



STATE OF MICHIGAN
DEPARTMENT OF HUMAN SERVICES
LANSING

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GOVERNOR



MICHIGAN IV-D ACTION TRANSMITTAL 2008-028

TO: All Prosecuting Attorney (PA) Staff
All Friend of the Court (FOC) Staff
All Office of Child Support (OCS) Staff

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

DATE: August 6, 2008

SUBJECT: Interstate Child Support Enforcement Network (CSENet) Process Improvements

PURPOSE:

The purpose of this Action Transmittal (AT) is to explain improvements in the overall operations of the CSENet system and interstate case processing in the Michigan Child Support Enforcement System (MiCSES). These improvements, which will be implemented in the MiCSES 5.1 Release, are as follows:

- Enhancements to the CSENet Case Summary Information (CSI) processing;
- Automatic case and member creation from CSENet;
- Quick locate improvements; and
- Improvements to error processing for CSENet transactions.

It is imperative that IV-D staff who process interstate cases thoroughly read the MiCSES 5.1 Release Notes¹ and other OCS documentation for further information.

BACKGROUND:

The federal Office of Child Support Enforcement (OCSE) created the CSENet 2000 system to receive, validate and transmit standardized child support case transactions among state child support enforcement (CSE) systems. The CSENet 2000 is an integrated system comprising the OCSE Network and the CSENet 2000 Application Suite.² The CSENet system electronically connects state CSE automated systems to conduct interstate case business activities.

¹ Ref: http://mi-support.cses.state.mi.us/systems/micSES/release_information/release_notes/MiCSES_5.1_2008-0822_RN.pdf
(This link will be functional on August 18, 2008.)

² Ref: <http://www.acf.hhs.gov/programs/cse/newhire/csenet/csenetapp/csenetapp.htm>.

Accurate case information is critical to effective interstate communication. With the reconciliation of the Michigan case IDs³ in MiCSES in June 2006 and the Interstate Case Reconciliation Project,⁴ OCS has greatly improved its CSENet communication with the other states and territories. The MiCSES 5.1 Release will further enhance Michigan's interstate communication in CSENet.

NEW FUNCTIONALITY IN THE MiCSES 5.1 RELEASE:

CSENet CSI Processing

Interstate transmittals are manually generated on the *Interstate Send Correspondence* (ISND) screen or automatically triggered by case updates in MiCSES. CSENet will send the correspondence electronically if the destination state has entered into a CSENet agreement with Michigan.⁵ As of the MiCSES 5.1 Release, if the IV-D worker sends a CSENet transaction to a state with which Michigan does not have a CSENet agreement, the IV-D worker will receive a "Case Worker Alert" (CWKALRT) on the *Alert Detail* (ALRT) screen. This will assist the IV-D worker in complying with the timeframes set forth in the Uniform Interstate Family Support Act (UIFSA).⁶

With the MiCSES 5.1 Release, CSENet will transmit all interstate responding (R) case transmittals to the other state agency instead of the custodial party (CP).⁷ When an order or legal pleading (e.g., motion, notice of hearing, etc.) for an interstate responding (R) case is entered on the *Support Order Entry* (SORD) screen or modified in MiCSES, IV-D staff will receive a warning message on the SORD screen to send a certified copy of the order to the CP and non-custodial parent (NCP)⁸ as well as the other state IV-D agency.

Automatic IV-D Interstate Case and Member Creation From CSENet

Other states often request establishment of an interstate case with Michigan for paternity and/or support order establishment, and/or enforcement. With the MiCSES 5.1 Release, MiCSES will assess the CSENet transaction for automatic interstate case creation.

³ Ref: AT 2006-025, *Changing Michigan's IV-D Case Identifier to the Michigan Child Support Enforcement System (MiCSES) IV-D Case Number for Reporting to the Federal Case Registry (FCR)*, at: http://mi-support.cses.state.mi.us/policy/stateat/?year=2006#AT2006_025.

⁴ Ref: AT 2007-005, *Interstate Case Reconciliation (ICR) Project Results and Optional Cleanup*, at: http://mi-support.cses.state.mi.us/policy/stateat/?year=2007#AT2007_005.

⁵ Ref: CSENet 2000 State Agreement by Function Code at: <http://extranet.acf.hhs.gov/firg/entry.do?reportType=funcExAgr&state=MI>.

⁶ Ref: <http://www.mfia.state.mi.us/olmweb/ex/4dm/305.pdf>.

⁷ Ref: Michigan Compiled Law (MCL) 552.1306 at: [http://www.legislature.mi.gov/\(S\(5yk3qigbth213v55hcce1vvp\)\)/mileg.aspx?page=getObject&objectName=mcl-552-1306](http://www.legislature.mi.gov/(S(5yk3qigbth213v55hcce1vvp))/mileg.aspx?page=getObject&objectName=mcl-552-1306).

⁸ Ref: Michigan Court Rule (MCR) 2.107 at: <http://courtofappeals.mijud.net/rules/documents/1chapter2CivilProcedure.pdf> and UIFSA Procedural Guidelines at: <http://www.acf.hhs.gov/programs/cse/fct/uifsa.htm>.

MiCSES will assess all member information transmitted to it via CSENet for a potential match to an existing IV-D case member(s). Only members already associated to IV-D cases in MiCSES will be used for matching to incoming members. The following specific identifying member information will be used in the matching process:

- Name information – first, last and middle;
- Social Security number (SSN); and
- Date of birth (DOB).

Interstate Central Registry (ICR) staff will be the primary users of the new *Member and Case Matching Criteria* (MTCH) screen to review new cases coming in through CSENet. The MTCH screen will be used periodically and will assist in preventing duplicate cases, improve quality and save time. The MTCH screen will result in the following actions for member matching:⁹

- C – Create new member;
- U – Use existing member; or
- R – Worker review (to prevent duplicates).

If the CSENet incoming case matches any of the following MiCSES combinations, an existing MiCSES interstate IV-D case will be used:

- CP/NCP/Dependent (DP) – Open cases (highest match);
- CP/NCP – Pending closure;
- CP/DP – Pending closure; or
- NCP/DP – Closed case (lowest match).

A new MiCSES case will be created if the CSENet incoming case does not match any of the above combinations. When MiCSES creates a new case automatically, MiCSES will generate a CSENet acknowledgment response to the other state. The acknowledgment transaction generated by MiCSES will include a list of attachments needed to complete the case establishment process.

Quick Locate

The IV-D worker will not need to create an interstate case on the *Interstate Information* (ISIN) screen to initiate a quick locate request. With the MiCSES 5.1 Release, the quick locate requests will be returned to the Michigan IV-D worker who requested the quick locate via an alert (QUIKLOC).¹⁰ MiCSES will write a note to the *Interstate Correspondence* (ICOR) screen.

⁹ The MiCSES 5.1 Release Notes will provide further detail.

¹⁰ Before the MiCSES 5.1 Release, the quick locate was returned to the primary worker, which led to confusion and additional work.

CSENet Error Processing

With the MiCSES 5.1 Release, IV-D staff will be able to view the reason a CSENet transaction failed on the new *CSENet Error Log* (CERR) screen. IV-D staff can search failed CSENet transactions and view by:

- Case ID;
- Error description;
- Source code;
- CSENet function;
- CSENet action code;
- CSENet reason code; and
- Date range.

MiCSES will continue to process the failed CSENet transaction until it is successfully sent to CSENet. If the failed transaction has not processed in 30 days, MiCSES will “void” the transaction. Also, if the reason for the CSENet transaction’s failure changes, MiCSES will maintain the previous reason for the failed CSENet transaction and the current failure. MiCSES will write a note to the *Notes Processor* (NOTE) screen when the transaction is “voided” and notify the IV-D worker via an informational alert.

IV-D staff will have the ability to “void” a transaction that was not processed due to an error on the ICOR screen. If a transaction is “voided,” MiCSES will enter a note on the NOTE screen and will notify the IV-D worker via an alert.

LEGAL REFERENCES:

Federal

42 United States Code (USC) 654 (6)(A)
45 Code of Federal Regulations (CFR)
303.7(a)(1)
45 CFR 307.10(b)(1)-(5), (8), (12) & (14)
45 CFR 303.8(f)
45 CFR 303.2(c)
45 CFR 307.10(b)(1)

State

MCL 552.1101-1901
MCR 2.107

POLICY REFERENCES:

OCSE UIFSA Procedural Guidelines Handbook
OCSE Network and CSENet 2000

AT 2006-025, *Changing Michigan’s IV-D Case Identifier to the Michigan Child Support Enforcement System (MiCSES) IV-D Case Number for Reporting to the Federal Case*

Registry (FCR)

*AT 2007-005, Interstate Case Reconciliation
(ICR) Project Results and Optional Cleanup*

AT MAINTENANCE:

Retain AT until further notice.

EFFECTIVE DATE:

Upon receipt.

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