



STATE OF MICHIGAN

DEPARTMENT OF HEALTH AND HUMAN SERVICES
LANSING

GRETCHEN WHITMER
GOVERNOR

ELIZABETH HERTEL
DIRECTOR

IV-D MEMORANDUM 2024-008

TO: All Friend of the Court (FOC) Staff

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

DATE: May 6, 2024

UPDATE(S):

Manual

Form(s)

SUBJECT: Updates to the Review and Eligibility Notices

ACTION DUE: None

POLICY EFFECTIVE DATE: Upon receipt

PURPOSE:

This IV-D Memorandum announces updates to the following notices:

- *Notice of Support Review (RNMRVWNOT)*;
- *Notice of Support Review – Second Request (RNM2NDRVWNOT)*;
- *Review and Modification Eligibility Notification (RNMEIIGLTR)*; and
- *Support Review Request (RNMSUPPRVWREQ)*.

These changes will be implemented in the Michigan Child Support Enforcement System (MiCSES) with the Child Support 24.1.2 Release on May 10, 2024.

DISCUSSION:

A. Revisions to the RNMRVWNOT

MiCSES sends the RNMRVWNOT to inform the parties on a child support case that the FOC has started reviewing their order. The notice is generated when it is time to conduct a mandatory three-year review,¹ or when a IV-D worker indicates in MiCSES that a party on the order has requested a review.

¹ Ref: 42 United States Code (USC) 666(a)(10). MiCSES automatically begins the review and modification process for public assistance cases.

Updates to the RNMRVWNOT stem from the 2019 Behavioral Intervention pilot.² IV-D staff working on the pilot created and used a more user-friendly version of this notice that improved the response rate from parties.

Upon completion of the pilot, OCS formed a workgroup made up of FOC and State Court Administrative Office (SCAO) staff and the Enforcement Work Improvement Team. This group reviewed the pilot version of the RNMRVWNOT and recommended changes to it.³ Members of the OCS Community Advisory Council also reviewed the RNMRVWNOT, and the group incorporated their feedback.

1. General Updates

General updates to page 1 of the RNMRVWNOT include:

- Revisions to language to make it user-friendly;
- The addition of a “Questions?” box with FOC contact information;
- The addition of a due date for the forms and requested documents;
- An updated list of requested documents;
- A new editable field for entering additional requested documents; and
- The addition of a statement that guardians and non-parent custodians do not need to submit their recent tax returns and paycheck stubs.

2. Frequently Asked Questions (FAQ) Page

The workgroup added an optional FAQ page that provides answers to frequently asked questions from parties. The workgroup made the FAQ page optional because some counties create and use their own FAQ page.

The new FAQ explains:

- How to request more time to submit the form and other documents;
- How to discontinue a review;
- How to submit the form and other documents to the office;
- Whether the parent has to appear in court to change the support order;
- What parents can do if they do not have all the requested information; and
- When the child support amount will change.

² Ref: [IV-D Memorandum 2019-002, Behavioral Interventions in Child Support](#), for more information on the Behavioral Intervention pilot.

³ The workgroup also proposed changes to the *Friend of the Court - Case Questionnaire* (RNMFOC39), an interagency form that is with SCAO for review.

3. Selectable/Editable Text

The RNMRVWNOT includes selectable and editable text so FOC staff can customize the information on the notice. The table below describes how selectable and editable text appears on the notice.

Symbol	Description
< >	Text that appears inside this symbol is automatically updated by MiCSES.
[]	Text that appears inside this symbol is editable.
*	Text that appears next to this symbol is selectable.

FOC staff can save county-specific text entered in the editable/selectable fields for future use by selecting the “Save Settings as Default” box after entering text.

a. “Questions?” Box

The “Questions?” box includes selectable/editable text. It gives counties that use two-way communication in MiChildSupport an option to include a link and a QR code to the MiChildSupport website.

b. FAQ Page

FOC staff can select whether to include the FAQ page with the notice. Also, most responses to questions on the FAQ page are editable so that FOC staff can revise them to fit the needs of their county. The only response that is not editable describes the options for returning the requested documents.

B. Revisions to the RNM2NDRVWNOT

MiCSES sends the RNM2NDRVWNOT to parties if they fail to return the information requested on the RNMRVWNOT.

The workgroup updated the RNM2NDRVWNOT to include the same list of requested documents that are on the RNMRVWNOT, as well as a due date for the requested documents.

An editable field was included at the end of the list of requested documents so IV-D staff may add more documents if needed.

C. Revisions to the RNMEIIGLTR

Federal law requires that the IV-D program notify parents of their right to request a child support review every three years.⁴ MiCSES sends the RNMEIIGLTR to inform parties that they are eligible for a review.

Parties receiving the RNMEIIGLTR have been confused by the instruction to send their request for a review within 14 days. Based on this feedback, the 14-day requirement was removed from the notice.

D. Revisions to All Notices

The following changes were made to the RNMRVWNOT, RNM2NDRVWNOT, RNMEIIGLTR, and RNMSUPPRVWREQ:

- The Mr./Ms. designation following “Dear” was removed and replaced with the parent’s first and last name for gender neutrality; and
- In the docket number, a hyphen was added after the year to make the number easier to read.

These are the only changes that were made to the RNMSUPPRVWREQ.

NECESSARY ACTION:

Retain this IV-D Memorandum until further notice.

REVIEW PARTICIPANTS:

Enforcement Work Improvement Team
Program Leadership Group

CONTACT PERSON:

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CC:

None

⁴ Ref: 45 Code of Federal Regulations (CFR) 303.8(b)(7).

SUPPORTING REFERENCES:

Federal

42 USC 666(a)(10)

45 CFR 303.8(b)(7)

State

None

ATTACHMENTS:

RNMRVWNOT: *Notice of Support Review*

RNM2NDRVWNOT: *Notice of Support Review – Second Request*

RNMELIGLTR: *Review and Modification Eligibility Notification*

RNMSUPPRVWREQ: *Support Review Request*

EPF/ALC