

Intergovernmental: “How To Do What We Do... Only Better!”

~Subject Matter Expert (SME) Panel~

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INTRODUCTION

- Housekeeping issues
- “Parking Lot” technique for questions
- Introduction of panel members
- Overview of Session 4 and full IG Track
- IG Resource Guide 2009 (Handout)

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Resources

- Federal Regulations
- UIFSA Statutes
- Internet
- mi-support
- Michigan IV-D Action Transmittals and Manual Sections
- Tutorials

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Required Timeframes

- **303.2** - Establishment of cases and maintenance of care records
 - Make application for services available to an individual immediately if requested in person or send an application within no more than 5 working days if requested by telephone or in writing

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Required Timeframes, continued

- The IV-D Agency must within 20 calendar days of receipt of a referral open a case by establishing a case record and determining the necessary action
- **303.4**
 - Within 90 days of locate, establish an order for support

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General Timelines Establishment of Support Orders

Locate

- **303.3(b)(3)**
 - Within no more than 75 calendar days of determining that location is necessary, access all appropriate location sources and ensure that location information is sufficient to take the next appropriate action in a case
 - Repeat location attempts quarterly

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Establishment of Support Obligations

○ 303.4

- Within 90 days of locating the alleged father or noncustodial parent, regardless of whether paternity has been established, establish an order for support or complete service of process necessary to commence proceedings to establish a support order, and if necessary, paternity
- Or document unsuccessful attempts to service process

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Provision of Services Interstate IV-D Cases

○ 303.7

- Within 20 calendar days of locating the noncustodial parent in another state refer case to the responding state's interstate central registry
- **MCL 552.1310** – If a petition or comparable pleading is received by an inappropriate tribunal of this state, the tribunal shall forward the pleading and accompanying documents to an appropriate tribunal in this state or another state and notify the petitioner where and when the pleading was sent

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Provision of Services - 303.7, continued

- Provide IV-D agency or ICR in responding state any additional information or documents requested within 30 calendar days of the request
- Provide any new information to responding state within 10 working days of receipt of the information
- Send request for review to responding state within 20 calendar days of determining a review is necessary

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Responding State Responsibilities

45 CFR 303.7(c)

- Within 10 working days notify initiating state of new information on a case
- Provide timely notice of formal hearings {MCL 552.1312(1)(d)(e)}
 - Within 2 working days, after receipt of a written notice from an initiating, responding, or registering tribunal, send a copy of the notice to the petitioner

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Responding State Responsibilities, continued

- Within 2 working days, after receipt of a written communication from the respondent or the respondent's attorney, send a copy of the communication to the petitioner

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Responding State Responsibilities, continued

- Within 10 working days of locating a noncustodial parent, in a different jurisdiction within your state:
 - Send form and documents to the appropriate jurisdiction
 - Notify the initiating state and your ICR (via a case note in MiCSES) of what you did and where you sent the case

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Responding State Responsibilities, continued

- Within 10 working days of locating a noncustodial parent in a different state:
 - Return the form, documents & new locate information to the initiating state, or the state's ICR if directed, where the NCP has been located
 - Inform the initiating state as well as the ICR (via a case note in MiCSES) of what you did and where you sent the case

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IV-D Case Closure

303.11 Case Closure Criteria

- When there is no longer a current support order and arrearages are under \$500 or unenforceable under state law or there are no assets to levy
- When the noncustodial parent or putative father is deceased and further action cannot be taken

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IV-D Case Closure, continued

- **When paternity cannot be established because:**
 - The child is emancipated
 - A genetic test excluded the putative father
 - No other putative father can be identified
 - Or it would NOT be in the best interests of the child to establish paternity (rape or incest cases)
 - When adoption is pending
 - The identity of a putative father is unknown and cannot be identified after diligent efforts

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IV-D Case Closure, continued

- When the non-custodial parent's **location is unknown**,
- After **diligent efforts to locate**,
- Using **multiple sources**,
- And its been **more than a 3 year period** using **automatic locate services**,
- -OR-
- **Over a 1 year period** where there is **not sufficient information** to initiate automatic locate

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IV-D Case Closure, continued

- **If the non-custodial parent cannot pay support for the duration of the child's minority due to the following criteria:**
 - **Institutionalized** in a psychiatric facility
 - **Incarcerated** with no chance of parole
 - **Disability**, medically verified total and permanent with no evidence of potential support and no income or assets available to the noncustodial parent

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IV-D Case Closure, continued

- The non-custodial parent is a citizen of, and living in a foreign country
- Does not work for the federal government or a company with a headquarters or office in the US
- Has no reachable domestic income or assets

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IV-D Case Closure, continued

- IV- D agency has provided location only services as requested
- Non-IV-A recipient requests closure.
- There is a good cause finding

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IV-D Case Closure, continued (last one!)

- The recipient has no cooperation requirements and there has been no contact with the recipient of services within a 60 calendar day period despite mail and other contact efforts
- The non-IV-A recipient is not cooperative with essential steps in providing services
- Must provide notice of intent to close in writing

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INFORMATION AND RECORD KEEPING

- **Statewide (Computer) System**
 - Store Data and Process Cases
 - Mandated USE
- **Benefits / Costs**

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RECORD KEEPING

- **Requirements**
 - Case Initiation > Closure + 3
 - FOC Records -Close +6-10 yrs
- **Format**
 - Call vs. Written
 - System Gen. vs. Off-system
 - Notes: Summarizing Actions

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Child Support Enforcement Network (CSENet)

- Federally operated **state-to-state** telecommunications network.
- Standardized forms
- Information exchange from IV-D to IV-D
- Exchanges information with the Federal Case Registry (FCR)

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Commonly used Interstate Screens

- Location Code Screen – FIPS
- Interstate Correspondence – ICOR
- Interstate Information – ISIN
- Interstate Send Correspondence-ISND
- Interstate Worklist – IWRK
- CSENet Error Log - CERR

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Activity/CSENet Function

<u>ACTIVITY</u>	<u>7 CSENet FUNCTIONS</u>
Locating NCPs	LO1 –Quick Locate
Gathering info (FCR)	CSI -Case status
Enforcing CS orders	ENF –Enforcement
Admin services	MSC –Managing State Cases
Establish paternity	PAT –Paternity
Establish CS orders	EST –CS Order
Income tax offset	COL -Collection

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CSENet State Agreement matrix

- Each State must agree to “open functions” with each of the other individual States
- As functions are opened up the CSENet State Agreement matrix is updated
- Locate in various ways:
 - <http://www.acf.hhs.gov/programs/cse/newhire/csenet/contacts/csenet.htm>
 - https://extranet.acf.hhs.gov/firg/entry.do?reportType=fun_cExAgr&state=MI
 - The Intergovernmental Referral Guide (IRG)

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Introduction to Alerts

- Analysis of the ALRT screen:
 - Enhancements to the Summary Screen
 - Individually customizing alerts
- All HD tickets are being reviewed for scoping and alerts task.
- JAD overview development
- Participation in Joint Application Design (JAD)

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Future Alert Fixes

- Business Analysts (BAs) doing field visits to gather information
- Continued review of logged HD tickets for fixes
- New JADs are forming and OCS will be advertising for members
- No set time-table for this effort due to Oracle upgrade

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Alerts

- Importance of Working Alerts
 - Federal Requirements
 - Valuable information
- Interstate Alerts
 - Problems
 - Benefits

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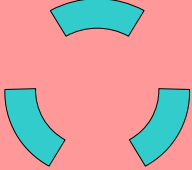
Where to Start...

- **ALRT** screen
 - Date Range
 - Start Now
 - Catch up in time
 - Print
- **ICOR/CASD**
 - Header Info
- **ISND**
 - FAR Code
 - Review what you send
 - Transmittal #1 vs. Transmittal #2

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Looping

- Looping
- Problems/Solutions
 - Investigate what you've sent
 - See what they've sent
 - Contact agency – might be a glitch
 - Use 'ticklers'
- Go directly to the source for information
 - Policy/Statutes/Regulations



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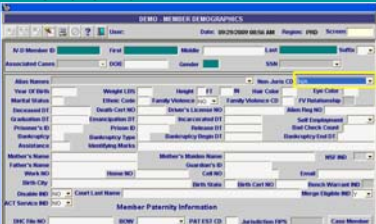
How to do what we do... For Incentives!

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Counting Cases

A case appears on the OCSE-157 if:

- It's Open (O) on CASE
- Non-Juris CD is blank or N/A on DEMO for the NCP




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Counting Cases

And one of...



- Current or former TANF or Medicaid on CASE and MHIS (A, B, F, G or M)
- Non-assistance (N) on CASE with Signed Req and App Retd DT...



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Counting Interstate Cases

- The Interstate field must be "Responding" on CASE
- The OOS FIPS must be populated with a non-Michigan FIPS using ISIN

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Counting Cases Established Support Orders

In addition to a countable case, one of:

- Obligations on OBLE
 - CC, CS, ED, MD, MR, MS, OS, PB, PC, WF
- Insurance ordered on MORP
 - Ins Ordered on Medical Insurance tab for CP and/or NCP
- Cash Medical ordered on MORP
 - Cash Med Ordered on Cash Medical tab
- Zero Support Ordered on SORD

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Counting Cases Established Support Orders (MORP)

Counting Cases Closing Cases

- Close any case that's appropriate to close!
- Follow case closure criteria for any one-state case or our own initiating cases
 - Open activities on CASD (CPRO, ENFP and LPRO) must be closed
 - No money can be on a SUMA hold for the case
 - Arrears must be zeroed out (screen print OBLM)
 - Any support order must be closed on SORD

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Counting Cases Closing Cases, continued

- A note stating closure reason should be entered on NOTE
- IV-D case must be set to 'M' (pending closure) on CASE
- The appropriate case closure reason code on CASE and SORD must be used based on case closure criteria

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Counting Cases... Not Closing Cases!

- When not to close the case?
 ↗ Don't close responding cases until ...
 ...the initiating state informs us!

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Interstate Conflict Resolution

- Michigan IV-D Action Transmittal 2005-005
- Stopping self defeating behavior...
 - Paper contacts vs. verbal contacts
 - Ask for UIFSA/State laws or Federal Regulations that support decisions
 - Ask that additional information be included in pleadings that clearly identify actions being requested

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QUESTIONS?



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