

# Michigan Judicial Institute/ Friend of the Court Bureau Webinar

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## Friend of the Court and IV-D Case Closure

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# Case Closure and the MiCSES system



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## Case Closure Training Objectives

Learn about	Learn about the State Court Administrative Office and Office of Child Support Friend of the Court Case Closure Policies.
Review	Review current Michigan Compiled Laws, Court Rules, and Federal Regulations.
Discuss	Discuss case closure issues and possible solutions.

## Michigan Compiled laws and Court rules

### Statutes and Court Rules for Closing FOC Cases

- [MCR 3.208](#) provides that FOCs are not required to provide services for FOC cases because a party failed or refused to take action to allow the FOC to receive federal funding or the federal child support case is closed. FOC staff will decide to inactivate its FOC case, continue to provide child support services, or completely close the FOC case when there is no reason to continue child support services
- Staff should make every effort to close or inactivate FOC cases that qualify for inactivation or closure because the continuation of enforcement activities would be inefficient. Reasons for which a case can be closed or inactivated include the inability to locate the payer, impossibility to collect (incarceration for life, incapacitated, total disability, etc.), inability to locate the payee, or an arrearage of \$500 or less when collection is unlikely, among others.
- Friend of the Court Act, [MCL 552.503\(6\)](#), provides that the FOC is only required to perform federally fundable child support activities under the Friend of the Court Act or the Support and Parenting Time Enforcement Act when a party, in that case, has requested title IV-D services.

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## Federal Case Closure Regulations

Federal Regulations for Case Closure: The IV-D agency may elect to close a case if the case meets at least one of the following criteria and supporting documentation for the case closure decision is maintained in the case record.

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## Inactive FOC Cases

Inactive FOC case is a FOC case that does not have a corresponding IV-D Case. When this happens the FOC is not required to provide services under the Friend of the Court Act or the Support and Parenting Time Enforcement Act. The case is also considered inactive because there are circumstances that could occur in the future that would make the case active again. The FOC inactive case sets dormant until or unless a IV-D application is signed by one of the parties and federal funding is available or one of the parties applies for state assistance. In most situations the order does not need to be modified those exceptions will be discussed later.

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## Examples of inactive cases

- Non-locate of payer in three years.
- Payer resides in foreign country (with specific conditions met).
- Payee requests closure.
- Cannot locate payee.

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## FOC Closed Cases

Closed FOC Case is a FOC case that does not have a corresponding IV-D Case. The FOC is not required to provide services under the Friend of the Court Act or the Support and Parenting Time Enforcement Act. With closed FOC cases there are no circumstances that could occur that would result in the FOC case being opened.

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## Examples of Closed Cases

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- When the child is emancipated, the FOC should close the FOC case when there are no arrears and when specific conditions are met.
- If the payer is incapacitated or incarcerated for the duration of the support order, the FOC may want to close the case if specific conditions are met.
- If the payer is deceased and no further action can be taken, including levying against the estate, the FOC may want to close the case when specific conditions are met.
- If the payee dies and a third party has no legal right to receive the child support, the FOC may close the FOC case when the FOC secures a copy of the death certificate or other verification of the payee's death.
- When an adoption is finalized, the FOC may close the case if the court signed the order for the adoption.
- When the case is transferred pursuant to [MCR 3.212](#), the FOC may close the case when specific conditions are met.

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# Examples of Closed Cases-Continued

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- When paternity is revoked, the FOC may close the FOC case and specific conditions are met.
- If current support or support arrearage is due, the FOC may close the FOC case if an intervening event occurs to extinguish the debt or make it inappropriate to collect.
- When an initiating state in an intergovernmental case is uncooperative, the FOC may close and specific conditions are met.
- If an intergovernmental registration for modification of support only was filed, the FOC may close the FOC case if an order was signed by the Michigan court modifying the order and the time for appeal has passed.
- A tribal court assumes jurisdiction of a domestic relations case.
- When Michigan has an existing child support case or is the responding state for intergovernmental registration, the FOC may close the FOC if specific conditions are met.
- When Michigan is the initiating state in an interstate case to establish a support order or paternity, the FOC may close the FOC case and specific conditions are met.

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## Why is it important to close FOC cases?

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- FOC staff should be aware that case closure has the potential to save significant office resources that would be otherwise expended on case enforcement that has a very low probability of successfully obtaining positive results. Additionally, case closure will increase the proportionate measure of support collected compared to support owed and improve the office's performance metrics for the Cooperative Reimbursement Program.

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## Making an inactive case active

### How to Make an Inactive FOC Case Active

An inactive FOC case becomes active once a party to the FOC case signs a IV-D application and funding is available or a party applies for state assistance.

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## Arrearages on inactive cases

### What to do with arrearages on FOC Inactive Cases

Arrearages, service and processing fees should not be removed for inactive cases.

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## Arrearages on closed cases

- If there are no current charges, but arrearages exist then the case should be completely closed 10 years has passed since the last support payment was due.
- Example: Payer is not located in 3 years. IV-D case closes, FOC case becomes inactive. Last child is emancipated, the case would remain inactive if the payer is not located. The FOC case would be closed 10 years from the date the last payment was due- assuming arrearages where still owing.

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## Modifying orders on inactive cases

With the exception of unable to locate the payee, FOC offices should not seek order modifications for inactive cases. FOC offices should only modify the support order in situations where the payee has requested the IV-D case close only if the payee has requested the order be modified.

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# Custody and Parenting Time Enforcement on Non-IV-d cases

The FOC would not be required to provide custody and parenting time services on inactive cases unless the person requesting enforcement complies with all FOC requests to secure any federal funding that would be available for any aspect of the case. There are two requirements:

1. The party cooperates and requests IV-D services.
2. IV-D funding is available (limited exceptions).

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## Case closure policy

- [Section 3.50: Case Closure Child Support Manual](#)
- [45 CFR 303.11](#)

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# Case Closure CIg

- How case closure works
- Manual vs Automatic selection of cases
- What chains prevent closure



## Case Closure

**Purpose:** The purpose of this Customer Information Guide is to provide child support professionals (CSPs) with the following:

- an explanation of the IV-D case closure process in MiCSES
- information to help child support professionals (CSPs) make decisions about the Case Closure business process
- detailed steps involved in reviewing cases eligible for closure

**Note:** For the purposes of this document, the term "IV-D case" is used to distinguish a case from a court case (docket). IV-D case covers all cases (IV-D and Non-IV-D) regardless of the IV-D case type.

### Contents:

- [Process Overview](#)
- [Automatic Selection](#)
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- [Case Closure Reason Codes](#)
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  - [O \(Open\) to M \(Case Eligible for Closure\)](#)
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- [Manual Actions](#)
  - [Setting a IV-D Case as Case Eligible for Closure 'O' \(Open\) to 'M' \(Case Eligible for Closure\)](#)
  - [Setting a IV-D Case as Closed 'O' \(Open\) or 'M' \(Case Eligible for Closure\) to 'C' \(Closed\)](#)
  - [Removing a Case from IV-D Case Closure 'M' \(Case Eligible for Closure\) or 'C' \(Closed\) to 'O' \(Open\)](#)
- [Additional Document Resources](#)

# Case Closure Reason Codes And Qualifying Criteria CIg

- List of all closure codes in MiCSES
- Lists the IV-D closure reason
- Criteria for the case to be closed using the code
- If it requires a 60-day notice
- If it is an automatic or manual code



## Case Closure Reason Codes and Qualifying Criteria

### Purpose:

The purpose of this Customer Information Guide (CIg) is to provide the specific closure reason codes criteria MiCSES uses for IV-D Case Closure.

A variety of reason codes for Case Closure are available on the CASE - Case Member Details screen based on whether a case was selected for case closure automatically or manually. The table below lists the code, description, and criteria required to select the code, whether a 60-day closure notice is required, and whether the code is available for automatic or manual closure. Case closure reason codes display in the Case Stat RC field. Codes are typically either manual or automatic, but not both. See notations 1, 2, 3 below for exceptions. Cases must meet specific criteria for closure, or MiCSES may reassign a more adequate reason code or remove the case from consideration for case closure. Please refer to the Reason Code Selection Hierarchy below.

The Case Status RC drop-down field on the CASE screen only displays manual case closure reason codes, and when a case is eligible for automatic closure, the batch process assigns the appropriate code based on case conditions.

Note: For more information about Case Closure refer to the Case Closure Customer Information Guide.

### Case Closure Reason Code, Closure Description and Criteria Quick Reference

Click on the code below to go directly to the description and criteria for case closure:

[AK](#) [AZ](#) [BI](#) [CA](#) [CD](#) [CE](#) [EC](#) [EX](#) [EZ](#) [FG](#) [GG](#) [GM](#) [GT](#) [IS](#) [IX](#) [LX](#) [LZ](#) [ME](#) [NE](#) [NS](#) [PS](#) [PT](#) [UN](#) [WF](#) [WI](#) [WT](#) [WG](#) [WY](#) [WZ](#) [XD](#) [XI](#) [ZC](#)



	assistance parties reconcile, or the child is eligible for health care services from the Indian Health Service.	Service and the case was opened solely because of a Medicaid/Bridges referral.		
NS	CP UNCOOPERATIVE IN NON-PUBLIC ASSISTANCE CASE The custodial party is not cooperating with us.	<b>The following is true for a case:</b> <ul style="list-style-type: none"> <li>• The case has an active CP does not have assistance member exception; and</li> <li>• No active dependent has assistance Relevance; and</li> <li>• No active dependent has an assistance member exception; and</li> <li>• No state owed arrears.</li> </ul> Note: When there is no active CP and/or active dependent on the case it is not eligible for the code of 'NS'.	Yes	Manual
NS	NO Viable IV-D SERVICES Revocation of paternity, a court or administrative process, excluded the person. The children has moved to another location.	<b>Both are true for a case:</b> <ul style="list-style-type: none"> <li>• It is a IV-D case; and</li> <li>• It is not a responding intergovernmental Case.</li> </ul>	Yes	Manual
PG	CHILD DOES NOT RESIDE WITH OR UNDER SUPERVISION OF THE CP The children has moved to another location.	<b>The following is true for a case:</b> <ul style="list-style-type: none"> <li>• The case balance is \$0;</li> <li>• All children in CP Home Ind field displays 'N' on CASE screen; OR</li> <li>• The case balance is less than \$500; and</li> <li>• No payments in 6 months; and</li> <li>• All children in CP Home Ind field displays 'N' on CASE screen.</li> </ul> Note: The payment check is only performed if the case balance	Yes	Manual

## Manual vs automatic closure

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MiCSES is programmed for both automatic and manual closure processes. The path used is dependent on the case conditions.

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MiCSES is also programmed to generate the appropriate case closure notice aka “60-day notice” dependent on the closure condition.

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Once set for closure (either automatically or manually) the IV-D worker must ensure the appropriate actions are taken to ensure IV-D closure. Open remedies, activities, and financials will prohibit the closure process from advancing to closure.

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## Automatic IV-D Case Closure

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Automatic IV-D closure will happen when the case meets all criteria for a specific code, it will move to M and after 60 days, it will move to C if all case conditions remain closed.

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Business Objects has 3 report for closure.

[CC-001](#) - IV-D Case Closure list to find cases that are moving towards closure.

[CC-002](#) – IV-D Cases that move to L type (non-iv-d) case

[CC-003](#) – Iv-D Cases that have fully closed

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IV-D Cases set to close for automatic closure should be worked to make sure the case should and/or will close. There are chains that will prevent full closure and the case will move an L type case.

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Automatic closure is triggered by specific MiCSES conditions



Code	MiCSES Description	IV-D Closure Reason	IV-D Closure Criteria	60-Day Notice?	Automatic / Manual
	CAR/ORDER	Support order.	<p>Demographics screen; and</p> <ul style="list-style-type: none"> <li>No active CAR; and</li> <li>Case balance as taken from the OBLG – <i>Obligation Maintenance</i> screen is less than \$500 or not greater than \$0 or greater than \$0; and</li> <li>No payments in the last 6 months on the OBLG screen; and</li> <li>All other dependents have reached the Date of Majority<sup>10</sup> on the DEMO screen; and</li> <li>It is a IV-D Case.</li> </ul> <p>Note: If there is no active dependent, a case is not eligible for closure with "CA".</p>		
CD	CP DECEASED	The custodial parent is deceased.	<p>The Active CP on the case is:</p> <ul style="list-style-type: none"> <li>Deceased; and</li> <li>There are no state-owed arrears on the case.</li> </ul> <p>Note: If there is no active CP on a case, the case is not eligible for closure with "CD".</p>	Yes <sup>2</sup>	Automatic
CE	ARREARS < \$800, NO SUPPORT ORDER OBLIGATION	There is no longer a current support order <sup>11</sup> and arrearages are under \$500.	<p>The following is true for a case:</p> <ul style="list-style-type: none"> <li>No current support order; and</li> <li>No Insurance or Cash Medical has been ordered as indicated on the MORP – <i>Medical Order Provisions</i> screen; and</li> <li>The order is not a Zero Support</li> </ul>	Yes	Automatic

Footnote 2: Notice is not provided to the CP in this instance.

## Manual IV-D Case Closure

Manual closure code should only be used if an automatic code is unavailable.

Manual codes require a worker to determine if the case qualifies for closure and the manual code.

Manual codes that do not require a 60-day notice will go from O to C – IF – all chains and obligations are closed properly

# Manual IV-D Case Closure Criteria



		assistance parties reconcile; or the child is eligible for health care services from the Indian Health Service.	Service and the case was opened solely because of a Medicaid/Bridges referral.		
N9	CP UNCOOPERATIVE IN NON-PUBLIC ASSISTANCE CASE	The custodial party is not cooperating with us.	<p>The following is true for a case:</p> <ul style="list-style-type: none"> <li>The case has an active CP does not have assistance member exception; and</li> <li>No active dependent has assistance Relevance; and</li> <li>No active dependent has an assistance member exception; and</li> <li>No state owed arrears.</li> </ul> <p>Note: When there is no active CP and/or active dependent on the case it is not eligible for the code of N9.</p>	Yes	Manual
NS	NO VIABLE IV-D SERVICES	Revocation of paternity; a court or administrative process has excluded the person.	<p>Both are true for a case:</p> <ul style="list-style-type: none"> <li>It is a IV-D case; and</li> <li>It is not a responding Intergovernmental Case.</li> </ul>	Yes	Manual
PG	CHILD DOES NOT RESIDE WITH OR UNDER SUPERVISION OF THE CP	The child(ren) has moved to another location.	<p>The following is true for a case:</p> <ul style="list-style-type: none"> <li>The case balance is \$0;</li> <li>All children in CP Home Ind field displays 'N' on CASE screen; OR</li> <li>The case balance is less than \$500; and</li> <li>No payments in 6 months; and</li> <li>All children in CP Home Ind field displays 'N' on CASE screen.</li> </ul> <p>Note: The payment check is only performed if the case balance</p>	Yes	Manual

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Case Management

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## MANUAL IV-D CASE CLOSURE - FOC

Trigger manual case closure, update the IV-D Case Stat field on CASE to "M" – Case Eligible for Closure and the Case Status RC field with the applicable manual closure code.

When the next closure batch runs (runs each weekend), any applicable IV-D closure notice will go out and the IV-D will close after the 60-day notice period elapses. Open activities, chains, and financials need to be addressed for the case to fully close.

Case - CASE MEMBER DETAILS

User: BOGUESS Date: 02/28/2022 09:52 AM Region: PRD-W Screen

Case County: [ ] Func Area: [ ] Docket County: [ ] Case History

IV-D Case ID: [ ] Docket ID: [ ] Court Case Type: [ ] Intergov: [ ]

IV-D Case Type: [ ] Assistance Type: [ ] Opened DT: [ ]

IV-D Case Stat: [M] RFRL Source: [ ] Update Worker: [ ]

Case Status RC: [ ] PR Worker ID: [ ] Update DT: [ ]

Case Status DT: [ ] 60 Day Notice DT: [ ] Est Close DT: [ ] Med ENF Only: [ ] IV-D Applicant: [ ]

Federal Exp DT: [ ]

Signed Request: [ ]

Signed Req: [ ] App Req DT: [ ] App Sent DT: [ ] App Retd DT: [ ]

Good Cause Status: [ ] Reason: [ ] Date: [ ] Updated By: [ ] History

Coop Status: [ ] Reason: [ ] Date: [ ] Updated By: [ ] History

Member ID	Member Name	DOB	SSN	PGM	Rel	In CP	Child Status	EST	FV	Update Worker	Hist

# Case Closure Letters

- Participants with IV-D program are required to have 60-day notice if their case is going to close
  - Very few codes don't need a letter – such as a mistake.
- Closure letters are sent with the letter head that corresponds with the functional area on CASE
- IV-D closure (IV-D only) vs Full closure (IV-D case + docket)

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# Stopping Case Closure

IV-D staff must stop the IV-D Case Closure Process when:

- The recipient of services supplies information in response to the 60-day notice before the IV-D cases closes that could lead to establishment of an order or the enforcement of an order
- Error
- Conditions change that make the case no longer eligible for the closure reason

See section 2.12 of [CS Manual Section 3.50 Case Closure](#)

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# Stopping Case Closure - MiCSES

## MANUAL CLOSURE TYPE:

- To stop case closure of the manual type, updates must be made to the CASE screen before the 60-day pending closure period expires. On CASE, update the *IV-D Case Stat* field to "O" for open, delete the code in the *Case Status RC* field, and delete the date in the *Est Close Dt* field then hit update.

## AUTOMATIC CLOSURE TYPE:

To stop case closure of the automatic type, IV-D staff must change the underlying conditions for the specific federal closure criterion to allow the case to remain open. When the condition is updated, case closure reevaluation will occur and MiCSES will remove the case from the closure process.

IV-D Case Type	N	OTHER IV-D	Assistance Type	FORMER ASSISTANCE	
IV-D Case Stat	M	CASE ELIGIBLE FOR CLOSURE	RFRL Source	CLK COURT	
Case Status RC	XD	NCP DISABLED	PR Worker ID	SIEBENALERK	
Case Status DT	02/11/2022	60 Day Notice DT	02/11/2022	Est Close DT	04/12/2022
Federal Exp DT	12/24/2009			Med ENF On	

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## RE-OPENING CLOSED IV-D CASES<sup>1</sup>

- IV-D staff may reopen some closed cases to pursue the possibility of support if another state requests IV-D services, or after the CP completes a new application for child support services and one or more of the following apply:
  - The CP or a IV-D worker uncover new income or assets that can be reached (XI, XD, WF);
  - The NCP is now located (LX, LZ);
  - The NCP returns to the US or moves to a country that has reciprocity with MI or the US or is a Hague country (WF);
  - Good Cause is removed (GG);
  - CP requests the case re-open (WQ, N9);
  - Child returns to resides with a prior CP (PG);
  - Initiating State requests case re-open (WI, IX, IS)
  - Child(ren) become recipients of public assistance (WQ, N9)

MiCSES Quick Reference Guide: CASE - Reopen a MiCSES or IV-D Case

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# Re-Opening a Closed IV-D Case - MiCSES

To reopen a IV-D case updates must be made to the CASE screen. Update the *IV-D Case Stat* field to "O" for open, remove the code in the *Case Status RC* field, update the *Signed Req* field to Yes and input applicable dates into the *App Req, Sent, Retd DT* fields then hit update.

Case County	063	OAKLAND	Func Area	ENF	Docket County	063	OAKLAND	Case History	
IV-D Case ID		Docket ID		Court Case Type	DP	INTERGOV	Intergov		
IV-D Case Type	N	OTHER IV-D	Assistance Type	FORMER ASSISTANCE	Opened DT	08/14/2004	Update Worker	BOGUESS	
IV-D Case Stat	C	CLOSED	RFRL Source	MED	MEDICAID	Update DT	01/18/2022		
Case Status RC	WC	NON-PUBLIC ASSISTANCE A	PR Worker ID						
Case Status DT	01/18/2022	60 Day Notice DT		Est Close DT		Med ENF Only	<input type="checkbox"/>	IV-D Applicant	CP
Federal Exp DT	07/16/2015								
Signed Request									
Signed Req		App Req DT		App Sent DT		App Retd DT			
Good Cause									
Status		Reason		Date		Updated By		History	

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# Known closure issues

## GM and responding intergovernmental cases:

- When an intergovernmental case is registered in MI for enforcement as an arrears only case where the child(ren) have already reached the age of majority, MiCSES will not recognize any charge or payment in the prior 10 years that occurred in the other State/agency. The closure batch process will continue to pick up the case for GM closure until a payment is secured.

Case County	063	OAKLAND	Func Area	ENF	Docket County	063	OAKLAND	Case History	
IV-D Case ID		Docket ID	2021	Court Case Type	UN	UIFSA - RESPONDI	Intergov	RESPONDING	
IV-D Case Type	N	OTHER IV-D	Assistance Type	NON ASSISTANCE	Opened DT	09/27/2003	Update Worker	BATCH_CASE_CLC	
IV-D Case Stat	O	OPEN	RFRL Source	IST	INTERSTATE	Update DT	04/03/2022		
Case Status RC	GM	YOUNGEST CHILD REACHEI	PR Worker ID						
Case Status DT	02/02/2022	60 Day Notice DT	04/03/2022	Est Close DT	06/02/2022	Med ENF Only	<input type="checkbox"/>	IV-D Applicant	CP
Federal Exp DT									

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# Known closure issues

## CHKAD activity:

- An old REVMD, CHKAD (check address) activity is open on CASD. In order to get this to close, either close any open REVP chain or, if there is not an open REVP chain, a new REVP chain must be opened and then closed.

Federal Exp Dt   07/27/2017											
Functional Area	ALL	Activity Group	REVMD	Status	STRT	From	To				
Start Date	Func Area	Activity Group	Minor Activity	Due Date	End Date	Status	Reason Code	Member ID	Note	Alert To	Updated By
10/07/2016	RMD	REVMD	CHKAD	04/05/2017		STRT			N		AUTOUSER

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# Known closure issues

## IX/IS Closure Codes:

- For IS and IX closure to properly work, the *Intergov* indicator must show *Responding* on CASE and the *Status Code* field on ISIN must be updated to *Closed* (otherwise it will remain an open Non-IVD case as shown here)

Case County	063 OAKLAND	Func Area	ENF	Docket County	063 OAKLAND	Case History
IV-D Case ID		Docket ID		Court Case Type	UN UIFSA - RESPONDI	Intergov
IV-D Case Type	L NON IV-D CASE	Assistance Type	NON IV-D	Opened DT	03/16/2021	
IV-D Case Stat	O OPEN IV-D Case Closed	RFRL Source	IST INTERSTATE	Update Worker		
Case Status RC	IS INITIATING STATE NO LONGE	PR Worker ID		Update DT	02/10/2022	
Case Status DT	02/10/2022	60 Day Notice DT		Est Close DT		Med ENF Only
Federal Exp DT						IV-D Applicant
						CP

  

State/Cntry	TENNESSEE	OOS FIPS	4715100	Hague	N	FRC	N	Verified	Y	Interest	Date
OOS Case ID		OOS Docket		OOS Case Type	N	MI Docket ID					
Status Code	Open	Eff Dt	03/16/2021	Update Dt	10/07/2021	Updated By					

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## SSI or Concurrent SSI with SSDI/SSR

### 45 CFR 303.11(9)<sup>1</sup> states a IV-D agency may elect to close a case if...

The noncustodial parent's sole income is from:

- (i) Supplemental Security Income (SSI) payments made in accordance with sections 1601 *et seq.*, of title XVI of the [Act, 42 U.S.C. 1381 et seq.](#); or
- (ii) Both SSI payments and either Social Security Disability Insurance (SSDI) or Social Security Retirement (SSR) benefits under title II of the [Act](#).

This CFR was updated in June 2020. OCS will be considering if policy changes should occur to incorporate the CFR change to SSI-related closure.

<sup>1</sup> 45 CFR § 303.11 - Case closure criteria | CFR | US Law | LII / Legal Information Institute (cornell.edu)

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## Questions?

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# Resources



[SCAO Case Closure Policy](#)



[SCAO Case Closure FAQ](#)



[Michigan IV-D Child Support Manual – Case Closure](#)



[MiCSES Customer Information Guide: Case Closure Codes and Qualifying Criteria](#)



[MiCSES Customer Information Guide: Case Closure](#)