

STATE OF MICHIGAN



JOHN ENGLER, Governor

FAMILY INDEPENDENCE AGENCY

235 S GRAND AVE, PO BOX 30037, LANSING MI 48909

DOUGLAS E. HOWARD, Director

April 17, 2001

IV-D Action Transmittal 2001-11

TO: All Friends of the Court

FROM: Wallace N. Dutkowski, Director
Office of Child Support

A handwritten signature in black ink, appearing to read "W. Dutkowski", written over the printed name and title.

SUBJECT: MISDIRECTED PAYMENTS FROM THE MiSDU

Effective April 23, 2001, the Office of Child Support will change the policy on misdirected and misapplied payments received from the MiSDU. On the above date, please redirect all payments sent in error to your office back to the MiSDU. Instructions and policy on this change will be shared within a few days. The MiSDU will be providing each FOC office with a form to be used for faxing information describing the payment back to the MiSDU and authorizing a debit transaction against the FOC bank account.

After consultation with Friends of the Court, the SCAO, our SDU vendor Lockheed Martin, and our program staff, it was decided that a change in process was needed. Intent is to assure timely redirection to the correct county, establishment of an audit trail within the record system and as assessment of the MiSDU processes. We will track the reasons for the misdirection of payments to determine what corrective actions may be needed with payment processing.

One item that has become clear is that an information and educational effort with employers regarding the accuracy of payments and payment information is critical to our ongoing success. About 8% of the employers submitting payments still are omitting information. Your help in passing this message along, any time you have contact with an employer, will be greatly appreciated. Collaboratively the FOC's and the MiSDU need to continue developing strategies for achieving compliance by employers in submitting complete and correct transactions. We will share with you our ongoing statistics about misdirected payments and our plans for resolving any problems we find.

Please do not redirect payments back to the SDU until April 23, 2001, because there will not be a process in place until that date to handle the returns. Your help is greatly appreciated.