



STATE OF MICHIGAN

DEPARTMENT OF HUMAN SERVICES
LANSING

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IV-D MEMORANDUM 2014-008

TO: All Friend of the Court (FOC) Staff
All Prosecuting Attorney (PA) Staff
All Office of Child Support (OCS) Staff
MSHDA Gatekeepers

FROM: Erin P. Frisch, Director
Office of Child Support

DATE: September 3, 2014

SUBJECT: Introduction of the Child Support Verification Tool (CSVT) and
Incorporation of e1201 Policy into Section 1.35, "MiCase," of the
Michigan IV-D Child Support Manual

RESPONSE DUE: None

POLICY EFFECTIVE DATE: September 8, 2014

PURPOSE:

This IV-D Memorandum introduces the Child Support Verification Tool (CSVT), which staff of the Michigan State Housing Development Authority and its contracted partners (MSHDA housing representatives)¹ will access through the [MiCase portal](#).² The CSVT provides MSHDA housing representatives with a simple, automated way to verify the child support payments received by housing assistance applicants and participants.

This IV-D Memorandum also introduces updates to Section 1.35, "MiCase," of the *Michigan IV-D Child Support Manual*. These updates include:

- A brief introduction regarding the MiCase portal;
- Descriptions of the applications accessible through the MiCase portal;
- Policy incorporated from IV-D Memorandum 2013-019, *Implementation and Soft Launch of the Online IV-D Child Support Services Application/Referral (e1201)* and

¹ MSHDA contracts with private businesses, non-profits, and local governments to build, own, and operate low- and moderate-income rental housing developments and/or housing programs. While privately owned and managed, these contractors offer subsidies and other rental assistance options to low- and moderate-income individuals and families.

² A portal is a starting website through which users can access other places on the Internet.

UPDATE(S):

Manual

Form(s)

IV-D Memorandum 2014-006, *Statewide Implementation of the Online IV-D Child Support Services Application/Referral (e1201)*; and

- Detailed information regarding the CSVT.

Significant changes in content since the last publication of Section 1.35 are indicated by a change bar in the right margin. Some of the content has been reorganized; however, reorganized subsections are not identified with change bars. New subsections incorporated from prior IV-D Memorandums are not identified with change bars unless they have policy changes.

DISCUSSION:

A. Background and Development

MSHDA is a housing authority that administers federally funded housing assistance programs. Federal regulations require housing assistance applicants and participants to sign a release permitting MSHDA housing representatives to verify income information with third parties.³ MSHDA housing representatives must verify the income of an applicant or participant:

- When (s)he applies for housing assistance;
- Annually, to redetermine the participant's eligibility for housing assistance; and
- As needed, when there is a change in household composition or a participant receives new income.

Prior to implementation of the CSVT, MSHDA housing representatives verified applicant and participant child support income by sending paper verification forms to OCS Central Operations or FOC offices. Concerns over non-reporting of child support income and the practicality of the paper verification process led OCS and MSHDA to enter into a written data-sharing agreement⁴ and develop the CSVT.

The CSVT supports the Michigan Child Support Program's 2013-2017 Strategic Plan goals by using innovative technology to improve business processes and customer service. The CSVT will:

- Help ease the administrative burden on FOC and OCS Central Operations staff by reducing the number of paper income verifications they would otherwise receive;
- Reduce non-reporting of child support income by allowing MSHDA housing representatives real-time access to accurate child support payments received; and
- Help IV-D members who have applied for housing assistance by streamlining the income verification process.

³ 24 Code of Federal Regulations (CFR) 5.236; 24 CFR 5.659; 26 CFR 1.42-5

⁴ The OCS/MSHDA data-sharing agreement formally documents each party's responsibilities regarding their data-sharing activities and use of the tool.

B. CSVT User Roles

The CSVT will become active on the MiCase portal on September 8, 2014. It will permit a limited group of MSHDA housing representatives to verify the child support payments received by housing assistance applicants.⁵ Special MiCase roles have been created for use by MSHDA housing representatives and OCS staff to access the CSVT. While all CSVT users will be able to log into the MiCase portal, each user's role will determine the screens and functionality (s)he may access in the CSVT.

The CSVT user roles are described below.

- **OCS Auditor.** The OCS Auditor is an administrator role assigned to a limited number of OCS Program Development Division (PDD) staff. The OCS Auditor may view and print reports that document CSVT user activity and user accounts. The OCS Auditor will use the reports to detect and deter improper use of the CSVT. The OCS Auditor also may perform child support verification queries, but cannot create or manage user accounts.
- **MSHDA Gatekeeper.** The MSHDA Gatekeeper role is available only to four MSHDA employees. MSHDA Gatekeepers may create and delete MSHDA User⁶ accounts. They may also update MSHDA User account information. In addition to those administrative functions, the MSHDA Gatekeeper may also perform child support verification queries and retrieve a report of each query's results. As with the OCS Auditor role, the MSHDA Gatekeeper may also view and print reports related to oversight of CSVT user activity and user accounts.
- **MSHDA User.** Authorized MSHDA housing representatives will be assigned the MSHDA User role. MSHDA Users may query a very limited subset of child support payment information and retrieve a report of each query's results. The CSVT will closely track user activity for auditing purposes, and OCS and MSHDA will regularly audit user activity to deter and detect improper system use.

C. CSVT Access and Usage

By mutual agreement, OCS and MSHDA have split responsibility for providing access to the CSVT. OCS will review and approve requests for the OCS Auditor and MSHDA Gatekeeper roles using an OCS system access process and security

⁵ FOC and OCS Central Operations may still receive paper verifications from public housing authorities that are not affiliated with MSHDA.

⁶ "MSHDA User" is another type of CSVT user role.

forms.⁷ However, OCS has delegated responsibility to MSHDA to review and approve requests for the MSHDA User role.⁸

OCS has provided CSVT access to MSHDA housing representatives solely for the purposes of verifying child support payments received by housing assistance applicants and participants and maintaining accurate records related to the housing assistance process. OCS, in coordination with MSHDA, will periodically audit CSVT user activity to ensure usage is appropriate and to confirm MSHDA compliance with its responsibilities under MSHDA's data-sharing agreement with OCS.

D. Updates to Section 1.35, "MiCase"

Section 1.35 has been updated with an introduction to the MiCase website's current status as a web portal. The introduction also lists the applications currently available through the MiCase portal: MiCase, the online application for child support services (e1201), and the CSVT. Section 1.35 does not contain any changes to MiCase policy, but it now includes existing e1201 policy and new CSVT policy.

1. Existing e1201 Policy

Section 1.35 incorporates e1201 policy from IV-D Memorandums 2013-019 and 2014-006. It describes how users will access the e1201 application on the MiCase portal. In addition, it explains:

- The minimum information that applicants must provide on the e1201;
- Submitting, printing, and tracking of e1201s; and
- Processing the online DHS-1201(s) that results from the completed e1201.

Additional e1201 policy from IV-D Memorandum 2014-006 has been incorporated into Section 2.05, "Referrals and Applications," of the *Michigan IV-D Child Support Manual*. Section 2.05 has been updated on mi-support.

2. New CSVT Policy

Section 1.35 has also been updated with detailed information on the CSVT, including:

- An overview of the CSVT and the reasons for its creation;
- Descriptions of CSVT user roles, including who is permitted to request those roles, the intended use of each user role, and the privileges of each user role;
- How designated OCS and MSHDA housing representatives request access to the CSVT; and

⁷ IV-D program security forms have been updated with fields related to the CSVT with the publication of [IV-D Memorandum 2014-009, Updates to Michigan Child Support Manual Section 1.10, "Confidentiality/Security."](#)

⁸ MSHDA Gatekeepers will review and approve requests for the MSHDA User role.

- The responsibilities of MSHDA and OCS regarding the periodic auditing of CSVT user activity.

NECESSARY ACTION:

Retain this IV-D Memorandum until further notice. Review the updates to Section 1.35 of the *Michigan IV-D Child Support Manual*; change bars indicate significant updates. For those maintaining a hard copy of the manual, print the manual section and add it to the manual. Discard the previously published version of Section 1.35 (published October 4, 2013).

With this publication of Section 1.35, the following items are obsolete:

- IV-D Memorandum 2014-006, *Statewide Implementation of the Online IV-D Child Support Services Application/Referral (e1201)*; and
- IV-D Memorandum 2013-019, *Implementation and Soft Launch of the Online IV-D Child Support Services Application/Referral (e1201)* and its exhibit, 2013-019E1.

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SUPPORTING REFERENCES:

Federal

24 CFR 5.236

24 CFR 5.659

26 CFR 1.42-5

State

None

ATTACHMENT:

Section 1.35:

MiCase

EPF/KZM