



STATE OF MICHIGAN

DEPARTMENT OF HUMAN SERVICES
LANSING

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IV-D MEMORANDUM 2013-008

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

FROM: Erin P. Frisch, Director
Office of Child Support

DATE: February 15, 2013

SUBJECT: Retooling Michigan Child Support Enforcement Program Grant
(Retooling Grant) Pilot Programs¹

<p>UPDATE(S):</p> <p><input type="checkbox"/> Manual</p> <p><input type="checkbox"/> Form(s)</p>

RESPONSE DUE: None

POLICY EFFECTIVE DATE: Upon receipt

PURPOSE:

This IV-D Memorandum provides a high-level overview of the Retooling Grant, introduces the Retooling Grant pilot programs, identifies the FOC offices participating in the pilot programs, and provides an anticipated timeframe for the Retooling Grant's major tasks.

Policies and forms used for the Retooling Grant pilots are provided as attachments to this memorandum. FOC offices participating in the Retooling Grant pilots are expected to read and follow the policies and use the forms.

DISCUSSION:

1. Overview of Retooling Grant and Pilots

The federal OCSE awarded OCS and the University of Michigan (U-M) School of Social Work (SSW) a *Partnering to Strengthen Families: Child Support Enforcement*

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(CSE) & University Partnership grant to study child support data in Michigan. The Retooling Grant began on September 1, 2011 and will end August 31, 2014.

The goals of the Retooling Grant are to:

- Increase the number of current support collections;
- Increase the amount of current support collections;
- Decrease arrears; and
- Increase the knowledge of caseworkers and decision-makers.

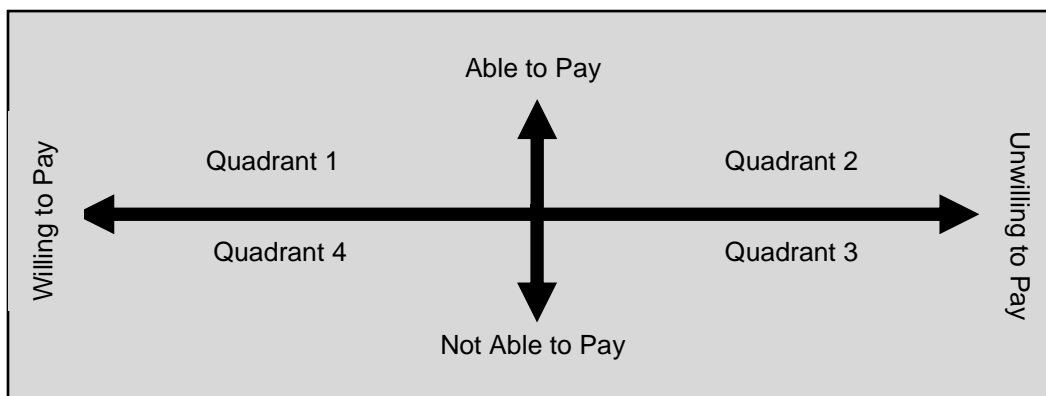
The grant consists of three phases, one for each year of the grant:

- Grant Year 1 consisted of research, data analysis, interviews with IV-D partners, and identifying and prioritizing research questions;
- Grant Year 2 involves designing, implementing, and testing two pilots targeted to address the grant's goals; and
- Grant Year 3 will involve analyzing the pilots to determine if statewide possibilities exist.

[IV-D Memorandum 2012-032, Invitation to Participate in Pilot: Retooling Michigan Child Support Enforcement Program Grant \(Retooling Grant\)](#) introduced and invited FOC participation in two pilots being implemented through the Retooling Grant effort: Compromise Arrears in Return for On-Time Support (CAROTS) and Predictive Modeling (PM).

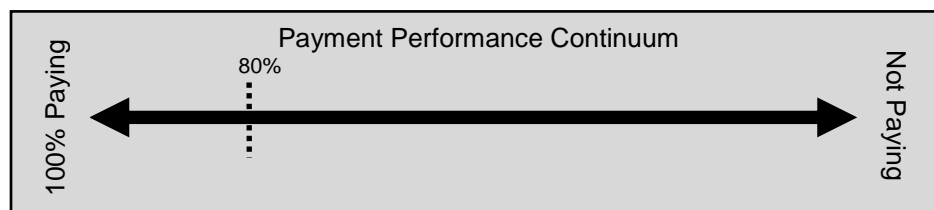
Both of these pilots will make use of Michigan Child Support Enforcement System (MiCSES) case analysis evaluations that U-M SSW will complete before starting the pilots. The high-level goal of this initial analysis is to identify a non-custodial parent's (NCP's) compliance with a given child support order and to identify data that may assist in predicting when an NCP will comply with that order.

Compliance with an order may be linked to an NCP's ability and willingness to comply with an order. The following diagram provides a method of placing NCPs into quadrants with regard to willingness and ability to comply with an order.



NCPs in Quadrant 1 represent NCPs with the ability and willingness to comply with the order; these NCPs would likely be paying their support order. NCPs in Quadrant 2 have the ability to pay, but are unwilling to do so; they may be paying, but are not fully complying with their order. Quadrant 3 NCPs have neither the desire to pay nor the ability to pay; these NCPs would most likely not be paying support at all. Quadrant 4 NCPs are willing to pay but lack the ability to pay; these NCPs may be paying some of the order they have, but arrears are growing.

Through initial data analysis, U-M SSW found MiCSES lacking in tracking key data that would assist in determining an NCP's willingness and ability to pay. However, MiCSES does provide a record of the NCP's payments. Using payment history and the NCP's monthly support order, U-M SSW will calculate a payment performance percentage. Then NCPs will be placed along a payment performance continuum, where "100 percent payment compliance" is on one end of the continuum, and "no payments received" is on the opposite end of the continuum. The pilots will target NCPs with a payment performance of 80 percent or less.



The CAROTS pilot intends to target NCPs who are in Quadrant 4: The NCP has the desire to pay, but limited ability to pay. NCPs in Quadrant 4 have ongoing support but face large state-owed arrears with little or no ability to pay the entire arrears amount. They may appear to be poorer performing NCPs.

The PM pilot intends to target NCPs who fall into Quadrant 2; they are not fully complying with their order. NCPs in Quadrant 2 have ample resources, but may lack the discipline or motivation to comply. These NCPs also appear to have poor performance. The PM pilot will collect data that may assist FOC staff in knowing what actions to take to help these NCPs become more compliant.

2. FOC Pilot Offices

Friends of the Court from the following FOC offices volunteered to participate in the Retooling Grant pilots. Based upon their office interests, they were selected to participate in the CAROTS pilot or PM pilot.

FOC offices selected for the CAROTS pilot are:

- Cass;
- Macomb;

- Marquette;
- Ottawa;
- Tuscola; and
- Wayne.

FOC offices selected for the PM pilot are:

- Cheboygan;
- Isabella;
- Kent;
- Monroe;
- Van Buren;
- Washtenaw; and
- Wayne.

Because of its size and number of cases/dockets, the Wayne FOC will be participating in both Retooling Grant pilots.

3. Retooling Grant Timeline and Oversight

Grant Year	Date	Task
Grant Year 1: September 2011 – August 2012	Complete	Literature review, preliminary data analysis
Grant Year 2: September 2012 – August 2013	September 2012 – January 2013	Complete policy, protocols, training and monitoring tools
	February 2013	Kick-off meeting and training, and begin pilots
	February 2013 – August 2013	Monitor CAROTS pilot using data and worker diaries
	February 2013 – August 2013	Monitor PM pilot using data and worker diaries
	August 2013	Provide mid-PM pilot status
Grant Year 3: September 2013 – August 2014	September 2013 – August 2014	Analyze PM pilot and statewide impacts
	September 2013 – August 2014	Monitor CAROTS pilot using data and worker diaries
	March 2014	Provide CAROTS mid-pilot status
Beyond Grant Time Frame ²	August 2014 – January 2016	Monitor CAROTS pilot using data and worker diaries
	February 2016 – December 2016	Analyze CAROTS and statewide impacts

² The CAROTS pilot is expected to run beyond the Retooling Grant time frame. OCS anticipates it will request a grant extension or a new grant in partnership with U-M SSW to continue monitoring CAROTS and to analyze it for statewide impact.

During the pilots, OCS and U-M SSW staff will monitor the pilot counties. OCS and U-M SSW anticipate having regular contact with FOC pilot staff on procedures and progress. OCS and U-M SSW expect to provide a mid-pilot and a post-pilot evaluation of each pilot.

If, after the pilots are completed, any tools used during the pilots are found suitable for statewide implementation, OCS staff will work with FOC pilot staff, Work Improvement Teams, the Program Leadership Group, subject matter experts, etc., to refine the tools for statewide use. Additionally, OCS and FOC pilot staff will identify changes in MiCSES that may be needed to allow for a realistic and manageable statewide implementation.

NECESSARY ACTION:

All IV-D staff will retain this IV-D Memorandum until further notice.

The attachments to this memorandum are intended for Retooling Grant FOC pilot staff **only**.

Pilot Friends of the Court, Pilot Leads, the U-M SSW Co-Principal Investigator and the OCS Retooling Grant Coordinator have already signed the *U-M School of Social Work Agreement*, which allows the study of the grant to be completed in the pilot FOC offices. Additionally, before the pilots begin, the OCS Retooling Grant Coordinator will work with the Pilot Friends of the Court and Pilot Leads to sign the appropriate pilot agreement that clarifies responsibilities between FOC pilot staff and OCS staff.

FOC pilot staff will follow the appropriate policies and procedures and will proactively seek policy clarifications as needed. OCS, in collaboration with U-M SSW and FOC pilot staff, will revise and refine policies as necessary. Because procedures and approaches for the pilots will be fluid, OCS will not publish these revisions in a IV-D Memorandum, but will provide them on the [mi-support Retooling Grant page](#) that houses documents for the Retooling Grant pilots. OCS will notify FOC pilot staff of these revisions and clarifications as they are posted.

OCS will publish other announcements, pilot progress and pilot results through IV-D Memorandums as the need arises.

REVIEW PARTICIPANTS:

FOC Pilot Leads
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SUPPORTING REFERENCES:

2013 Michigan Child Support Formula 4.02(B)(3)
Michigan Compiled Law (MCL) 552.517(1)(f)
MCL 552.605c(2)

ATTACHMENTS:

2013-008E1:	Retooling Grant Policy for Pilot Friend of the Court Staff
2013-008E2:	Retooling Grant Pilot County Publication Review Process
2013-008E3:	<i>Retooling Grant Pilot Agreement for Compromise Arrears in Return for On-Time Support (CAROTS)</i>
2013-008E4:	<i>Retooling Grant Pilot Agreement for Predictive Modeling (PM)</i>
2013-008E5:	<i>U-M School of Social Work Agreement</i>
2013-008E6:	<i>CAROTS Payment Agreement</i>
2013-008E6ins:	<i>CAROTS Payment Agreement Instructions</i>

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