

# Operations Continuity Teams

Charter

5/15/2020

## **Purpose**

Operations Continuity Teams have been created to support offices that request or otherwise need assistance in addressing pandemic-associated barriers to child support operations.

IV-D Memorandum 2020-13, *Partner Operations During the COVID-19 Pandemic*, urges Friend of the Court (FOC) and Prosecuting Attorney (PA) offices to assess operations and find alternate ways to serve their customers, as IV-D services are essential services. The Memorandum asks offices to contact the Office of Child Support (OCS) if there are barriers to providing IV-D services.

## **Scope**

This effort involves a shift of resources from normal or routine tasks. Existing efforts to address operational issues will be assigned to a team and coordinated within this structure.

Teams should identify and confront barriers best addressed centrally by OCS and/or the State Court Administrative Office (SCAO), or regionally through collaboration with other offices. If barriers to full level-of-service exist at the local level limiting OCS's ability to aid and assist (e.g., union issues, local orders, hardware challenges, funding) these barriers will be communicated with OCS Executive Management Team (EMT).

Each team's scope is further defined as follows:

### **Legal**

- Assist counties with support for continued operations (essential service);
- Communicate and collaborate with offices struggling to provide IV-D services;
- Identify legal authority and options to provide IV-D services in other ways; and
- Analyze and recommend policy changes.

### **Technical Support**

- Address outstanding technical questions;
- Provide assistance and consult with local IT experts;
- Identify and endorse creative solutions; and
- Monitor system connectivity and proactively contact disconnected offices.

### **Centralize/Regionalize Activities**

- Identify central services and activities to assist operations;
- Monitor re-start of Court Action Referrals (CARs);
- Determine how to provide services if local operations cannot; and
- Review backlogs and determine program-level response.

## **Customer Remote Interaction**

Explore methods and software to remotely interact with parents and the public:

- Video chat and conferencing tools;
- MiChildSupport self-service tools;
- Texting;
- Electronic Document Exchange; and
- Physical customer safety best practices.

## **Paternity Order and Establishment Barriers**

Explore court rule, legal or other authorization, operational flexibility, and best practices around:

- Genetic testing;
- Service of process;
- Court filings;
- Court hearings;
- Parent meetings/communication;
- Notary and signing issues; and
- Agency complaints.

## **Liaison and Support**

- Identify, record, monitor, and share level of service available in all IV-D offices;
- Support and advise the training team as they determine best method and approach for providing support and training remotely and/or in a safe and secure environment for trainers and training participants, including COVID-related special instructional needs as well as on-going traditional IV-D educational needs for new and seasoned IV-D staff;
- Communicate and collaborate with local IV-D office management to identify assistance and support requested or needed to return to pre-pandemic level of service;
- Perform operational reviews as requested;
- Connect offices that share similar local barriers for problem-solving and best practices;
- Collaborate and stay informed on work of other Continuity Teams to ensure local offices are aware of the most current developments;
- Proactively liaise and ensure OCS assistance is available and delivered; and
- Update emergency phone tree and gather lessons learned to inform and construct IV-D operations contingency planning going forward.

## Goals and Objectives

Teams will:

- Identify and address challenges, within each team's purview, currently faced (or expected to be faced) by FOC and PA offices;
- Recommend potential solutions; and
- Establish communication plans.

The goal of each team is to assist offices as they provide IV-D services considering the "new normal" encouraged or required by social distancing and stay-at-home orders. Teams are intended to be responsive and to act rapidly to address service delivery barriers.

## Membership

### Legal

Name	Organization
Erin Frisch	OCS
Michael Adrian	OCS
Steve Capps	SCAO
<b>Kelly Morse</b> , co-lead	OCS
Julie Vandenboom	OCS
Keegan Malone	OCS
Suzy Crittenden	Jackson FOC
Andrew Albrant	Genesee PA
<b>Paul Gehm</b> , co-lead	SCAO
Lisa Eilertson	MDHHS Legal

### Technical Support

Name	Organization
Sandy Ross	OCS
Steve Wensko	DTMB
<b>Tamara Marques</b> , lead	OCS
Pratin Trivedi	OCS
TJ Tabin	Oakland FOC
Erika Kahler	OCS Training/TCT

## Centralize/Regionalize Activities

Name	Organization
Kim Lubbers	OCS
Monica Bowman	OCS
<b>Sean Bodell</b> , lead	OCS
Sheila Waldrop	OCS
Bill Bartels	SCAO
Nicole Davis	OCS
Burt Parsons	MiSDU
Jason Dodge	MiCSES
Nate Enstrom	MiCSES
Beth Kirsher	Macomb PA
Sarah Bogues	Oakland FOC

## Customer Remote Interaction

Name	Organization
Kirsten Thompson	OCS
Sheila Waldrop	OCS
<b>Kim Lubbers</b> , lead	OCS
Monica Bowman	OCS
Amy Rebideaux	Muskegon Combined
Steve Wensko	DTMB
Keegan Malone	OCS
Amy Price	OCS
Anne Lerini	Washtenaw PA
Liz Stomski	SCAO
Toni Ryan	MiCSES
Cheryl Webster	MiSDU
Bradley Budde	MiCSES
Mark Graham	Van Buren Combined

## Paternity/Order Establishment Barriers

Name	Organization
<b>Keegan Malone</b> , co-lead	OCS
Michael Adrian	OCS
Sheila Waldrop	OCS
Kelly Morse	OCS
Sean Bodell	OCS
Dianna Collins	PAAM
Steve Capps	SCAO
Nikki Withrow	SCAO
Erin Frisch	OCS
<b>Amy Rebideaux</b> , co-lead	Muskegon Combined
Lynn Bullard	Van Buren Combined

## Liaison and Support

Name	Organization
Angela Spencer	OCS
Amy Lindholm	SCAO
Kirsten Thompson	OCS
<b>Jenny Marlatt</b> , co-lead	OCS
Keegan Malone	OCS
Michael Adrian	OCS
<b>Kim Kerns</b> , co-lead	OCS
Jeanette Miracle-Leshan	Oakland FOC
Sonya Butler	OCS
PA interaction as needed	

## Operations and Approach

Each team will:

- Establish ground rules for conducting meetings;
- Determine periodic meeting dates;
- Work collaboratively to make decisions and develop recommendations;
- Make decisions based on consensus; and
- Maintain a working list of action items that will be updated at each meeting.

The team lead(s) will:

- Develop an agenda for each meeting;
- Distribute the agenda prior to meetings; and
- Share meeting notes and action items with the workgroup.

Teams will meet via teleconference. Any team member may request that a lead invite a subject matter expert to advise on an issue. Any team may break into a subgroup in order to study and address a specific issue.

## **Communication**

Each team has the authority to decide and communicate best courses of action with their scope of responsibility through the existing hotline release process. Each team has at least one OCS executive team member, who will determine which actions require executive support and will liaise as needed between the team, the EMT, and the PLG.

## **Timeline**

Work will commence as soon as teams are able to meet. Each team will take a monthly checkpoint to determine if the team should continue to meet or if its work is complete.

## **Approvals**

Operations Continuity Teams concept approved by Program Leadership Group (PLG) 5/4/2020.

This charter approved by EMT 5/15/2020.