



STATE OF MICHIGAN

GRETCHEN WHITMER
GOVERNOR

DEPARTMENT OF HEALTH AND HUMAN SERVICES
LANSING

ROBERT GORDON
DIRECTOR

IV-D MEMORANDUM 2020-029

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: October 1, 2020

SUBJECT: Contract Performance Standards During Fiscal Year 2021

ACTION DUE: None

POLICY EFFECTIVE DATE: Upon receipt

PURPOSE:

This IV-D Memorandum discusses the approach OCS plans to take in evaluating partner offices using the Contract Performance Standards (CPS) during fiscal year (FY) 2021, which begins on October 1, 2020.

[IV-D Memorandum 2020-013, Partner Operations During the COVID-19 Pandemic](#), explained the approach OCS is taking for the evaluation of the CPS in FY 2020, which ended September 30, 2020. No office will be required to provide a Response Questionnaire or a Corrective Action Plan for FY 2020.

DISCUSSION:

A. Background

Michigan Governor Gretchen Whitmer, in reaction to the COVID-19 pandemic, declared a State of Emergency on March 10, 2020 through Executive Order 2020-04. Subsequent executive orders closed schools, limited public gatherings, and eventually ordered Michigan’s citizens to “stay home, stay safe” in Executive Order 2020-21, which took effect on March 24, 2020.

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

On March 18, 2020, the Michigan Supreme Court issued Administrative Order 2020-2, which included guidance on which FOC operations should be prioritized during the emergency. The Michigan Supreme Court has since issued a series of orders pertaining to court operations during the COVID-19 crisis,¹ and the State Court Administrative Office and its Friend of the Court Bureau have issued guidelines, policies, and practice aids to assist FOC offices.²

In response to executive orders, Michigan's PA and FOC offices were closed to the public. Since then, subsequent Executive and Administrative Orders have been issued, and offices have reopened in varying capacities. Michigan is following a phased approach, the [MI Safe Start Plan](#), as its economy reopens.

B. Barriers and Obstacles to Providing Services

OCS recognizes and commends the steps offices have taken to protect staff, to protect customers, and to continue to provide IV-D services. OCS and the Program Leadership Group (PLG) understand that many offices are still struggling to reach pre-pandemic service levels; therefore, they wish to provide some leeway around the CPS.

Offices are still working to resolve issues, which include:

- Receiving customers, conducting interviews, and executing necessary documents while courts and offices may be closed to the public;
- Enforcing orders when law enforcement will not execute non-criminal bench warrants;
- Arranging service of process while servers may have limited availability, and methods of safe service are limited;
- Continuing backlogs in the courts;
- Mitigating health risks involved with sample collection for genetic testing; and
- Completing all necessary work while staff are laid off or temporarily furloughed, or while offices are temporarily closed because a staff member has tested positive for COVID-19.

OCS and its Operations Continuity Teams³ continue to work toward helping offices resolve these issues.

Any office that is unable to provide IV-D services to its child support customers should contact its contract manager via email as soon as possible. The office manager or designee should explain the obstacles, and OCS will assist in determining how to safely offer child support services.

¹ Ref: the [Administrative Orders \(COVID-19\)](#) page on the Michigan Courts One Court of Justice website.

² Ref: the [Judicial Branch Response to COVID-19](#) page on the Michigan Courts One Court of Justice website.

³ Ref: [IV-D Memorandum 2020-015, Impacts of the COVID-19 Pandemic on Child Support Initiatives and Operations Continuity](#), for more information on the Operations Continuity Teams.

C. CPS Approach for FY 2021

OCS previously announced that offices will not be held responsible for meeting any of the CPS benchmarks at the conclusion of FY 2020, which ended September 30, 2020.⁴ OCS's approach to CPS for FY 2021 is described below.

1. Michigan Child Support Enforcement System (MiCSES) Work Measures
 - a. No Evaluation of MiCSES Work Measures for at Least the First Quarter of FY 2021

As of the publication of this IV-D Memorandum, OCS **may** evaluate the CPS MiCSES Work Measures for some portions of FY 2021. The earliest that the revised FY 2021 measurement period would begin, however, is January 1, 2021. Offices will not be held responsible for meeting any of the CPS benchmarks for MiCSES Work Measures between October 1, 2020 and December 31, 2020 (and potentially longer).

During time periods that OCS is not formally evaluating, CPS reports will still be available through Business Objects for offices to track their progress. OCS encourages offices to periodically review their CPS performance on these reports, even while OCS is not evaluating performance, to monitor how their office's recovery is progressing.

- b. Revised FY 2021 Measurement Period for MiCSES Work Measures

After consulting with the PLG, OCS has decided that it will resume evaluation of the CPS when the **entire state** of Michigan enters "MI Safe Start" **Phase 6**, "Post-Pandemic."⁵ Once this occurs, OCS will begin evaluating CPS at the beginning of the next fiscal quarter, provided that offices have at least 30 days to prepare. If there are not 30 days between Michigan's entry into Phase 6 and the first day of the next fiscal quarter, the evaluation will begin the first day of the subsequent fiscal quarter.

Potential start dates for the revised FY 2021 measurement period are January 1, April 1, or July 1, 2021. Regardless of the start date, the revised FY 2021 measurement period will end September 30, 2021. It is also possible that Michigan will not reach Phase 6 by June 1, 2021; in that case, CPS would not be formally evaluated for FY 2021.

Offices that do not meet established benchmarks (or improve performance by five points over FY 2020 year-end percentages) during the revised FY 2021 measurement period will be asked to complete and submit a Response

⁴ Ref: IV-D Memorandum 2020-013 for more information.

⁵ Ref: <https://www.mistartmap.info/> for information on Michigan's MI Safe Start plan.

Questionnaire. The Response Questionnaire will be reviewed according to policy⁶ and will help the IV-D program understand what issues offices may still be experiencing as they ramp back up to pre-pandemic service levels. After Response Questionnaires are reviewed, it is possible that offices may be asked to submit a Corrective Action Plan.⁷

OCS will notify offices about the revised FY 2021 measurement period via an email notification prior to the start of the measurement period. OCS will also communicate the revised FY 2021 measurement period via email to all CPS Contacts⁸ once it is determined.

2. Training Measures

The Customer Service and MiCSES Training Measures will **not** be evaluated for FY 2021 (October 1, 2020 through September 30, 2021). OCS will continue to measure training and provide reports. Offices will not be penalized if they do not meet the Training Measures benchmarks for FY 2021.

OCS encourages offices to continue training staff while the Training Measures are not being evaluated. To receive credit for training, IV-D staff must continue to record their training within the Learning Management System as described in Section 1.25 of the *Michigan IV-D Child Support Manual*.

3. CPS Reports

a. MiCSES Work Measurement Reports

The OCS Planning, Evaluation and Analysis (PEA) team will create reports to account for the revised FY 2021 measurement period. PEA is developing a process to manually manipulate the CPS data to exclude the period(s) that OCS is not measuring. This process will be tested prior to its use, and reports will be posted on mi-support for offices to track their progress. These reports will be called the "Revised FY 2021 Measurement Period CPS Reports." OCS will send an additional communication about these reports when they are available.

The *PM-100 IV-D Child Support Contract Performance Standard Summary Report* (PM-100) and *PM-101 IV-D Child Support Contract Performance Standard Detail Report* (PM-101) were designed to report for a full fiscal year, with each subsequent month's report displaying data cumulatively, year-to-date. OCS will **not** modify the PM-100 and PM-101, and the reports will remain available for offices to run. These Business Objects reports will track

⁶ Ref: [Section 1.25, "Contract Performance Standards," of the Michigan IV-D Child Support Manual](#).

⁷ Ref: Section 1.25 of the *Michigan IV-D Child Support Manual* for more information on the Response Questionnaire review process and when a Corrective Action Plan may be required.

⁸ CPS Contacts are defined in Section 1.25 of the *Michigan IV-D Child Support Manual*.

the standard FY 2021 measurement period, not the revised FY 2021 measurement period.

The *PM-102 IV-D Child Support Contract Performance Standard Improvement Report* (PM-102), which identifies the cases that have outstanding CPS case conditions as of the date it is run, will remain available as well. It will not be modified.

b. CPS Training Reports

The *PM-103 Contract Performance Standards Training Measures Report – Annual* (PM-103) and the *PM-104 Contract Performance Standards Training Measures Report – Biennial* (PM-104) will be available as usual.⁹ OCS PEA does not plan to issue revised versions of the PM-103 and PM-104.

D. Ongoing Need to Measure Performance

The PLG recognizes that it may be some time before Michigan's IV-D program reaches pre-pandemic service levels. As a result, the PLG has asked the Performance Management Workgroup to consider whether the program should institute interim performance standards for the duration of the pandemic. The PLG also identified an ongoing need to assist offices in adjusting business practices for pandemic conditions, which is currently being accomplished through the Operations Continuity Teams.

No decisions have been made regarding the evaluation of CPS in FY 2022 (October 1, 2021 – September 30, 2022). Even if Michigan has not reached Phase 6 of the MI Safe Start Plan by then, it is possible that OCS will conduct some sort of evaluation. OCS and the PLG will continue to discuss CPS as the pandemic and its response efforts unfold in Michigan.

NECESSARY ACTION:

Retain this IV-D Memorandum until further notice.

REVIEW PARTICIPANTS:

OCS Executive Management Team
Program Leadership Group

⁹ Ref: Section 1.25 of the *Michigan IV-D Child Support Manual* for more information on when the PM-103 and PM-104 become available.

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ATTACHMENTS:

None

EPF/JJV