



Michigan Child Support Uses Agile Approach to Strategic Planning



By: Maureen Leif, J.D., President, Grays Peak Strategies

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Often the mention of strategic planning elicits a nonenthusiastic sigh. It can be difficult to get excited about strategic planning. Typically, a lot of work is done at the executive level, and a plan is developed and rolled out to all levels of the organization for everyone to follow.

The Michigan Child Support Program¹ ("Program") wanted to approach its new strategic plan differently and began a process of revamping the plan this year. The Program Leadership Group (PLG) decided that the new plan would be a three-year plan and take the program through 2020. Grays Peak Strategies was hired to help facilitate the process and recommended Agile strategic planning.²

The concept of Agile, which has taken a stronghold in the world of system implementation projects, can be effectively applied to strategic planning. Agile strategic planning allows the agency to review, analyze, react, and revise. It also provides a framework for an interactive dialogue with all levels of the agency rather than being limited to top-down communication. The plan: offers employee satisfaction and buy-in; simplicity; is a living document; provides for communication that fits the needs of the participants; supports the child support agency staff and the public; adapts to changing environments; is people-centric; makes work better.



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¹ The Michigan Child Support Program includes: Friends of the Court, Prosecuting Attorneys, the Office of Child Support, and the State Court Administrative Office's Friend of the Court Bureau. Together, these offices comprise the "Program" that governs child support practices in Michigan.

² The concept of agile strategic planning originated from agile software development and the need to effectively adapt to digital disruption. More fluid strategic planning focuses on concepts like vision and improvisation. Tim Leberecht, from "Make Your Strategy More Agile," Harvard Business Review, October 2016. <https://hbr.org/2016/10/make-your-strategy-more-agile>.

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Michigan Child Support Strategic Planning

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The vision statement, "Engaging parents to improve children's lives," was kept the same because it still accurately captures the vision of the Michigan Child Support Program.

It was very powerful for the members of the team to read survey feedback from the child support professionals. The results confirmed the new priorities:

1. Reimagining Child Support Business Processes
2. Customer Experience
3. Staff Education and Outreach
4. Technology

One of the cornerstones of the Agile approach is to include regularly-scheduled plan updates, feedback, and reporting on status. Michigan is working to develop a report card that lists all of the stated objectives and provides a brief description of the status of each. The idea is to update the report card throughout the year so everyone can see progress on each goal. The plan can adjust with the changing environment, while maintaining the focus on the long-term goals.

Ideally, Michigan's strategic plan will help stakeholders collaborate to proactively make policy decisions that are best for Michigan families. The need to work together is evident, and the stakeholders included a commitment in the strategic plan that reads, "We commit to working together to promote excellence in service to families through: educating, engaging and empowering child support professionals, communicating clearly and timely, and embracing Michigan's diversity." With unifying statements like this, the 2018 to 2020 strategic plan will be a living document that the Program can refer to enthusiastically.

For Michigan, the Agile approach allowed the PLG to consider not only where the Program should be in 2020, but also how to get there and how to make adjustments and track progress along the way. This approach recognizes that things change, and for the plan to remain relevant and useful in guiding the Program, it needs to be flexible. By conducting strategic planning using this method, Michigan child support is on the forefront of effective program management.

Submit your story for the "Beyond the Numbers" column. Each quarter one story will be chosen for publication in *The Pundit*.

*Whatever position we hold in the IV-D world, it can sometimes feel that we are all chasing dollars in some way or another. A child's livelihood, a parent's ability to care for a child, and even our offices' ability to provide services can all be measured in cash. But **beyond the numbers**, every case is a story of a real family's unique challenges, struggles, and sometimes because of our help...successes. These stories play out across Michigan, and child support professionals see them every day where they work and where they live.*

*What stories motivate you? Submit your **Beyond the Numbers** article for the chance to share it with your colleagues across the state in the next Pundit edition.*

(To submit, visit <http://michildsupportpundit.blogspot.com/> and scroll to the bottom OR email your story to the editor: LindholmA@courts.mi.gov.)

Putting Our Minds Together for Our Children

Meet Chief Judge Michael Petoskey and Chief Judge Bryan Newland

This is the first article in a three-part series focusing on continued improvements to cross-court understanding between state and tribal courts through education and collaboration.

Interacting with Native American Indian tribal courts on child support issues can present unique challenges, much like intergovernmental work, because each jurisdiction works on shared matters from a different set of rules. Over a century ago, the Lakota Sioux chief Sitting Bull said, "Let us put our minds together and see what kind of life we can make for our children."¹

Tribal and state courts can accomplish a lot by working together when the relationships are based upon mutual trust, respect, and professionalism.² In Michigan, there are 12 federally-recognized tribes. Two tribal court judges provided *The Pundit* with some insight into custody, parenting time, and child support matters from a tribal court perspective.

Chief Judge Michael Petoskey is currently serving as Chief Judge for both the Pokagon Band of Potawatomi Indians and the Match-E-Be-Nash-She-Wish Band of Pottawatomi Indians.

Chief Judge Bryan Newland presides over the Bay Mills Tribal Court as Chief Judge.

Both chief judges noted that a key difference between tribal courts and state circuit courts is that a tribal court judge's docket consists of *all* types of cases – criminal *and* civil. As a newer judge, Bay Mills Chief Judge Newland described the adjustment to hearing family law cases on his docket interspersed between other matters as "difficult from both an emotional and technical knowledge standpoint."

Tribal court duties regarding child support matters:

- Establishing child support in new cases;
- Recognizing and enforcing foreign court child support orders (from state courts in Michigan and other states, as well as from other tribal courts);
- Collecting payments for combined child support and spousal support withholding orders;
- Delinquent child support (arrear) collections from per capita distributions.

Chief Judge Petoskey and the Pokagon Band's court administrator Stephen Rambeaux provided some statistics that illustrate the volume of child support work a tribe may face. The Pokagon Band has withheld child support from employees—both of its casinos and governmental operations—for orders originating from 19 different states.

During the past 10 years, these collections total just over \$4.7 million (as of August 2017). In Michigan alone, the Pokagon Band's court has recognized cases from 27 different counties, a task similar to registering

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¹ "[Effective Leadership for Tribal Child Welfare.](#)" publication of the National Indian Child Welfare Association.

² The [August 2013 edition of The Pundit](#) includes an article titled "Contributing to the Support of Children: Exposing Invisible Common Ground Between State and Tribal Courts."

Meet Chief Judge Petoskey



Chief Judge Michael Petoskey was first appointed to a chief judgeship in 1985 for his own tribe, the Grand Traverse Band of Ottawa and Chippewa Indians. In total, Chief Judge Petoskey has served on the bench of each of the seven tribes located in the lower peninsula of Michigan. He earned his bachelor's degree from Michigan State University (MSU) and his law degree from the University of New Mexico School of Law. Chief Judge Petoskey is also a Vietnam veteran.

Chief Judge Petoskey appreciates the different world view of tribes, especially pertaining to children. *Penojé* is the Potawatomi word for baby or young child and literally translates to "a young spirit coming forth." Tribes inherently treat children not as property of the parents, but as young spirits dependent upon adults for care and nurturing. This is reflected in tribal justice systems' operations, procedures, and fairness.

Tribal Judges: Putting Our Minds Together for Our Children *(cont'd from page 4)*

an intergovernmental case. The Pokagon Band also withholds from its tribal members' per capita payments to satisfy arrearages. During the past 10 years, these arrears payments have impacted cases in 23 Michigan counties and total almost \$1.4 million.

Chief Judge Petoskey cautioned that the collections figures reported here are the result of just *one* tribe's work, and that other tribes around the state are also recognizing and enforcing support orders.

Chief Judge Petoskey also noted that a vast majority of casino employees are nonnative, however tribes spend a great deal of time and effort on implementing these employees' withholding orders.³

Why do tribal courts and state courts follow different rules?

Tribes are sovereign nations. "Sovereignty" means the power to independently self-govern, including making, executing, and applying laws within tribal territory; imposing and collecting taxes; forming treaties or engaging in commerce; and forming government-to-government relations with other sovereign governments. Because tribes are sovereign, each tribe holds the authority to rule over its citizens, which includes judicial rulings.

In child support matters, there is an interplay of tribal court jurisdiction and state court jurisdiction pursuant to the federal "Full Faith and Credit" mandate,⁴ particularly when one parent resides on tribal land and the other parent does not.

In addition, the Michigan Supreme Court adopted a court rule in 1996 establishing "comity" for tribal court orders,⁵ meaning that tribal court judgments from federally recognized tribes are presumed valid and must be recognized as such by Michigan courts, as long as the tribal court also agrees to recognize the state's judgments.

This important development was a product of the 1992 Michigan Tribal Court State Court Forum, which was established by Chief Judge Petoskey and retired Michigan Supreme Court Justice Michael Cavanagh. The current Michigan Tribal State Federal Judicial Forum was established in 2014, and continues the spirit of cross-jurisdictional collaboration. This is the focus of a recent Michigan Supreme Court report called, "[Michigan's Judiciary Success Stories: How Tribal, State, and Federal Courts Are Collaborating to Benefit Michigan Families.](#)"

Despite following different rules, state courts and tribal courts jointly value collaboration to promote children's best interests. As Justice Cavanagh once said, "The care and support of children is a common issue that transcends jurisdictional boundaries."

Future articles in this series will focus on how tribal courts operate differently from state courts, examples of effective collaboration and areas for improvement.

³ More detail on this topic, including contact information and IWN process and requirements for each tribe, is available in the 2012 *Pundit* article, "[Enforcing State Child Support Orders in Tribal Courts.](#)"

⁴ [28 U.S.C. § 1738](#) (2011), State and Territorial statutes and judicial proceedings; full faith and credit. Based on title 28, U.S.C., 1940 ed., §687.

⁵ [MCR 2.615](#) (1996), Enforcement of Tribal Judgments.

Meet Chief Judge Newland



Chief Judge Bryan Newland is a citizen of the Bay Mills Indian Community (Ojibwe) and has been presiding over the Bay Mills Tribal Court since 2013. He previously worked for the United States Department of the Interior as senior policy advisor on Indian Affairs. He earned his bachelor's degree from MSU and law degree from the MSU College of Law. He teaches tribal law courses at MSU as an adjunct professor.

One of Chief Judge Newland's goals is to promote access to justice in the Bay Mills Community by making the tribal court easy to use for lawyers and non-lawyers alike. When he was a candidate for the judgeship, he said, "I believe that the law can be used as a positive force for change, and that a well-functioning legal system can be a great asset to tribal communities. I have built my career on these beliefs."

Judge Thane Offers Guidance on Child Support Agreements

By: Judge Nancy Thane, Presiding Judge of the 54th Circuit Court Family Division



In our business, we always hope that “everyone can get along.” We like to encourage parents to come to agreements and reach resolutions when it comes to their children. After all, conflict is an enormous waste of time. So, we should embrace agreements within our cases. However, we still need to exercise caution for these agreements, especially when it relates to the support of a child.

Below are several questions and answers related to the use of the [Michigan child support formula](#) (MCSF) when parties have reached an agreement related to child support. These are designed to provide assistance to you when reviewing such agreements/orders.

Does the court need to know the support amounts calculated using the MCSF when parties have reached an agreement and want to stipulate to the entry of a consent order?

The court should never enter a child support order without knowing whether the amounts follow or deviate from the application of the MCSF, including when parties agree to the amount of child support.

When ordering child support, the law requires the court to either order the amount determined by the formula or deviate when the formula’s result is unjust or inappropriate.¹

Before adopting a support order based upon the parties’ agreement, the court must know the result of application of the formula. If the calculated amounts match the agreement, the court knows that the proposed obligations follow the formula and can enter the order. If the calculated and proposed obligations differ, the court knows that the parties have deviated. Before approving an agreement that differs from the formula and entering an order, the court needs to evaluate the agreement.

Is the court required to accept agreements by parties regarding child support?

No. Stipulations by the parties do not bind the court.² The court bears responsibility to assure that child support is just and that its orders are legally proper.

Does the difference between the agreement and the amounts determined by the application of the MCSF matter?

Yes, especially if the agreement is to pay less than the amount determined by the formula. Each parent has a separate duty to provide financially for his or her children. Because the MCSF is based upon economic estimates regarding the cost of raising children as shared by both parents, allowing one parent to greatly reduce that amount can quickly impact a child’s standard of living.

Must a consent order that does not follow the MCSF be treated as a deviation?

Yes. Any time that *any* of the formula’s applicable provisions are not applied based upon the facts in a case or different amounts are used, the resulting support obligation deviates from the MCSF. MCL 552.605(3) permits a court to enter an order based on an agreement by the parties to deviate from the formula, provided that the court determines the formula has an unjust or inappropriate result and explains the deviation by recording the required information in the deviation addendum.³ A trial court “must still comply with MCL 552.605(2) and ensure that a child support order is just, even if the parties agree to a support order that deviates from the guidelines.”⁴

(cont’d on page 7)

¹ [MCL 552.605\(2\)](#).

² [Sayre v Sayre, 129 Mich App 252 \(1983\)](#).

³ i.e., meets the requirements of MCL 552.605(2).

⁴ [Laffin v Laffin, 280 Mich App 513 \(2008\)](#).

Judge Thane: Guidance on Child Support Agreements

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When parties agree about the support obligation, why must a deviation addendum be completed and submitted with the Uniform Child Support Order?

First, the statute requires that the information contained on the [deviation addendum](#) be recorded for every deviation, including consent agreements. The addendum is a page of the uniform support order, and without it the order is incomplete.

Second, if all of the information is clearly explained on the addendum, it saves resources and prevents future mistakes. A properly completed deviation addendum provides many benefits, including the following:

- The parties can make an informed decision regarding the agreement, and know precisely what the agreement entails.
- The court can use the information to decide if the agreement is fair and legally proper.
- By having the reasons for deviations recorded, it prevents future modification if the conditions remain unchanged. It can be easily located for future reference by the parties, the court, and friend of the court. When used to record the circumstances related to an agreement, the addendum should prevent a party from benefiting and then unjustly seeking modification to apply the guideline.
- The information taken from the addendum and recorded when orders are entered in the MiCSES case management system is used to evaluate if provisions in the MCSF should be changed in the future.

When a child receives public assistance, are parents barred from agreeing to a support amount that is less than what the MCSF requires?

No such restriction exists. The law permits agreements that deviate, without making any distinction regarding receipt of public assistance. If the formula's application has an unjust or inappropriate result, the court should deviate and enter a just order, even when children are enrolled on public assistance. However, "parents of a child are not permitted to bargain away a child's right to receive adequate support."⁵ Courts should take "a dim view of agreements purporting to sign away the rights of a child, particularly when the result of such an agreement may be that the child becomes a public charge"⁶ In other words, proceed with caution when a low or zero support order is proposed as a deviation from the formula, especially if you have reason to believe that it will likely create for the support recipient's household a dependence upon public assistance.

Why are the parents not just allowed to agree to what one owes the other?

Child support is not ordered for the benefit of a parent or custodian, but rather to satisfy the needs of the child.⁷ Each child possesses the inherent and fundamental right to financial support from each parent, and that right is independent of the parent's rights.⁸ A parent cannot waive the child(ren)'s right to support, nor can the parents bargain away their child(ren)'s right to receive adequate support.⁹

If you have more specific questions about deviation, you can always contact [Bill Bartels](#) of the Friend of the Court Bureau and/or [submit your question](#) to the editor to be addressed in a future article.

⁵ [Macomb County Dep't of Soc. Servs. v Westerman](#), 250 Mich App 377 (2002).

⁶ [Van Laar v Rozema](#), 94 Mich App 624 (1980).

⁷ [Evink v Evink](#), 214 Mich App 172 (1995).

⁸ [In re Beck](#), 287 Mich App 400 (2010).

⁹ [Tuer v Niedoliwka](#), 92 Mich App 694 (1979); *Macomb*, supra. ³ i.e., meets the requirements of MCL 552.605

**The Pundit provides information on current issues to Michigan child support staff.
The Pundit is not intended to provide legal advice and does not represent the opinions
of the Michigan Supreme Court or the State Court Administrative Office.**

Calhoun County FOC Director Retires After 37 Years

Jeff Albaugh is a well-known figure in the Michigan IV-D child support program. You might know him from serving on a committee or work improvement team, or because he was [honored in 2014](#) with the Daniel J. Wright Lifetime Achievement Award. Albaugh served as court administrator and friend of the court (FOC) director for Calhoun County Circuit Court from January 1, 1980, through his retirement date of September 26, 2017. He is the last-serving FOC director to have been appointed to his position by the governor.



Jeff Albaugh receiving the Daniel J. Wright Lifetime Achievement Award.

Over these past years of Albaugh's career, he has acquired a lot of experience and wisdom in the child support field. We asked him to share some advice and stories with *Pundit* readers.

What was your career path?

Albaugh says that ending up as an FOC director was "nothing intentional," but more of an organic path. He had the good fortune to serve as a [page in the state Senate](#) in 1965 while he was in high school. His page duties included an assignment to the roster of the lieutenant governor at the time, William Milliken. He developed a relationship with Milliken and grew to admire him as an example of a true public servant.

In the mid-1970s Albaugh was working as Calhoun County's undersheriff, and he served three terms with the county's board of commissioners. He was offered the position of county controller in 1976. Shortly thereafter, the 37th Circuit Court judges approached Albaugh to discuss his plans for career advancement. He had not yet thought beyond his county controller position, but the judges were proposing that he transition to a joint position of circuit court administrator and FOC director.

Albaugh had cultivated a good working relationship with the previous FOC director, Bill Camden, through working with him to leverage funding to expand the FOC office and further professionalize staff, so he had some level of familiarity with the Calhoun County FOC. Albaugh chose to accept the proposition; the circuit court judges issued their recommendation to the governor; and the governor – who was by this time the same William Milliken, appointed Jeff Albaugh to the Calhoun County position.

Why he spent his career with the FOC

"I have to say that in those 37 years, I cannot recall a dull moment." Albaugh says it felt like he worked 37 different iterations of one job, in that the office was always adapting to new changes. Staffing levels fluctuated over the years depending mainly on federal funding programs.

The level of federal involvement in child support also changed quite a bit. Albaugh shed light from a director's perspective on the difficulty of trying to achieve good results from a program structured to fit every county in every state, despite all of the unique challenges of individual counties. He has, however, been able to contribute to shaping the program significantly at the state level through involvement with the Friend of the Court Association (FOCA) and working on legislative change work groups.

Notably, Jeff Albaugh was a member of the team that accomplished the 1982 rewrite of the Friend of the Court Act from the original 1919 Act, which greatly changed the structure and functions of FOC offices. That Act, along with the Support and Parenting Time Enforcement Act, ushered in sweeping changes to ensure that children receive the child support necessary for their sustenance. For the first time, legislation recognized that children not only have the right to financial support from their parents, but also to have access to both parents.

Albaugh reflects fondly on working on both the Friend of the Court Act and the Support and Parenting Time Enforcement Act with legislators like then-state Senator Debbie Stabenow, who he says established a welcoming environment and encouraged a collaborative effort. He is proud to have worked on legislation that provides FOCs flexibility in how they work toward compliance with court orders through alternative options to contempt, like FOC supervision, suspension of occupational and/or recreational licenses, and work release programs. On the flipside, he also found it rewarding to contribute his knowledge and experience to avoiding legislation that would have led to costly and ineffective statutory changes.

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Jeff Albaugh, Calhoun County FOC Retires

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Advice on collaborating and networking

Albaugh believes that it is essential to be able to network with people in other offices and partner agencies, such as the Friend of the Court Association (FOCA), and workgroups and work improvement teams (WITs). These relationships lead to discussions about common concerns and often achieve new answers to old problems through the sharing of ideas and perspectives.

Albaugh went on to say that the most important thing he has learned about networking is to *never assign motives*. He explains, "When you try to speculate on *why* a person does or says something, you can spend a lot of valuable time speculating, and often you are not correct and thus end up reacting in a way that is not productive. I think life is too short for spending a lot of time speculating on other people's motives. If I need to know the *why* in a situation, then I will ask."

Most satisfying accomplishment?

One accomplishment at the Calhoun FOC office that stands out is their transition in 2005 to an OnBase document management system. He says that the difference it made in chasing down files has been "a godsend" because of the reduction in misplaced paperwork and OnBase allows multiple people to work on documents simultaneously. He says that despite the trepidation when approaching the transition after only a few months, his whole office was saying, "Where has this been all of our lives?" Albaugh appreciates the efficiency and cost savings, and strongly encourages offices to consider the transition to OnBase.

Favorite quote from his career?

Before computer-based forms that generate with the click of a button, secretaries prepared support enforcement letters by typewriter. One day, an enforcement officer needed a letter sent to a parent who had fallen into arrears on his child support obligation, but none of the secretaries were available. The enforcement officer asked one of the file clerks to prepare the letter. While the file clerk did not have much typing experience, the enforcement officer explained that a notice was to be sent to the parent with an explanation of the amount and due date; otherwise the office would issue a warrant for his arrest.

The file clerk, unfamiliar with enforcement terminology, unknowingly made a memorable mistake. The delinquent parent showed up at the office two days later, ready to make his payment, saying, "I don't know what a 'Mister Meaner Warrant' is, but I don't want anything to do with it!"

Interesting changes he observed in the child support program

Albaugh says that technological advances have really impacted client expectations about service delivery. He recalls when he first entered the FOC world, he and his staff were amazed by advancements like the Xerox copy machine and the IBM Selectric typewriter and how these inventions affected their work process. Today, with the immediacy of e-mail, blog postings, and social media, Albaugh says there is an increasing expectation of rapid response and complete satisfaction. He describes this expectation as "The Burger King Mentality," referencing the advertising slogan, "Have it your way."

The child support program has made great progress in tools for client communication since the days of the Selectric typewriter, but according to Albaugh we will have to continually rethink and reimagine client communication strategy as technology progresses.

Albaugh says that an effective change during his time with Friend of the Court is the transition from functioning as a law enforcement agency to a more human services agency within the court system.

Now, Albaugh says, we see that not all people are motivated by jail to comply with a court order. Also, *what is compliance*, he asks – how do we define it? There are many factors to consider. He believes that a lot of parents who are not currently compliant with their child support orders would like to be but first need better, more reliable employment. He says parents who have the ability to comply but choose not to do so are the minority of FOC clients.

Albaugh says that providing FOC offices the ability to enforce court-ordered parenting time has made a huge impact on support compliance, and that this has been a major change of the FOC mission, with Michigan leading the way for other states to adopt similar practices. As he steps down from his role at the Calhoun FOC, Jeff Albaugh hopes that the Michigan Child Support Program will continue to progress in this direction.

TECHNOLOGY TRENDS:

A Special Focus on Communication Tools for Courts



By: Michelle Le Feve, Courtland Consulting

Michelle Le Feve is a creative type who works as a project manager, writer, communications specialist, speaker and trainer. She is passionate about helping people learn new skills using technology to improve efficiency in the workplace. She loves being a mom, good conversation, and a strong cup a coffee.

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[Editor's Note: This article is the last in a three-part series of articles that focus on the availability of technological resources to help courts perform efficiently and collect information. While certain products are highlighted, this is not an endorsement of one product over another.]

Today's Communication Tools Increase Productivity and Team Collaboration

Courtland Consulting works with courts, agencies, organizations, and businesses to share our knowledge of new tools and technology trends that can help people do their job and market their programs and services. This Technology Trends article is the third in a series to share opportunities to take advantage of new online tools to easily collaborate and save time when working on team projects or delivering services to customers.

With e-mail historically being the main tool for businesses to conduct online communication, the expansive progression of new communication solutions now offers effective team and customer collaboration in real-time with video and web conferencing, direct messaging, calendar integration, audio, group chats, and more.

Cisco, Microsoft, AT&T, and other technology corporations are paving the way to making workplace communications more efficient. The methodology that these companies are using is called **Unified Communications (UC)**, which connects users to applications, team members, discussions, business workflows, and content in new and productive ways. UC essentially merges together separate communication methods into a single, combined user experience.



Out of the many communication tools that are available, in this article I will cover instant messaging and online meeting tools that are considered Software-as-a-Service (SaaS), which allows people to subscribe and use the application software in the cloud. These communication tools can be: 1) implemented to enhance the functionality to an office or agency's already established communication processes, and 2) offered as stand-alone products or they can be a fully-integrated cloud-based or on-premise enterprise solution within a network.

Instant messaging is an important and easy communication option that lets you efficiently interact in today's multitasking business environment. These tools offer speed and brevity, allowing you to chat in real-time, saving time and reducing phone tag. Rapid and brief exchanges with instant messaging helps to prevent communication overload. Many instant messaging tools allow for integration with audio calls, video conferencing, and web meetings.

Instant messaging benefits for businesses includes:

- Reducing communication delays by easily showing if colleagues are available to instant message directly through Microsoft Outlook;
- Accelerating team performance and cutting down on travel costs by conversations via group chats or audio, video, and web conferences;
- Connecting with peers in an instant and non-disruptive way to grab a quick fact or coordinate in real-time;
- Managing discussions and files easier when working on problems or with a group of people rather than trying to follow an e-mail string.

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TECHNOLOGY TRENDS: Communication Tools

(cont'd from page 10)



Two popular instant messaging tools that some Michigan courts are utilizing are: **Cisco Jabber** and **Microsoft Skype for Business**. Both tools allow you to communicate and work with coworkers, partners, and customers more quickly and securely. They also offer integrated instant messaging, voice and video calls, voice messaging, desktop sharing, web conferencing, and real-time presence (i.e., locating and identifying the availability of users to collaborate online).

Other prominent stand-alone instant messaging or full-service UC solutions include but are not limited to: Slack, HipChat, Google Hangouts, ReadyTalk, Flock, Stride, IBM Sametime, and Oracle Beehive.

Online Meeting Tools

Most people are already aware that online meeting tools can be used in many different ways to save time and money, improve communications and boost productivity. What is new in the online meeting technology evolution is its integration with other office productivity tools and the ability to instantly start or schedule online meetings from anywhere – your browser, e-mail inbox, or mobile apps.

According to FutureMarketInsights.com, the web conferencing market in the U.S. is expected to be over \$2.9 billion, which means with the high competition of companies offering online meeting services, these tools are more robust and affordable than ever.

Online meeting benefits for businesses include:

- Cutting down expenses by reducing travel and other expenditure costs;
- Reducing geographic barriers for teams and customers by easily connecting multiple locations simultaneously;
- Enhancing the engagement with customers and business partners to build associations or collaborations and easily share information;
- Integrating with other office productivity software such as Microsoft Office and instant messaging solutions for a seamless user experience.



Three popular online meeting tools that some Michigan courts are taking advantage of are: **Cisco WebEx**, **Citrix GoToMeeting** and **Microsoft Skype for Business**. Whether you are conducting meetings, trainings, presentations, or remote trouble-shooting sessions via screen sharing, almost all online meeting software can be tailored for interacting with your colleagues and clients.

Furthermore, most online meeting tools allow you to pass control of the meeting to another meeting participant as needed, and you can effortlessly schedule meetings instantly or in advance by using a personal or custom meeting web link (i.e., URL address).

A few other online meeting software include: Adobe Connect, BlueJeans, LogMeIn, Join.me, Zoom.us, ReadyTalk, UberConference, Google Hangouts, IBM Sametime, VeriShow, and BigBlueButton.

Michigan Examples of Integrated Communication Strategies

By adopting a unified and integrated communication technology delivery model, courts are able to tailor their technical office environments to shape the experiences they want for clients as well as for their court personnel. The following are concrete examples of how local courts in Muskegon and Washtenaw Counties, as well as the State Court Administrative Office (SCAO) and Judicial Information Services (JIS) are benefitting from communication tools to make their jobs easier.

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TECHNOLOGY TRENDS: Communication Tools

(cont'd from page 11)



Sean Summerville, Information Systems Tech III at Muskegon County Family Court, stated that its county IT department and the friend of the court (FOC) office capitalize on using technology to help improve communications within the court and with the public. For example, the FOC front desk staff use the Cisco Jabber instant messaging tool to contact fellow coworkers when clients show up for hearings rather than calling and tracking down staff members by phone. Jabber syncs with the court's phone system (VOIP) and Microsoft Outlook calendar, so if you are trying to instant message a coworker, you will know if the person you are trying to reach is available or not by seeing if he or she is on the phone or busy in a meeting.

Additionally, Sean indicated that Muskegon County uses the GoToMeeting web conferencing software to provide timely remote support to court staff for its Electronic Content Management (ECM) paperless system. GoToMeeting allows the court to share screens with staff and record meeting sessions when necessary. The FOC depends on Facebook and Twitter social media channels to broadcast external communications to clients regarding walk-in hours and office closures for the court.



Megan Ivey, Deputy Trial Court Administrator for Court Services and IT at Washtenaw County trial court, stated that one of their main communication technology goals is to provide as many ways as possible to make it easier for customers and partners to efficiently complete their business with the courts. Megan indicated that the majority of their county and court IT meetings are web-based, and she shared several ways in which the court is utilizing integrated communication methods to get things done. For example, the office uses *Skype for Business* and the video and instant messaging functionality on a regular basis. In fact, the majority of internal communication is through Skype rather than e-mail. From checking a caseworker's calendar to booking a meeting or speaking with the recorder and judges, Skype allows for an easy method to communicate without interrupting the court's workflow.

Currently, the Washtenaw trial court website is integrated with the trial court's case management system which allows visitors to look up public cases online without calling the court. Megan's office also continues to use e-mail distribution lists that are setup and managed by each department. The e-mail lists are primarily used for emergency messages or mass broadcasts that need to be sent throughout the entire court, and provide a simple and fast way to reach everyone. A future technology initiative for the Washtenaw County trial court is implementing an online jury management system which will allow for more interactive text messaging with the public for jury duty scheduling and communications.

Another innovation, specifically for the Washtenaw County FOC, is the utilization of an Excel spreadsheet that is centrally shared with FOC staff to help streamline the management of client hearing appointments. **Sue Watson, Enforcement Case Manager** at the Washtenaw County FOC, programmed this spreadsheet for FOC staff to enter the time of the arrival for the person on the appointment spreadsheet, which is then automatically updated for the assigned officers to see. This new process has completely eliminated the extra administrative time that it used to take for front desk staff to page or call an officer for hearing appointments.



Cody Gross, Chief Information Officer of the Judicial Information Services (JIS) Division at SCAO, stated that his team uses a combination of technologies as an integrated toolset to support and deliver services for the Michigan Judiciary. The software Slack, for example, is used in several different ways by the JIS team for simplifying communications. Specific channels are set up within Slack for JIS teams to help organize conversations so people can quickly find and receive the answers they need. Slack is also integrated with JIS' ticketing system so that when outages or issues occur, messages are sent out automatically to an outage channel. JIS teams can also participate in Daily Standup meetings from anywhere using Slack. Slack has enabled JIS project and service teams to interact in real time to solve problems and find answers to questions from anywhere.

JIS manages other communication tools, including Cisco Jabber. Jabber allows users to communicate with anyone in SCAO using a desktop or mobile device. Users can instant message with each other, click and dial from an Outlook address book, and share desktop screens. Jabber is fully integrated with SCAO's Microsoft Services so users have the ability to see if someone is in a meeting, away from their desk, or even out of the office.

For video collaboration SCAO and JIS use WebEx and Polycom.

Cody explained that all of these software tools combine to offer great value in helping to facilitate efficient communication and collaboration, with a many-fold increase in productivity for his team.

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TECHNOLOGY TRENDS: Communication Tools

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Taking Advantage of the Opportunity

Making the most out of each work interaction is always an extremely important element when it comes to communication. In my opinion, today's communication tools continue to change the face of the workplace by offering different ways to assist courts, agencies, organizations, and businesses with tackling initiatives, solving problems, and improving team collaboration.

I would like to thank the court staff in Muskegon and Washtenaw counties and the JIS CIO for speaking with me and allowing me to share the technical communication strategies that are being used within their offices.

I hope you find this article beneficial with learning and exploring new avenues to support and manage the important work you do for your court, counties, and communities. Feel free to [send me your thoughts](#) or how you have used any of these tools.

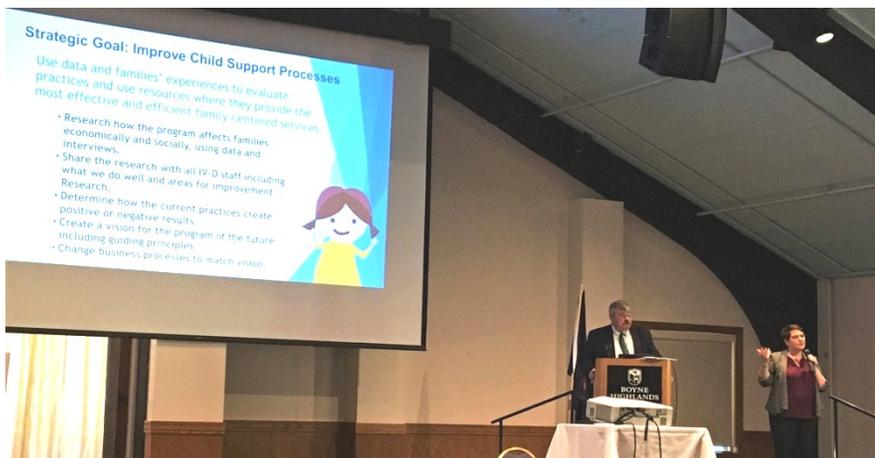
Article Disclaimer: *With some of these tools, the freemium version only offers limited features vs. the paid version with more bells and whistles. You can review the package differences on each product's website. If you have issues connecting to these tools from your County or State office network, then you will need to work with your IT Department for approval/access or as an alternative, these tools have free mobile apps that you can install or use via a web browser on your tablet or smartphone. Do not ever publish confidential information when using any free software tools.*

Website links for tools and resources mentioned in this article:

www.gartner.com, www.unify.com,
www.cisco.com, www.microsoft.com,
www.chanty.com, www.slack.com,
www.hipchat.com, www.stride.com,
www.flock.com, www.oracle.com,
www.readytalk.com,
www-03.ibm.com/software/products/en/ibmsame,
<https://hangouts.google.com>,
www.crowntv-us.com,
www.grandviewresearch.com,
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www.webex.com, <https://join.me>,
www.uberconference.com,
www.verishow.com,
www.bigbluebutton.org,
www.zoom.us,
www.adobeconnect.com, and
www.bluejeans.com.

2017 Michigan Family Support Council Fall Conference Highlights

The [Michigan Family Support Council](#) (MFSC) put on [another great conference](#) October 4 – 6, 2017. This year there were 470 registered conference attendees from all across the state. The keynote speaker, Linda Larsen, kicked off the conference with motivational tips about fostering positivity like dedicating time each morning to reflect on gratitude. Office of Child Support Director Erin Frisch and Friend of the Court Bureau Director Steve Capps jointly presented the program's new strategic plan at the closing of the conference, followed by a brief message from [Scott Lekan](#), Commissioner of the federal Office of Child Support Enforcement.



Steve Capps (left) and Erin Frisch (right) present the new strategic plan.

The silent auction raised approximately \$5,000 this year. This year's recipient is the nonprofit organization, Ele's Place, a healing center for grieving children and teens.

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Michigan Family Support Council Fall Conference

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If you were not able to attend the conference and wonder what you might have missed, there is still an opportunity to learn from the breakout sessions. You can access available materials from sessions [online](#), including handouts and presentation files. If you do not already have a member account with MFSC, you will need to first request login credentials using the instructions on the web page.

Also, dates have just been announced for next year's MFSC Fall Conference: **Wednesday, October 17 – Friday, October 19, 2018**. Note the conference's location change to [Boyer Mountain](#) in 2018. MFSC provides [e-mail notifications](#) for further updates such as when 2018 conference registration opens.

Perhaps the most highly-anticipated portion of the conference was when [service awards](#) were presented by Sheila Waldrop, president of MFSC, on Wednesday, October 4, to eight outstanding child support professionals from FOC offices, Prosecuting Attorney offices, the Office of Child Support, and the State Court Administrative Office. The Michigan Family Support Council accepts nominations for service awards throughout the year. This is one way to provide recognition for hard-working child support professionals.

Learn about each of this year's honorees from excerpts of the nomination text.



Sheila Waldrop presents award to Lisa Robinson, Document Management Supervisor, Wayne County Friend of the Court

LIFETIME ACHIEVEMENT AWARD

Lisa Robinson has been a public servant for nearly 30 years, dedicating her entire career to benefiting others. She is hailed as strong, loving, and patient. To Lisa, family and relationships with others mean everything. She has supported many people, not only in her personal life, but in the child support program.

Lisa has a deep understanding of the turmoil that a family can face and knows the value of listening and letting people be heard. She is passionate about always doing the right thing and doing her best in every endeavor.

She has been a leader in the Wayne County FOC office, transitioning through the many stages of MiCSES and changes at the helm with her quiet demeanor and constancy. Lisa was described as, "not a woman of many words, but *deeds*."

Beyond her daily office responsibilities, Lisa has also been a dependable, capable, and compassionate leader for the MFSC. Each year she works tirelessly to ensure that the fall conference goes off without a hitch, often sending out e-mails late at night, on weekends, or at the crack of dawn.

OUTSTANDING ACHIEVEMENT AWARD

Suzy Crittenden has been with the child support program for over 14 years. She has been described as a "pitbull" in getting improvements to the MiCSES case management system. She regularly exhibits compassion, patience, diligence, and dedication.

Suzy is a firm believer in collaboration and always seeks input to resolve issues. She has specialized in resolving MiCSES problems, accepting calls and e-mails. She attends countless meetings on how to fix or update the MiCSES system while keeping in mind the impact the changes could have on other partners.



Suzy Crittenden, FOCA Liaison, Friend of the Court Bureau

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Michigan Family Support Council Fall Conference

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OFFICE OF CHILD SUPPORT AWARD

Ellen Wood is described as passionate, creative, patient, and meticulous. She has shown a commitment to this program by educating IV-D and non-IV-D staff, living the partnership mentality, and promoting the positive effects of inclusion.

Ellen has spearheaded the creation of new literature, webinars, and publications. She continuously answers questions and works diligently to increase our paternity establishment percentage (PEP) rate and resolve CPR access issues. Michigan is lucky to have someone who has dedicated so much time and talent to the [DADvantage campaign](#), spending time visiting hospitals and offices to educate staff on how to achieve early paternity establishment.



Ellen Wood, PEP Analyst, Office of Child Support

OFFICE OF CHILD SUPPORT FIELD STAFF AWARD

Patty Buskirk has worked in the child support program for 23 years, supporting its goals through many transitions. She has been open and willing to learn and lead, her demeanor calm and positive while identifying problems and researching solutions.

Patty is dependable, dedicated, and persistent. She not only supports staff in the world of work, but in their personal lives as well. She is compassionate, rational, loving, and kind. She demonstrates by doing and leaves no one in doubt as to her commitment to her work and staff.

Patty has served on too many JADS, WITS, Workgroups and UAT's to count. She believes in the power of knowledge and works to be a resource for all. She addresses program needs by creating policy and protocol as a tool for others to guide them in their success.



Patty Buskirk, Child Support Specialist Manager, Office of Child Support

PROSECUTING ATTORNEY SUPERVISOR AWARD

Andrew Albrant has been an Assistant Prosecutor for over 15 years in the child support division and has dedicated his career to the child support program.

Some of the key components of his success are his legal knowledge, attention to detail, and adherence to the law.

Andrew constantly seeks out changes in the law and helps keep the court, the FOC, and other staff aware of new developments. He has been a long time participant and leader in the child support program as a contributor to many JADs, WITs, and workgroups.

Andrew has taken on special projects and pilot programs for the state and is dedicated and determined to do his best at everything.



Andrew Albrant, Assistant Prosecutor, Genesee County Prosecuting Attorney

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Michigan Family Support Council Fall Conference

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*Claudia Concienne, Administrative Aide,
Livingston County Prosecuting Attorney*

PROSECUTOR STAFF AWARD

Claudia Concienne has been a part of the child support program since 2002. She has weathered staff reductions and increases in work without complaint. She has shown a true dedication to her office and the program despite necessary absences, always connecting with the office to ensure that the work was getting done, that questions were answered and assurances were given.

Claudia is intelligent, dedicated, and passionate. She manages difficult client dynamics with patience, compassion, and courtesy. She can handle complex cases, draft pleadings, and manage unique case nuances.

Claudia helped elevate the staff's performance in the area of service of process by 40% in a single year, and helped to increase the county PEP rate to 99%.

FRIEND OF THE COURT SUPERVISOR AWARD

Teresa Meyer has been with the child support program since 1981 – 37 years! Teresa grew up with the child support program, filing documents and answering phone calls.

Each day Teresa demonstrates an understanding of a person's individual needs, whether that person is a client or a staff member. She is able to help maintain a balance for everyone around her through her caring and compassionate nature.

Teresa arrives at the office early, stays late and never seems to take a lunch break. She is always available to staff and graciously accepts new ideas and works on ways to implement them.



*Teresa Meyer, Assistant Friend
of the Court, Isabella County*



*Tori Petway, Case Management
Assistant, Oakland County FOC*

FRIEND OF THE COURT STAFF AWARD

Tori Petway is another lifetime devotee of the child support program, having given 31 years thus far of dedicated service to her office and the state.

She is known for her outstanding customer service and is always prepared to help a sensitive customer understand a process. Tori always goes the extra step to make sure a customer is aware of his or her rights and responsibilities. She shows unlimited patience and respect to the customers.

Tori is always upbeat and positive – a contagious trait that lifts the office morale. Often she can be found singing to herself while working at her computer. Another fun dynamic of Tori is her attention to personal flare and professional appearance; she sets a standard for others and completely *rocks* her wardrobe.



MICHIGAN COURT OF APPEALS DECISIONS

PUBLISHED AND UNPUBLISHED SEE: <http://courts.mi.gov/courts/coa/opinions/pages/zipfiles.aspx>

Safdar v Aziz, for publication opinion of the Court of Appeals, released September 7, 2017. (Docket No. 337985). A trial court has authority to consider a motion for change of domicile that would impact custody and modify a judgment of divorce, even if this action occurs while an appeal is pending.

Leagon v Leagon, unpublished opinion of the Court of Appeals, released July 11, 2017. (Docket No. 334922). The Court of Appeals could find no authority to support plaintiff's argument that only moral transgressions that occurred after filing a motion to change custody should be considered in the best interests analysis.

Bauer v Waidelick, unpublished opinion of the Court of Appeals, released July 25, 2017. (Docket No. 336876). The trial court did not err in finding insufficient evidence of a change in circumstances where the alleged change was likely a result of the parents' continuous hostile behavior rather than a separate event.

Kimball v Pearson, unpublished opinion of the Court of Appeals, released July 25, 2017. (Docket No. 335639). Generally a trial court does not abuse its discretion in denying a motion for reconsideration that rests on evidence that could have been presented in the original motion; however this principle must yield to the primary goal of securing custody decisions that are in the best interests of the child.

Campean v Campean, unpublished opinion of the Court of Appeals, released July 27, 2017. (Docket No. 335861). Normal life changes such as employment schedule, housing relocation, and remarriage do not amount to change of circumstances warranting modification of parenting time as significant as a custody change when the life changes focused on the parent and not on their impact to the child's environment, behavior, and well-being.

Kenzie v Kenzie, unpublished opinion of the Court of Appeals, released August 8, 2017. (Docket No. 335873). An award of sole legal and physical custody to plaintiff with conditional gradually increasing joint custody to the defendant—dependent upon his continued negative drug testing – was appropriate considering defendant's recent behavior including: engaging in domestic violence and stalking the plaintiff, drug use, and evidence of an unstable mental state, but acknowledging his long committed and loving relationship with the children.

Miller v Johnson, unpublished opinion of the Court of Appeals, released August 8, 2017. (Docket No. 336083; 337055). Because the trial court considered two motions to change custody – Johnson's motion to change physical custody and Miller's motion to change legal custody – it was required to determine separately whether each party could establish proper cause or change of circumstances sufficient to reopen the custody issues.

Johnson v Johnson, unpublished opinion of the Court of Appeals, released August 8, 2017. (Docket No. 336827). When plaintiff was granted a change of domicile to move the parties' children out of state to Virginia, it was appropriate for plaintiff to bear the burden of travel expenses to accommodate defendant's holiday and summer parenting time in Michigan, while the travel expenses for defendant's optional school-year weekend parenting time in Virginia are defendant's burden.

(cont'd on page 18)



MICHIGAN COURT OF APPEALS DECISIONS *(cont'd from page 17)*

PUBLISHED AND UNPUBLISHED SEE: <http://courts.mi.gov/courts/coa/opinions/pages/zipfiles.aspx>

Bridge v Bridge, unpublished opinion of the Court of Appeals, released August 15, 2017. (Docket No. 335453). The trial court did not err in finding that a balancing of the factors justified joint legal custody when although the parties had difficulty cooperating “in a natural way,” they were able to use a computer program called Our Family Wizard to communicate and resolve issues involving the children.

Russian v Porter and intervener Rebeaud, unpublished opinion of the Court of Appeals, released August 22, 2017. (Docket No. 337168).

The Revocation of Paternity Act does not require an analysis of whether an established custodial environment exists in connection with an analysis of the best interests of the child under MCL 722.1443(4).

Roe v Roe, unpublished opinion of the Court of Appeals, released August 22, 2017. (Docket No. 336452).

Although a change in the defendant’s availability to care for his children may be a normal life change, the *Vodvarka* standard requiring more than “normal life changes” to justify a change in circumstances refers to changes in the child’s life rather than the custodian’s life.

Kristianti v Karppinen, unpublished opinion of the Court of Appeals, released August 31, 2017. (Docket No. 332676).

Trial courts must consider facts including the relative income of the parties, the needs of the child, and any other particular circumstances of the case before determining if deviation from the child support formula is warranted.

Block v Galbraith, unpublished opinion of the Court of Appeals, released September 5, 2017. (Docket No. 335874).

The trial court erred by attempting to award custody in a guardianship proceeding without complying with the Child Custody Act, which is the exclusive act governing custody determinations.

Ali v Ali, unpublished opinion of the Court of Appeals, released September 14, 2017. (Docket No. 331601).

The trial court could properly impute income to the defendant when it found defendant’s testimony that he only made \$800 to \$900 a month not credible given his historical earnings including cash transactions, previous work experience as a certified mechanic, and prevailing wage rates in the local geographical area.

Malish v Marcelli, unpublished opinion of the Court of Appeals, released September 19, 2017. (Docket No. 337990).

Given that defendant’s allegations relating to changes that occurred after the judgment of divorce were limited to issues that were normal life changes (medical and dental issues) or would not have a significant effect on AM’s well-being (teacher’s strike), the trial court’s finding that there was not proper cause or a change of circumstances was not against the great weight of the evidence.

d’Itri v Bollinger, unpublished opinion of the Court of Appeals, released September 19, 2017. (Docket No. 337815).

During a custody proceeding when facts were disputed which were relevant to determining whether the threshold proper cause or change in circumstances burden has been met, the trial court erred by not holding an evidentiary hearing.

(cont'd on page 19)



MICHIGAN COURT OF APPEALS DECISIONS *(cont'd from page 18)*

PUBLISHED AND UNPUBLISHED SEE: <http://courts.mi.gov/courts/coa/opinions/pages/zipfiles.aspx>

Karungi v Ejalu, unpublished opinion of the Court of Appeals, released September 26, 2017. (Docket No. 337152). The trial court committed error by dismissing a case involving control of frozen embryos based on the incorrect case classification code.

Wilson v Haney, unpublished opinion of the Court of Appeals, released October 10, 2017. (Docket No. 338738). Although the referee erroneously considered the factors for a change in domicile when the plaintiff had sole legal custody of the minor child, the trial court corrected the error in the *de novo* hearing and correctly considered whether the change in domicile would modify an established custodial environment notwithstanding the child's legal custody.

Goetz v Frandle, unpublished opinion of the Court of Appeals, released October 12, 2017. (Docket No. 338142). Although the child lived entirely with her mother, the parties' contentious divorce, the mother's exclusion of the father during her pregnancy and the child's birth, and the need for court intervention for the father to see the child supported the trial court's determination that the child's environment was insufficiently stable to constitute an established custodial environment with the mother.

Espinoza v Espinoza, unpublished opinion of the Court of Appeals, released October 12, 2017. (Docket No. 338145).

Although the trial court stated that if defendant secured housing in the children's school district it would consider alternating weeks of parenting time and established a review hearing in three months to further consider the children's custody, the trial court was still required to consider whether the children had an established custodial environment and whether there was a change in circumstances before changing the current custody order.

The Pundit is a publication of the Friend of the Court Bureau,
State Court Administrative Office, Michigan Supreme Court.
The Pundit is published quarterly and is paid for with Title IV-D funds.



Michigan IV-D Memorandums (Office of Child Support)

2017-024 (October 26, 2017) Revised Expiration Date on the Interstate Notice of Lien (FEN060)

This IV-D Memorandum announces a revision to the expiration date on the Interstate Notice of Lien (FEN060). The revised FEN060 will be available in MiCSES as of October 31, 2017.

2017-023 (October 18, 2017) Contract Performance Standards (CPS) Project: Status Update

This IV-D Memorandum provides an update on the Contract Performance Standards (CPS) Project and a forecast regarding its implementation. This is new information; all PA and FOC staff are encouraged to read this memorandum. OCS is working toward an implementation of CPS for fiscal year 2019 (FY19), which will begin October 1, 2018 and end September 30, 2019.

2017-022 (September 25, 2017) Correction to the Reasonable Cost of Health Care Percentage in the Michigan Child Support Enforcement System (MiCSES) and Updated Policy on Duplicating Calculations in the MiCSES Calculator

This IV-D Memorandum announces a correction to MiCSES functionality to accurately populate the Reas Cost percentage field on the Medical Order Provisions (MORP) screen and to retroactively update the reasonable cost of health care percentage on orders entered after December 3, 2016 and prior to this release on September 29, 2017. This memorandum also announces an update to Section 4.20, "Support Recommendations and Order Entry," of the Michigan IV-D Child Support Manual, which provides additional guidance about duplicating calculations on the MiCSES Calculator.

2017-021 (September 5, 2017) Implementation of and Enhancements to the Federal Child Support Portal Applications and Modifications to User Access Security Forms

This IV-D Memorandum introduces three Child Support Portal applications that the Michigan child support program will implement on September 8, 2017: Federal Case Registry (FCR) Query; State Statistical Reporting System (SSRS); and Multistate Financial Institution Data Match (MSFIDM). This memorandum also introduces the Child Support Portal Implementation Table (Exhibit 3.06E3) and three Portal applications that OCS was required to immediately implement but did not previously announce in a IV-D Memorandum: Online State Plan System; Data Reliability Audit (DRA) Portal Upload; and Self-Assessment. Additionally, this memorandum announces updates to the existing Portal applications eEmployer, Department of Defense (DoD) Entitlement, and Query Interstate Cases for Kids (QUICK).

2017-020 (August 21, 2017) Updates to Family Violence Functionality

This IV-D Memorandum announces system changes to family violence functionality related to the MiCSES/Michigan State Police Law Enforcement Information Network (MSP LEIN) interface. These changes were implemented with the MiCSES 9.6 Release on August 25, 2017.

2017-019 (August 21, 2017) Excluding National Medical Support Notices (NMSNs) From Non-IV-D Cases

This IV-D Memorandum announces new MiCSES functionality with the August 25, 2017 MiCSES 9.6 Release which ensures that OCS meets the requirement to use the NMSN only in IV-D cases. This memorandum also announces revisions to Section 6.06 of the Michigan IV-D Child Support Manual to: explain the impacts to the NMSN process when a non-IV-D case is the active enforcement case on an order that also has one or more IV-D cases; update the policy on issuing NMSNs only in IV-D cases; and make several minor updates. Finally, this memorandum introduces the new PDF version of the NMSN that IV-D workers will use under limited circumstances.