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STATE OF MICHIGAN
FAMILY INDEPENDENCE AGENCY
LANSING



MARIANNE UDOW
DIRECTOR

Michigan IV-D Action Transmittal 2005-005

TO: All Friends of the Court (FOCs)
All Prosecuting Attorneys (PAs)

FROM: Marilyn F. Stephen, Director
Office of Child Support

DATE: February 9, 2005

SUBJECT: Interstate Conflict Resolution

PURPOSE:

This Action Transmittal (AT) clarifies information from the Combined IV-D Manual Item 305 and establishes a procedure for IV-D workers to follow when issues arise with another state's IV-D agency regarding policy or procedures.

POLICY:

To resolve conflicts that arise in an interstate IV-D case, IV-D workers must follow the steps as described below.

- 1) The IV-D worker (FOC or PA) will:
 - A) Attempt to resolve the issue between the Michigan IV-D agency and the other state's or country's IV-D agency per Title 45 Code of Federal Regulations (CFR) 303.4(d)(e) and 303.7(4).
 - B) Make attempts by telephone, email, Child Support Enforcement Transmittal #2: Subsequent Actions ("transmittal #2", FSA-201), or fax.
 - C) Record in the Michigan Child Support Enforcement System (MiCSES) on the *Notes Processor* (NOTE) screen:
 - i) The issue;
 - ii) Type of contact made; and
 - iii) Name of contact with a summary of the conversation.

- 2) If the conflict is not resolved within 30 calendar days of the initial contact, the IV-D worker will:

- A) Contact the responding state's Interstate Central Registry¹ (ICR) by telephone, email, transmittal #2, or fax.
 - B) Attach copies of the previous requests for assistance (email, transmittal #2 or fax).
 - C) Record in the *NOTE* screen:
 - i) Type of contact made; and
 - ii) Name of contact with a summary of the conversation.
- 3) If the issue is not resolved within 30 calendar days of the last contact, the IV-D worker will:
- A) Contact the Michigan ICR by telephone, email, transmittal #2, or fax.
 - B) Attach copies of all previous requests for assistance (email, transmittal #2 or fax).
 - C) Record in the *NOTE* screen:
 - i) Type of contact made;
 - ii) Name of contact with a summary of conversation; and
 - iii) Type of resolution sought from the other state's ICR.
- 4) Within 30 calendar days from the last contact, Michigan ICR staff will:
- A) Make contact with the other state's or country's ICR by telephone, email, transmittal #2, or fax.
 - B) Attach copies of all previous requests for assistance (email, transmittal #2 or fax).
 - C) Record in the *NOTE* screen:
 - i) Type of contact made;
 - ii) Name of contact with a summary of conversation; and
 - iii) Type of resolution sought from other state's or country's ICR.
 - D) Instruct the IV-D worker in Michigan to check case closure criteria under CFR 303.11(12)(c) and implement if appropriate.
- 5) After step 4 Michigan ICR staff will refer the situation to Michigan's IV-D director or his/her designee. (S)he will contact the other state's or country's IV-D director if no resolution within 30 calendar days from the last action and notify the appropriate Michigan staff of the outcome.
- 6) If there is no resolution after each of the steps described above, the Michigan IV-D director or his/her designee may contact the federal Office of Child Support Enforcement's (OCSE's) regional office.

Note: The above does not preclude field staff from calling the federal regional office. However, OCS requests that the IV-D worker first follow steps 1-4.

¹ <http://ocse3.acf.hhs.gov/ext/irg/sps/selectastate.cfm>

LEGAL REFERENCES: 45 CFR 303.7(4)
45 CFR 303.4(d)(e)
45 CFR 303.11(12)(c)

POLICY REFERENCE: Combined IV-D Manual Item 4DM 305,
UIFSA

AT MAINTENANCE: Retain until further notice.

EFFECTIVE DATE: Upon receipt.

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MFS/AM/SD