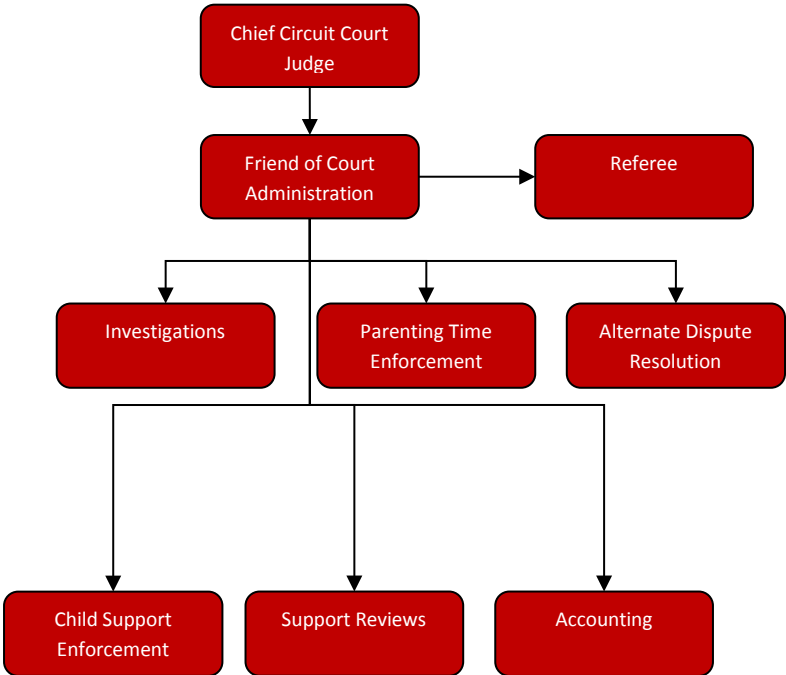


# Friend of the Court



## Mission Statement

The Jackson County Friend of the Court will enthusiastically and fairly perform its statutorily mandated, investigative, enforcement, mediation, referee, accounting, and administrative duties with a customer-friendly approach, and with the best-interests of the children being at the forefront of everything it does.

## Programs

[Judgment Order Entry Fees](#)

[FOC Duties](#)

# Judgement Order Entry Fees

## Activities

Enforcement of court orders regarding custody, parenting time, and support of minor children. Conducts hearings and investigations, and makes reports and recommendations to the Court on those matters. The FOC offers mediation as an alternative dispute resolution process, for custody and parenting time issues.

## Strategic Plan Impact/Accomplishments

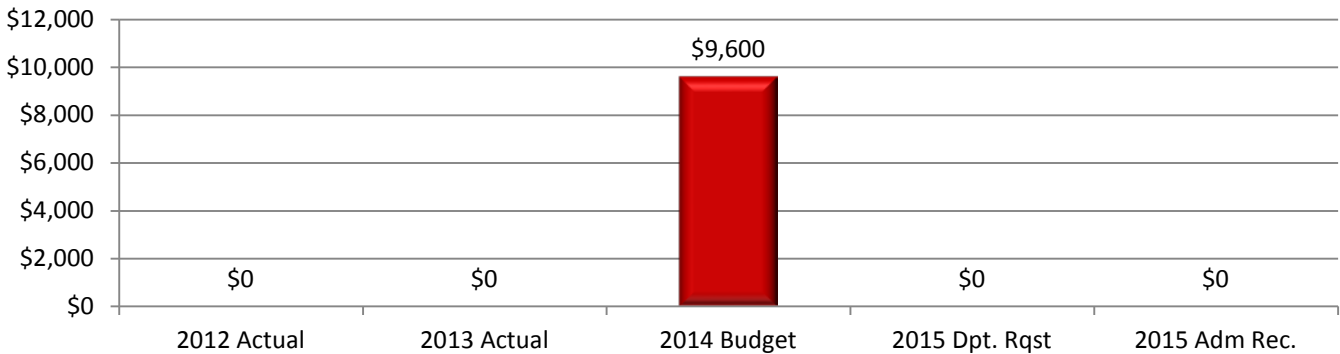
See FOC Duties budget page.

## Budget Adjustments

There are no significant budget adjustments to this program.

Expenditure History					
	2012 ACTUAL	2013 ACTUAL	2014 BUDGET	2015 DEPT REQUESTED	2015 BUDGET
OTHER EXPENSES	-	-	9,600		
<b>TOTAL PROGRAM COST</b>	\$0	\$0	\$9,600	\$0	\$0

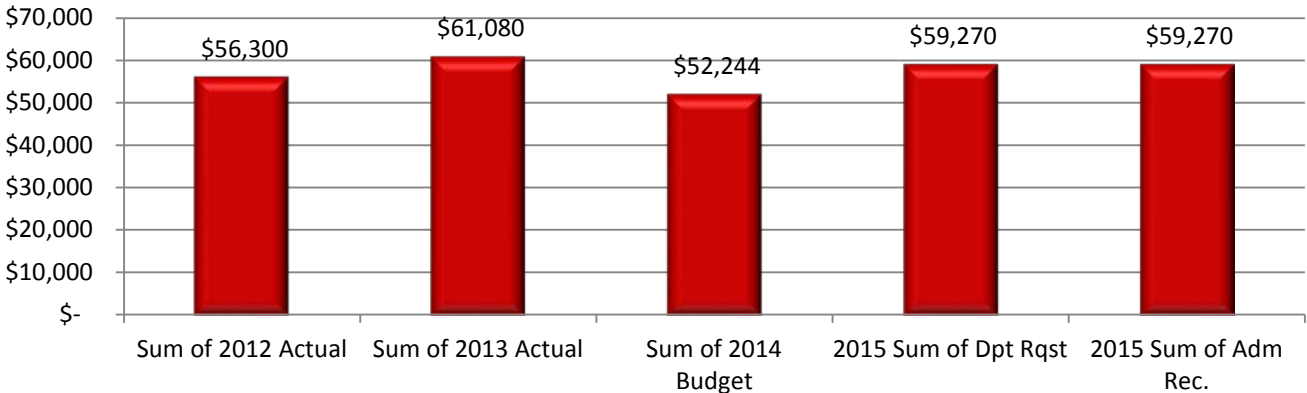
### CHILD SUPPORT ENFORCEMENT EXPENDITURES



#### Revenue History

	2012 <u>ACTUAL</u>	2013 <u>ACTUAL</u>	2014 <u>BUDGET</u>	2014 DEPT <u>REQUESTED</u>	2015 <u>BUDGET</u>
CHARGES/FEES	56,300	61,080	52,244	59,270	59,270
<b>TOTAL PROGRAM COST</b>	\$56,300	\$61,080	\$52,244	\$59,270	\$59,270

### CHILD SUPPORT ENFORCEMENT REVENUE



# FOC Duties

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## Activities

Enforcement of court orders regarding custody, parenting time, and support of minor children. Conducts hearings and investigations, and makes reports and recommendations to the Court on those matters. The FOC offers mediation as an alternative dispute resolution process, for custody and parenting time issues.

## Strategic Plan Impact

### ✓ **Safe Community**

Investigating and making custody, parenting time, and support recommendations helps ensure the proper care and custody of children. Conciliation allows parents to mediate their disputes and to reach their own custody, parenting time, and support agreements, which reduces the likelihood of parental kidnapping, non-payment of support, and parental alienation. Reporting suspected abuse and neglect and conducting criminal history checks on Friend of the Court (FOC) employees and vendors contributes to a safe community. Through its participation in the Michigan Prisoner Re-Entry Initiative (MPRI), the FOC reviews parolee support obligations to ensure that support is set at a reasonable amount, and focuses more on job seeking initiatives as opposed to demanding unrealistic payment plans. This reduces parolee anxiety, feelings of hopelessness, and the chance of a parolee returning to a life of crime. The Warrant Unit arrests individuals who have outstanding warrants. Safeguarding confidential FOC files keeps the community safe from improper disclosure of confidential information.

### ✓ **Economic Development**

The duties performed by the Enforcement/Casework, Bench Warrant, and Interstate Units advances economic development. By enforcing and collecting child and spousal support, Jackson's children and families are afforded financial support to help them meet their basic needs. Support is often spent in the community, which ensures continued growth and vibrancy within the local, regional, state, and global marketplace. The timely entry and modification of support orders into the Michigan Child Support Enforcement System by the Accounting Department is critical to the receipting and distribution of support payments. The FOC Support Services Unit, in addition to the Michigan Disbursement Unit, accepts payments locally to ensure that no money is turned away. By reviewing support obligations, the FOC helps ensure that support is set at manageable levels. Customers are more likely to pay their support, if they feel their income has been fairly evaluated. Regular support

payments decrease public assistance involvement, which places an unnecessary burden on taxpayers and negatively impacts the economy.

✓ **Healthy Community**

The FOC program has a direct impact on the healthy community strategic priority. By investigating and making recommended orders for custody and parenting time, this contributes to a healthy community by providing appropriate and safe parenting time and custody arrangements. In some cases, supervised parenting time may be appropriate, therapeutic services may be necessary, or non-traditional approaches for parenting may be required. The Conciliation and Investigation Department works with parents to evaluate the best interests of children to create a healthy environment for that child to develop. The Enforcement Unit contributes to a healthy community by enforcing court ordered child support to ensure that the basic needs of children and families are met. In addition, the Enforcement Unit enforces court ordered health insurance provisions and delinquent medical bills, which all directly relate to a health community. Reporting suspected child abuse and neglect also contributes to a healthy community.

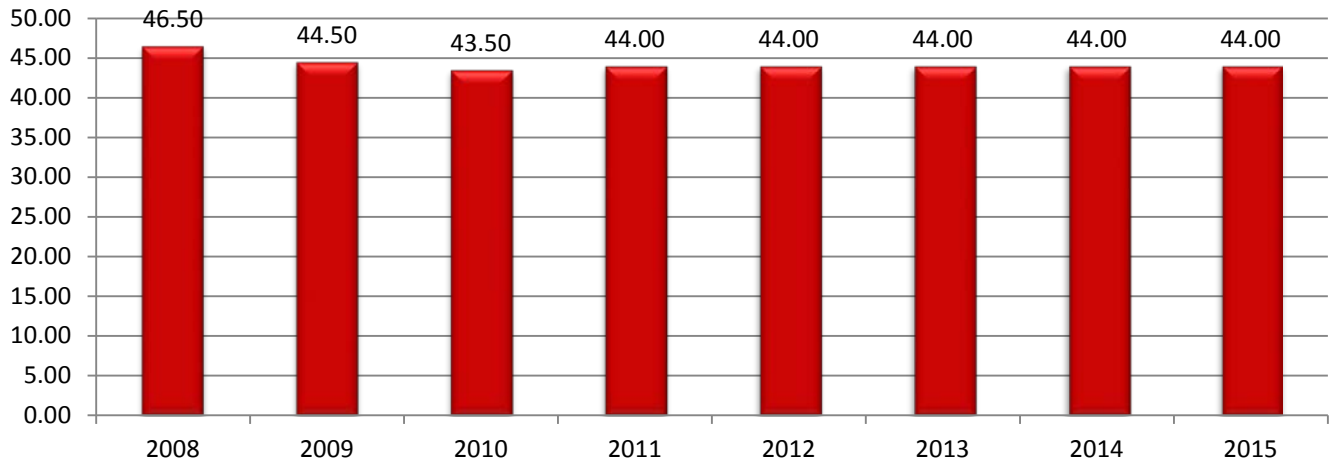
## Accomplishments

- ✓ Conciliation/Investigations: The investigation process was improved to include the 12 custody factors when assessing parenting time, as well as to include the 7 supplemental parenting time factors when investigating custody, parenting time, and support.
- ✓ Enforcement/Casework: Reduced the turnaround time for processing court ordered and party requested support reviews to comply with State and Federally required timeframes.
- ✓ Interstate: Service for incoming registrations has been streamlined to require service by regular mail, which has eliminated the use of a process server and the added expense of restricted delivery, and has reduced registration time to less than 45 days.
- ✓ Referee: Assumed responsibility for handling bench warrant arraignments and domestic relations show causing hearings to increase Judge Availability.
- ✓ Collaboration: Obtained Local Administrative Order and interagency agreement with Community Action Agency Dispute Resolution Center, which allows them to handle non-IV-D parenting time mediation. FOC can focus on other IV-D tasks.

## Budget Adjustments

Administrative cost reductions from the County negatively impacted funding formulas from the State of Michigan. The Board of Commissioners significantly increased the general fund portion of the Friend of the Court's budget to compensate for decreased state funding.

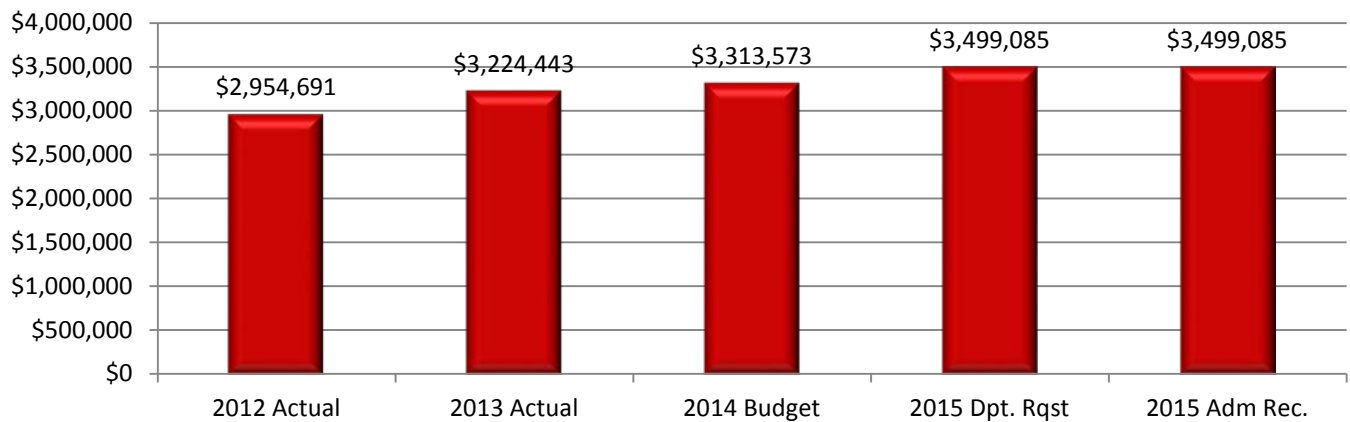
### Friend of the Court (FOC) FTE History



### Expenditure History

	2012 <u>ACTUAL</u>	2013 <u>ACTUAL</u>	2014 <u>BUDGET</u>	2015 DEPT <u>REQUESTED</u>	2015 <u>BUDGET</u>
PERSONNEL SERVICES	2,814,366	3,054,514	3,125,589	3,305,369	3,305,369
SUPPLIES & MATERIALS	47,533	55,084	52,590	52,590	52,590
CONTRACT SERVICES	54,998	27,627	64,047	64,047	64,047
TRANSFER OUT	-	-	-	-	-
OTHER EXPENSES	37,794	87,218	71,347	77,079	77,079
<b>TOTAL PROGRAM COST</b>	<b>\$2,954,691</b>	<b>\$3,224,443</b>	<b>\$3,313,573</b>	<b>\$3,499,085</b>	<b>\$3,499,085</b>

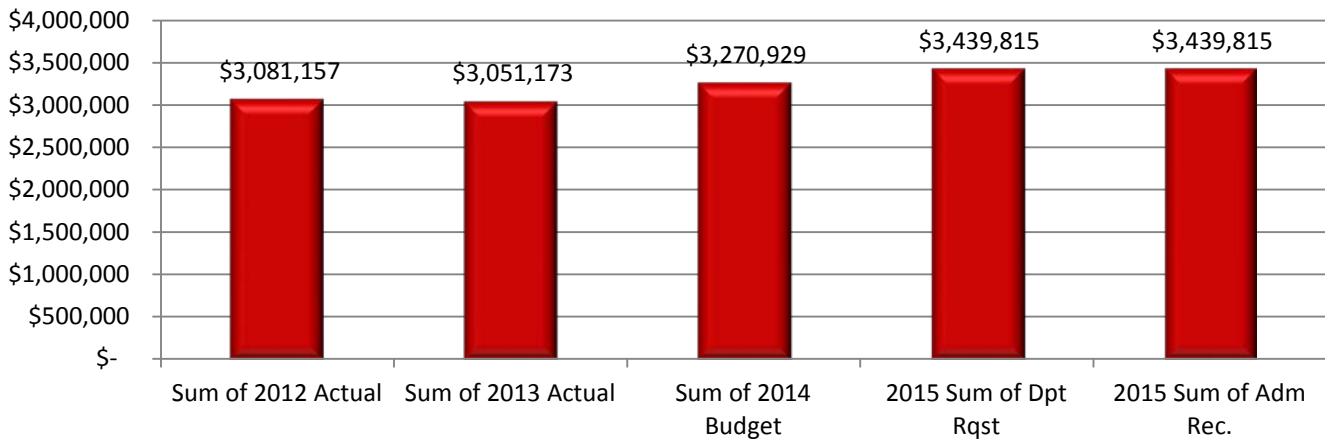
### FOC DUTIES EXPENDITURES



Revenue History

	2012 <u>ACTUAL</u>	2013 <u>ACTUAL</u>	2014 <u>BUDGET</u>	2015 DEPT <u>REQUESTED</u>	2015 <u>BUDGET</u>
CHARGES/FEES	230,051	220,893	218,672	217,672	217,672
TRANSFER IN	338,080	408,157	506,216	620,180	620,180
INTERGOVERNMENTAL	2,513,026	2,422,123	2,546,041	2,601,963	2,601,963
<b>TOTAL PROGRAM COST</b>	<b>\$3,081,157</b>	<b>\$3,051,173</b>	<b>\$3,270,929</b>	<b>\$3,439,815</b>	<b>\$3,439,815</b>

FOC DUTIES REVENUE



Strategic Outcomes

<u>Indicator</u>	2010 <u>Actual</u>	2011 <u>Actual</u>	2012 <u>Actual</u>	2013 <u>Actual</u>	2014 <u>Target</u>	2015 <u>Target</u>
Percent of incoming telephone calls handled	79	83	86	88	88	88
Percent of cases with medical insurance provided (new State performance factor/added 2009)	54.6	57.3	58	60	60	60
Percent of cases receiving current support	64.5	65.7	66	68	68	68
Percent of cases receiving arrears collections	60.7	62.3	63	65	65	65
Total amount of support collected	\$25,213,450	\$24,976,424	\$24,726,424	\$24,726,424	\$24,726,424	\$24,726,424

Other Key Indicators

<u>Indicator</u>	<u>2010 Actual</u>	<u>2011 Actual</u>	<u>2012 Actual</u>	<u>2013 Actual</u>	<u>2014 Target</u>	<u>2015 Target</u>
Telephone calls handled	29,534	30,204	32,175	32,175	32,175	32,175
Conciliations/investigations completed	494	511	511	511	511	511
Orders processed (new and modified)	12,568	14,046	14,000	14,000	14,000	14,000
Support reviews completed	672	563	600	600	600	600
Wednesday show cause hearings held	3,384	3,805	4,400	4,400	4,400	4,400
Full-time employees	43	43	43	43	43	43
Part-time employees	3	3	3	3	3	3
Calls handled per SSU representative	5,907	6,041	5,596	5,596	5,596	5,596
Conciliations/investigations completed per Conciliator/Investigator (4 total)	124	128	128	128	128	128
Orders processed per FTE ( 4 total)	3,142	3,511	3,500	3,500	3,500	3,500
Reviews completed per FTE (2 total)	336	281	300	300	300	300
Average wait time per phone call (minutes)	4.7	3.3	2.5	2.5	2.5	2.5
Objections to Conciliator/Investigator reports	44	46	46	46	46	46
Cost effectiveness (amt. collected per \$1 spent)	\$7.24	\$7.23	\$7.79	\$7.23	\$7.23	\$7.23
% of grievances acknowledged	0	23	20	15	15	15