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Judith is making Changes Test

These terms include, but are not limited to, the following definitions:

**BRIDGES**

The computerized information system that contains records of DHS applicants and customers.

**CENTRAL REGISTRY**

The system maintained by the agency to keep a record of a finding of relevant and accurate evidence of child abuse and neglect according to the Michigan Child Protection Law, PA 238 of 1975.

**COLLABORATIVE PARTNERS**

Non-profit agencies, faith-based organizations, schools and other organizations who work with DHS to achieve common goals.

**CRC**

Community Resource Coordinator

**CRM**

Community Resource Manual

**CRP**

Community Resource Program

**CRPA**

Community Resource Program Allocation

**CUSTOMER**

An applicant or recipient of DHS benefits or services.

**DIRECT CUSTOMER SERVICES**

Services provided to DHS customers through direct contact to achieve one or more Service Outcomes (see below).

**DONATIONS**

Cash and non-cash gifts given to the Community Resource Program in support of DHS customers and/or programs.

**DONORS**

Individuals or groups that contribute monies, scholarships, or goods to the Community Resource Program in support of DHS customers and/or programs.

**FAITH-BASED ORGANIZATIONS**

Religious-focused entities that serve the community through congregations, national networks and freestanding religious organizations.

**INDIRECT CUSTOMER SERVICES**

Volunteer activities that benefit DHS customers but do not involve direct customer contact.

**INTERNAL CONTROL POLICIES**

An agency system developed in response to the mandate of Public Act 272 of 1986 to safeguard agency resources. The agency and each of its units, including local offices, develop a series of practices to reduce agency risk in the handling of funds, systems, cases, etc. This includes some practices within the scope of the Community Resource Program.

**INTERNET CRIMINAL HISTORY ACCESS TOOL (ICHAT)**

The Internet access service to Michigan criminal conviction records provided by the Michigan State Police.

**LAW  
ENFORCEMENT  
INFORMATION  
NETWORK (LEIN)**

LEIN provides access to information from the Michigan State Police related to criminal background checks.

**MANAGED CARE  
PROVIDER**

Health Maintenance Organization (HMO) or clinic contracted to provide medical services to some DHS recipients through Medical Health Plans (MHP's) or Clinic Plans.

**SERVICE  
OUTCOMES**

Defined outcomes of direct customer services. Service outcomes fall into one or more of the following categories.

- **Financial:** A service that provides material support to a customer. Examples include: food baskets, holiday gifts, and counseling on money management.
- **Medical:** A service provided to achieve a health-related benefit to an agency customer. Examples include: medical transportation, paying for an uncovered medical need with donated funds and counseling a customer about the need to immunize their children.
- **Protection:** A service provided to enhance the safety or protection of a customer. Examples include: a smoke detector provided to an adult protective services client, a parent aide who assists an at-risk parent, supervision of visits between children in foster care and their parent(s).
- **Self-sufficiency:** A service provided to assist a customer to become financially self-sufficient or emotionally independent. Examples include provision of child care during a job club, teaching a developmentally disabled person to do housework, transporting a customer to a physical examination for a job.
- **Social/Emotional:** A service provided to promote the social or emotional well being of a customer. Examples include: craft

activities provided to foster care residents, friendly visitors for nursing home residents, and mentors for at-risk youth.

## VOLUNTEER

An individual registered with the Community Resource Program to perform specific services that directly or indirectly benefit the agency or its customers, without receipt of a stipend or living allowance. Types of volunteers include those listed below:

- **Episodic (Short-Term) Volunteers** make a short-term commitment (usually less than six months) with limited or no customer contact.
- **DHS Employee Volunteers** are DHS staff recruited through the Community Resource Program to provide support to a variety of DHS and community sponsored projects. Employee volunteers work in concert with the agency's mission to help improve the quality of life of children, families and vulnerable adults.
- **Group Volunteers** are two or more individuals who provide services to DHS or its customers. The CRC oversees the group's activities.
- **Ongoing Volunteers** make a long-term commitment (usually six months or more) to a program or a customer relationship.
- **Stipended Volunteers** are individuals such as AmeriCorps members, Green Thumb staff, VISTA volunteers, college students and child welfare conveyors who receive a stipend or living allowance for the services they provide.
- **Virtual Volunteers** work from an outside location providing computer support services to DHS.
- **Job, Employment and Training (JET) Volunteers** are customers who volunteer in order to meet JET requirements.

## VOLUNTEER WORKS

A volunteer management software package developed by the Red Ridge Software Company that is available to all CRCs to assist in the management of their local volunteer programs.

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