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**LEGAL  
REQUIREMENTS**

42 USC 657  
45 CFR 302.51

Federal law and regulations require that support collections, except for tax offset collections, first be applied to the current monthly support obligation with any excess applied to arrearages. Collections must be applied to obligations based on the date of the collection. Date of collection means:

- The date wages or other income are withheld to meet the support obligation when payments are made through income withholding, or
- The date a payment (other than income withholding) is received by the IV-D agency or the legal entity of the state actually making the collection.

Further, regulations require the state to pay to the family collections in excess of the amount retained by the state to offset FIP paid.

**DEPARTMENTAL  
POLICY**

Errors in FIP collection records reported by Friends of the Court to the Child Support Enforcement System (CSES) can cause non-payment or misplayment of child support participation payments or reimbursements. This item describes procedures for correcting payment errors.

**Undistributed  
Collections**

CSES edits FIP collection records reported by Friends of the Court for technical validity. The system pends records reported with invalid FIA case numbers, collection dates, types or amounts.

OCS Distribution and Client Services Unit coordinates resolution of pended (i.e., undistributed) collection records. CSES generates payment records on the end-of-month cycle after a record is corrected. See "Undistributed Collections" in Item 315 for additional information on resolution of undistributed collection records.

**Error Identification**

Request corrections if errors in distributed collection records causing non-payment or misplayments of support are identified. The most common causes on non-payments or misplayments are:

- Current collections misreported as arrearages; and
- Collections reported and distributed based on wrong, but technically valid FIA case numbers.

Staff may identify errors when clients return payments received in error or claim entitlement to child support participation payments or reimbursements but have not received payments. In addition, payments distributed based on wrong, but technically valid FIA case numbers may be returned to the Agency as undeliverable. Report DL-220, Monthly

Canceled Child Support Warrants, identifies undeliverable support warrants. Item 360, Support Warrant Replacement, contains a facsimile and description of that report.

Use procedures provided below to correct errors causing non-payment or mispayment of participation payments or reimbursements. The procedures vary based the date of the collection.

**Note:** Support specialists are not required to routinely review undistributed collection records, however, can submit correction requests to resolve non-payment complaints.

**Records For 1992/  
Later**

The procedures in this section apply to collection records dated January 1992 or later.

**Arrear to Current -  
Same Month**

Use the OCS Distributed Collection Report to request corrections when a current collection dated January 1992 or later was misreported as arrearages on the same case and for the same collection month.

Enter the correct current collection amount in the "Current Amount" column on the collection report. Cross out the reported current collection if any. Cross out the misreported collection amount and enter the correct, reduced amount above the deletion.

See sample correction request in Exhibit 2 at the end of this item.

**Arrears to Current  
- Different Months**

Use form FIA-316, Incentive Payment Request, to request the addition of a current collection record for January 1992 or later when the collection was misreported as arrearages for a different collection month. Complete a separate FIA-316 for each collection month if applicable.

Complete form FIA-316 as follows:

<u>Item Number</u>	<u>Item and Instruction</u>
1	<b>Client Name.</b> Enter the name of the client, last name first
2	<b>FIA Case Number.</b> Enter the FIA case number as it appears on the collection report which contained the arrearage collection
3	<b>FOC Number.</b> Enter the FOC's two-digit county number
4	<b>Collection Month/Year.</b> Enter the month and year of the collection (MM/YY)
5, 8	No entries required
6a	<b>Collection Amount.</b> Enter the amount of the collection that should be reported as current

<u>Item Number</u>	<u>Item and Instruction</u>
7	<b>Federal Control Number.</b> For orders entered or filed in Michigan, enter the 7-digit FIPS code of the Friend of the Court that is responsible for the support order. FIPS codes are listed in Appendix 2. For out-of-state orders that have <u>not</u> been assigned a Michigan court case number, enter "2600000."
9	<b>Court Case Identifier.</b> Enter the court order number associated with the collection
10	<b>Support Specialist Number.</b> Enter your two-digit county code

Sign and date the form where indicated.

Use the OCS Distributed Collection Report to request correction of the existing record if the misreported arrearage is dated January 1992 or later. Cross out the misreported arrearage and enter the correct reduced arrearage amount above the deletion.

See sample correction request in Exhibit 3 at the end of this item.

### Redistribute Between Cases

If a collection was reported with a wrong but technically valid FIA case number, use the FIA-316 to request addition of a collection record for January 1992 or later for the correct FIP case.

Complete the FIA-316 as follows:

<u>Item Number</u>	<u>Item and Instruction</u>
1	<b>Client Name.</b> Enter the name of the client, last name first
2	<b>FIA Case Number.</b> Enter the FIA case number to which the collection should have been applied
3	<b>FOC Number.</b> Enter the FOC's two-digit county number
4	<b>Collection Month/Year.</b> Enter the month and year of the collection (MM/YY)
5, 8	No entries required
6a	<b>Collection Amount.</b> Enter the amount of the collection that should be applied to the case

- 7 **Federal Control Number.** For orders entered or filed in Michigan, enter the 7-digit FIPS code of the Friend of the Court that is responsible for the support order. FIPS codes are listed in Appendix 2. For out-of-state orders that have not been assigned a Michigan court case number, enter "2600000."
- 9 **Court Case Identifier.** Enter the court order number associated with the collection
- 10 **Support Specialist Number.** Enter your two-digit county code

Sign and date the form where indicated.

Use the OCS Distributed Collection Report to remove the incorrect record if dated January 1992 or later. Cross out the misreported amount(s). Enter zeros above the deletion(s).

See sample correction request in Exhibit 1 at the end of this item.

Check CIS IPYT screen for inappropriate warrants that may have been issued as a result of the incorrect collection report. If inappropriate warrants were issued and returned, notify the Distribution and Client Services Unit.

### Submitting FIA-316 and Collection Reports

Send collection reports adjusting CSES records and FIA-316s establishing collection records dated 1/92 or later to:

Office of Child Support  
Distribution and Client Services  
235 S. Grand Ave. Suite 1215  
P.O. Box 30478  
Lansing, MI 48909-7978

Staple related requests together.

### PRE-1992 RECORDS

Use form FIA-820, Support Collection Payment Request, to request issuance of a participation payment or a reimbursement from a pre-1992 collection. See Exhibit 4 for a facsimile of the FIA-820.

### Completion of the FIA-820

Complete the FIA-820 as follows:

- | <u>Item Number</u> | <u>Item and Instruction</u>   |
|--------------------|---|
| 1                  | Leave blank   |
| 2                  | <b>Load Number.</b> Enter the 6-digit AP district/unit/worker number. If not applicable, enter zeros. |

<b><u>Item Number</u></b>	<b><u>Item and Instruction</u></b>
3	<b>Prog.</b> Enter "C"
4	<b>County Number.</b> Enter the two digit county code where the client lives. For closed cases, use last CIS county. County codes are listed in Appendix 2
5	<b>Client's Name.</b> Enter the client's name, last name first
6	<b>FIA Case Number.</b> Enter the correct FIA case number. If the collection was reported with an incorrect FIA case number, list that incorrect number in Item 33
7-9	Leave blank
10	<b>Pay to.</b> Child Support Participation Payments and reimbursements are payable to the client. Enter a checkmark in the box next to "Pay to Client"
10A-E	<b>Payee Name and Address.</b> Enter the name and current address of the client
11	<b>FOC.</b> Enter the two-digit county number of the Friend of the Court that collected the support (see Appendix 2)
12	<b>FIPS Number.</b> Enter the FIPS Code of the FOC that collected the support (see Appendix 2)
13	<b>Court Case Number.</b> Enter the client's court order number. If the court order number listed with the collection on the collection report is inaccurate, list that incorrect court order number in Item 33
14	<b>Payer Name.</b> Enter the name, last name first, of the absent parent making support payments
15-23c	Leave blank for participation payment or reimbursement requests. See Item 340 for instructions on requesting refunds of child support collections
24	<b>Reported Collection Mo/Yr.</b> Enter the month and year used to report the collection from which you are requesting payment of the child support participation payment or reimbursement.
25	<b>Reported Collection Amount.</b> Enter the amount of the reported collection from which you are requesting payment of a child support participation payment or reimbursement.
26	<b>Correct Collection Mo./Yr.</b> Enter the correct collection month and year if the month and year used to report all or a portion of the collection was incorrect.

<u>Item Number</u>	<u>Item and Instruction</u>
	<b>Note:</b> The correct collection date must be before 1992. If the correct collection date is 1992 or later, see "RECORDS FOR 1992/LATER" earlier in this item.
27	<b>Correct Collection Amount.</b> Enter the amount of the reported collection that applies to the collection month and year identified in Item 26.
28	<b>Payment Type.</b> Enter a checkmark next to the box that identifies the type of payment requested.
29	<b>Amount of Payment Requested.</b> Enter the amount of the child support participation payment or reimbursement requested for payment.
30	<b>Adjustment.</b> Leave blank. (Payment control will enter a negative adjustment in this item if the payment requested exceeds the amount of the collection retained by the State).
31	<b>Amount Approved.</b> Leave blank. (If an adjustment appears in Item 30, Payment Control will list the amount authorized for refund from the collection).
32a	<b>Totals.</b> Enter the total of payments requested in Item 29.
33	<b>Additional Explanation.</b> If an incorrect FIA case number and/or court order number was/were used to report the collection from which payment is requested, use this item to identify the incorrect number(s). List the correct FIA case number and court order number in Items 6 and 13 respectively.
34	<b>Authorized Signature.</b> Sign your name as requestor.
35	<b>Agency.</b> Enter checkmark in the box next to "OCS."
36	<b>County.</b> Enter the county name for your primary work location or county where the case is located.
37	<b>Phone number.</b> Enter your phone number(s).
38	<b>Date.</b> Enter the date the form is completed.

**Submitting FIA-820** File Part 3 of the FIA-820 in the case record. Send Part 1 to:

Payment Control Section  
Office of Payment Systems  
7109 W. Saginaw Hwy.  
1st Floor  
Lansing, MI 48913

**Collections Not Found**

In some cases a client may claim entitlement to a child support participation payment or reimbursement but there is no record of a collection or disbursement. Contact with the Friend of the Court may be necessary to determine whether the absent parent paid support for the month, and if so, the status of the collection.

If the absent parent did not pay support advise the client that he/she is not entitled to a participation payment or reimbursement.

Current support may have been collected for a month but not reported due to an error. Determine from the Friend of the Court when the collection will be reported and advise the client of the reporting and resulting payment delay.

A current collection may have been erroneously reported as arrearages. Process corrections as indicated under the section entitled "Records for 1992/Later" or "Pre-1992 Records."