphabetical range for each SS team.

Using the *Resource Master (RESM)*<sup>6</sup> screen, the SSS or SSA will then assign staff to the roles created on the MATM screen. For new cases or case transfers, MiCSES will follow the team logic on the MATM screen and staff assignment logic on the RESM screen.

## MiCSES Actions

When the county-by-county case reassignment begins in December 2005, or during any future assignment process, MiCSES will:

1. Remove the current SS team assigned to the case;
2. Check to see if the *IV-D Case Type* is "F" or "J" (foster care):
  - A. If the *IV-D Case Type* is not "F" or "J," MiCSES will find the last name of the CP; or
  - B. If the *IV-D Case Type* is "F" or "J," MiCSES will find the last name of the dependent on the case;
3. Determine the *Case County*;

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<sup>4</sup> Ref: AT 2005-018, **REVISED**: *Foster Care Procedures for Child Support Specialists* at: <http://mi-support.cses.state.mi.us/policy/stateat/pdf/2005/AT2005-018.pdf>

<sup>5</sup> MATM screen procedures are located at: <http://mi-support.cses.state.mi.us/systems/micses/document.aspx?id=773>

<sup>6</sup> RESM screen procedures are located at: <http://mi-support.cses.state.mi.us/systems/micses/document.aspx?id=171>

4. Assign an SS team to the IV-D case based on the IV-D case assignment methodology specified on the MATM screen; and
5. Enter a record on the *Notes Processor* (NOTE) screen indicating the IV-D case transferred from one primary worker to another.

Note: MiCSES will not generate any alerts during the case reassignment process that will begin in December 2005. Future individual case or role assignments **will** generate an alert to the new worker when a IV-D case or a role is individually transferred on the CRAS screen.

Note: MiCSES will not reassign cases in the *Case County* "000" to an SS team during the case reassignment process that will begin in December 2005. MiCSES will run a special script to transfer more than 95% of those IV-D cases to the correct counties. The remaining IV-D cases will appear on an exception report provided by MiCSES. OCS staff will manually review the remaining IV-D cases.

### **New Screen in MiCSES – *Worker Team Case Count* (WTCC)**

To assist authorized users in future assignment decisions, a new MiCSES screen, WTCC, has been created. Only MiCSES users with the SSS or SSA roles can access the WTCC screen. The WTCC screen provides:

- Accurate IV-D case counts in the SS functional area or all functional areas by:
  - ❖ SS;
  - ❖ SS team;
  - ❖ County; or
  - ❖ Any combination of the above.
- The optimal number of SS teams and the alphabetical range for each SS team.
- Current SS teams and IV-D case counts for all SSs.
- Suggested alphabetical ranges for each SS team in the state or county.
- Reports listing the CP names for a specific alphabetical range.

### **Additional Changes to MiCSES**

- Pending DHS referrals will no longer be randomly assigned to an SS. MiCSES will assign the referrals to the appropriate SS based upon the geography and the CP's (grantee's) last name. The case will appear on the SS *Pending Referrals* (CPDR) screen.
- An SS will have the ability to open the SS workflow of an SS previously assigned to the case.
- MiCSES will execute future SS case assignments by county rather than statewide.

## **FOC WORKAROUND:**

FOC staff will have the ability to create a IV-D case using the appropriate *IV-D Case Type* on the *Case Member Details* (CASE) screen. FOC staff will no longer need to use *IV-D Case Type* "L," as instructed in MiCSES workaround 2003-046,<sup>7</sup> to prevent a IV-D case from being assigned to the SS functional area during case opening.

Note: FOC staff will continue to use this workaround when adding a member to a IV-D case until the January 20, 2006, MiCSES release.

## **CASELOAD ASSIGNMENT:**

The new IV-D caseload assignment for each SS is available on mi-support by selecting "Partner Activities" > "Partner Contact Information" > "OCS Contacts" or click on the link below:

<http://mi-support.cses.state.mi.us/partneractivities/ocscontacts/default.htm>

## **MiCSES SYSTEM DOCUMENTATION:**

IV-D staff may access the following information on mi-support for more information on the WTCC screen in MiCSES:

Quick Reference Guides (QRGs)

- "View Existing Counts" at:  
<http://mi-support.cses.state.mi.us/systems/micses/document.aspx?id=756>
- "Determine Potential Counts by Alpha Range" at:  
<http://mi-support.cses.state.mi.us/systems/micses/document.aspx?id=757>
- "Generate a Total State Case Count Report" at:  
<http://mi-support.cses.state.mi.us/systems/micses/document.aspx?id=758>
- "Generate an Alpha Range Breakdown Report" at:  
<http://mi-support.cses.state.mi.us/systems/micses/document.aspx?id=759>
- "Generate a Potential County Alpha Split Report"  
<http://mi-support.cses.state.mi.us/systems/micses/document.aspx?id=760>

**LEGAL REFERENCES:**            Federal  
    None

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<sup>7</sup> MiCSES workaround 2003-046 is located at:  
[http://mi-support.cses.state.mi.us/systems/micses/workarounds/2003-046\\_workaround.asp](http://mi-support.cses.state.mi.us/systems/micses/workarounds/2003-046_workaround.asp)

State  
None

**POLICY REFERENCE:** None

**AT MAINTENANCE:** Retain AT until further notice.

**EFFECTIVE DATE:** Upon receipt of AT.

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**CC:** None

**ENCLOSURES:** None

**MFS/NS**