



STATE OF MICHIGAN
DEPARTMENT OF HUMAN SERVICES
LANSING



JENNIFER M. GRANHOLM
GOVERNOR

MICHIGAN IV-D ACTION TRANSMITTAL 2008-035

TO: All Office of Child Support (OCS) Staff

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

DATE: August 6, 2008

SUBJECT: REVISED: Support Specialist (SS) Management Review and Reports

PURPOSE:

This Action Transmittal (AT) establishes a process for SS managerial review of MiCSES-generated reports and associated IV-D cases for federal certification requirements. It also explains the following changes that will occur with the MiCSES 5.1 Release:

- Updates to the *Case Member Addition* (CMAD) screen that will prevent the entry of duplicate cases; and
- The new report/query of “stalled” cases that SS staff can review to determine if manual action is needed.

This AT replaces and obsoletes AT 2003-009, *Support Specialist Management Review and Reports*. A change bar in the left margin identifies significant changes since the previous publication of this AT.

FEDERAL CERTIFICATION REQUIREMENTS:

Federal child support enforcement system certification requirements state that:

- Within 20 calendar¹ days of receipt of a referral or receipt of a IV-D application:
 - A IV-D case must be established; and
 - The IV-D case must be referred to the appropriate processing unit (for locate or paternity establishment/child support action).

¹ Ref: 45 Code of Federal Regulations (CFR) 303.2(b) at: <http://www.gpoaccess.gov/cfr/index.html>.

- Within 10 working days² of receipt of an incoming interstate case, a referral must be made to the Parent Locator Service (PLS) for paternity establishment/child support action.
- The Michigan Child Support Enforcement System (MiCSES) must have aging tracking mechanisms for tracking IV-D case initiation activities.

SS MANAGERIAL REVIEW:

For all IV-D cases that **are** automatically created in MiCSES (signed requests and foster care cases are **not** automatically created in MiCSES) and IV-D applications requesting child support services, SS managers must review case initiation activities to ensure that all appropriate case initiation actions have occurred within federal time frames.

To assist the SS manager in this task, SS managers will be able to manually generate the following reports from the *Support Specialist Report (CRPT)* screen:

- Case Aging Report (CAGR report);
- NCP Not Located Report;
- Pending Referrals Greater than 15 days (PR15);
- Pending Referrals Greater than 20 days (PR20);
- No Action Report (NACT report); and
- Pending Interstate Referrals Report (PRIF report).

NEW FUNCTIONALITY IN THE MiCSES 5.1 RELEASE:

CMAD Screen Updates

The CMAD screen will contain the following new search fields and criteria that will enhance IV-D workers' ability to search for and add existing members to a new or existing case:

- Addresses;
- Employers;
- Existing cases; and
- Member demographic information.

Having this information on the CMAD screen will help to reduce the errors of adding an incorrect member to the case and/or creating a duplicate. The MiCSES 5.1 Release Notes will provide details regarding the search fields and criteria.³

² Ref: 45 CFR 303.7(a)(2)(ii) at: <http://www.gpoaccess.gov/cfr/index.html>.

³ Ref: MiCSES 5.1 Release Notes at: http://mi-support.cses.state.mi.us/systems/micases/release_information/release_notes/MiCSES_5.1_2008-0822_RN.pdf. (This link will be functional on August 18, 2008.)

New Report/Query to Identify “Stalled” IV-D Cases

To meet the federal requirements, there will be a new report available on the CRPT screen, identifying IV-D cases that have “stalled” or not “progressed” through the SS Case Activity (SSACT) chains. The SSACT chain assists SSs by having MiCSES automatically generate contact letters to the custodial party (CP). When the contact letters are not automatically generated, case processing is delayed. The “Pending Contact Letters” report will be available in the aging report section on the CRPT screen and will contain all cases for which the SSACT chain on the *Case Processor* (CPRO) screen has not progressed to the next activity on or after the due date. The report will identify “stalled” cases to determine if the IV-D worker should take manual action. The CRPT screen and report will be accessible only for the following MiCSES roles:

- Support Specialist Managers;
- Administration Support;
- Support Specialist Administrator; and
- Locate and Local Options Administrator.

SS staff without CRPT screen access will be able to retrieve this report via a new query titled “OPENDCONLTR” from the *Functional Prototype Queries* (FPRO) screen in MiCSES.

LEGAL REFERENCES:

Federal
45 CFR 303.2(b)
45 CFR 303.7(a)(2)(ii)

State
None

POLICY REFERENCES:

None

AT MAINTENANCE:

Retain AT until further notice.

Obsolete AT 2003-009, *Support Specialist Management Review and Reports*.

RELATED MATERIAL:

Automated Systems for Child Support Enforcement: A Guide for States: Objectives A.1.a, A.1.b, A.2.e, A.3.e, A.4.e, A.7.c, D.1.d

EFFECTIVE DATE:

Upon receipt.

REVIEW PARTICIPANTS:

Program Leadership Group (PLG)
Case Management Work Improvement Team (CM-WIT)

Friend of the Court Association (FOCA)
Reviewers
Jennifer Granzow, Kalamazoo County PA
Office

CONTACT PERSON:

Ardene Martin
OCS Senior Business Analyst
(517) 241-5017
MartinA2@michigan.gov

CC:

Prosecuting Attorney (PA) Staff
Friend of the Court (FOC) Staff

ATTACHMENTS:

None

MFS/AM