IV-D MEMORANDUM 2017-017

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: July 7, 2017

SUBJECT: Paternity Establishment Improvement

RECOMMENDED ACTION DUE: September 29, 2017

POLICY EFFECTIVE DATE: Upon receipt

PURPOSE:

This IV-D Memorandum explains the Paternity Establishment Percentage (PEP)-Up Initiative to improve paternity establishment data in the Michigan Child Support Enforcement System (MiCSES).

It also provides:

- A description of the PEP-Up Report;
- Recommended actions for FOC, PA and OCS support specialist (SS) staff;
- Instructions for accessing the 2017 PEP-Up report; and
- Information for monitoring progress on the PEP-Up Initiative.

DISCUSSION:

A. The PEP-Up Initiative

The PEP-Up initiative is OCS’s performance management effort to improve Michigan’s county IV-D PEP, which impacts county incentives. Paternity data for calculating PEP is obtained from the MiCSES Member Demographics (DEMO) screen. Entering and/or updating paternity information for dependents on the DEMO
The screen is essential for maintaining the minimum PEP of 90 percent.\(^1\) The goal of PEP-Up is to update dependent records on cases that do not have complete or accurate paternity establishment records on the DEMO screen when compared with information found in the Central Paternity Registry/Birth Registry System (CPR/BRS).\(^2\)

OCS began Phase 1 of PEP-Up in September 2014 with the publication of the *PEP-Up Phase I* clean-up report. The report included approximately 2,600 cases in MiCSES with dependents who had inaccurate or incomplete paternity information on the DEMO screen. OCS asked IV-D staff to update as many cases in MiCSES as possible before the end of the fiscal year. Consequently, the majority of the cases in the *PEP-Up Phase I* report were updated or resolved.

Phase 2 of PEP-Up was similar to Phase 1, but refined matching criteria resulted in a greater number of cases. OCS provided the *PEP-Up Phase II* clean-up report in early 2015, and it included 11,500 cases.

In April 2016, OCS determined that there was a need to conduct PEP-Up activity on an annual basis. At that time, OCS also decided to identify the *PEP-Up* report by the year it is generated, rather than by a phase number. OCS staff then generated the *2016 PEP-Up Report*, which included over 8,000 cases.

In prior years (2014–2016), OCS has introduced the *PEP-Up* report in an email notification from the MiCSES Help Desk rather than in a IV-D Memorandum. Last year’s notification can be accessed [here](#).

### B. 2017 PEP-Up Report

In May 2017, OCS generated the *2017 PEP-Up* report to identify dependents in MiCSES with incorrect or incomplete paternity establishment records. The report is described below. IV-D staff are asked to update and/or correct cases on the report until it is complete.

1. **PEP-Up Report Description**

   The *PEP-Up* report is a spreadsheet prepared from a data-matching process including data from MiCSES and CPR/BRS. OCS generates a report from the Data Warehouse identifying dependents with incorrect or incomplete paternity establishment records in MiCSES. The MiCSES data is then sent to the MDHHS\(^3\) Division for Vital Records and Health Statistics and matched with data from CPR/BRS. When compared to the information found in CPR/BRS, some MiCSES

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\(^2\) The CPR/BRS databases are maintained by the MDHHS Division for Vital Records and Health Statistics.

\(^3\) MDHHS is the Michigan Department of Health and Human Services.
data appears to be inconsistent. Using this data-matching process, OCS prepares the **PEP-Up** report identifying cases with members that need paternity information updated in MiCSES.

The **2017 PEP-Up** spreadsheet includes approximately 6,000 cases with paternity establishment records for dependents that are incorrect or incomplete on the MiCSES DEMO screen. The records show “Y” (yes) in the **BOW** (born out-of-wedlock) field, and the **PAT EST CD** (paternity establishment code) field shows “N” (no), “U” (unknown), or is blank. The dependents on these cases have potentially valid paternity establishment information in CPR/BRS.

The spreadsheet displays one IV-D case per line. Each case listed on the report includes the following information:

- **IV-D Case**: IV-D case number;
- **Case County**: County ID number for the selected IV-D case;
- **Dep Member ID**: Dependent’s member ID;
- **Dep Name**: Dependent’s name;
- **Dep SSN**: Dependent’s Social Security number;
- **Dep DOB**: Dependent’s date of birth;
- **CP Member ID**: Custodial party’s (CP’s) member ID;
- **CP Member Name**: CP’s name;
- **CP SSN**: CP’s Social Security number; and
- **Functional Area**: Functional area of the case.

**Note**: OCS generated the report in early May 2017. Some information in the report could have changed in MiCSES or CPR/BRS since that time. Because of this, some records may not require updating.

2. **Recommended Actions for FOC, PA and SS Staff**

OCS recommends that offices review the spreadsheet and work the listed IV-D cases prior to **September 29, 2017**, so the identified records are corrected and PEP is improved before the end of fiscal year 2017.4

Upon accessing the spreadsheet,5 IV-D staff may take the following actions:

a. Log into both CPR/BRS6 and MiCSES;

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4 Some counties do not have cases on the report. See Section B(3) of this memorandum.
5 Ref: Section B(3) of this memorandum for instructions on accessing the spreadsheet.
6 For more information on CPR/BRS, refer to **Section 4.05, “Paternity Establishment,” of the Michigan IV-D Child Support Manual**; the **CPR/BRS Troubleshooting Chart** on mi-support; **CPR/BRS for Child Support Web-based Training** on the Vital Records Learning Management System; and the job aid **Accessing the CPR/BRS Combined Search Tool** on mi-support.
b. Search for the IV-D case in CPR/BRS by using the IV-D case number listed in the spreadsheet.

   **Note:** Some dependents may have duplicate records in CPR/BRS. IV-D staff must be sure to locate the most current and accurate record available in the system.

   Sometimes a IV-D search in CPR/BRS will show no initial results. This may occur because of a misspelled name or mismatched dates of birth or other reasons. If necessary, IV-D staff will conduct a modified search with alternate search parameters and continue to perform CPR/BRS searches.

c. In MiCSES, use the dependent’s member ID to open the child’s member record on the DEMO screen.

d. Verify that the child’s name, date of birth, and Social Security number (and other verifying information, if necessary) in MiCSES match the child’s information in the spreadsheet.

e. Update the child’s **PAT EST CD** field on the DEMO screen with the appropriate paternity establishment code based on the child’s paternity establishment information found in CPR/BRS.

   **Note:** If the dependent is an active member on more than one IV-D case, update the paternity information on the *Paternity Est* tab of the DEMO screen for each associated IV-D case.

f. Enter or update the information on the child’s DEMO screen *Paternity Est* tab with the date, establishment method, and state in which paternity was established.®

g. View the *Relation* field in the *NCP Relationship with the Child* section on the DEMO screen. If it displays “Putative Father,” change the field to “Father.”

3. Accessing the 2017 PEP-Up Report

   One spreadsheet for each functional area has been uploaded to the Document Distribution Center page on mi-support:®

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® Ref: Section 4.05 of the *Michigan IV-D Child Support Manual* for more information on searching CPR/BRS.

® For more information on entering paternity information into MiCSES for PEP, refer to the Job Aid: *Documenting Paternity Information in MiCSES* on mi-support.

® To access the Document Distribution Center on mi-support, click the Systems tab > Document Distribution Center. For more information about the Document Distribution Center, reference the *MiCSES Customer Information Guide: mi-support Document Distribution Center.*
• SS (cases in the SS functional area);¹⁰
• FOC (cases in the Enforcement [ENF] functional area); and
• PA (cases in the Establishment [EST] functional area).¹¹

Each spreadsheet is encrypted. The password(s) to open the encrypted spreadsheet(s) will be provided to your office’s designated confidential contact(s).

SS data is in a single spreadsheet sorted by county. For FOC and PA workers, each county’s data is provided in a separate numeric tab at the bottom of the spreadsheet. The following counties do not have cases on the report:

FOC:

009 – Bay
022 – Dickinson
029 – Gratiot
042 – Keweenaw
045 – Leelanau
049 – Mackinac
055 – Menominee
068 – Oscoda
077 – Schoolcraft

PA:

001 – Alcona
002 – Alger
016 – Cheboygan
020 – Crawford
024 – Emmet
027 – Gogebic
028 – Grand Traverse
029 – Gratiot
031 – Houghton
032 – Huron
040 – Kalkaska
042 – Keweenaw
045 – Leelanau
049 – Mackinac
052 – Marquette

¹⁰ On the Document Distribution Center page, the SS spreadsheet is found at this path: OCS > Case Management / SS > MiCSES Notification Attachments.
¹¹ On the Document Distribution Center page, the FOC and PA spreadsheets are at this path: All > ALL > MiCSES Notification Attachments.
C. Monitoring Progress on the PEP-Up Initiative

IV-D workers with authorized access can monitor county and statewide PEP progress on the Michigan Child Support Program Dashboard\textsuperscript{12} in Business Objects. They can track progress each month using the \textit{FYTD County Comparison} screen on the Dashboard.

\textbf{NECESSARY ACTION:}

Retain this IV-D Memorandum until further notice. OCS recommends that offices work the \textit{2017 PEP-Up} report according to the instructions in this memorandum by September 29, 2017.

\textbf{REVIEW PARTICIPANTS:}

Performance Management Workgroup
Program Leadership Group

\textbf{CONTACT PERSON:}

Ellen Wood
OCS PEP Liaison
(517) 373-0275
\texttt{WoodE1@michigan.gov}

Julie Vandenboom
OCS Performance Management Specialist
517-241-4453
\texttt{vandenboomj@michigan.gov}

\textbf{SUPPORTING REFERENCES:}

\begin{itemize}
  \item \textbf{Federal}
  \begin{itemize}
    \item 45 CFR 305.33
    \item 45 CFR 305.40
  \end{itemize}
  \item \textbf{State}
  \begin{itemize}
    \item None
  \end{itemize}
\end{itemize}

\textsuperscript{12} Ref: \textit{MiCSES Customer Information Guide: Michigan Child Support Program Dashboard}.
ATTACHMENT(S):

None

EPF/JJV