STATE OF MICHIGAN
DEPARTMENT OF HEALTH AND HUMAN SERVICES
LANSING

GRETCHEN WHITMER
GOVERNOR

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IV-D MEMORANDUM 2024-007

TO: All IV-D Staff[*]

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

DATE: April 25, 2024

UPDATE(S):
☐ Manual
☐ Form(s)

SUBJECT: Preparations for Refactoring the Michigan Child Support Enforcement System (MiCSES)

ACTION DUE: None

POLICY EFFECTIVE DATE: Upon receipt

PURPOSE:

This IV-D Memorandum announces OCS's plans for the refactoring of MiCSES, which is scheduled for full implementation in the first half of calendar year 2025. Refactoring will involve restructuring MiCSES with a user-friendly interface as well as a modern programming language and architecture. It will not change MiCSES' functionality, features, or business workflows, but it will enhance the accessibility, usability, security, and maintainability of the system.

Until refactoring is fully implemented, OCS and DTMB[1] application development staff plan to make system changes that will save time, money, and effort in the refactoring process. These changes include retiring MiCSES screens that are rarely used or that generate reports which would run more efficiently in Business Objects. OCS consulted with its partners in determining which screens to retire.

OCS and DTMB will remove the screens in two phases. Phase 1 will include screens that are not used often and/or that already have a Business Objects report to replace them. OCS will announce the implementation date for Phase 1 in an email notification.

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[1] DTMB is the Department of Technology, Management & Budget.

Phase 2 will include screens that currently generate reports but could be replaced by a new Business Objects report. OCS will announce the implementation date for Phase 2 in an email notification.

This IV-D Memorandum discusses:

- The background of the refactoring project;
- Benefits of refactoring;
- Refactoring preparations;
- System training and support; and
- Communications.

DISCUSSION:

A. Background

The Michigan IV-D program has been using MiCSES for case processing since its statewide implementation in 2003. There are approximately 2,200 MiCSES users, including staff from OCS, the State Court Administrative Office (SCAO), the Attorney General's office, Friend of the Court (FOC) offices, and Prosecuting Attorney (PA) offices.

MiCSES was built using technology that is becoming difficult and inefficient to maintain. If MiCSES were to continue using this technology, it would lead to several issues, including:

- Difficulty in finding development staff who are skilled in the previous technology;
- An inability to comply with various federal and state laws, requirements, and recommendations, including the Americans with Disabilities Act (ADA);
- Limited compatibility with certain DTMB enterprise tools;
- Difficulty with technical and security integrations;
- Inefficient system processing and performance; and
- Increased costs for system development, maintenance, and operations.

As a result, OCS is planning to refactor MiCSES to a modern programming language and architecture. In 2021, OCS completed the proof of concept for refactoring a sample set of MiCSES screens. DTMB granted approval to proceed with procurement in January 2022, and the procurement process was completed in April 2023. OCS and DTMB kicked off the project shortly afterward, and since that time, both teams have continued to work on technical aspects of refactoring.

OCS has been consulting with a vendor (Slalom) to use Human Centered Design principles[2] and input from the Ticket Assessment Group to create a more updated

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[2] For more information, reference the August 4, 2023 email notification *Encouraging IV-D Staff Feedback for Projects Using Human Centered Design*.

and user-friendly interface. OCS has also been seeking input from FOC and PA staff in county offices for these efforts.

B. Benefits

The MiCSES refactoring project fulfills OCS's Strategic Plan goal to use data tools and technology to improve child support services.[3] Benefits to the child support program include:

- Cost-efficiency and improved processes in application development and operations;
- Extending the life of MiCSES;
- Increased compatibility with other DTMB enterprise offerings and tools;
- An improved user experience; and
- Establishing a foundation for the modernization of MiCSES.

In addition, the look and feel of MiCSES will better meet users' needs because OCS and DTMB are including partner input during development.

OCS and DTMB expect the navigation and response time of the refactored MiCSES to be the same as or faster than the current application. Existing technical staff will continue to maintain the system – no additional resources will be required. Finally, the system will meet the same security requirements as before.

C. Preparations for MiCSES Refactoring

1. Retiring of Screens

To prepare for refactoring, the OCS and DTMB development team investigated whether any MiCSES screens could be retired. Reducing the number of screens to be refactored would save time and money. During this effort, the team recommended that 33 screens be retired from MiCSES. The team reviewed these screens with Work Improvement Team (WIT) users,[4] and they supported the recommendation. The screens fall into two categories:

- Screens that are rarely used and/or have already been replaced by an existing Business Objects report; and
- Screens that could be replaced by a new Business Objects report.

These screens will be removed in two phases as explained below.

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[3] Ref: the Strategic Plan page on mi-support for more information.
[4] The proposal was discussed with the Case Management, Establishment, Enforcement, and Financial WITs.

a. Phase 1: Screens That Are Rarely Used and/or Already Replaced by an Existing Report

   There are 18 MiCSES screens that are rarely used, or they already have a Business Objects report to replace them. OCS will retire these screens in Phase 1.

BWOF – *Officer ZIP*	INCA – *Unconverted Account Details*
CRPT – *Support Specialist Report*	INFO – *Case Summary Information*
CWCT – *Case Worker Count*	MCSE – *MiCASE Access*
EARC – *Enforcement History Archive*	NFGN – *Notices Failed to Generate*
FCRE – *Federal Case Registry Errors*	RREP – *Unidentified Receipts by Batch*
FPRM – Functional Queries Maintenance	SCAR – *State Court Administrative Report*
HELP[5]	WREP – *Bench Warrant Reports*
IDAD – *Imaged Documents Admin*	WTCC – *Worker Team Case Count*
IDOC – *Imaged Documents*	XCFM – *Extract Configuration Maintenance*

b. Phase 2: Screens That Can Be Replaced With a New Report(s)

   There are 15 MiCSES screens that are used for generating reports or reporting information. OCS will replace these screens with new Business Objects reports that will have the same layout and data elements as the screens. OCS will implement the new reports and retire these screens in Phase 2.

CAGR – *Case Aging Report*	GGDL – *Guideline Details*
CWER – *Cases With Exemptions*	GREC – *Guideline Recommendation*
DIRR – *Disbursement Register*	IREP – *Insurance Enforcement Report*
EMPR – *Employee Report*	IWEC – *Income Withholding Compliance*
FARC – *Financial History Archive*	LLST – *Legal Case List Selection Report*
FAUD – *Financial Audit Report Generator*	LRPT – *Legal/Establishment Management*
FIAT – *FIA Cases*	OBLR – *Obligation Report*
FPRO – *Functional Prototype Queries*	

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[5] The HELP screen stored help materials for various MiCSES screens. These materials are now located on mi-support. MiCSES users will continue to use the *Help* button at the top of each screen to access the mi-support documentation for the screen they are using.

During development, OCS will fix existing issues with the screens as they are converted to reports. In addition, OCS will allow sufficient time for testing and data validation, especially for screens that are often used, such as the LRPT screen.

After the reports are implemented, IV-D staff will be able to view the MiCSES screens for at least 60 calendar days before the screens are removed. This will give IV-D staff time to get familiar with the new reports while they can still refer to the MiCSES screens.

2. Use of "Light Mode" and "Dark Mode"

When refactoring MiCSES screens, the development team will implement a new color palette. During the design process, users requested a darker color theme to reduce eye fatigue from viewing screens with lighter and brighter colors. However, the training and technical communications teams raised concerns with darker colors affecting the quality of screen shots in printed and online training materials. As a result, the development team decided to give users the option to switch between a light mode and a dark mode. This will make the refactored MiCSES more inclusive of the visual needs of all users.

D. System Training and Support

1. Business Objects Training and Access

OCS will offer training for Business Objects and will include instructions for using specific reports. More information about the training will be provided as it becomes available.

IV-D staff who need access to Business Objects must obtain access and begin using any new reports before the related MiCSES screens are removed. These staff will complete the *IV-D Program Request for Computer Access* (DHS-393). IV-D staff who already have access to Business Objects but need to change their role in the system will complete the *IV-D Program Request for Changing Computer Access* (DHS-395).

2. New and Updated Training Materials

MiCSES updates will affect the look of the system but will not change its functionality or workflows. Training will focus on helping staff transition to the system's new look.

OCS has an extensive library of user support materials on mi-support. These materials will need to be updated to include the refactored screens and descriptions. OCS staff will:

- Remove documents pertaining only to the retired screens;
- Replace all existing MiCSES screen images with the updated images; and
- Revise text to reflect use of the reports instead of the retired screens.

OCS will provide all new and updated materials regarding reports when the reports are implemented. OCS will strive to have all materials updated with new screen images when MiCSES refactoring is fully implemented.

3. Support

Child Support Help Desk staff will answer questions and assist with troubleshooting as needed while IV-D staff become familiar with the new reports and refactored screens. If necessary, OCS will add staff members to augment the Help Desk with the increased workload during this time.

E. Communications

OCS will inform IV-D staff about the MiCSES refactoring project through:

- Webinars;
- Child Support Updates Calls;
- FOC and PA User Group meetings; and
- Michigan Family Support Council Conferences.

OCS will provide more information to IV-D staff in email notifications as needed.

NECESSARY ACTION:

Retain this IV-D Memorandum until further notice. OCS encourages IV-D staff to become familiar with Business Objects as soon as possible to prepare for the transition from using certain MiCSES screens to using Business Objects.

REVIEW PARTICIPANTS:

Case Management WIT
Enforcement WIT
Establishment WIT
Financial WIT
Program Leadership Group

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None

EPF/SLM

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[*] Ref: the *Michigan IV-D Child Support Manual* Introduction and Table of Contents for a definition of IV-D staff.