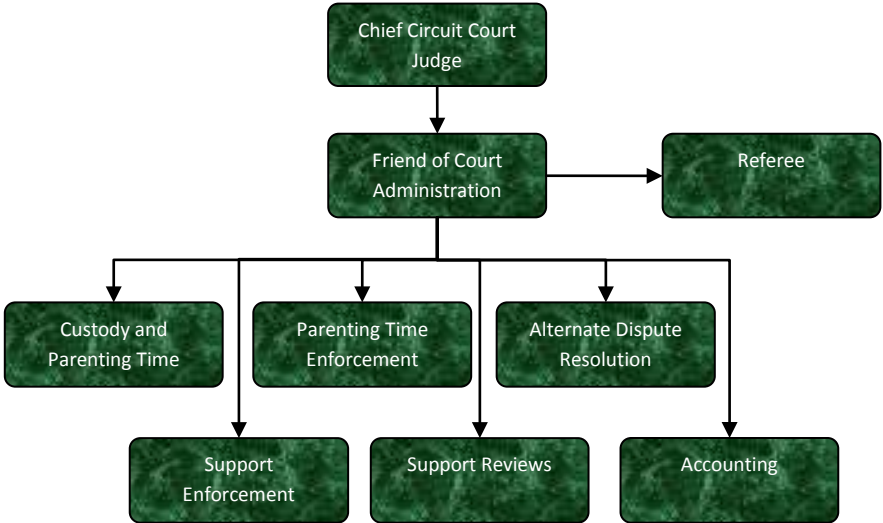


# FOC Duties



## 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.

## 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.



## 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 healthy community. Reporting suspected child abuse and neglect also contributes to a healthy community.

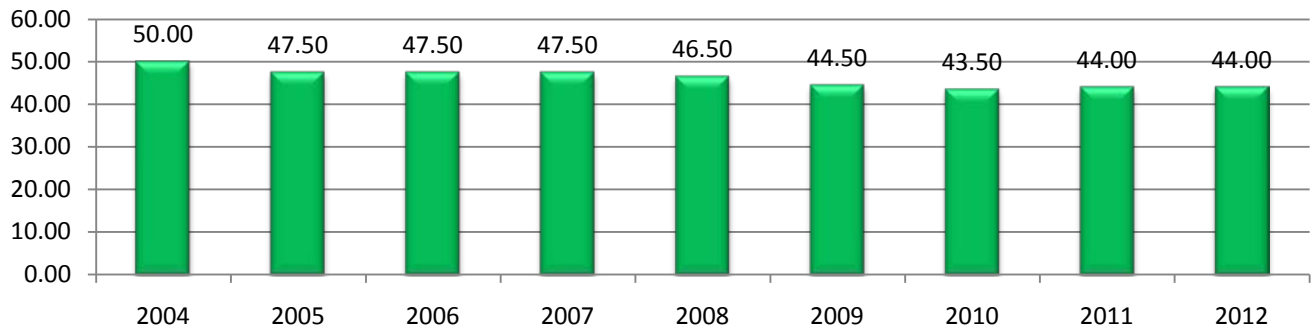
## Accomplishments

- ✓ 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. The number of reviews completed YTD in 2009 increased over 221% from 2007.
- ✓ Imaging: In 2009, the FOC converted from Alchemy to the OnBase imaging solution, which introduced an automated workflow process, and virtually eliminated problems with lost mail, faxes, and hand delivered paperwork.
- ✓ 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: In 2009, reduced wait time for Referee hearings from 60 to 90 days to roughly 30 days. Assumed responsibility for handling bench warrant arraignments and domestic relations show causing hearings to increase Judge Availability.
- ✓ Support Services: YTD 2009, 29,760 calls were handled or 84%, which is a 1% improvement despite losing one FTE to attrition. Average wait times improved by one minute from 2007.
- ✓ 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.

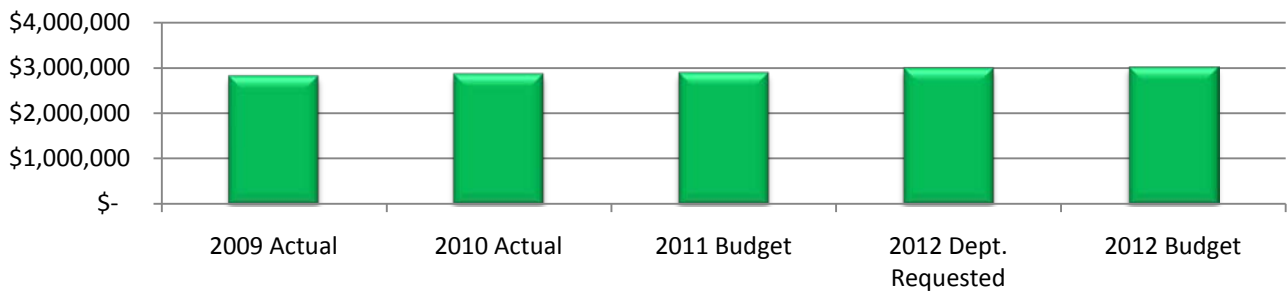
## Friend of the Court (FOC) FTE History



## Expenditure History

	2009 <u>ACTUAL</u>	2010 <u>ACTUAL</u>	2011 <u>BUDGET</u>	2012 DEPT <u>REQUESTED</u>	2012 <u>BUDGET</u>
PERSONNEL SERVICES	2,613,993	2,669,376	2,734,613	2,824,814	2,847,868
SUPPLIES & MATERIALS	59,149	51,863	55,400	55,400	55,400
CONTRACT SERVICES	31,034	26,043	33,602	64,302	64,302
OTHER EXPENSES	110,821	105,617	61,966	39,801	39,801
<b>TOTAL PROGRAM COST</b>	<b>\$2,814,997</b>	<b>\$2,852,899</b>	<b>\$2,885,581</b>	<b>\$2,984,317</b>	<b>\$3,007,371</b>

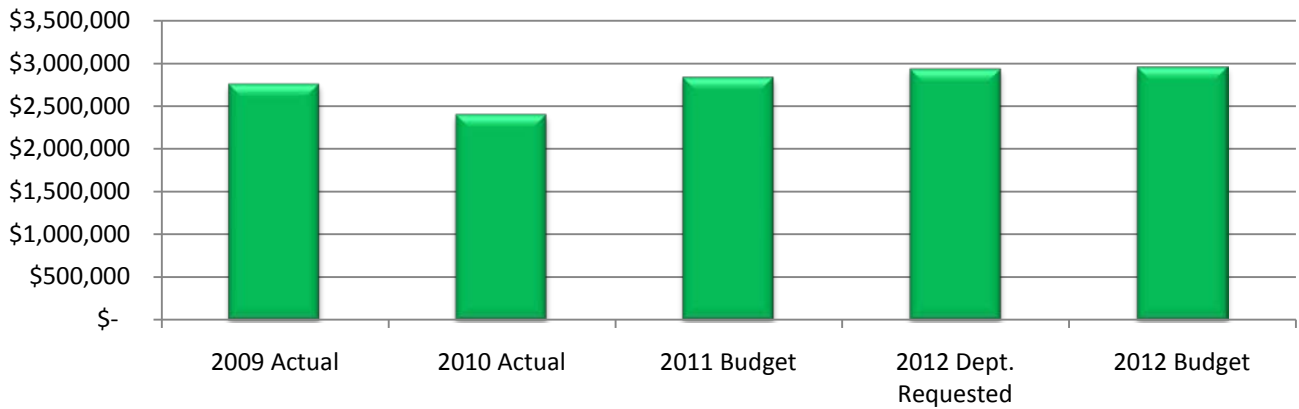
## FOC Duties Expenditures



## Revenue History

	2009 <u>ACTUAL</u>	2010 <u>ACTUAL</u>	2011 <u>BUDGET</u>	2012 DEPT <u>REQUESTED</u>	2012 <u>BUDGET</u>
CHARGES/FEES	217,381	206,923	255,016	197,172	197,172
TRANSFER IN	129,512	39,784	280,676	308,311	316,149
INTERGOVERNMENTAL	2,409,013	2,152,373	2,298,089	2,427,034	2,442,250
<b>TOTAL PROGRAM COST</b>	<b>\$2,755,906</b>	<b>\$2,399,080</b>	<b>\$2,833,781</b>	<b>\$2,932,517</b>	<b>\$2,955,571</b>

### FOC Duties Revenues



### Strategic Outcomes

Indicator	2007 Actual	2008 Actual	2009 Actual	2010 Actual	2011 Target	2012 Target
Percent of incoming telephone calls handled	79	84	84	79	83	86
Percent of cases with medical insurance provided (new State performance factor/added 2009)	36.5	43.3	46.2	54.6	57	58
Percent of cases receiving current support	62.4	63.1	64.6	64.5	65	66
Percent of cases receiving arrears collections	59.5	60.3	59.4	60.7	62	63
Total amount of support collected	\$27,173,504	\$28,544,501	\$26,733,182	\$25,213,450	\$26,733,182	\$24,726,424

Other Key Indicators

Indicator	2007 Actual	2008 Actual	2009 Actual	2010 Actual	2011 Target	2012 Target
Telephone calls handled	34,896	37,104	29,601	29,534	38,392	32,175
Conciliations/investigations completed	512	509	461	494	511	511
Orders processed (new and modified)	NA	NA	11,564	12,568	11,570	14,000
Support reviews completed	370	620	819	672	600	600
Wednesday show cause hearings held	5,009	5,009	4,215	3,384	4,000	4,400
Full-time employees	45	44	43	43	43	43
Part-time employees	2	2	2	3	3	3
Calls handled per SSU representative	5,816	6,184	5,920	5,907	6,041	5,596
Conciliations/investigations completed per Conciliator/Investigator (4 total)	128	127	115	124	128	128
Orders processed per FTE ( 4 total)	NA	NA	2,892	3,142	2,893	3,500
Reviews completed per FTE (2 total)	185	310	410	336	450	300
Average wait time per phone call (minutes)	3.48	2.65	2.58	4.7	3.3	2.5
Objections to Conciliator/Investigator reports	NA	49	42	44	46	46
Cost effectiveness (amt. collected per \$1 spent)	\$7.97	\$8.01	\$7.59	\$7.24	\$7.23	\$7.79
% of grievances acknowledged	0	19	0	23	20	15