



STATE OF MICHIGAN

GRETCHEN WHITMER
GOVERNOR

DEPARTMENT OF HEALTH AND HUMAN SERVICES
LANSING

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DIRECTOR

IV-D MEMORANDUM 2021-026

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: December 13, 2021

SUBJECT: Tracking Case Members' Participation in Grant-Funded, Pilot, Behavioral Intervention, or Other Special Programs Within the Child Support Program

ACTION DUE: None

POLICY EFFECTIVE DATE: Upon receipt

PURPOSE:

This IV-D Memorandum introduces new methods for IV-D workers to identify payers and recipients of support who are participating in or have participated in special programs, including grant-funded, pilot, or behavioral intervention programs. The new *Grant and Pilot Management* (GAPM) screen in the Michigan Child Support Enforcement System (MiCSES) will assist IV-D workers in managing child support cases with members participating in these types of programs. The GAPM screen will be implemented with the MiCSES 11.0 Release on December 17, 2021.

This IV-D Memorandum also announces the implementation of the *Grant and Pilot Participant* field. This field will assist individual offices and the IV-D program in tracking a member's participation in special programs. It will also provide data that can be used to determine the success of the programs. Implementation of this field will further the Michigan Child Support Program's Strategic Plan goal of improving child support processes by tracking and evaluating these programs.

The *Grant and Pilot Participant* field will be added to the:

- *Contempt Ability to Pay Screening* (CAPS) screen;
- *Member Demographics* (DEMO) screen; and
- *Member Details* pop-up window.

UPDATE(S):

Manual

Form(s)

Lastly, this IV-D Memorandum explains that IV-D workers may request queries from the Child Support Help Desk on data fields on the GAPM screen.

DISCUSSION:

Michigan's child support program has a history of participating in innovative program improvements; these include:

- Federally funded grant programs such as Families Forward¹ and Procedural Justice-Informed Alternatives to Contempt (PJAC);²
- Federal initiatives such as the Behavioral Interventions in Child Support (BICS) demonstration project;³ and
- Section 1115⁴ waivers such as the Learn, Earn and Provide (LEAP) program.

Many of these types of programs require that certain members on child support cases receive specialized services. Also, a case member's participation in one of these programs may inform decisions that a IV-D worker makes when managing the member's case. Therefore, it is important for IV-D workers to identify participants of these programs.

Offices currently participating in these programs track case members' participation by maintaining spreadsheets, entering information on the *Notes Processor* (NOTE) screen, or using other methods. OCS's implementation of the MiCSES GAPM screen will help IV-D workers more easily identify program participants and track member participation. It will also make this information visible to all counties.

A. Grant and Pilot Management (GAPM) Screen

Starting with the MiCSES 11.0 Release, all MiCSES users will be able to view the GAPM screen. To determine the most appropriate case action(s), IV-D workers may view the GAPM screen to verify if the payer or recipient is participating in any special programs. The GAPM screen will allow IV-D offices to track pilot programs in their county. In addition, IV-D offices may use the GAPM screen to track specialty dockets, informal pilots, and other special projects within their county. This information, along with other data, will help IV-D offices assess the success of their programs to improve child support program processes and procedures.

¹ Families Forward is a pilot program to improve collections and employment outcomes for payers.

² Ref: [PJAC \(Procedural Justice-Informed Alternatives to Contempt\) Project Brief, September 2021: Integrating Procedural Justice Principles into Child Support Case Management](#).

³ Ref: [IV-D Memorandum 2019-002, Behavioral Interventions in Child Support](#), for more information.

⁴ 42 United States Code (USC) 1315

1. GAPM Screen Information

The GAPM screen will allow IV-D workers to identify the following information:

- Name of the program participant;
- Name and description of the program;
- Effective date of program participation; and
- End date of program participation.

2. GAPM User Roles

There will be two user roles for the GAPM screen: GAPM Editor and GAPM Administrator. Local Options Administrators (LOAs) will assign the GAPM Administrator role and GAPM Editor role to IV-D users in their local office. LOAs who need assistance with assigning roles will enter a Child Support Help Desk ticket. There will be no limit to the number of IV-D staff who can be assigned these roles in a county.

a. GAPM Editor

The GAPM Editor role will allow IV-D workers to:

- Add the name of a program
- Add members to programs;⁵
- Update member participation dates; and
- Add a note regarding a member.

When a IV-D worker adds a note regarding a member in the *Note* field on the GAPM screen, MiCSES will record the same note on the NOTE screen at the member level. The *Note* field on the GAPM screen is not intended to be used to track a member's entire participation in a program; OCS will not require IV-D offices to document each interaction with a member in this field. IV-D office management will determine the level of documentation tracked in this field.

b. GAPM Administrator

The GAPM Administrator role will allow IV-D workers to perform all of the tasks that the GAPM Editor can perform, in addition to removing members from programs.

The GAPM Administrator will remove a member from a program on the GAPM screen only when the member was entered in error.⁶ Otherwise, when

⁵ IV-D workers will add members to the GAPM screen only after the program has started. This will prevent issues if the program ends prior to the member's start date.

⁶ Although this information will be deleted from the GAPM screen, it will be preserved in the MiCSES Data Warehouse.

a member stops participating in a program, a IV-D worker will end-date the member's participation rather than remove him/her from the program. This will preserve historical data about program participation.

3. Documenting Program Participation and Members on the GAPM Screen

When IV-D offices implement a special program, IV-D workers assigned the GAPM Editor or GAPM Administrator role may enter the program information and participants directly onto the GAPM screen. IV-D workers can enter members on the GAPM screen individually or upload large numbers of new or existing members using the *Import Members* button⁷ on the GAPM screen.

IV-D workers with a GAPM user role will enter members into the GAPM screen for county-level pilot or special programs. When a IV-D office is participating in a multi-county program coordinated by OCS, the program leaders and OCS will determine whether each IV-D office will enter/upload members into the program at the county level, or whether all members will be added to a central program using county 000.

B. Grant and Pilot Participant Field

With the MiCSES 11.0 Release, a *Grant and Pilot Participant* field will be added to MiCSES. This field will display:

- *Current*⁸ when a member is currently participating in a program;
- *Previous* when a member has an end date for program participation; or
- *Not Enrolled* when a member has no record of program participation.

The *Grant and Pilot Participant* field will appear on the CAPS and DEMO screens and in the *Member Details* pop-up window on multiple screens.

1. CAPS Screen

On the CAPS screen, the *Grant and Pilot Participant* field will appear in the middle pane and under the DEMO tab.⁹ It will indicate whether the payer is a current or former participant or was never enrolled in a program. The *Grant and Pilot Participant* field will not trigger any enforcement actions in MiCSES.

⁷ Ref: [MiCSES Screen Description: GAPM – Grant and Pilot Management](#) for more information on the GAPM screen.

⁸ *Current* appears in red on the CAPS screen.

⁹ Ref: [MiCSES Screen Description: CAPS – Contempt Ability to Pay Screening](#) for more information on the CAPS screen.

2. DEMO Screen

On the DEMO screen, the *Grant and Pilot Participant* field will appear under the *Demographics* tab.¹⁰ It will allow IV-D workers to easily see if a member has a record associated to a program on the GAPM screen.

3. *Member Details* Pop-up Window

The *Member Details* pop-up window appears on multiple MiCSES screens.¹¹ The addition of the *Grant and Pilot Participant* field in this window will inform IV-D workers of a case member's participation in a program on several other screens.

C. Queries on GAPM Data

The Data, Statistics & Analytics Team (DSAT) will assist IV-D workers with GAPM query information.¹² For analysis of program effectiveness and developments, IV-D staff working on program evaluation tasks can request a query via the Child Support Help Desk at MDHHS-ChildSupportHelpDesk@michigan.gov. Help Desk staff will assign the request to the DSAT for prioritization. Future efforts may allow users to build queries with GAPM fields and data elements using the Self-Service Reporting (SSR) data universe.¹³

NECESSARY ACTION:

Retain this IV-D Memorandum until further notice.

REVIEW PARTICIPANTS:

Enforcement Work Improvement Team
Case Management Work Improvement Team
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¹⁰ Ref: [MiCSES Screen Description: DEMO – Member Demographics](#) for more information on the DEMO screen.

¹¹ Ref: [MiCSES Screen Description: Member Details Pop-Up Window](#) for more information on the *Member Details* pop-up window.

¹² Future efforts may allow IV-D workers to use the GAPM screen to pull data and reports to compare pilot participants to non-pilot participants.

¹³ Ref: [Training Services Manual: Self-Service Reporting](#) for more information on the SSR data universe.

SUPPORTING REFERENCES:

Federal
42 USC 1315

State
None

ATTACHMENT(S):

None

EPF/CJF