STATE OF MICHIGAN
DEPARTMENT OF HEALTH AND HUMAN SERVICES
LANSING

GRETCHEN WHITMER
GOVERNOR

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IV-D MEMORANDUM 2022-003

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: March 18, 2022

SUBJECT: Jail Incarceration Records Update

ACTION DUE: None

POLICY EFFECTIVE DATE: Upon receipt

PURPOSE:

UPDATE(S):

☐ Manual

☐ Form(s)

This IV-D Memorandum announces that jail incarceration data[1] collected by Maximus[2] will soon be available to IV-D workers. IV-D workers can use jail data to abate support,[3] to locate support payers, and for other IV-D purposes. IV-D workers may access the jail data through Smartsheet, a software application that functions similarly to a Microsoft Excel spreadsheet. The availability of jail incarceration data through the Smartsheet application will be an interim solution, however. OCS is currently working to incorporate jail data into the Michigan Child Support Enforcement System (MiCSES) and Business Objects reports. This task should be completed later in 2022.[4]

This IV-D Memorandum will:

- Describe the role Maximus plays in collecting jail incarceration data;
- Describe the Smartsheet application and the data that is included in it; and
- Explain how IV-D workers may obtain access to and use the data in Smartsheet.

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[1] OCS currently receives prison data from the Michigan Department of Corrections.
[2] Maximus is a vendor that works with OCS and the Michigan Department of Health and Human Services (MDHHS).
[3] Ref: Section 3.44, "Abatement," of the *Michigan IV-D Child Support Manual* for information on abatement.
[4] OCS will announce in a future communication when jail incarceration data will be incorporated into MiCSES.

DISCUSSION:

Michigan law[5] requires child support to be abated, by operation of law, when a payer becomes incarcerated for 180 consecutive days or more and does not have the ability to pay. In addition, Michigan law[6] requires jails to provide the Title IV-D agency (OCS) with incarceration records to identify payers who are or will be incarcerated for 180 consecutive days or more. Jails also must provide any other information to assist with the abatement of support.

Michigan has 83 counties; 79 counties operate one or more jails. Almost a year ago, OCS began investigating how to obtain jail incarceration data. OCS contacted several agencies and others[7] to learn whether any agency or individual collected statewide incarceration data that met the requirements of the law.

After discovering that no other entity in the state collected this jail incarceration data, MDHHS negotiated with Maximus to build a portal to collect the data from the 79 counties that operate jails, consolidate the data, and send it to MiCSES on a daily basis. Maximus is well-positioned to perform outreach to data providers and process large amounts of data because it currently performs similar functions as the Michigan New Hires Operation Center for the IV-D program.[8] The Maximus portal will be completed later in 2022. In the interim, Maximus will collect the jail incarceration data through mail, email and fax and manually enter the data in the Smartsheet application.

Michigan jails have a variety of management systems that track inmate information, and they have varying levels of technology support and other resources. This means that it will take several months before most of the jails will be able to report their data.

A. Outreach and Education

OCS, in partnership with Maximus, issued two surveys to sheriffs and jail administrators to learn about their structure and technology, and the data available to them. In January, OCS and Maximus invited sheriffs and jail administrators to two informational sessions regarding the state law, Data-Sharing Agreements, and the use of the data. OCS wishes to acknowledge the support and valuable consultation provided by the Michigan Sheriffs' Association in an effort to make this new initiative as effective and efficient as possible for jails. OCS also acknowledges sheriffs and jail administrators for their cooperation and patience.

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[5] Michigan Compiled Laws (MCL) 552.517f
[6] MCL 552.517f(12)
[7] These included the Michigan Sheriffs' Association, the Division of Victim Services, the Michigan Office of the Inspector General, the Michigan Department of Corrections, the State Court Administrative Office (SCAO), and other individuals and workgroups.
[8] Ref: Section 3.10, "New Hire," of the *Michigan IV-D Child Support Manual*.

IV-D offices that receive questions or requests for assistance from local jail staff can refer them to Maximus via Dennis Seeley, Senior Project Manager, at 517-318-2785 or by email at DennisMSeeley@Maximus.com.

B. Jail Incarceration Data Reporting

Maximus began collecting jail incarceration data for Michigan's IV-D program on February 1, 2022. As of March 18, 2022, 11 county jails[9] are reporting incarceration data to Maximus.[10] However, this number will grow as outreach efforts continue.

Note: Currently, some county jails provide incarceration data to their local FOC, and FOC staff may manually enter this data on the MiCSES *Member Demographics* (DEMO) screen. However, if a county does not enter this data into the DEMO screen, other IV-D offices cannot view it. When jails report incarceration data to Maximus, all counties will have access to the information. Jails that send incarceration data to OCS through Maximus may continue sending jail data to their local FOC office, but they are not statutorily required to do so.

Jails report the incarceration data to Maximus on either a daily or weekly basis.[11] Also, jails send all of the data for every inmate in the facility, not just those inmates who have been or will be incarcerated for 180 days or more. Maximus collects the incarceration data and enters it into the Smartsheet software application. Maximus, and ultimately MiCSES, will calculate the date when the inmate will be incarcerated for 180 days.

The incarceration data entered in Smartsheet is not matched with MiCSES members. The goal of this interim solution is to make the incarceration data available to IV-D workers as quickly as possible. When OCS incorporates the data into MiCSES, it will be matched to MiCSES members and used in the automatic abatement process.

C. Smartsheet Application: Access, Use, Security, and Training

Beginning March 18, 2022, IV-D offices can request access to Smartsheet to view real-time data[12] in a read-only format.[13] The Smartsheet application has functions that are similar to Microsoft Excel, such as filtering and sorting the data. The data in Smartsheet can also be exported into an Excel spreadsheet. IV-D workers can sort

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[9] As of the publication of this IV-D Memorandum, Calhoun, Cass, Huron, Ionia, Kent, Lapeer, Leelanau, Livingston, Macomb, Osceola, and Saginaw counties are reporting.

[10] Although the Michigan law requiring jails to provide the data became effective on December 30, 2021, all the counties were not aware of the requirement.

[11] Some jails may choose not to submit data until they sign a Data-Sharing Agreement with MDHHS. Ref: Section C(3) of this memorandum for information about Data-Sharing Agreements.

[12] As Maximus staff insert data into Smartsheet, it will be immediately viewable by IV-D workers who have access.

[13] Ref: Exhibit 2022-003E1 for a sample page in Smartsheet.

or filter the data by jail/facility county name or search the data using a non-custodial parent's name or other demographic information.

Smartsheet includes columns for all of the data elements described in Section D of this memorandum. It also includes a column with a date that is 180 days from the booking date.

Initially, IV-D workers will not find data for all Michigan jails on Smartsheet. As jails are added to Smartsheet, OCS will notify IV-D staff under the Announcements at the top of the mi-support home page.[14]

1. Access to Smartsheet

   IV-D offices may request Smartsheet access for up to four IV-D workers per office.[15] To request access to Smartsheet, the IV-D office's Authorized Requester will enter a Child Support Help Desk ticket. When entering a ticket, the Authorized Requester will include the name and email address of the IV-D worker(s) who will need access to Smartsheet. After access is granted, the IV-D worker will receive an email explaining how to log into the Smartsheet application and create a password.

   If a IV-D worker with Smartsheet access changes roles or separates from the IV-D program, the Authorized Requester will enter a ticket requesting that access be removed for that IV-D worker.

   When the jail data is made available in MiCSES, access to Smartsheet will be removed for all IV-D workers who were granted access to the application.

2. Using the Smartsheet[16] Application

   IV-D offices are **not** required to use Smartsheet. However, Smartsheet is being offered to IV-D workers as a tool for accessing jail data until it is incorporated into MiCSES. IV-D staff may use the jail data to identify payers who are eligible for abatement, start the abatement process, locate support payers, and confirm incarceration. Jail data may also be used for other IV-D purposes.

   OCS recognizes that it may be too difficult for IV-D office staff to review the information provided in Smartsheet because the data is not matched with MiCSES IV-D members. OCS, in coordination with SCAO, is investigating methods for counties to systematically match the data with their caseload. If that

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[14] Clicking the Announcements heading on the mi-support home page will display past announcements.
[15] If a IV-D office requires access for more than four workers, the Authorized Requester will enter a Child Support Help Desk ticket requesting additional workers and will include a brief explanation. Authorized Requesters may submit a ticket via the Child Support Help Desk Portal or by email to MDHHS-ChildSupportHelpDesk@michigan.gov.
[16] Smartsheet can be used with Microsoft Edge, Chrome, and FireFox browsers.

option becomes available, OCS will provide guidance in an email notification. OCS will still encourage the use of Smartsheet for confirming matches, 180-day calculations, or other location and identity information.

If IV-D workers review the incarceration data and determine that a payer has been or will be incarcerated for 180 consecutive days or more and does not have the ability to pay, they will update the DEMO screen so the automatic abatement process will start and/or they will manually start the ABATE activity chain.[17] Updating the DEMO screen[18] with the incarceration information will ensure the data is available for all IV-D workers.

3. Security and Confidentiality

Some sheriffs and jail administrators expressed concern about security standards for sharing the inmates' personally identifiable information. IV-D staff with and without direct access to Smartsheet must not share the jail data with any person or group outside of the IV-D program unless it is for a IV-D purpose.[19] If data is downloaded or exported to Excel or another application, offices will store it securely following standard practices found in Section 1.10, "Confidentiality/Security," of the *Michigan IV-D Child Support Manual*.

Jails have the option of entering into a Data-Sharing Agreement with MDHHS. Those sheriffs/administrators who sign an agreement and consent to share the data with others will permit OCS and Maximus to share the data only with the Michigan Sheriffs' Association and with other MDHHS benefit programs. These MDHHS programs are designed to benefit individuals as they enter and leave jails or other facilities. Sharing the data with these programs can also help county jails with certain health care coverage costs.

4. Smartsheet Training and Resources

OCS will hold a training webinar on March 31, 2022.[20] It will be repeated on April 12, 2022. In this webinar, Maximus will demonstrate how to register on Smartsheet and how to view, sort and filter the data. The webinar will also explain how to export the data in Smartsheet to an Excel spreadsheet.

Maximus has created a Smartsheet User Guide that is available on mi-support.

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[17] Ref: *MiCSES Customer Information Guide: ABATE – Abatement Activity Chain* for more information on the ABATE activity chain.
[18] If the *Release Date* field on the DEMO screen is blank, MiCSES will not automatically start the ABATE activity chain. A ticket has been entered to address this issue.
[19] 45 Code of Federal Regulations (CFR) 303.21
[20] The webinar will be recorded and posted on mi-support.

D. Jail Data Elements in Smartsheet

The table below lists the data elements that will be available in the Smartsheet application.

Data Element	Description	Required (Y/N)
First and Last Name	The first and last name are required for every inmate on the report.	Y
Inmate Address	Inmate home address.	Y, if available
Social Security Number	Inmate Social Security number.	Y, if available
Inmate Identification Number/Booking Number	Inmate Identification or Booking Number is required if the Social Security Number is not available.	Y
Date of Birth	Inmate date of birth.	Y, if available
Booking Date	This is the date the inmate enters the jail.	Y
Sentence Date	This is the date the judge sentences the inmate.	N
Sentence Begin Date	This is the date the judge orders the inmate to begin their sentence.	Y, if available
Sentence End Date	This is the date the judge orders the sentence to end.	Y, if available
Projected Release Date	This is the earliest day the inmate can be released.	N
Release Date	This is the date the inmate is released.	Y, if available
Status	This represents the programs that some jails offer (i.e., Weekend Release or Work Release programs).	N
Location Code/Facility Name/County	This represents the location of the jail; it is the Michigan County FIPS[21] code, a facility location code, or the name of the county.	Y

The table also indicates whether a data element is "required" or "required, if available":

- "Required" data elements are the minimum necessary elements a jail must provide to determine if a payer is eligible for abatement; and

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[21] FIPS stands for Federal Information Processing Standards.

- "Required, if available" data elements should be included in every record if that data is available to the jail. However, some data elements may not be available when the inmate is initially incarcerated. For example, the release date may not be known when the inmate is first incarcerated, and therefore, the jail would not be able to report that date until it is determined or after the inmate is released. Jails are being asked to update the data on previously reported individuals as they learn new information about the individuals.

Some records in Smartsheet may only contain the "required" data elements. Other records may show some but not all of the other data elements. Maximus and OCS do not verify or confirm the data; it displays just as it is reported by the jail.

Note: IV-D workers should report any issues with the data provided in Smartsheet by entering a Child Support Help Desk ticket that describes the issue. This will help OCS, Maximus, and MiCSES staff to refine the processes and functionality for this new initiative.

NECESSARY ACTION:

Retain this IV-D Memorandum until further notice.

REVIEW PARTICIPANTS:

Program Leadership Group

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None

SUPPORTING REFERENCES:

Federal
45 CFR 303.21

State
MCL 552.517f

ATTACHMENT:

Exhibit 2022-003E1:   Sample Smartsheet Page

EPF/ALC