



STATE OF MICHIGAN

DEPARTMENT OF HEALTH AND HUMAN SERVICES
LANSING

GRETCHEN WHITMER
GOVERNOR

ROBERT GORDON
DIRECTOR

IV-D MEMORANDUM 2020-020

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: July 9, 2020

SUBJECT: Introduction of the Resource Guide for Referring Child Support
Customers to Available Resources

UPDATE(S):

Manual

Form(s)

ACTION DUE: None

POLICY EFFECTIVE DATE: Upon receipt

PURPOSE:

This IV-D Memorandum introduces a Resource Guide that IV-D staff may use to refer payers and support recipients to resources for help with basic needs. It contains contact information for organizations that provide assistance with food, housing, health care, and parenting, among other needs. It also provides contact information for various government agencies, financial services, legal services, and employment services.

The Resource Guide is available on the mi-support [Public Materials](#) page.¹ FOC staff may customize the last section of the Resource Guide by adding information for community resources in their area. They may print the guide for staff and customers in their office or share it electronically.

There is also a Quick Reference Resource Guide that contains the same list of resources and contact information as the Reference Guide but does not contain a description of each resource. The Quick Reference Resource Guide is also available on the mi-support Public Materials page. FOC staff may customize it, print it, and/or share it electronically.

¹ mi-support > Program Library tab > Public Materials

The Resource Guide will be posted on the Michigan Department of Health and Human Services (MDHHS) OCS public website in the near future. OCS will send out an email notification when the guide is available online.

DISCUSSION:

Overview

OCS, in collaboration with the State Court Administrative Office (SCAO), determined that a comprehensive guide to available resources would be a valuable tool for IV-D staff when assisting child support customers, especially during a time of heightened need due to the COVID-19 pandemic. As a result, the OCS Outreach Team worked with a SCAO staff member to develop the Resource Guide.

OCS's development of the Resource Guide advances the Michigan Child Support Program's Strategic Plan goal to improve the customer experience. When interacting with child support customers, IV-D staff will be able to quickly offer resources that may enhance their lives and enable them to better provide for their children.

The Resource Guide encourages IV-D staff to use motivational interviewing techniques, such as open-ended questions, to explore customers' needs and provide resource information. To learn more about motivational interviewing, IV-D staff may access recorded sessions about motivational interviewing techniques in the [Learning Management System \(LMS\)](#).²

Maintenance of the Resource Guide

Approximately 30 to 45 days after publication of the Resource Guide on mi-support, the OCS Outreach Team plans to send a survey to IV-D staff asking about the helpfulness of the guide and any suggested updates they may have. At that time, the Outreach Team will make any updates or modifications.

Updates to the Resource Guide will be made on an ongoing basis. The frequency of updates will be determined at a later date. The last revision date for the Resource Guide will appear on its cover page. OCS will revise the electronic versions of the Resource Guide without announcing the update through a IV-D Memorandum or an email notification. The revision date will be maintained.

If readers learn that a correction to the Resource Guide is needed, they may contact the OCS Outreach Team at MDHHS-OCS-Outreach-Team@michigan.gov.

NECESSARY ACTION:

Retain this IV-D Memorandum until further notice.

² To find these sessions in the LMS, IV-D staff may enter "motivational interviewing" in the Search field in the upper-right corner of the screen.

REVIEW PARTICIPANTS:

Program Leadership Group

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None

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