



STATE OF MICHIGAN
DEPARTMENT OF HUMAN SERVICES
LANSING



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MICHIGAN IV-D ACTION TRANSMITTAL 2008-034

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

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

DATE: August 1, 2008

SUBJECT: REVISED: Maintenance and Verification of Case Data

PURPOSE:

This revised Action Transmittal (AT) replaces AT 2006-022, **REVISED: Maintenance and Verification of Case Data**. The following information in this AT has been updated:

- The “SSN Changes” section to remove a reference about verifying a Social Security number using the Customer Information Management System (CIMS);¹
- The “DOB Changes” section to include Secretary of State records;
- Footnote 31 to remove the following obsolete language:

The Michigan Child Support Enforcement System (MiCSES) also receives automatic updates from the Department of Human Services (DHS) when a member is not active public assistance. However, the batch process inserts the address into *Member Address History* (AHIS) screen as “pending”;

- The “Employer Address” section to remove an incorrect MiCSES reference; and
- Links and references to policy and various supporting documentation.

Additionally, this AT covers:

- Information on the alternative address type;²

¹ Ref: AT 2008-039, *Removal of Customer Information Management System (CIMS) Access for IV-D Staff and the Introduction of a New Department of Human Services (DHS) Case Inquiry in Business Objects*, at: http://mi-support.cses.state.mi.us/policy/stateat/?year=2008#AT2008_039.

² Ref: AT 2005-067, *Address Hierarchy Changes in the Michigan Child Support Enforcement System (MiCSES) 3.6 Release*, which provides information regarding changes related to the implementation of the address hierarchy design, at: http://mi-support.cses.state.mi.us/policy/stateat/?year=2005#AT2005_067.

- Policy changes that:
 - ◆ No longer require a previous address when changing a residential or mailing address;
 - ◆ Add a certificate of marriage as documentation for a name change; and
 - ◆ Allow the Michigan State Disbursement Unit (MiSDU) to change a mailing address using information on the MiSDU *Direct Deposit Authorization Form* (DHS-1377) (Ref: Attachment 1);³
- The assignment of a DHS form number to the DHS-1377;
- The introduction of the revised MiSDU *Address Change Form* (DHS-1376) (Ref: Attachment 2);⁴ and
- Changes made to the wording in the change of address identifying information section on the DHS-1376.

A change bar in the left margin identifies significant changes since the last publication of this AT.

POLICY:

MiCSES stores information only once for individuals. All IV-D staff who are assigned to a case share member information.⁵ All IV-D staff with responsibility for case data maintenance include:

- FOC staff;
- PA staff; and
- OCS staff, which includes the MiSDU.

The verification and maintenance of case data is a critical function for all IV-D staff. Inaccurate case data affects due process, effective service of process (SOP), quality customer service, protection of participants,⁶ automated enforcement actions and support disbursements.

MiCSES will identify IV-D staff (by worker ID) or the system responsible for each change to case data and will record the date each time it updates a case record. This record is not always visible to the user.

When FOC customers report a change in personal information to support specialist (SS) or PA staff, SS or PA staff must inform the customer that by court order they are to

³ Ref: MiSDU *Direct Deposit Authorization Form*, at: <https://www.misdu.com/Secure/Portals/0/Direct%20Deposit%20Authorization%20Form.pdf>.

⁴ Ref: MiSDU *Address Change Form*, at: <https://www.misdu.com/Secure/Portals/0/MIAddressChangeForm.pdf>.

⁵ The Code of Federal Regulations (CFR) at 45 CFR 307.10 requires shared data.

⁶ Ref: AT 2008-029, **REVISED:** *Family Violence Indicator (FVI) and the Michigan Child Support Enforcement System (MiCSES) 5.1 Release Family Violence Propagation Rules*, at: http://mi-support.cses.state.mi.us/policy/stateat/?year=2008#AT2008_029.

provide changes in writing to the FOC within 21 days. FOC customers may complete the *Change in Personal Information* (FOC 108) form to make changes to their personal information.⁷ In MiCSES, this form is called the FEN350 (Ref: Attachment 3).

Note: MiSDU staff will **not** change names, legal addresses, Social Security numbers (SSNs) or dates of birth (DOB) in MiCSES. If a customer sends the FEN350 or the FOC 108 to the MiSDU to change his/her name, legal address, SSN or DOB, MiSDU staff will forward the form to the FOC office.

The MiSDU in conjunction with OCS has revised the *MiSDU Address Change Form* (DHS-1376). Customers may use this form to change their mailing and/or residential address in MiCSES. Changes to the DHS-1376 include:

- Removal of the *Previous Address* fields;
- Assignment of a DHS form number; and
- Addition of:
 - ◆ A DOB field;
 - ◆ The legal authorities;
 - ◆ An acknowledgement by the signature line;
 - ◆ The DHS nondiscrimination statement; and
 - ◆ A form revision date.

NAME CHANGES:

IV-D staff use the *Member Demographics* (DEMO) screen to add or change a name in MiCSES. When IV-D staff add or changes a name, MiCSES automatically makes it the primary name and transmits the new information to the Federal Case Registry (FCR) for matching. The previous name must be manually entered on the *Alias Names* (AKAX) screen.

An erroneous name change can result in misdirected payments. Therefore, once a court order has been established, legal documentation must accompany any request for a name change. Official documentation must include:

- A certified or attested copy of the:
 - ◆ Court-ordered name change;
 - ◆ Certificate of marriage; or
 - ◆ Divorce judgment.
- A state-issued identification card or driver's license.

IV-D staff must independently verify misspelled member names before corrections take place on MiCSES. Sources of independent verification include, but are not limited to:

⁷ Ref: FOC 108 at:
<http://courts.michigan.gov/scao/courtforms/domesticrelations/focgeneral/foc108.pdf>.

- Signed statement from the member.
- Copy of a:
 - ◆ State of Michigan identification card or driver's license;
 - ◆ Social Security card; or
 - ◆ Birth certificate.
- A certified or attested copy of the:
 - ◆ Court-ordered name change;
 - ◆ Certificate of marriage; or
 - ◆ Divorce judgment.

SSN CHANGES:

IV-D staff use the *Member SSN History* (MSSN) screen to add or change an SSN⁸ in MiCSES.⁹ MiCSES allows only one “verified” primary SSN.

When IV-D staff add a new SSN to MiCSES, they must designate the SSN as either the “primary” or the “secondary” number. MiCSES automatically verifies any new primary numbers with the Social Security Administration (SSA) through the FCR. However, there is no automatic update that sends a verification status to MiCSES.¹⁰

For IV-D cases with an established court order, the request to change a member's SSN must be in writing (not by telephone) and include verification. Sources of updated SSNs include:

- A statement signed by the member, with a copy of the Social Security card attached;
- Document from the SSA with official SSA stamp; and
- Employer documentation.

For IV-D cases without an established court order, documentation includes, but is not limited to:

- A copy of the member's Social Security card;
- Document from the SSA with official SSA stamp;
- An applicant's SSN as recorded on the *Child Support Services Application/Referral* (DHS-1201);
- DHS records;

⁸ 42 United States Code (USC) 666(a)(13) allows IV-D agencies to use SSNs for identification purposes and to investigate, collect and enforce child support obligations.

⁹ IV-D staff must use caution when changing the SSN for a non-custodial parent (NCP) if the case has an established court order. IV-D staff may access the MiCSES *Quick Reference Guide* (QRG), *MSSN – Update a Member's Social Security Number (SSN) Information* for the proper procedures at: <http://mi-support.cses.state.mi.us/systems/micses/document.aspx?id=872>.

¹⁰ This interface existed for the Child Support Enforcement System (CSES); therefore, there are SSNs in MiCSES that have a “verified” status from before conversion. OCS has entered a remedy ticket to automate this process in MiCSES.

- A Data Warehouse (DW) record; or
- Employer documentation.

DOB CHANGES:

IV-D staff use the DEMO screen to add or change a DOB in MiCSES. Only one DOB for an individual is stored in MiCSES. Erroneous changes to a child's DOB can result in incorrect emancipation dates on the system. Therefore, legal documentation must accompany any requests for a change to a child's DOB. Official documentation includes, but is not limited to:

- Birth certificate;
- Adoption papers;
- Central Paternity Registry (CPR) records;
- CIMS records;¹¹ or
- Secretary of State records.

ADDRESS CHANGES:

MiCSES maintains eight address types:

- Legal mailing - "L";¹²
- Alternative - "A";¹³
- Residential - "R";
- Mailing - "M";
- Work - "W";
- Human resources - "H";
- Payroll - "P"; and
- Other - "O."

All IV-D staff are allowed to change a residential, mailing, work, human resources, payroll or other address type once verification has taken place. MiSDU staff may change the residential address except for limited situations detailed on page 9. End-dating an address is not the same as changing an address.

Only PA and FOC staff are allowed to add or modify a legal mailing address or an alternative address.¹⁴

¹¹ DHS policy requires copies of birth certificates for receipt of public assistance.

¹² Prior to the MiCSES 3.6 Release, the legal mailing address type was named the service address type, but was commonly referred to as the legal address type.

¹³ This is a new address type in the MiCSES 3.6 Release.

¹⁴ Due to a coding error, IV-D workers associated with an office type of "SS" (support specialist) and "ST" (MiSDU) are able to modify the alternative address. A remedy ticket has been entered to fix this error in MiCSES. SS and ST staff will not be able to add an alternative address.

IV-D staff can generate the FEN350 form in MiCSES for members whose mailing or residential address is being changed but their legal mailing address is not.¹⁵ SS and MiSDU staff must generate the FEN350 form when a custodial party's (CP's) or NCP's address is changed in MiCSES and there is an existing legal address.¹⁶ The AHIS *Create or Replace Address* pop-up window for adding multiple addresses will display a checkbox with: "Send Legal Mailing Address Request?" The checkbox will be enabled if IV-D staff add a "Y" *Action Code* and the member has an existing legal address. However, the checkbox will default to "not selected." Once the portable document format (PDF) form displays, the worker must also check the "Okay" box to generate the form.

When entering changes to an address on the AHIS screen, IV-D staff must follow United States Postal Service (USPS) postal standards.¹⁷

When IV-D staff fail to follow USPS postal standards, the USPS may return mail as not deliverable. This can create the following problems:

- The IV-D program must pay to print and mail obligor coupons to prisons or other invalid addresses;
- SOP may not be accomplished; and
- Checks and coupons are not mailed when the National Change of Address (NCOA) database contains an address that meets postal standards and the MiCSES address does not.¹⁸

IV-D staff must be aware of the following issues regarding addresses:

- The DW currently does not include the complete address for prisons and parole offices (the address fields contain dashes [-]);
- Other DW downloads and addresses received from the Child Support Enforcement Network (CSENet)¹⁹ may contain missing information or non-alphabetic or non-numeric characters (e.g., "&" or "@") that do not meet USPS standards;
- CSENet only accepts a nine character record length for the *Zip-Code* field. IV-D staff must not add a dash in the *Zip-Code* field;

¹⁵ Ref: *MiCSES Screen Description: AHIS – Member Address History*, Table 4: AHIS screen, *Create or Replace Addresses* pop-up window fields and descriptions, beginning on page 16, at: <http://mi-support.cses.state.mi.us/systems/micses/document.aspx?id=342>.

¹⁶ SS and MiSDU staff must select the *Central* radio button at the bottom of the form display to print the form centrally. In order for the MiSDU to generate the FEN350, the local options administrator (LOA) for the FOC office must select the *Central Print Eligible* option for the FEN350 on the *Destination Print Destination* (DPNT) screen. If the LOA has not designated the FEN350 as a central print eligible form, the MiSDU will not be able to print the form. Consequently, the MiSDU will not be required to print the form for that LOA's county.

¹⁷ USPS postal standards are located at: <http://pe.usps.com/cpim/ftp/pubs/Pub28/pub28.pdf>.

¹⁸ The MiSDU vendor, Informatix (formerly Tier Technologies Incorporated), matches the MiCSES address against the NCOA database before mailing out checks and coupons.

¹⁹ Ref: *MiCSES QRG, CSENet – Use of the Federal Network, Child Support Enforcement Network (CSENet), for State to State Communications and Correction of CSENet Transaction Errors*, at: <http://mi-support.cses.state.mi.us/systems/micses/document.aspx?id=716>.

- Punctuation and other non-alphabetic or non-numeric characters must not be included in address fields; and
- The “in care of” symbol (C/O) must not be used on the *Attention* (ATTN) line on the AHIS or *Member Employment History* (EHIS) screens. The use of the C/O symbol is permitted on the *Address* line if there are no spaces before and after the “slash” (/). If IV-D staff use the “C/O” symbol, they must include it on the *Address* line. If using the words “in care of,” IV-D staff may use either the ATTN line or the *Address* line.

These errors result in the failure of forms to generate and/or returned mail from the USPS and CSENet errors. (Ref: Attachment 4 for examples of incorrect and correct address formats.)

If IV-D staff believe that a DW address is potentially valid, they will either:

- Download the address from the DW with the incorrect characters and then manually correct the address;
- Decide not to download the record because of the incorrect characters. MiCSES will create a member record on the *Notes Processor* (NOTE) screen that contains the address or employer information that was not downloaded. The worker may then manually add the address on either the AHIS or the EHIS screen with the incorrect characters removed and/or add the missing information from the address fields;²⁰ or
- Make a screen print of the desired address and from the screen print, manually add the corrected address on either the AHIS or the EHIS screen.

Note: In the above three situations, IV-D staff must end-date the address, retype it without the punctuation and add the new address. This includes something as minor as an unnecessary dash or hyphen. The only exception would be if the zip code is incorrect on a download, the zip code could be corrected without end-dating the entire address. However, if the zip code plus four includes a hyphen, it is not possible to remove the hyphen and keep the plus four.

For CSENet addresses, IV-D staff must manually enter the missing information and/or remove any extraneous characters to complete the address fields on the AHIS or EHIS screen.

Depending on the address type and the office type of the worker, certain processes are required for verification. IV-D staff must record the source of the verification in the *Verified By* field on the AHIS screen. When IV-D staff enter a new address or invalidate an address,²¹ if “other” is selected from the list of values in the *Verified By* field, IV-D staff must enter a note on the NOTE screen. This note must be at the member ID level and indicate the verification source.

²⁰ To close the open locate activity chain, the IV-D worker must select the *DW* and/or *PLS* button on the AHIS or EHIS screen.

²¹ IV-D staff enter an “N” - confirmed/verified as bad – in the *Action Code* field.

The Program Leadership Group (PLG) has directed partner representatives to further discuss the business procedures for verifying and updating all address types to ensure consistency and reliability of address data. As business decisions are made, OCS will update or modify this AT.

Legal Address:

PA and FOC staff use the legal address type for delivery of legal notices.²²

The State Court Administrative Office (SCAO) Administrative Memorandum 2004-15,²³ *Friend of the Court Guidelines for Determining, Changing, or Suppressing Addresses of Parties and Nonparties*, includes procedures for FOC staff to change the legal address.

Alternative Address:

An alternative address²⁴ is defined as a nonconfidential address supplied by a party whose other address information **is** confidential. The alternative address is an address for the party to receive mail, and IV-D staff may disclose it in the same manner as a nonconfidential address. MCR 3.203 requires a party to supply the court with an alternative address when his/her address is confidential.

Residential and Mailing Addresses:

Residential and mailing address types are used to record the location where the member resides and/or receives mail (in most instances, this is the same address).

IV-D staff will consider the residential and mailing address types verified if the information is not more than 60 days old and comes from one of the following paper sources:

- Written notification – Acceptable written notification includes a statement (including, but not limited to the DHS-1201, the DHS-1376 or a postal change of address form) that the member has completed, **signed**, and **dated**, and that contains one of the following:
 - ◆ SSN;
 - ◆ DOB;
 - ◆ IV-D case number; or
 - ◆ Docket number or county of order.
- Postal verification, *Postmaster Address Information Request* (LOC_Postal) or its equivalent;²⁵

²² Ref: Michigan Court Rules (MCRs) at: <http://courtofappeals.mijud.net/rules/>.

²³ Ref: SCAO Administrative Memorandum 2004-15 at: <http://courts.michigan.gov/scao/resources/other/scaoadm/2004/2004-15.pdf>.

²⁴ Ref: AT 2005-067.

²⁵ Ref: LOC_Postal at: http://mi-support.cses.state.mi.us/framesets/micsesformframe.htm?url=http%3A//mi-support.cses.state.mi.us/systems/micses/forms/application_forms/pdfs/LOC_Postal.pdf.

- Interstate Transmittal #1, *Child Support Enforcement Transmittal #1 – Initial Request* (FSA-201);²⁶
- Interstate Transmittal #2, *Child Support Enforcement Transmittal #2 - Subsequent Actions* (FSA-202);²⁷
- An address provided via a paper interstate referral; or
- A forwarding address notification (i.e., yellow post office sticker or handwritten address with accompanying postal stamp). OCS has learned that the USPS considers the sticker as verification. The USPS records all address changes in a national database. It is no longer necessary to send a postal verification.

MiSDU staff will change a **mailing** address based on a signed MiSDU *Direct Deposit Authorization Form* (DHS-1377).²⁸ The MiSDU staff will enter “other” in the *Verified By* field and will enter a comment on the NOTE screen.²⁹

Verified addresses also come from the following electronic sources:

- USPS NCOA database – MiSDU staff update the mailing address in MiCSES.³⁰
- DHS – An automatic address update for an individual who is currently active public assistance on CIMS.³¹
- Department of Corrections (DOC) – An address less than 60 days old received from DOC that is manually downloaded from the DW by IV-D staff.
- CSENet – The worker will add the address on AHIS as “verified” if it is marked as “confirmed” on CSENet.
- Offender Tracking Information System (OTIS) – The worker will add the address on AHIS as “verified” if the member is currently incarcerated.

All IV-D staff must use caution when changing the **residential** address from the USPS. For example, the residential address should not be changed if the new address contains a post office box number or an Army Post Office (APO) number.

²⁶ Ref: MiCSES Transmittal #1 at:

http://mi-support.cses.state.mi.us/framesets/micsesformframe.htm?url=http%3A//mi-support.cses.state.mi.us/systems/micses/forms/application_forms/pdfs/INTTRANS1.pdf.

²⁷ Ref: MiCSES Transmittal #2 at:

http://mi-support.cses.state.mi.us/framesets/micsesformframe.htm?url=http%3A//mi-support.cses.state.mi.us/systems/micses/forms/application_forms/pdfs/INTTRANS2.pdf.

²⁸ Ref: AT 2006-012, *Debit Card Project: Statewide Implementation*, at:

http://mi-support.cses.state.mi.us/policy/stateat/?year=2006#AT2006_012.

²⁹ MiSDU staff have entered a remedy ticket to request an update to the list of values (LOVs) in the *Verified By* field on AHIS. This update will allow MiSDU staff to indicate that the change of address resulted from a direct deposit form. Once this change is implemented, MiSDU staff will no longer need to enter a comment on the NOTE screen.

³⁰ Informatix uses this database for mailings and updated address information. It is the same database from which “yellow postal stickies” are generated.

³¹ MiCSES will not insert the DHS address as verified, unless the member does not have a good mailing address.

MiSDU staff will not change the residential address based on information in the NCOA database or from a forwarding address notification. MiSDU staff will end-date the residential address based on information received from the USPS if:

- There is no “good” mailing address to add; **and**
- The mailing and residential addresses are the same address.

Note: IV-D staff rarely receive more than one verified address of the same type from the DW within a short period of time (e.g., a week). When this occurs, IV-D staff must take further action to determine which address is correct.

All other mailing and residential address change scenarios require a postal verification.

When an SS changes a member’s address from a telephone call, further verification is required.³² The SS must:

1. Seek identifying information from the caller to ensure that the caller is the actual member who wants his/her address changed.³³ Identifying information includes:
 - a. Name of the party;
 - b. His/her address;
 - c. His/her SSN;
 - d. His/her DOB; and
 - e. Docket number or county of order.
2. Inform the member that:
 - a. The SS is not able to change the member’s address on his/her public assistance case; and
 - b. If (s)he has a court order, (s)he must also notify the FOC in writing of his/her change of address.
3. Add the address supplied by telephone into the system, but mark it as “pending.”

Note: This will generate a postal verification.

This procedure is the same when a person reports the address of another person (e.g., a CP reports an address change for an NCP). IV-D staff must independently validate the member’s address before marking it “verified” in the system.

Employer Address:

There are several types of employer *Address Type* codes on the EHIS screen:

- Payroll - “P” (the address from where paychecks are issued and distributed);

³² Ref: AT 2004-022, *Responding to Requests for Confidential Information*, at: http://mi-support.cses.state.mi.us/policy/stateat/?year=2004#AT2004_022.

³³ Ref: FAQ #1090 at: <http://mi-support.cses.state.mi.us/fag/?FAQ=1090>.

- Work - “W” (the actual employee work site address);
- Human Resources - “H” (the personnel department’s address associated with the individual’s employment); and
- Unemployment Download - “U” (the address where unemployment checks are issued and distributed).

IV-D staff add a member’s employer(s) on EHIS through the *Other Party Information* (OTHP) table.³⁴ EHIS is also automatically updated with employer information from the New Hire database via the DW. IV-D staff must manually add the employer *Address Type* code in the *Address Type* field on the EHIS screen. Employer records from New Hire and the OTHP table do not automatically insert the code into the *Address Type* field. Examples of acceptable employment documentation include, but are not limited to:

- *Employer Wage Verification Letter* (Template 2030);³⁵
- *Employer Wage & Insurance Verification* (Template 2031);³⁶
- *Employer Information Request* (LOC_Employer);³⁷ or
- New Hire data.

Some companies require that child support agencies send the *Income Withholding for Support* (IWN) and the *National Medical Support Notice* (NMSN) to a corporate, human resources or payroll address. MiCSES sends the IWN/NMSN to these addresses, which are found in the OTHP table.³⁸ In most cases, the IWN/NMSN is not sent to the employee’s actual work location. To avoid sending the IWN/NMSN to a work location address, IV-D staff must enter the work location address on AHIS as a work - “W” type. The “W” type indicates the address that is used for service of process.

Note: The “tax address” type, provided by the Internal Revenue Service (IRS) and the Michigan Department of Treasury, previously existed in systems prior to MiCSES. IV-D staff will see it referenced in historical documents or old training materials. In the past, this address was used for sending tax intercept refunds. However, MiCSES no longer uses the “tax address” type, and this category became obsolete in 2003. The tax address is inaccessible to IV-D staff.

³⁴ Ref: AT 2007-015, **REVISED:** *Centralized Maintenance of the Other Party Information (OTHP) Screen in the Michigan Child Support Enforcement System (MiCSES)*, at:

http://mi-support.cses.state.mi.us/policy/stateat/?year=2007#AT2007_015.

³⁵ Ref: Template 2030 at:

http://mi-support.cses.state.mi.us/framesets/micseformframe.htm?url=http%3A//mi-support.cses.state.mi.us/systems/micse/forms/application_forms/pdfs/2030.pdf.

³⁶ Ref: Template 2031 at:

http://mi-support.cses.state.mi.us/framesets/micseformframe.htm?url=http%3A//mi-support.cses.state.mi.us/systems/micse/forms/application_forms/pdfs/2031.pdf.

³⁷ Ref: LOC_Employer at:

http://mi-support.cses.state.mi.us/framesets/micseformframe.htm?url=http%3A//mi-support.cses.state.mi.us/systems/micse/forms/application_forms/pdfs/LOC_Employer.pdf.

³⁸ Ref: MiCSES QRG, *IWNS - Enter an Income Withholding Notice (IWN)*, at:

<http://mi-support.cses.state.mi.us/systems/micse/document.aspx?id=851>.

MiCSES SYSTEM DOCUMENTATION:

IV-D staff may access the following information on mi-support for more information on changes to case data in MiCSES:

- *Customer Information Guide (CIG), Name and Address Formatting Recommendations*
<http://mi-support.cses.state.mi.us/systems/micses/document.aspx?id=285>
- MiCSES QRGs:
 - ◆ *AHMN: View MiCSES Address Hierarchies*
<http://mi-support.cses.state.mi.us/systems/micses/document.aspx?id=764>
 - ◆ *AHIS – Add a Member's Address*
<http://mi-support.cses.state.mi.us/systems/micses/document.aspx?id=634>
 - ◆ *Add (Download) a Member's Address from the Data Warehouse*
<http://mi-support.cses.state.mi.us/systems/micses/document.aspx?id=637>
 - ◆ *Add (Download) a Member's Address from Parent Locator Service*
<http://mi-support.cses.state.mi.us/systems/micses/document.aspx?id=638>
 - ◆ *MSSN – View a Member's Social Security Number (SSN) Information*
<http://mi-support.cses.state.mi.us/systems/micses/document.aspx?id=870>
 - ◆ *MSSN – Update a Member's Social Security Number (SSN) Information*
<http://mi-support.cses.state.mi.us/systems/micses/document.aspx?id=872>
 - ◆ *End Date a Member's Address on the AHIS Screen*
<http://mi-support.cses.state.mi.us/systems/micses/document.aspx?id=636>
 - ◆ *Locate and Address Terms, Codes, and Definitions*
<http://mi-support.cses.state.mi.us/systems/micses/document.aspx?id=640>
 - ◆ *Request Postal Verification for a Member's Address*
<http://mi-support.cses.state.mi.us/systems/micses/document.aspx?id=639>
 - ◆ *AHIS – Update a Member's Address*
<http://mi-support.cses.state.mi.us/systems/micses/document.aspx?id=635>
 - ◆ *View a Member's Address Information on the AHIS Screen*
<http://mi-support.cses.state.mi.us/systems/micses/document.aspx?id=633>
 - ◆ *View a Member's Address(es) on the ALST Screen*
<http://mi-support.cses.state.mi.us/systems/micses/document.aspx?id=641>
 - ◆ *DEMO – Enter or Update Member Demographic Information*
<http://mi-support.cses.state.mi.us/systems/micses/document.aspx?id=630>

- ◆ *Enter or Update Member Demographic Marriage Information*
<http://mi-support.cses.state.mi.us/systems/micses/document.aspx?id=631>
- ◆ *Enter or Update Member Child Relationship, Paternity, Confinement, or Conception Demographic Information*
<http://mi-support.cses.state.mi.us/systems/micses/document.aspx?id=632>
- ◆ *DEMO – View Member Demographic Information*
<http://mi-support.cses.state.mi.us/systems/micses/document.aspx?id=629>
- ◆ *AKAX – View and Add an Alias Name*
<http://mi-support.cses.state.mi.us/systems/micses/document.aspx?id=1173>
- ◆ *EHIS – Add Member Employment Record*
<http://mi-support.cses.state.mi.us/systems/micses/document.aspx?id=856>
- ◆ *EHIS – End-Date a Member’s Employer*
<http://mi-support.cses.state.mi.us/systems/micses/document.aspx?id=859>
- ◆ *EHIS – Request an Employer Verification from a Member’s Employer*
<http://mi-support.cses.state.mi.us/systems/micses/document.aspx?id=860>
- ◆ *EHIS – Update Member Employment Record*
<http://mi-support.cses.state.mi.us/systems/micses/document.aspx?id=857>
- ◆ *EHIS – View Member Employment Record*
<http://mi-support.cses.state.mi.us/systems/micses/document.aspx?id=858>
- Screen Descriptions:
 - ◆ *ACMN – Address Category Maintenance*
<http://mi-support.cses.state.mi.us/systems/micses/document.aspx?id=761>
 - ◆ *AHIS – Member Address History*
<http://mi-support.cses.state.mi.us/systems/micses/document.aspx?id=342>
 - ◆ *AHMN – Address Hierarchy Maintenance*
<http://mi-support.cses.state.mi.us/systems/micses/document.aspx?id=762>
 - ◆ *AKAX – Alias Names*
<http://mi-support.cses.state.mi.us/systems/micses/document.aspx?id=343>
 - ◆ *ALST – Member Address List*
<http://mi-support.cses.state.mi.us/systems/micses/document.aspx?id=345>
 - ◆ *DEMO – Member Demographics*
<http://mi-support.cses.state.mi.us/systems/micses/document.aspx?id=379>
 - ◆ *ELST – Member Employment List*
<http://mi-support.cses.state.mi.us/systems/micses/document.aspx?id=387>

◆ *MSSN – Member SSN History*

<http://mi-support.cses.state.mi.us/systems/micses/document.aspx?id=431>

LEGAL REFERENCES:

Federal

45 CFR 307.10

42 USC 666(a)(13)

State

Michigan Compiled Law (MCL) 552.603(7)

MCR 3.203

POLICY REFERENCES:

AT 2004-022, *Responding to Requests for Confidential Information*

AT 2005-067, *Address Hierarchy Changes in the Michigan Child Support Enforcement System (MiCSES) 3.6 Release*

AT 2006-012, *Debit Card Project: Statewide Implementation*

AT 2007-015, **REVISED:** *Centralized Maintenance of the Other Party Information (OTHP) Screen in the Michigan Child Support Enforcement System (MiCSES)*

AT 2008-029, **REVISED:** *Family Violence Indicator (FVI) and the Michigan Child Support Enforcement System (MiCSES) 5.1 Release Family Violence Propagation Rules*

AT 2008-039, *Removal of Customer Information Management System (CIMS) Access for IV-D Staff and the Introduction of a New Department of Human Services (DHS) Case Inquiry in Business Objects*

Program Eligibility Manual (PEM) Item 223, *Social Security Numbers*

SCAO Administrative Memorandum 2004-15, *Friend of the Court Guidelines for Determining, Changing, or Suppressing Addresses of Parties and Nonparties*

AT MAINTENANCE:

Retain this AT until further notice.

Obsolete AT 2006-022, **REVISED:**
Maintenance and Verification of Case Data.

EFFECTIVE DATE:

Upon receipt.

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None

ATTACHMENTS:

Attachment 1 – *Direct Deposit Authorization Form* (DHS-1377)

Attachment 2 – *Address Change Form* (DHS-1376)

Attachment 3 – *Change in Personal Information form* (FEN350)

Attachment 4 – *Examples of Incorrect and Correct Address Formats*

MFS/DE