



STATE OF MICHIGAN

DEPARTMENT OF HEALTH AND HUMAN SERVICES
LANSING

RICK SNYDER
GOVERNOR

NICK LYON
DIRECTOR

IV-D MEMORANDUM 2016-025

TO: All Friend of the Court (FOC) Staff

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

DATE: August 31, 2016

SUBJECT: New FOC Interactive Voice Response (IVR) System

UPDATE(S):

Manual

Form(s)

RESPONSE DUE: None

POLICY EFFECTIVE DATE: Upon receipt

PURPOSE:

On September 7, 2016, the Michigan IV-D program will begin the transition to implement a new statewide FOC IVR system. The new FOC IVR will improve customer service by providing one statewide toll-free telephone number for all customers who have a case with the FOC.¹

Implementation of the new IVR supports the following goals in the [Michigan Child Support Program's 2013-2017 Strategic Plan](#):

- Deliver services to the public in an engaging, effective, and accessible manner; and
- Use innovative technology to enhance customer service and improve business practices.

OCS will pilot the new IVR in three counties in September 2016: Charlevoix, Delta and Tuscola. Upon completion of a successful pilot, OCS will implement the IVR in the remaining counties via a rollout schedule between September and November 2016.

¹ Customers who need to contact Office of Child Support (OCS) Case Management staff must call the OCS Case Management IVR at 866-540-0008; however, the new FOC IVR technology will allow FOC staff the ability to transfer customers to the OCS Case Management IVR, if necessary. Additionally, OCS Case Management staff will have the ability to transfer customers from the Case Management IVR to the new FOC IVR. Customers who need to contact Prosecuting Attorney (PA) staff must call their local PA office.

Some Michigan Department of Health and Human Services (MDHHS) and Michigan Child Support Enforcement System (MiCSES) forms will be updated to reflect the new IVR number. However, these forms will not be updated until all counties are transitioned to the new IVR, which is expected to be on or before November 30, 2016. Additionally, the State of Michigan and the Michigan State Disbursement Unit (MiSDU) websites will also be updated when the transition is complete. OCS will publish a new IV-D Memorandum in November 2016 to introduce the changes to the forms and websites, and any findings from the pilots or rollout.

DISCUSSION:

A. FOC IVR Information

Upon a successful implementation of the Case Management IVR in 2014, the Michigan IV-D program began exploring the idea of a new statewide FOC IVR. Creating a new FOC IVR would replace outdated IVR software and hardware, as well as eliminate 34 servers in 28 larger counties requiring ongoing and emergency maintenance by the Department of Technology, Management and Budget (DTMB). FOC, OCS, MiCSES and DTMB staff scheduled and held Joint Application Design sessions in late 2015 to plan the new FOC IVR.

1. Statewide FOC IVR Telephone Number

The new FOC IVR telephone number will be 877-543-2660. The new IVR will provide one number for customers to call to access State of Michigan child support case information over the telephone. This number is the same as the previous central FOC IVR number that over 50 Michigan counties used. For those counties, the transition to the new IVR will not require significant changes because the number will remain the same.

This phone number is not yet functional for all counties. Each county must not update publications (e.g., local office website, posters, etc.) or provide the new number to customers until that county has implemented the new FOC IVR. The tentative rollout schedule is in Section B of this memorandum.

2. IVR Menu

a. Main Menu

When customers call the new FOC IVR, the main menu will give them the option to have the IVR prompts spoken in English or Spanish. They will then

be prompted for the first three letters of the county that has jurisdiction over their child support order.²

b. Customizable Options

The FOC IVR offers counties some customizable options, such as:

- An optional customized greeting;³
- Up to five transfer options within the *County Employee Transfer* option;⁴ and
- Determining what questions and answers customers hear through the *Common Questions* option.

DTMB is working with each county's designated IVR contact to establish the county's initial preferences.

B. IVR System Implementation

1. Pilot Counties

Charlevoix, Delta and Tuscola counties have agreed to participate in the FOC IVR pilot to begin on September 7, 2016. The pilot will tentatively run until September 9, 2016, and the implementation team will:

- Monitor IVR activity;
- Provide technical support;
- Resolve any challenges that may occur; and
- Enhance implementation procedures before rolling out the IVR statewide.

2. IVR Rollout Schedule

Upon completion of a successful pilot, the FOC IVR will be implemented in each county via the **tentative** rollout schedule below.

The schedule is subject to change. The Technical Communications Team will announce any changes via an email notification.

² If customers have support orders in multiple counties, they must choose one county initially. They will be allowed to hear information pertaining to their docket(s) in another county without having to re-enter the IVR.

³ If a county does not choose a customized greeting, the FOC IVR will play a generic greeting for customers entering the IVR for that county.

⁴ This is a menu option on the IVR. It allows counties to have up to five employees available on the IVR for customers to transfer directly to.

Week of Implementation	County Name
9/7/16 – 9/9/16	Charlevoix
	Delta
	Tuscola
9/12/16 – 9/16/16	Antrim
	Grand Traverse
	Leelanau
9/19/16 – 9/23/16	Alcona
	Alger
	Alpena
	Arenac
	Baraga
	Barry
	Benzie
	Branch
	Cass
	Cheboygan
	Chippewa
	Clare
	Clinton
	Crawford
	Dickinson
	Emmet
	Gladwin
	Gogebic
	Gratiot
	Hillsdale
	Houghton
	Huron
	Iosco
	Iron
	Isabella
	Kalkaska
	Keweenaw
	Lake
Lapeer	
Luce	
Mackinac	
Manistee	
Marquette	
Mason	
Mecosta	
Menominee	
Missaukee	

Week of Implementation	County Name
	Montmorency
	Oceana
	Ogemaw
	Ontonagon
	Osceola
	Oscoda
	Otsego
	Presque Isle
	Roscommon
	Saint Joseph
	Sanilac
	Schoolcraft
	Shiawassee
	Wexford
9/26/16 – 9/30/16	Lenawee
	Midland
	Saint Clair
10/3/16 – 10/7/16	Berrien
	Ionia
	Monroe
	Newaygo
10/10/16 – 10/14/16	Eaton
	Livingston
	Montcalm
	VanBuren
10/17/16 – 10/21/16	Allegan
	Bay
	Jackson
	Muskegon
10/24/16 – 10/28/16	Calhoun
	Ottawa
	Saginaw
10/31/16 – 11/4/16	Genesee
	Ingham
	Washtenaw
11/7/16 – 11/11/16	Kalamazoo
	Macomb
11/14/16 – 11/18/16	Kent
	Oakland
11/28/16 – 11/30/16	Wayne

C. Post-Implementation

Once each office has implemented the new FOC IVR, each office must:

- Update publications (e.g., local office website, posters, etc.) to reflect the new FOC IVR phone number;
- Take measures to forward calls from each office's old IVR number to the new statewide FOC IVR number for a period of time determined by each office (OCS recommends at least 120 days); and
- Contact the MiCSES Help Desk⁵ to change one (or more) customizable IVR options post-implementation.

D. Future Form and Website Updates

The following MDHHS and MiCSES forms and websites will be updated to include the new FOC IVR telephone number when the transition to the new IVR is complete on or by November 2016. A new IV-D Memorandum will be published in November 2016 to introduce changes to the following:

1. Forms

- *Allocation and Distribution of Support Payments* (DHS-446);
- *Electronic Disbursement of Child Support Information Sheet* (DHS-1388);
- *Notice of Electronic Disbursement* (FEN801/DHS-823); and
- *Notice of Unclaimed Property (Money)* (FEN804).

2. Websites

- The links to contact the FOC in the child support section of the MDHHS website; and
- The link to the IVR 24-hour case information access line on the MiSDU website.

E. Communication Plan

OCS, MiCSES and DTMB staff have provided information and updates regarding the new FOC IVR through the following:

- FOC User Group in November 2015;
- Child Support Updates call on December 15, 2015; and
- Email notifications on January 11, 2016 and March 8, 2016.⁶

⁵ The MiCSES Help Desk can be reached by phone at 1-800-968-2644 or by email at DIT-MICSES-Helpdesk@michigan.gov.

⁶ Ref: [FOC Action Requested: IVR Modernization – Please Verify IVR Contacts on mi-support](#) and [FOC IVR Modernization – Future Phone Number and Planning Information](#).

NECESSARY ACTION:

Retain this IV-D Memorandum until further notice.

REVIEW PARTICIPANTS:

Financial Work Improvement Team
Program Leadership Group

CONTACT PERSON:

Kerry Page
OCS Policy Analyst
(517) 241-5017
PageK@michigan.gov

CC: All PA Staff
All OCS Staff

SUPPORTING REFERENCES:

None

ATTACHMENTS:

None

EPF/KAP