



STATE OF MICHIGAN

DEPARTMENT OF HEALTH AND HUMAN SERVICES
LANSING

RICK SNYDER
GOVERNOR

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IV-D MEMORANDUM 2015-025

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

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

DATE: October 15, 2015

SUBJECT: Implementation of the Federal Case Registry (FCR)
Misidentified Participant Application on the State Services Portal
(SSP)

RESPONSE DUE: None

POLICY EFFECTIVE DATE: Upon receipt

PURPOSE:

This IV-D Memorandum introduces policy regarding the FCR Misidentified Participant application, which was implemented on the SSP¹ (also known as the Child Support Portal)² on March 23, 2015.³ The FCR Misidentified Participant application allows designated IV-D workers to identify and store on the SSP a Social Security number (SSN) that the FCR has incorrectly associated with a child support case member. The FCR references a table of stored SSN/Member ID combinations in the application to ensure that it will not associate the incorrect SSN with the same IV-D case member in the future.

This IV-D Memorandum includes a brief overview of the FCR, discusses issues with incorrect SSNs, describes the FCR Misidentified Participant application and how it will

<p>UPDATE(S):</p> <p><input type="checkbox"/> Manual</p> <p><input type="checkbox"/> Form(s)</p>

¹ The SSP is a web application hosted by the Federal Parent Locator Service (FPLS). It provides access to nationwide location, income, asset, and employment information for child support cases and participants. For more information on the SSP, reference [Section 3.06, "State Services Portal," of the Michigan IV-D Child Support Manual](#).

² OCS is awaiting certain actions by the federal Office of Child Support Enforcement (OCSE) before formally updating the name of the SSP to the Child Support Portal in policy and forms.

³ OCS sent an [email notification on April 16, 2015](#) announcing the implementation of the FCR Misidentified Participant application on the SSP.

be used,⁴ and explains user access to the application.

DISCUSSION:

Overview of the Federal Case Registry (FCR)

The FCR is one of the national databases included in the FPLS,⁵ a computerized national location network operated by OCSE. The FPLS is one of the tools that the Michigan IV-D agency uses to fulfill its federal locate requirements. The IV-D agency must locate IV-D case members for the purposes of establishing paternity and establishing, enforcing, and modifying child support orders.⁶

The FCR is a national registry of member and case information for all child support orders. Each state is required to maintain a state case registry (SCR) containing records of each case and child support order established or modified in the state.⁷ The FCR is a compilation of data from all of the SCRs.

Michigan sends locate requests to the FCR, and the FCR returns locate data, including employment and other personal information. Michigan also receives data from the FCR's proactive matches with several federal agencies.⁸ For example, the FCR matches with the National Directory of New Hires (NDNH)⁹ and sends new hire, quarterly wage, and unemployment insurance data to states when there is a match with one of the state's case participants.

The SSN is one of the key data elements used to make the FCR matches. Prior to sending match results to a state, the FCR identifies and verifies SSNs with the Social Security Administration. In the Michigan Child Support Enforcement System (MiCSES), several enforcement activities are associated with the non-custodial parent's (NCP's) SSN.

Issues With Incorrect SSNs

Before the implementation of the FCR Misidentified Participant application, IV-D workers had to address issues that occurred as a result of the FCR associating an incorrect SSN with a member of a Michigan child support case.¹⁰ For example, MiCSES

⁴ Information about the FCR Misidentified Participant application will be incorporated into Section 3.06 of the *Michigan IV-D Child Support Manual* in a future update to the manual section.

⁵ Ref: OCSE's [Federal Parent Locator Service](#) page for more information.

⁶ Ref: Sections 453(a)-(c) and 454(8) of the Social Security Act, and 45 Code of Federal Regulations (CFR) 303.70(a).

⁷ Ref: Section 454a of the Social Security Act.

⁸ Ref: OCSE's [Federal Case Registry \(FCR\) Interface Guidance Document](#) for more information on the FCR and its proactive matches.

⁹ Ref: OCSE's [A Guide to the National Directory of New Hires](#) for more information about the NDNH.

¹⁰ This association would occur when the state submitted a participant with the same name and sex and a similar date of birth as another person.

might initiate enforcement activities on persons who were incorrectly associated to the IV-D case being enforced.

When the FCR assigned an incorrect SSN to a child support case member, Michigan used the FCR batch process to alert the FCR. This process for correcting SSNs had to be repeated if the FCR returned the same incorrect SSN/Member ID combination on multiple occasions. IV-D workers did not have a mechanism for ensuring that once an incorrect SSN was reported, the FCR would not assign it to the same IV-D case member in the future.

FCR Misidentified Participant Application

The FCR Misidentified Participant application allows states to maintain a table of incorrect SSN/Member ID combinations on the SSP. The FCR references this table during the SSN- and name-verification process to avoid reassigning an incorrect SSN to a child support case member. States can add or remove SSN/Member ID combinations from the table. A IV-D worker with the FCR Misidentified Participant user role¹¹ can view and update the SSN/Member ID combinations that were entered in the table by a Michigan IV-D worker.

IV-D workers who discover that an incorrect SSN is associated with a IV-D Member ID on MiCSES will manually end-date the SSN. To do this, IV-D workers will update the member's SSN status¹² on the *Member SSN History* (MSSN) screen by changing the *Verification Code* to "N" (Confirmed/Verified Bad).¹³ This will ensure that MiCSES will send a Change Transaction¹⁴ to the FCR. This will notify the FCR to continue to look for a valid SSN for the IV-D case member.

On October 12, 2015, the MiCSES Data Warehouse began generating the FCR Misidentified Participant report¹⁵ on a daily basis.¹⁶ The report contains certain data elements for every SSN that was manually end-dated in MiCSES on the previous business day. The Data Warehouse stores this password-protected report in the Document Distribution Center (DDC) on mi-support.¹⁷ Each report will be available for three months in the DDC and will contain the following data elements:

¹¹ A limited number of OCS Central Operations staff have been granted this user role. Ref: the section "User Role and Access" later in this memorandum for more information.

¹² For more information, reference Subsection 6, "Individuals' Social Security Numbers (SSNs)," in [Section 3.03, "Case Updates and Member Demographics," of the Michigan IV-D Child Support Manual.](#)

¹³ Ref: [MiCSES Screen Description: MSSN – Member SSN History](#) and [MiCSES Quick Reference Guide: MSSN – Update a Member's SSN Information.](#)

¹⁴ A Change Transaction is used to modify an existing person or case information on the FCR. Ref: the *Federal Case Registry Interface Guidance Document* for more information about FCR transactions.

¹⁵ This report may become a Business Objects report in the future.

¹⁶ The Data Warehouse will run one historical report to capture data from the two years preceding the date the first daily report is run. OCS Central Operations will work this historical report the same way they work the daily FCR Misidentified Participant reports.

¹⁷ Ref: [MiCSES Customer Information Guide: mi-support Document Distribution Center.](#)

- Member's full first name;
- Member's full middle name;
- Member's full last name;
- Member's suffix;
- Member ID;
- Incorrect SSN;¹⁸
- Date the SSN was end-dated; and
- The IV-D worker who made the update.

An OCS Central Operations IV-D worker with the FCR Misidentified Participant user role will access the report daily and, after confirming that the data is accurate, will enter the incorrect SSN/Member ID combinations into the FCR Misidentified Participant table. The FCR Misidentified Participant report eliminates the need for IV-D workers to enter a Help Desk ticket¹⁹ each time they discover a bad SSN/Member ID combination.

Note: IV-D workers who find incorrect SSN/Member ID combinations that were entered in MiCSES prior to October 12, 2015²⁰ should enter a Help Desk ticket²¹ to request that OCS Central Operations staff enter the combination into the FCR Misidentified Participant table. IV-D workers must include the Member ID and the incorrect SSN in the ticket.

User Role and Access

The FCR Misidentified Participant application has one user role. OCS authorized a limited number of OCS Central Operations staff to access the FCR Misidentified Participant application, and on March 23, 2015, the MiCSES Help Desk assigned the user role to those designated staff.²²

NECESSARY ACTION:

Retain this IV-D Memorandum until further notice.

REVIEW PARTICIPANTS:

Case Management Work Improvement Team
 Enforcement Work Improvement Team
 Program Leadership Group

¹⁸ SSNs that have verification code of "N."

¹⁹ IV-D workers will no longer enter a Help Desk ticket as described in the April 16, 2015 notification that introduced the FCR Misidentified Participant application.

²⁰ The historical report will cover the time period from September 1, 2013 through October 11, 2015.

²¹ OCS Central Operations will prioritize Help Desk tickets with SSN/Member ID combinations that are included in the historical report.

²² Procedures for adding and deleting the FCR Misidentified Participant user role will be described in future policy updates to Section 3.06 of the *Michigan IV-D Child Support Manual*.

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None

SUPPORTING REFERENCES:

Federal
Section 453(a)-(c) of the Social Security Act
Section 454(8) of the Social Security Act
Section 454a of the Social Security Act
45 CFR 303.70(a)

State
None

ATTACHMENT(S):

None

EPF/VPW