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<b>Welcome</b>	
<ul style="list-style-type: none"><li>Y Greeting</li><li>Y Introduction</li></ul>	

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<b>Fitness Program</b>	
<ul style="list-style-type: none"><li>Y Get In Shape</li><li>Y Mental Strength Exercises</li><li>Y Finger Exercises</li><li>Y Jumping Into Alerts</li><li>Y Off And Running</li></ul>	

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**Mental Strength Exercises**

**Public Assistance Interface**

- Y Referrals are made when:
  - Y Families receive public assistance
  - Y One or both parents are out of the home
- Y Referral from SWSS are made for Foster Care

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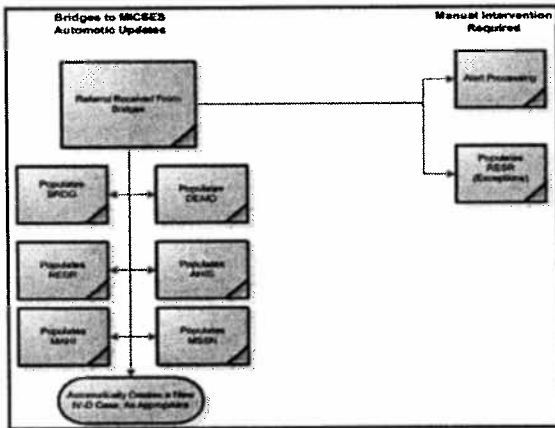
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**Mental Strength exercises**

**MiCSES data not in sync with Bridges**

- Y Missing NCP/Child Link
- Y Not a Valid Trio

**Bridges Application Issues**

- Y Overlapping Medicaid eligibility dates
- Y Missing key fields in the referral file
- Y Acting in a Parental Role

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**Mental Strength exercises** 

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**Key Dates**  
**10/31 and 11/1/2010**

**Y If:**  
YActive assistance in Bridges  
YActive assistance in MICSES

**Y Then:**  
YRecord was end-dated as of 10/31/2010  
YRestarted on 11/1/2010 with no interruption

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**Mental Strength exercises** 

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**11/1/2010**

**Y If:**  
YActive assistance in Bridges  
YNot active assistance in MICSES

**Y Then:**  
YNew Record on Program Details created effective 11/1/2010

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**Mental Strength exercises** 

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**11/30/2010**

**Y If:**  
YNot active assistance in Bridges  
YActive assistance in MICSES

**Y Then:**  
YExisting record end-dated 11/30/2010

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**Mental Strength exercises** 

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**11/1/2010**  
Record created for CDC and FAP

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**Mental Strength exercises** 

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YFIAT displays only the last active Foster Care record for a member/case  
YInactive Foster Care cases were converted to BRDG

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**Mental Strength Exercises** 

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**Member not viewable on BRDG**  
YMembers on FIAT prior to 7.0  
YNo corresponding record on MHIS  
YConnection still exists – stored in a MICSES

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**Mental Strength exercises** 

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**Conversion From MHIS To MAHI**  
Existing records from MHIS to MAHI either on the Legacy or Foster Care tabs  
Y Legacy maps to BRDG  
Y Foster Care maps to BRDG or FIAT

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**Finger Exercises** 

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MICES  
Y MAHI – *Member Assistance History*  
Y BRDG – *Bridges Case Information*  
Y RESR – *Resolve Referral*

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**Finger Exercises** 

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MAHI  
Y Used by OCS/SS and FOC  
Y Member and case exceptions  
Y Associate/Disassociate IVA members/IVD members  
Y AI-ID and IV-D member associated and displayed on RESR

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**Finger Exercises** 

BRDG  
YFOC and PA staff  
YBusiness Objects reports should contain same information

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**Finger Exercises** 

RESR  
YUsed by OCS/SS and FOC  
YMember and case exceptions  
YAssociate/Disassociate IVA members/IVD members  
YAI-ID and IV-D member associated and displayed on RESR

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**Jumping to Alerts** 

YDIFFCUST  
YGRANTFOC  
YNO\_CS\_MS  
YNCPSTATUS

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## GETTING IN SHAPE: FITNESS PROGRAM FOR PUBLIC ASSISTANCE AND CHILD SUPPORT RESOURCES

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### Classroom Training

*Make the Connection: Public Assistance and Child Support*

### Web-based Training

<http://mi-support.cses.state.mi.us/training/tutorials/>

- a. *Public Assistance Research Steps*
- b. Screen simulations

### Screen Descriptions and Quick Reference Guides

<http://mi-support.cses.state.mi.us/systems/micses/>

- a. *RESR – Resolve Referral*: manage associations between MICSES member IDs and assistance IDs.
- b. *BRDG – Bridges Case Information*: view assistance information for each individual on an assistance case, identify eligibility specialist, and any available absent parent details.
- c. *MAHI – Member Assistance History*: view and update member assistance history.

### Report Descriptions

<http://mi-support.cses.state.mi.us/systems/dwdocs/>

Business Objects Report Description: DHS Case Inquiry

### Training Handouts


<http://mi-support.cses.state.mi.us/training/materials/>

*Public Assistance Alerts Handouts*: assist child support professionals with identifying and working public assistance alerts.

### Policy

<http://mi-support.cses.state.mi.us/ProgramLibrary/ChapterListing.aspx>

- a. *Michigan IV-D Child Support Manual Section 3.03*, “Case Updates and Member Demographics”
- b. *Michigan IV-D Child Support Manual Section 2.05*, “Referrals and Applications”

**Off and Running** 

YKnowledge of screens and data elements  
YRecognize potential data issues  
YAbility to resolve data misconnects

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**Cool Down** 

YHandouts  
YQuestions?

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## MFSC SPRING 2011: PUBLIC ASSISTANCE ALERT EXAMPLES

This document was created to assist child support professionals with identifying and working select public assistance alerts. The Referral Notification (BATCH\_DHS\_NOTIFICATIONS) process evaluates Bridges information transmitted through the two-way interface to determine if an associated alert is needed.

**NOTE:** This is a subset of a much larger document. See the full documentation on mi-support's Training tab for complete details.

Role Alerted	Alert Name/ Priority	Alert message	Why Alert Was Generated and Considerations:
FIN Court Order Modification role	GRANTFOC/1	IV-A case <IV-A Case Number> relevant to IV-D case <IV-D case number> for docket <Docket ID> - <Docket County Number>, received a IV-A grant for the month of <grant month>; case <IV-A Case Number> is not active FIP on MAHI for <grant month>. Please review assistance information for the month of <grant month>."	Generated when the grant file received from Bridges does not have a matching assistance record for the same CP and any dependents for the grant month. This alert indicates there is no open TF record on the MAHI screen that corresponds to information shared from Bridges, and a grant was received.  <b>Considerations:</b> Research must be completed to determine the actual assistance date. Refer to QN-011 in Business Objects for assistance dates.  If the <b>Assistance Date</b> field on the QN-011/QN-012 is in conflict with information from the alert, view the payments to determine if a change of assistance occurred. If the IV-A Case was reinstated, the <b>Assistance Date</b> field may not reflect the most current period of assistance.
FIN Court Order Modification role	DIFFCUST/1 (Different Custody)	IV-D Case <IV-D case number> is not associated to a corresponding docket. Case members are NCP <ncp member id> CP <cp member id> dependant member(s) ID(s) <dependant member id>  Note: The IV-D case included in the text of the	On-assistance record received for a dependent on a IV-D case with no docket associated. Additionally, the member is involved on another IV-D case which has docket. The DIFFCUST alert is created for each IV-D case with an associated open docket when:  <ul style="list-style-type: none"> <li>The referral process populates the assistance check box ("P") under FIP/MA/CDC/FAP for a dependent on a IV-D case without an associated docket, and that dependent is on another IV-D case with an associated docket</li> </ul> <b>NOTE:</b> The relevant IV-D case can be open, pending closure or closed



Role Alerted	Alert Name/ Priority	Alert message	Why Alert Was Generated and Considerations:
		message is the relevant IV-D case.	<p>and the alert may still need to be created if the other IV-D case has an open docket.</p> <p><b>Considerations:</b> Verify the member's assistance status and confirm that the related IV-D case/docket information is correct, or if a change of custody has occurred. Update MiCSES appropriately, which may include adding or closing a docket.</p> <p>Verify the CP is the same on both IV-D case numbers. If they are the same, delete the alert. If they are different, investigate the whereabouts of the child or look for a change of custody order (NOTE, CLST, etc.).</p>
FIN Court Order Modification role	NO_CS_MS/1 (No CS and MS for dependent with assistance)	Received ON assistance notice for child name <dependent last name, first name> member ID <dependent member id> with grantee <grantee member on MAHI> on docket number <docket number>. Verify current support charges are appropriately directed.	<p>On assistance record received for a dependent on each relevant IV-D case associated to a docket however the CS or MS is not charging.</p> <p><b>Considerations:</b> Verify the member's assistance status and confirm that the related IV-D case/docket information is correct. Verify there are active charging CS/MS obligations, as appropriate for the IV-D case/docket/member. Update MiCSES appropriately, which may include adding or closing a docket.</p> <p><i>Clue:</i> A change of custody may have occurred when the CP on the IV-D case does not match the CP/grantee identified on the QN-015 report.</p>
Primary worker	NCPSTATUS/4 (NCP in-home status changed per Bridges) <b>New</b>	Per referral on AC-ID <AC-ID>, the NCP's in home status has changed. NCP's AP Seq is <AP Seq>. NCP's AI-ID is <AI-ID>. <b>NOTE:</b> When either the AP Seq or AI-ID is not found, <none > will display.	<p>Alert generated when the CP and NCP exist on the same Bridges case (AC-ID) and referral, and the NCP has moved in or out of the home according to Bridges. AP in home status changed.</p> <p><b>NOTE:</b> Alerts sent to the Primary Worker for the functional area the case is assigned to on the CASE screen; ENF, EST, SS or ICR (SS). Primary Worker ENF alerts are deleted after 14 days.</p> <p><b>Considerations:</b> The IV-D worker will consider whether to initiate procedures to modify existing support order(s).</p>