



TECHNOLOGY TRENDS: A SPECIAL FOCUS ON PRODUCTIVITY AND SURVEY TOOLS

By: Michelle LeFeve, Courtland Consulting

[Editor's Note: This article begins a short series of articles that will 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.]

Technology Has Completely Changed the Way We Work and Communicate

My work at Courtland Consulting allows me to share with many courts, agencies, organizations, and businesses 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 first in a series that I will be writing to share how people and companies are taking advantage of new tools to collaborate and work on projects, which ultimately helps save time and money.

In the information age, and with the movement toward mobile-devices, we are connecting data, people, and applications together more than ever before. There are now over 207 million U.S. consumers who are using smartphones according to a recent Static report. How many times per day do you check your mobile phone? A study found that the average smart phone user checks the phone 85 times per day (*Source: Nottingham Trent University study*). Our mobile devices have become an inseparable part of our lives.



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These facts probably are not shocking for some of you but it does prove that technology (such as mobile devices and social media networks) has entirely changed the way we communicate with one another. With this change comes the ability to customize and personalize tools to conduct business, which has made collaborating between teams and groups even simpler and easier.

For this first article of the series, I will be focusing on productivity and survey tools. The tools listed below offer a license free or “freemium” version, free trial and/or low-cost monthly fee.

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Technology Trends... (cont'd from page 1)

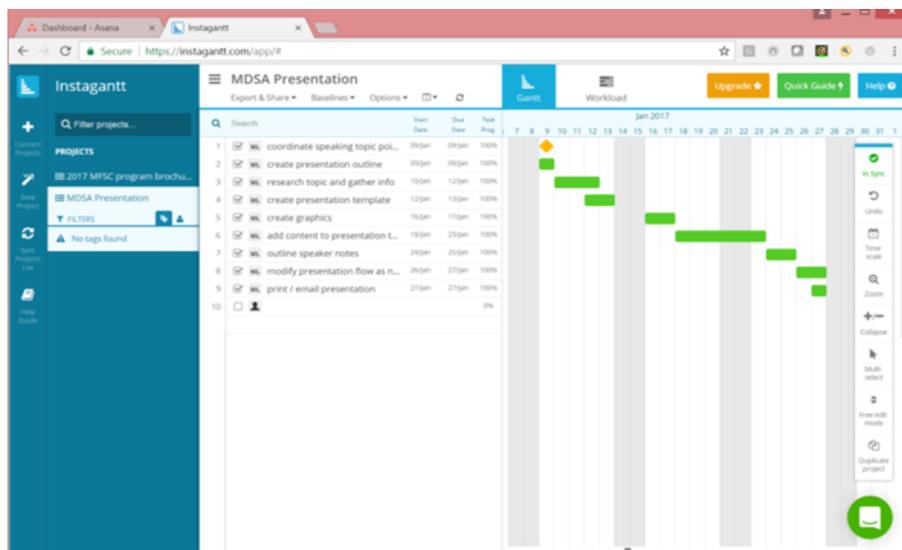
Productivity Tools

There are now affordable and easy-to-use products available that can function as your own customized, project management office to help organize your projects and tasks at the click of a button. These tools are called **productivity tools** and they are revolutionizing how people and businesses manage projects and teams. Two productivity tools to explore are: **Asana** and **Trello**. Both tools allow you to create an account on their website at no charge and you can immediately start adding projects or tasks.



Asana's tasks, projects, conversations, and dashboards provide a very user-friendly and easy way for teams to track projects from start to finish. The site navigation is displayed cleanly on the left to add projects and team members. The center of the screen shows your project task list and helps you easily see responsibilities and next steps for a project. In Asana, you can set each task to have a due date, team member assignment, upload files, and add conversation comments. All information is centralized in one location. You can see progress at a glance for any project and e-mail reminders can be automatically sent to team members for past due tasks, which can cut down time on follow up and status meetings.

For charting progress, Asana integrates with a freemium tool called **Instagantt** that provides visual Gantt reporting. The free version of Instagantt allows up to three projects at a time and you log into Instagantt using your Asana login. You can easily reset dates, duration, and task completion.



THE PUNDIT

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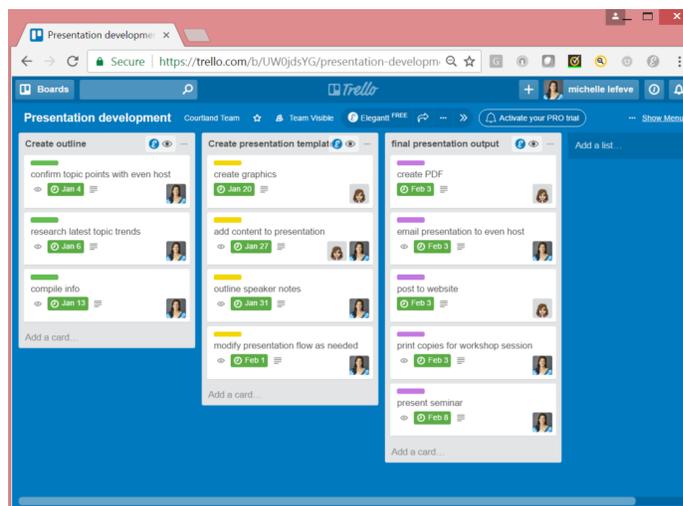
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Technology Trends... (cont'd from page 2)

The Michigan Family Support Council's Program Brochure and Website Committee (Committee) has used Asana to help achieve its tasks. "For the last two years, we used Asana to manage the creation and design of the annual fall conference program brochure. There are over 75 project tasks and about 15 Board members and volunteers that require collaboration and tracking to collect information and conduct final reviews for the conference program brochure. Asana functions as the Committee's project assistant with tracking volunteer tasks and it has saved a tremendous amount of time." ~ Michigan Family Support Council, Program Brochure & Website Committee



Trello's boards, lists, and cards enable you to organize and prioritize projects in a more visual and flexible way. Cards let you keep track of everything your team needs to do or remember in one place. Team members can open cards to add details like checklists, due dates, files, and comments.



Trello has a Power-Ups function that adds different features and integration add-ons to help with project and task management. These range from screenshot image attachments, file sharing, calendar to social media, web conferencing, e-mail marketing, and more. With the freemium version of Trello, you are allowed to use one PowerUp at a time. One of my favorite Power-Ups is the Gantt chart feature that works with **Elegantt**. You can view your project and tasks via the cards and Gantt chart at the same time and you can make quick adjustments to tasks, resources and due dates.

Some in the field are already using these resources, such as Maureen Peterson, FOC Analyst and Operations Coordinator from Kalamazoo County. Anita Smale-Bilek (MiCSES Analyst) said, "I was introduced to Trello at the Michigan Family Support Council fall conference in 2016, and I started to use it for the Friend of the Court User Group. We are able to move around potential agenda items, future agenda items, and message each other back and forth as we talk about topics. I have also introduced Trello to the Strategic Planning Committee that I chair in Kalamazoo County. This Committee has used it to brainstorm and share ideas without the back and forth of e-mail. Co-workers of all different technical skills were able to quickly learn how to use the tool."

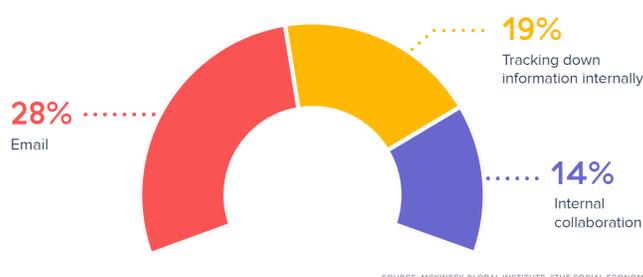
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Technology Trends... (cont'd from page 3)

Over 60 percent of customers say using Asana has reduced the amount of e-mail and status meetings with their team. This is incredible! What would you do if you were able to get back 14-28 percent of your work-day by lessening the amount of administrative tasks? I don't know anyone who wouldn't want to cut down on e-mail in their inbox or meeting time.

Asana reduces work about work



There are many productivity tools to choose from and you can assess which one is best for the features you need based on your budget. If you are looking for more robust project management and enterprise resource planning (ERP) solutions, which are a higher cost but offer bigger benefits for larger teams, look into these tools as an alternative: Basecamp, Harvest, Wrike, Mavinlink, ProWorkFlow, WorkFront, and Workbook.

Survey Tools

Online survey tools help you create and send surveys with ease and offer robust analytics reporting to make smarter decisions with data. You can conduct surveys tailored for customer satisfaction, employee engagement, event planning, market research, and more. I will be presenting information on the product, **SurveyMonkey**, because there are already many Michigan agencies and courts who are using this tool or are interested in using it. In addition, a brief list of alternative survey tool products is provided at the end of this section.

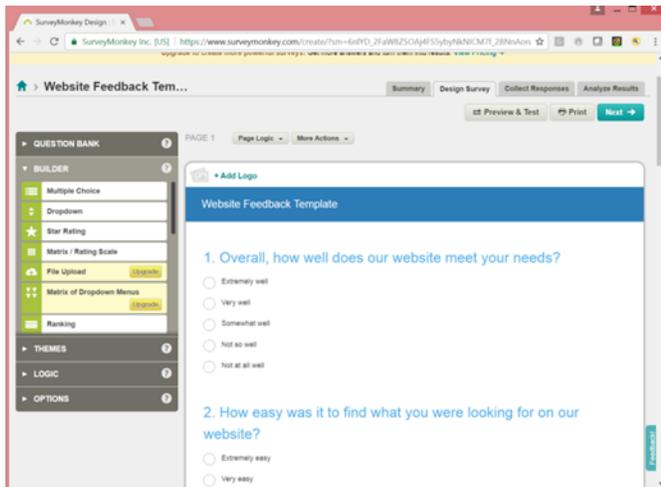


SurveyMonkey has a user-friendly interface and the flexibility to create simple to sophisticated surveys. SurveyMonkey is fast and easy to use with survey templates. All of SurveyMonkey's survey templates are mobile compatible and you can create a survey from scratch as well. SurveyMonkey has an intuitive design that includes a summary page to show high-level information such as real-time results of submissions and quick links to edit the design, set methods for collecting responses, and view or generate data reports.

The type of question and specific wording of the question impacts how you get information and the success of the survey. SurveyMonkey does a great job at providing tips to help you plan your survey and it contains a variety of question types that you can choose from, such as multiple choice, dropdown, star rating, rating scale, ranking, demographic questions, and more.

(cont'd on page 5)

Technology Trends... (cont'd from page 4)



You can collect responses online via mobile, web and social media, and perform manual data entry for responses you may receive offline. With the paid version of SurveyMonkey, you can buy responses from specific target audiences if needed, and it also allows you to customize the survey URL link. So instead of a combination of jumbled numbers and letters, it can be named as something more relevant, like “XYZ2017survey.”

To analyze results, you can view the data onscreen and/or generate and export a report. SurveyMonkey’s paid version has a text analysis feature for open-ended questions that searches and categorizes responses by frequently used words and phrases, which is a great time-saver for researchers and analysts.

Renae Topolewski, FOC Director in St. Clair County, has been using SurveyMonkey to meet her office’s needs. “Implementing a new program can be tricky. SurveyMonkey can guide you on the effectiveness of a program, satisfaction of the customer, and if improvement is needed. We have used it for our new program called, 'Especially for Parents – Understanding the Friend of the Court'. We were able to easily create a quick survey to collect the data we need.”

There are many survey tools to choose from and you can evaluate and compare features to find the best one to match your needs. Other survey tools to consider: Poll Everywhere (limited to 25 responses per question), SurveyPlanet, Google Forms, SurveyGizmo, and TypeForm.

Taking Advantage of the Opportunity

The rapid pace of evolving technology continues to change the way we work and offers new and exciting opportunities. Companies who develop these new software-as-a-service (SaaS) tools are fiercely competitive with each other and they are designing these products extremely easy to use, affordable, and include all the right features that we need. The tools shared in this article have improved processes, streamlined administration time, and increased team collaboration. With a little time investment on your part, you can learn on your own if you can benefit from any of these resources.



I hope you find this article beneficial with learning and exploring new avenues to help 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 of any of these tools. Look for the next Technology Trends article series in the next issue of the *Pundit*.

(cont'd on page 7)

Technology Trends... (cont'd from page 5)

Meet the Author:

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. Connect with her at: lefevem@courtladconsulting.com or Twitter@MichelleLeFeve.

Website links for tools mentioned in this article: www.Asana.com, www.Instagantt.com, www.Trello.com, www.Elegantt.com, www.Basecamp.com, www.Harvest.com, www.getHarvest.com, www.Wrike.com, www.Mavinlink.com, www.ProWorkFlow.com, www.Workfront.com, www.Workbook.net, www.SurveyMonkey.com, www.SurveyPlanet.com, www.Google.com/forms/about, www.SurveyGizmo.com, www.TypeForm.com.

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. Product packages and pricing are subject to change based on its provider. 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 publish confidential information when using any free software tools.

JoAnne Lockey-Sarrault
Case Manager, Cheboygan County Friend of the Court

A RESPONSIVE GUIDE TO COMMUNICATING FRIEND OF THE COURT RESOURCES

The Friend of the Court (FOC) is a complex place to use resources. Often, our clients are already on edge about the issues they must address with this arm of the circuit court — one's family, finances, and very personal information. There may be an element of fear involved, as this may be the first time a client has had to conduct FOC business. This is especially true if clients are acting on their own, attempting to navigate the complicated procedures and legal language that are the fundamental pieces of any domestic relations case.

As service providers, we are not in a position to change the language of the law. Clearly, that must remain the same. Legally mandated procedure must also remain. So, how do we make it easier and more comfortable for our clients to navigate our civil procedures, and make the best possible use of all of the available resources?

FOC staff is an invaluable intermediary between clients and the circuit court. We cannot provide legal advice and we have no control over statutes and court rules. FOC staff *do* have control over the language and manner we use to communicate our policy, procedures, and resources to our clients. That may seem like a very small piece, but if we make a few minor changes to how we share information with clients, there is a good chance for greater satisfaction with the FOC, increased trust in the FOC system, and greater self-sufficiency on the part of our clients.

(cont'd on page 7)

A Responsive Guide to Communication FOC Resources ... (cont'd from page 6)

In [Politics and the English Language](#), George Orwell offers this sage advice: *Never use a long word where a short one will do.* For anyone in the legal community, we know how difficult this can be. So perhaps, the power of our message is in the method in which we communicate material to our clients. The information and resources that we offer about custody, parenting time, and support are complicated. Considering that, we need to understand that the *how* of our communication about our FOC resources is just as important as the *what* of our communication.

Consider the scenario where one is the recipient of very difficult news about a medical condition. Generally speaking, there are two ways in which this could go. The first doctor could be very technical in delivery, with a tone that is matter-of-factual and brusque, explaining the traumatic diagnosis from a purely scientific point of view, without consideration for how this situation will impact the patient. The doctor conveys the information, and abruptly leaves the patient to digest it. The second doctor is more engaging with the patient, makes direct eye contact with him or her, and offers a very clear, perhaps somewhat simplified, analysis of the diagnosis. The conversation, with the same distressing news, wraps up with a compassionate exchange about the impact the patient's disease will have on every aspect of his or her life and answers any questions the patient has. The information is the same, but the second doctor works harder to build trust with the patient, which then makes the patient feel calmer and more receptive to the information and resources.

To fully convey the resources that our local Friend of the Court office offers to clients, it is important to be transparent and understandable. By communicating with a slightly softer tone, engaging the clients with open-ended questions, and taking time to learn what their objectives are in the process, a determination is more easily made as to what the FOC has to offer to the client.

Start by asking, "How can I help?" This gives clients the opportunity to articulate the *what* that they are seeking.

Continue with, "Tell me more." By taking a few minutes to hear the story, we gain insight and information that allows us to offer appropriate resources. This may be where a staff member discovers that parenting time mediation has not proven successful for the family, so a motion may be the only option.

Dig a little deeper with, "What are your goals?" In asking this, FOC staff may determine that a parent wants to change domicile with a child, not just modify the parenting time order.

Finally, "What else can I help you with?" Note that the question is open-ended, and doesn't allow a simple yes or no response. It could begin another whole line of discussion, or it could wrap up the interaction. In the end, though, this question builds trust, and makes the client feel valued.

The clients of the FOC are vital to our organization. They need the resources of our office at some of the darkest and most difficult points of their lives. FOC staff has a vast amount of information and resources to offer. By listening to our clients and reframing the exchanges to determine target areas of interest, we offer positive interaction that builds client trust and builds a stronger reputation for considerate and equitable court services in the community.

¹<http://www.economist.com/blogs/prospero/2013/07/george-orwell-writing>

²<https://www.skipprichard.com/15-powerful-phrases-that-will-make-you-a-better-leader/>

What Are You Posting Online? Effectively Using Social Media in Child Support Cases

Social media is a valuable tool for support specialists, prosecutors, and friend of the court (FOC) investigators. Social media platforms, such as Facebook and Instagram, have been used as effective means to locate parents and to clarify information received from parties.

Nicole Summers, a mediator and evaluator at Kent County FOC, said, "Facebook has been used to help the custodial parent search for the other parent. It is a great tool to identify the person, his or her location, employment status, and to confirm identification by photographs."

Summers added that social media is used to "investigate certain claims, allegations, or concerns the parties raise during the initial meeting. Doing this helps to confirm a variety of issues, such as relationship status, extra-curricular activities (drug use, partying, etc.), and the parties' residence."

An online investigation system, CLEAR, is used by support specialists and the "locate team" members at the Office of Child Support (OCS). This system is used to verify the information posted on Facebook. Support specialist, Anita Smith, uses social media and CLEAR to verify the parent's name, birthdate, city, and state during the interview. Facebook is a great tool if the parent uses his or her legal name. However, if the parent uses a nickname on Facebook, that presents a challenge. The other parent can usually provide information about the party's use of different aliases to assist in the search or find the parent through mutual friends on Facebook. CLEAR, however, is often more effective because the two parents may not be friends on social media.

CLEAR can help support specialists find a parent's legal name and date of birth. Smith stated she takes information from Facebook and verifies it through CLEAR. Facebook can also be effective when the custodial parent does not cooperate, provides false information, is unsure about the information, or denies information about the noncustodial parent. Smith searches the noncustodial parent online, prints pictures from his or her Facebook profile for identification purposes, and sends it to the prosecutors so that the child support case can be started.

While other outlets such as Snapchat, Instagram, and Twitter are available and may provide insight about a parent's lifestyle, Smith does not find these as helpful because people tend to include more information on Facebook. Overall, social media and other technology provide support specialists with information to begin their search or confirm information.

Prosecutor Jennifer Granzow has used social media to help locate and gather information on parties for establishment and enforcement of a case. Granzow stated that although people exaggerate their personal information on social media, it is a good starting point to investigate a party's assets and employment. Social media is helpful to locate people who have routine contact with the party to find out where the party resides. In other instances, Facebook can also be used as confirmation that parties have been in contact.

Summers finds social media quite helpful in other ways, including when she prepares reports and makes recommendations for custody and parenting time. The information from Facebook and other sites will help strengthen and add to Summers' parenting time recommendations. Social media is very useful as it "helps me figure out if a party is employed and where. Social media can be a very useful tool in preparing reports and recommendations for custody and parenting time, as well as with child support calculations," she explains. (cont'd on page 9)

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.

What Are You Posting Online? (cont' from page 8)

Social media is also beneficial to confirm support determinations. For example, a party might post a picture of a new car or vacation pictures. This helps to look at the lifestyle and determine ability to pay for show cause hearings or for imputation of potential income.

Social media outlets aid specialists in various stages throughout the child support case. Facebook can potentially help child support professionals find out the following information: birthdates, pictures of drug use, or other improper activities, employment information; location information, and sometimes posts indicating a party's intentions and feelings about the other party.

For more information, contact Paul Gehm at gehmp@courts.mi.gov.

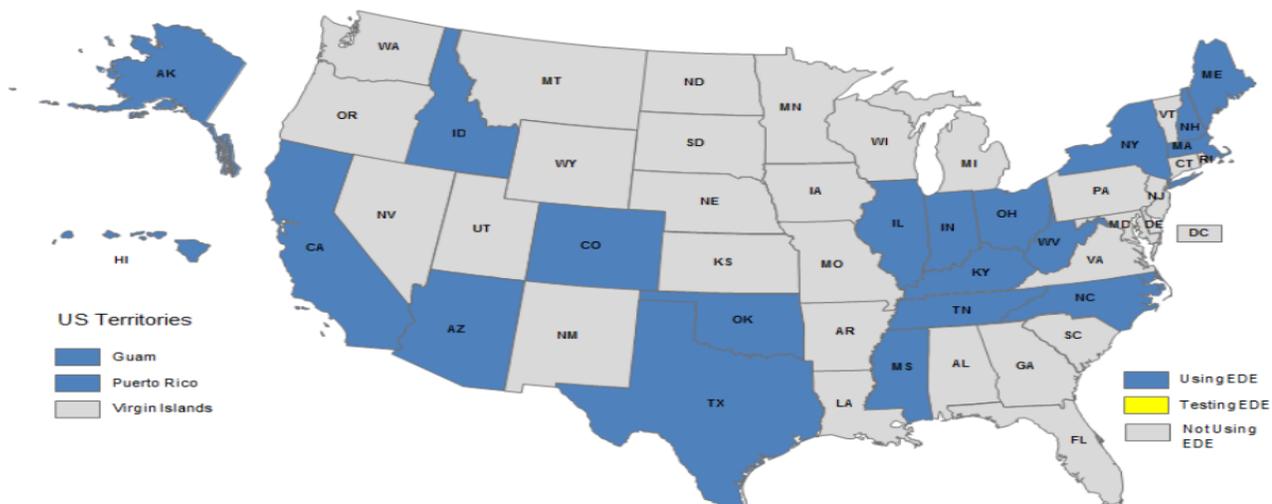
USING TECHNOLOGY TO EASE DOCUMENT EXCHANGE IN INTERGOVERNMENTAL CASES

As states prepared to pass the Uniform Interstate Family Support Act (UIFSA), the U.S. Office of Child Support Enforcement (OCSE) began developing an application for states to electronically exchange child support documents and UIFSA forms. The Electronic Document Exchange (EDE) was released to the states in 2014, creating a secure way for states to efficiently exchange case information and supporting documentation in intergovernmental cases.

The EDE allows users to:

- Request documents from participating EDE states;
- Respond to request for documents;
- View and download another state's responses;
- Send and download unsolicited documents to an EDE participating state in support of a Child Support Enforcement Network (CSENet) request to open a case or update documents from an existing case;
- View case reports.

(cont'd on page 10)



Using Technology to Ease Document Exchange in Intergovernmental Cases... (cont'd from page 9)

As of January 2017, the OCSE reports that 23 states and territories are active on the EDE. If a Michigan intergovernmental user is working with an EDE-participating state, the Michigan worker will want to let the state know that Michigan still requires all documentation to be sent via U.S. Postal Service, in addition to sending normal correspondence through CSENet.

The Michigan Department of Health and Human Services (MDHHS) Office of Child Support (OCS) is currently researching the feasibility and need for Michigan to join the EDE.

FOC staff can read more about the EDE on OCSE’s website at: https://www.acf.hhs.gov/sites/default/files/programs/css/ede_guide.pdf. For more information, contact Elizabeth Stomski at stomskie@courts.mi.gov.

EDE State Status

As of April 19, 2017

ALABAMA	ALASKA	ARIZONA	ARKANSAS	CALIFORNIA
COLORADO	CONNECTICUT	DELAWARE	DISTRICT OF COLUMBIA	FLORIDA
GEORGIA	GUAM	HAWAII	IDAHO	ILLINOIS
INDIANA	IOWA	KANSAS	KENTUCKY	LOUISIANA
MAINE	MARYLAND	MASSACHUSETTS	MICHIGAN	MINNESOTA
MISSISSIPPI	MISSOURI	MONTANA	NEBRASKA	NEVADA
NEW HAMPSHIRE	NEW JERSEY	NEW MEXICO	NEW YORK	NORTH CAROLINA
NORTH DAKOTA	OHIO	OKLAHOMA	OREGON	PENNSYLVANIA
PUERTO RICO	RHODE ISLAND	SOUTH CAROLINA	SOUTH DAKOTA	TENNESSEE
TEXAS	UTAH	VERMONT	VIRGIN ISLANDS	VIRGINIA
WASHINGTON	WEST VIRGINIA	WISCONSIN	WYOMING	

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Hague Convention – iSupport

One of the critical pieces to implementing the Hague Convention (“Convention”) on the International Recovery of Child Support and Other Forms of Family Maintenance is having all member countries’ Central Authorities adopt and utilize the iSupport program for the electronic cross-border recovery of child support payments.

Since the beginning of Convention treaty meetings, there have been calls for an intergovernmental electronic information system as there are many intergovernmental cases already in existence, and with each new country added to the Convention, the caseload grows. For example, Australia alone has approximately 30,000 cases involving international child support. Furthermore, child support cases typically have a long life span and may require a number of support modifications and payment transfers. Countries also expressed a need to have a mechanism to communicate with other Hague countries regardless of time zones; real time case processing information was designated as a critical need for the Convention to work.

iSupport will allow states to quickly communicate to other Central Authorities. While iSupport is still under refinement, the iSupport system will securely:

- facilitate communication between Central Authorities;
- ensure consistent practices at a global level;
- operate in different languages, using the language and forms (that will work with any operating system) developed under the Convention;
- provide for electronic transfer of funds and fund monitoring;
- allow states to implement paperless case management.

All countries, including the United States, can now access and use iSupport. Many of the Hague Convention countries are already on iSupport due to being a part of the two-year pilot project (2014-2016). With OCSE guidance, states in America are currently piloting iSupport functionality. In 2016, California ended its pilot use and is now a fully-participating member on iSupport.

The iSupport software is available for free download through the Hague Convention Website. Currently, only country Central Authorities or states with their country’s Central Authority’s permission, may download the full iSupport program. iSupport is usable and accessible by web browsers and requires no additional programming to be downloaded to a user’s computer.

Central Authority Contact Points can migrate data only for cases that their country shares with other Member States. The iSupport system of standardized record makes it near-impossible to delete files from the program. iSupport has the capability of translating the required Convention forms in the Convention languages (English and French). In the future, the iSupport developers plan to have all treaty-supported language versions of the required Convention forms, and all requested forms will be printed and mailed to each party in multiple languages. For example, Jane is a paying party (debtor) in the United States, and Jack is a support recipient (creditor) in Portugal. The United States’ Central Authority, the Office of Child Support Enforcement (OCSE), would use iSupport to complete a form in its original language (English) and send it to Portugal. Portugal’s Central Authority would then print out the form and send it to Jack. He would receive the form in the original language (English) as well as the translation (Portuguese). Any documentation sent from Portugal to Jane in the United States would also be sent in multiple languages – one in English and one in Portuguese.

For more information about iSupport, please reference Hague Convention documentation available at <https://www.hcch.net/en/instruments/conventions/isupport1> or Elizabeth Stomski at stomskie@courts.mi.gov.

**MICHIGAN COURT OF APPEALS DECISIONS**PUBLISHED AND UNPUBLISHED SEE: <http://courts.mi.gov/courts/coa/opinions/pages/zipfiles.aspx>

Yachcik v. Yachcik, unpublished opinion of the court of appeals, released February 28, 2017. (Docket No. 333834). Because the child had an established custodial environment with both parents, the trial court erred in adopting a new parenting time arrangement that granted defendant primary physical and legal custody and changed the established custodial environment upon plaintiff's change in domicile without considering if the arrangement was in the best interests of the child.

Lieberman v. Orr, published opinion of the court of appeals, released March 7, 2017. (Docket No. 333816). A motion for a change in parenting time that reduced the primary custodian's overnights from 225 nights to 140 nights a year effectively changed the physical custody of the child from defendant to plaintiff and should have been analyzed under the legal standards set forth in *Vodvarka* to determine if there was a proper cause or change in circumstances to reopen a custody case.

Gray v. Gray, unpublished opinion of the court of appeals, released December 20, 2016. (Docket No. 330929). After continually increasing defendant's parenting time due to concerns over plaintiff's lifestyle and home, the trial court properly granted a change in custody to defendant where defendant established a change in circumstances through evidence that plaintiff's house was unstable, she was unemployed, the child was frequently late to or missed school, and plaintiff continuously exposed the child to registered sex offenders.

Delekta v. Delekta, unpublished opinion of the court of appeals, released December 20, 2016. (Docket No. 331981). When the children's anxiety was neither new nor attributable to the current custody situation, but rather attributable to the parent's acrimonious relationship, it did not establish proper cause or a change of circumstances sufficient to warrant a change of physical custody.

Fargo v. Fargo, unpublished opinion of the court of appeals, released December 20, 2016. (Docket No. 332242). When an established custodial environment exists only with one parent, the court must still determine if awarding joint legal custody will impact the established custodial environment and apply the appropriate standard.

Waterman v. Waterman, unpublished opinion of the court of appeals, released December 20, 2016. (Docket No. 332537). An arbitrator correctly applied the best interest factors in accordance with Michigan Law when he rejected the accusations of plaintiff's moral unfitness and requests for random drug and alcohol testing due to the lack of credible evidence that any type of infidelity or substance abuse adversely affected the child's best interests.

Tallman v. Skiver, unpublished opinion of the court of appeals, released December 20, 2016. (Docket No. 333348). When both parents are addressing the child's changes in hearing ability, lazy eye and vision issues, and increased anxiety and bed-wetting, those issues did not meet the threshold for a proper cause or change in circumstance that justified reevaluating the child's custodial situation because they were normal life changes.

Gauthier v. Whitley, unpublished opinion of the court of appeals, released December 29, 2016. (Docket No. 333258). Where the record reflected that the child was struggling with his behavior and academics at school and allegedly engaging in potentially risky behaviors with his peers, it was not an abuse of discretion for the trial court to prohibit the child from using his electronic devices or to undergo counseling.

(cont'd on page 13)



THE LEGAL CORNER

A summary of recent Michigan Supreme Court and Michigan Court of Appeals decisions.

Dell'orco v. Dell'orco, unpublished opinion of the court of appeals, released January 24, 2017. (Docket No. 329672). Final (lump-sum) payment from an annuity is considered income under the Michigan Child Support Formula and should not be excluded from the calculation of child support.

Aguilar v. Aguilar, unpublished opinion of the court of appeals, released January 26, 2017. (Docket No. 331514). The trial court properly considered as unfavorable that the substantially higher-earning defendant had no support order following the parties' divorce for several years and refused to agree to pay support until the court ordered it under custody factor (c) (capacity and disposition to provide the child with food, clothing, medical care or other remedial care) and also under factor (j) (willingness or ability to facilitate a close relationship between the children and other parent) (along with defendant's refusing to pay a share of uninsured medical bills, forcing the plaintiff to file a motion to allow the children to get a passport for a family trip, and filing a motion to force the children to change to a school closer to defendant).

Gates v. Kadoguchi, unpublished opinion of the court of appeals, released February 07, 2017. (Docket No. 330778). While the trial court may order a parent and children to go to family therapy while parenting time is suspended, the court should review the progress under therapy more frequently than every 18 months to ensure that the parent's parenting time is not being effectively denied through delayed review hearings.

Nasser v. Yafai, unpublished opinion of the court of appeals, released February 21, 2017. (Docket No. 330362). A trial court may not modify a custody order, determine an established custodial environment, and make a best interest determination solely on the basis of guardian ad litem reports.

Kelley v. Johnson, unpublished opinion of the court of appeals, released February 21, 2017. (Docket No. 334144). Where dental hygiene issues were the result of both parties inaction, the court correctly found that there was no sufficient change in circumstances to warrant a change in custody.

Bluemle v. Carr, unpublished opinion of the court of appeals, released February 21, 2017. (Docket No. 334651). Trial court erred in ruling that there could not be an established custodial environment with either party due to the parties' joint physical custody arrangement; the court must make a finding based on evidence whether the child has an established custodial environment with one, both, or neither of the parents.

Duhl v. Ladomer, unpublished opinion of the court of appeals, released March 14, 2017. (Docket No. 334307). Where over time, the children began to experience normal life changes that no longer made the defendant's seven out of fourteen overnights appropriate but the defendant could still exercise his established custodial environment while having four out of fourteen overnights during the school year, the proper standard was a preponderance of the evidence that the change was in the children's best interests.

Dennis v. Tyler, unpublished opinion of the court of appeals, released March 21, 2017. (Docket No. 331503). Despite the judgment of divorce listing the minor child as being the parties' child the issue was never resolved and the defendant was not an affiliated father because the issue of paternity was never adequately adjudicated despite the parties asking the court to do so.

Steinbrink v. Noreyko, unpublished opinion of the court of appeals, released March 21, 2017. (Docket No. 333115). Trial court did not err in awarding sole physical and legal custody of the children to plaintiff and suspending defendant's parenting time, as record showed that children feared the defendant, defendant killed the family cat in front of the children, and the children did not get along with defendant's girlfriend.

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Pieper v. Pieper, unpublished opinion of the court of appeals, released March 21, 2017. (Docket No. 334685). Trial court did not err in granting plaintiff sole physical custody of children as record showed defendant's part-time jobs and poor financial management reflected a questionable ability to provide for the children, and defendant's multiple violations of the court orders and tendency to leave children with unapproved third-parties, including his father who was accused of sexual misconduct were relevant considerations under factor (I) (Any other factor considered by the court to be relevant).

Tuttle v. Chesney, unpublished opinion of the court of appeals, released March 21, 2017. (Docket No. 335081). Plaintiff's previous statements about denial of moral obligation to assist in the responsibility of caring for and raising the child, plaintiff's struggle with basic parenting tasks, and plaintiff's interest in "winning" the child warranted finding in favor of awarding sole physical custody to defendant.

Rozen v. Rozen, unpublished opinion of the court of appeals, released March 23, 2017. (Docket No. 333250). A finding on the threshold determination of proper cause or change in circumstances to determine whether to change custody was unnecessary when custody order was a temporary order.

Blanchard v. Covell, unpublished opinion of the court of appeals, released March 23, 2017. (Docket No. 334495). In a change of domicile case, where the move would benefit the parent but not necessarily the children's lives, the nonmoving parent's parenting time and relationship with the children would be affected, and the children were flourishing in their current environment and connected to friends and extended family, it was proper for the court to deny the motion to change domicile.

Santoro v. Santoro, unpublished opinion of the court of appeals, released March 28, 2017. (Docket No. 332553). The parties' animosity, their accusations and disagreements over property and financial matters throughout the proceedings, their disagreements concerning the children's schooling, counseling, and dental care, and their inability to agree on fostering the children's participation in important extra-curricular activities, supported the trial court's determination that the parties were unable to agree and cooperate concerning important decisions affecting the children's welfare sufficient for the court to order joint legal custody.

Michigan IV-D Memorandum (Office of Child Support)

2017-010 (April 24, 2017) Revisions to the Notice of Intent to Report Child Support Debt to Credit Reporting Agencies (FEN081)

This IV-D Memorandum announces revisions to the *Notice of Intent to Report Child Support Debt to Credit Reporting Agencies* (FEN081) that will be implemented in the Michigan Child Support Enforcement System (MiCSES) on April 27, 2017.

2017-009 (April 11, 2017) Discontinued Use of the Support Collection Payment Request (DHS-820) for Medical Support and Birth Expense Refunds

This IV-D Memorandum announces the discontinuance of the use of the *Support Collection Payment Request* (DHS-820) as of Tuesday, April 18, 2017, for medical support and birth expense refunds due to the upcoming automated Medicaid negative offset process.

2017-008 (April 3, 2017) Introduction of New and Revised Paternity Establishment Materials

OCS and the Michigan Department of Health and Human Services (MDHHS) are launching a marketing campaign for paternity establishment that will begin April 3, 2017, and run through June 25, 2017. The campaign is intended to raise awareness about the importance of paternity establishment, with an emphasis on Early Paternity Education for unmarried, expectant parents.

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2017-007 (March 23, 2017) Updates to the National Medical Support Notice (NMSN) and the Parent Health Care Coverage Explanation Sheet

Updates to the National Medical Support Notice (NMSN) and the Parent Health Care Coverage Explanation Sheet.

2017-006 (March 6, 2017) Enhancements to the Public Calculator and Updates to the Review and Modification Process

This IV-D Memorandum explains the following enhancements regarding the public calculator. The addition of save/upload functionality; enhancements based on user feedback; and updates to the *Contact Us* page. Along with these changes, OCS is planning to begin a marketing campaign for the public calculator. This memorandum describes some of the marketing strategies.

2017-005 (March 6, 2017) Federal Expiration Date Updates

This IV-D Memorandum announces system changes to the *Federal Expiration Date* (FED) functionality that will occur with the Michigan Child Support Enforcement System (MiCSES) 9.4 Release on March 10, 2017. The changes will bring MiCSES functionality in line with current policy as published in the *Michigan IV-D Child Support Manual*. This memorandum also explains an update to the FED that is needed on some existing cases.

2017-004 (Feb. 21, 2017) New Credit Reporting Policy and Centralized e-OSCAR Dispute Processing; Counties Will Stop Processing e-OSCAR Disputes After March 1, 2017

This IV-D Memorandum introduces Section 6.18, "Credit Reporting," a new section of the *Michigan IV-D Child Support Manual*. Section 6.18 incorporates existing OCS and State Court Administrative Office (SCAO) credit reporting policy and addresses a 2015 amendment to Michigan Compiled Laws (MCL) 552.512 that transferred certain administrative responsibilities for credit reporting from SCAO to OCS.

This IV-D Memorandum also announces the Program Leadership Group's (PLG's) decision to centralize all e-OSCAR credit reporting dispute processing for the entire state. The centralization of e-OSCAR dispute processing within OCS Central Operations will begin on March 1, 2017.

2017-003 (March 13, 2017) Self Assessment (SASS) Audit: Fiscal Year (FY) 2016 Progress Report on Service of Process (SOP)

Michigan did not meet the federal benchmark of 75 percent for the Establishment criterion in the Self-Assessment (SASS) audit for FYs 2013, 2014, and 2015. Michigan's Establishment criterion was 55 percent in 2013, 57 percent in 2014, and 59 percent in 2015. As a result, OCS implemented a corrective action plan per federal requirements. In March 2016, OCS provided an SOP Progress Report to allow offices performing establishment services to assess their local office business practices for potential changes that could help improve Michigan's performance for the SASS Establishment criterion.

2017-002 (Jan. 31, 2017) Publication of Final Rule: Flexibility, Efficiency, and Modernization in Child Support Enforcement Programs

The final rule: Flexibility, Efficiency, and Modernization in Child Support Enforcement Programs was published in the Federal Register on December 20, 2016. The federal Office of Child Support Enforcement (OCSE) announced the publication of the final rule in Action Transmittal (AT)-16-06.

2017-001 (Jan. 30, 2017) Commingling of Federal Tax Information (FTI) With Non-FTI, and the Independent Verification of FTI Addresses

This IV-D Memorandum introduces policy on the commingling of FTI with non-FTI and the independent verification of FTI addresses to ensure that IV-D staff follows Internal Revenue Service (IRS) guidelines for safeguarding FTI. This memorandum discusses FTI addresses in MiCSES and other child support information systems; commingling of FTI with non-FTI; methods for independent verification of FTI addresses; and safeguarding of FTI addresses.