



# **Friend of the Court Performance Measures**

Dec 08, 2020

**Department 11**

Progress 14%



**Friend of the Court**

The Friend of the Court (FOC) was created by statute (MCL 552.501) to serve as the enforcement and investigative arm of the Circuit Court Family Division. FOC employees are court employees. With over 39,000 cases, the FOC is tasked with the following duties:

- Enforcement of child support orders.
- Enforcement of custody and parenting time orders.
- Review the amount of child support consistent with the Michigan Child Support Formula Manual.
- Investigate custody and parenting time issues and make written recommendations to the Court.
- Provide mediation services for custody, parenting time and child support issues.

The FOC is required by law to open a case whenever a domestic relations case is filed that involves a minor child (this includes divorce cases, paternity cases, family support cases and certain interstate cases), unless the parties appropriately "opt out" by court order as provided by statute.

It is the FOC's vision to improve the lives of children and strengthen families.

Department Goal: 6

Objective: 14

Update provided by Dan Fojtik on Nov 12, 2020 18:47:43

**Department Goal 11.1**

Progress 50%



Maximize grant funding and revenue opportunities.

Objective: 2

Update provided by Dan Fojtik on Nov 23, 2020 14:23:48

The 5 year contract with DHHS has certain Contract Performance Standards that we must meet:

- (1) Locate: Attempt locate within 75 days of payer being unlocated and no payment within last 6 months. Target is 75% of cases.
- (2) Medical Support: 75% of cases to provide for one or more parents to provide medical insurance or cash medical support.
- (3) Review and Modification: 75% of child support reviews are to be completed within 180 days.
- (4) Timely Enforcement: Initiate enforcement within 30 days of locating a payer in 75% of cases.

**Objective 11.1.1**

Ongoing - Ongoing

Completed

Maximize eligibility for funding from federal incentive revenues as required by the federal Office of Child Support.

Cloned as Objective 1.1.4 (Kent County Strategic Plan)

Update provided by Dan Fojtik on Nov 24, 2020 17:56:35

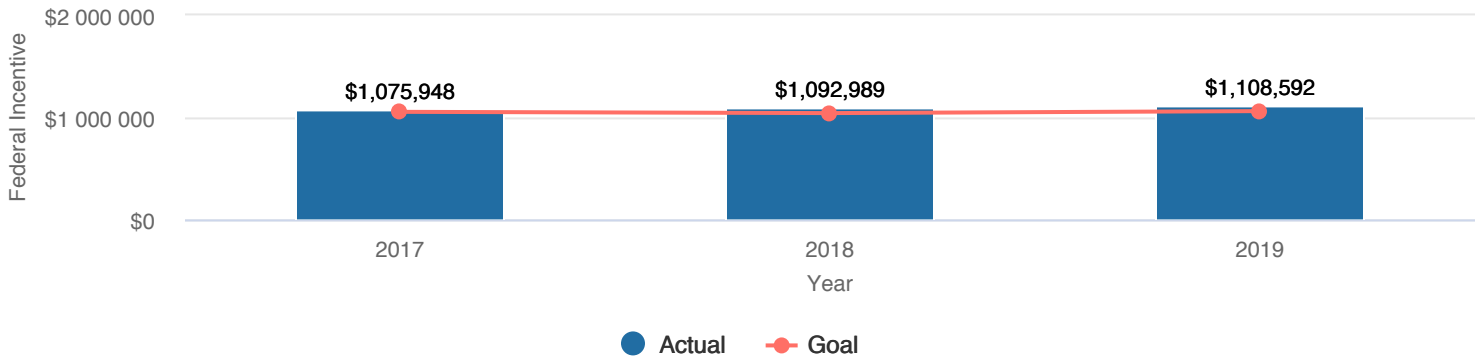
Contract Performance Standards are measured by fiscal year. We exceeded the standards in both 2019 and 2020:

	FY2019	FY2020
Locate (target 75%)	83.5%	98.6%
Medical Support (target 75%)	91.5%	93.3%
Review and Modification (target 75%)	99.9%	99.9%
Timely Enforcement (target 75%)	95.7%	95.9%

Objective 11.1.1 > Measure

### FOC - Federal Incentive

#### Federal Incentive



### Objective 11.1.2

Ongoing - Ongoing

On Track

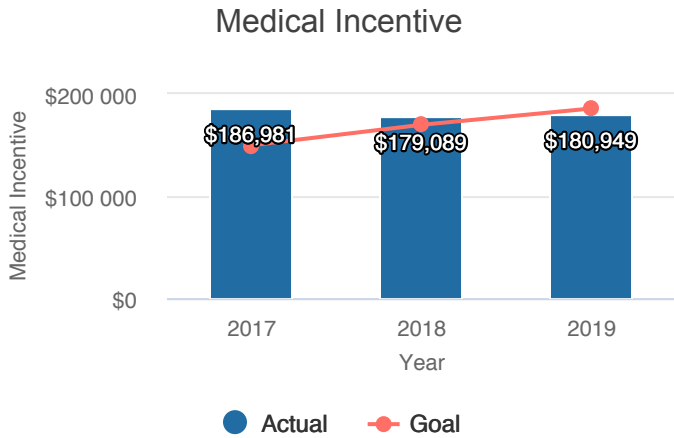
Maximize medical incentive funding from the State by ensuring medical support is provided.

Update provided by Dan Fojtik on Nov 20, 2020 13:18:31

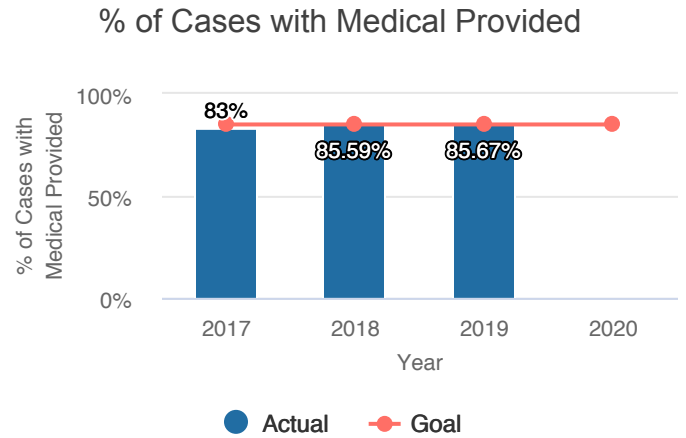
The incentive is 15 percent of the state-owed medical collected. This funding source is used primarily to fund the Bench Warrant Department.

Support reviews on 188 cases were conducted in 2019 to provide for medical support when a party certifies for Medicaid.

**FOC - Medical Incentive**



**FOC - % of Cases with Medical Provided**



**Department Goal 11.2**

Progress 0%

Provide stability for children through custody and parenting time investigations referred by the Court and through alternative dispute resolution.

	%	#
On Track	33.33	1
Some Disruption	66.67	2

Objective: 3

Update provided by Dan Fojtik on Nov 23, 2020 14:25:25

Court referrals for the Friend of the Court to conduct custody and parenting time investigations are made when the Court determines at a hearing that proper cause has been shown or there is a change in circumstances [MCL 552.505(g)].

**Objective 11.2.1**

Ongoing - Ongoing

Some Disruption

90% of all court referrals for custody and parenting time investigations/recommendations will be completed within 90 days.

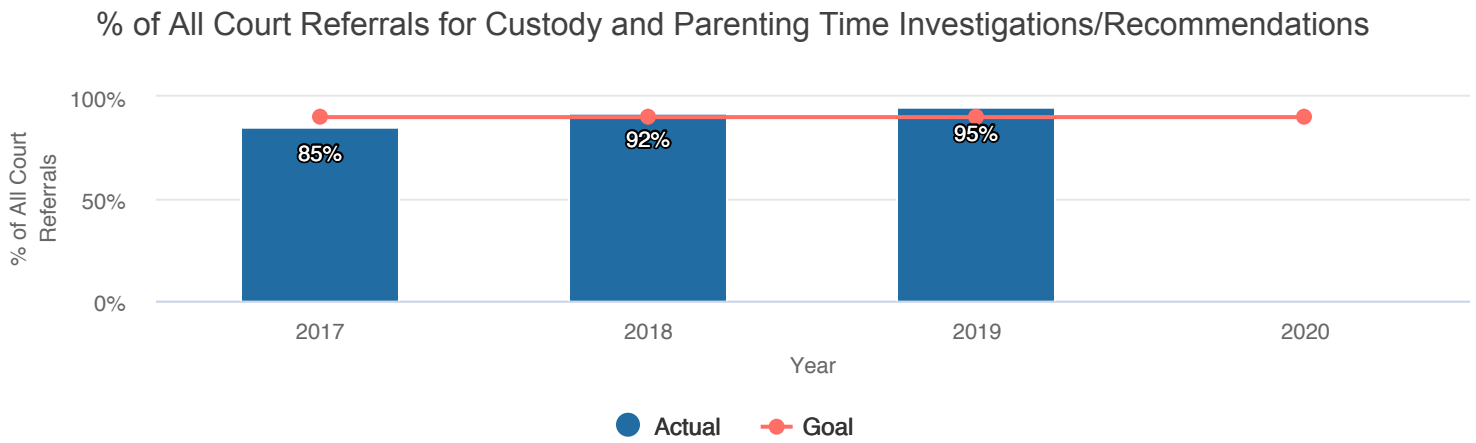
Cloned as Objective 3.2.4 (Kent County Strategic Plan)

Update provided by Dan Fojtik on Nov 20, 2020 14:52:30

A total of 634 evaluations were completed in 2019, with 95% completed within 90 days. In 2020 through October, 398 evaluations were completed (compared to 508 in 2019 through October) with 89% completed within 90 days. Referrals from the Court were lower in 2020 during the initial months of COVID until the Court was equipped to schedule remote hearings.

### FOC - % of All Court Referrals for Custody and Parenting Time Investigations/Recommendations

Last Update: Nov 13, 2020 16:25:37



#### Objective 11.2.2

Ongoing - Ongoing

Some Disruption

90% of mediations will be scheduled within 60 days.

Cloned as Objective 3.2.3 (Kent County Strategic Plan)

Update provided by Dan Fojtik on Nov 23, 2020 14:26:53

2019 was the first full year for "walk-in mediations." These are a great substitute for court ordered mediations, which require parties to file a motion and obtain an order. Although interrupted by COVID, participation is again possible since August through on-line appointments to meet with the parents virtually.

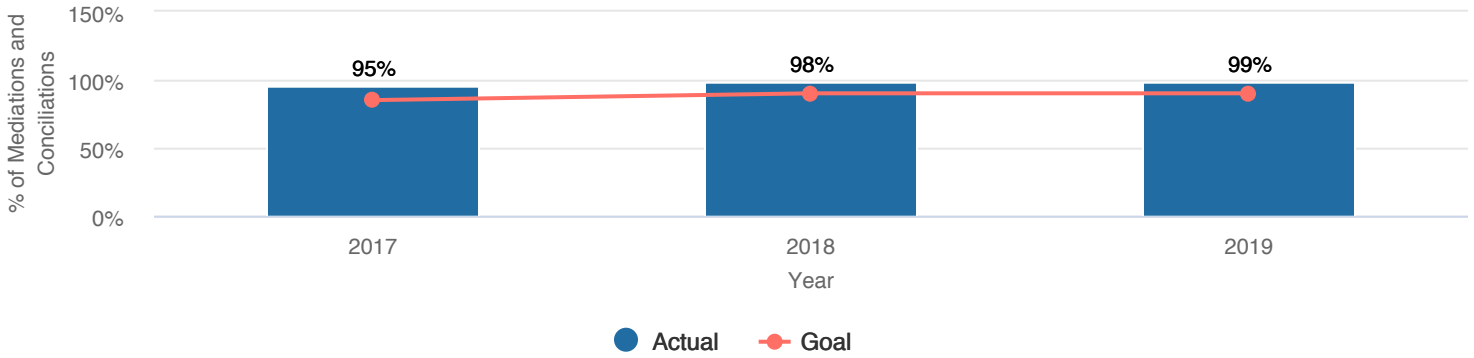
In 2019, 142 walk-in mediations took place resulting in 110 settlements, a success rate of 78%.

Objective 11.2.2 > Measure

**FOC - % of Mediations and Conciliations Scheduled Within 60 Days**

Last Update: Nov 13, 2020 16:26:05

% of Mediations and Conciliations Scheduled Within 60 Days



**Objective 11.2.3**

Ongoing - Ongoing

On Track

90% of all parenting time complaints will be resolved without a contempt hearing.

Cloned as Objective 3.2.5 (Kent County Strategic Plan)

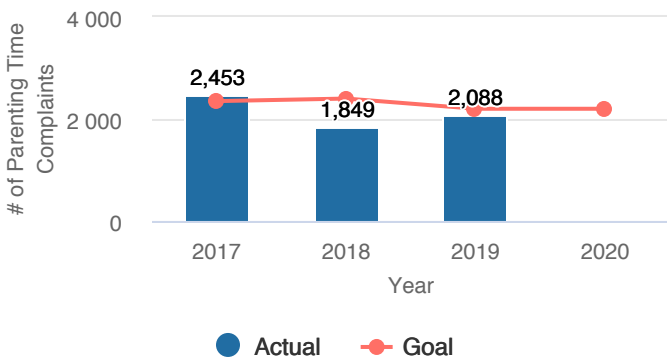
Update provided by Dan Fojtik on Nov 20, 2020 14:57:00

The Parenting Time Unit was able to continue processing parenting time complaints without much disruption even while transitioning to working remotely. A total of 2,089 complaints were received in 2019 (of those, 658 were valid). Year-to-date through the end of October 2020, a total of 1,269 complaints were received (compared to 1,757 from January through October in 2019).

Objective 11.2.3 > Measure

**FOC - # of Parenting Time Complaints Received**

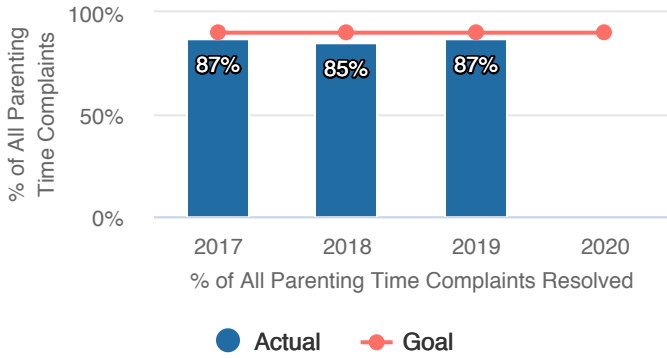
# of Parenting Time Complaints Received



**FOC - % of All Parenting Time Complaints Resolved Without a Contempt Hearing**

Last Update: Nov 13, 2020 16:26:44

% of All Parenting Time Complaints Resolved Without a Contempt Hearing



**Department Goal 11.3**

Progress 0%

Assist the Court in entering timely and appropriate child support orders.

Objective: 2

	%	#
On Track	50.0	1
Some Disruption	50.0	1

Update provided by Dan Fojtik on Nov 23, 2020 14:27:32

Support reviews are commenced when a party to a case exercises their statutory right to have a review every 3 years, the Court orders a referral, or the Friend of the Court self-initiates a review if there are reasonable grounds to believe the support amount should be modified.

**Objective 11.3.1**

Ongoing - Ongoing

Some Disruption

90% of all support reviews will be completed within 90 days after information is received.

Cloned as Objective 3.2.6 (Kent County Strategic Plan)

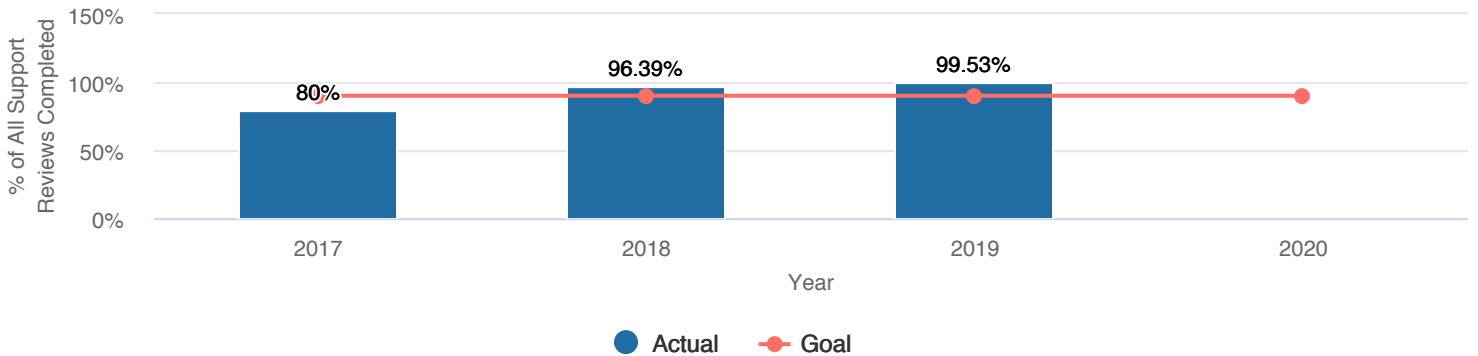
Update provided by Dan Fojtik on Nov 24, 2020 15:49:34

The Support Review Unit experienced disruption due to COVID while it transitioned to working remotely and experienced delays in scheduling objection hearings.

A total of 3041 support reviews were conducted in 2019 (not including ones conducted by ADR), with 99.53% completed within 90 days after receiving the information. Y-t-d 2020 through October, 1,740 reviews have been conducted (86.69% within 90 days), compared to 2,608 in 2019 through October.

**FOC - % of All Support Reviews Completed Within 90 Days After Information Is Received**

% of All Support Reviews Completed Within 90 Days After Information Is Received



**Objective 11.3.2**

Ongoing - Ongoing

On Track

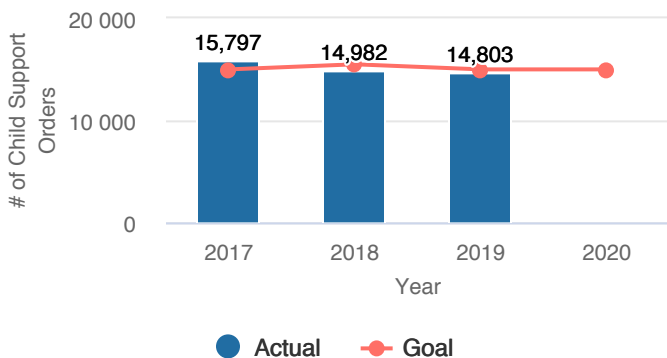
100% of all child support orders will be entered in the state computer (MiCSES) within 3 business days.

*Update provided by Dan Fojtik on Nov 17, 2020 15:44:19*

In 2019, orders were entered onto the MiCSES system within 3 business days in 97.7% of the cases (14,803 orders). In 2020, through October, we are at 100% (9,344 orders).

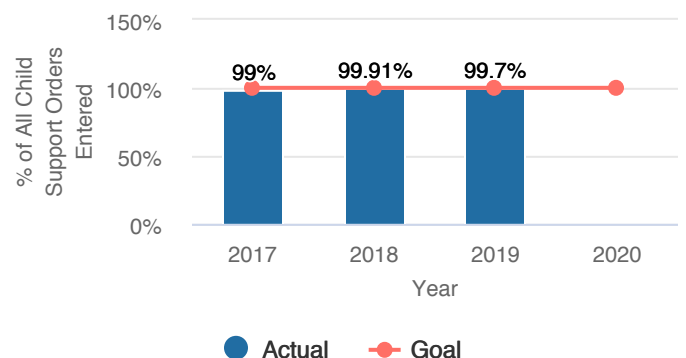
**FOC - # of Child Support Orders Entered Into the State Computer (MiCSES)**

# of Child Support Orders Entered Into the State Computer (MiCSES)



**FOC - % of All Child Support Orders Entered Into the State Computer (MiCSES) Within 3 Business Days**

% of All Child Support Orders Entered Into the State Computer (MiCSES) Within 3 Business Days





**Department Goal 11.4**

Progress 0%



Assist the Court by readily identifying and commencing action on those cases in need of child support enforcement, and utilize innovative solutions to address non-compliance with Child Support Orders.

	%	#
On Track	33.33	1
Some Disruption	66.67	2

Objective: 3

Update provided by Dan Fojtik on Nov 30, 2020 13:52:02

One of our primary enforcement remedies is to schedule show cause contempt hearings. A total of 8,372 hearings were scheduled in 2019. In 2020 y-t-d through October, 1,909 were scheduled (compared to 7,266 through October in 2019). COVID had a negative impact due to our inability to schedule in-person hearings. Since October, we launched virtual show cause hearings but these are much more limited in number.

Continue to assist payers who have difficulty complying with their support order due to barriers such as unemployment, substance abuse, and orders that exceed their ability to pay. Through the Resources for Parents Program, we have partnered with 21 employers and 37 agencies.

**Objective 11.4.1**

Ongoing - Ongoing

Some Disruption

80% of current support charges will be collected

Cloned as Objective 3.5.11 (Kent County Strategic Plan)

Update provided by Dan Fojtik on Nov 12, 2020 20:38:33

In FY 2019, current collections was 75.95%. In FY 2020, current collections was 75.06%.

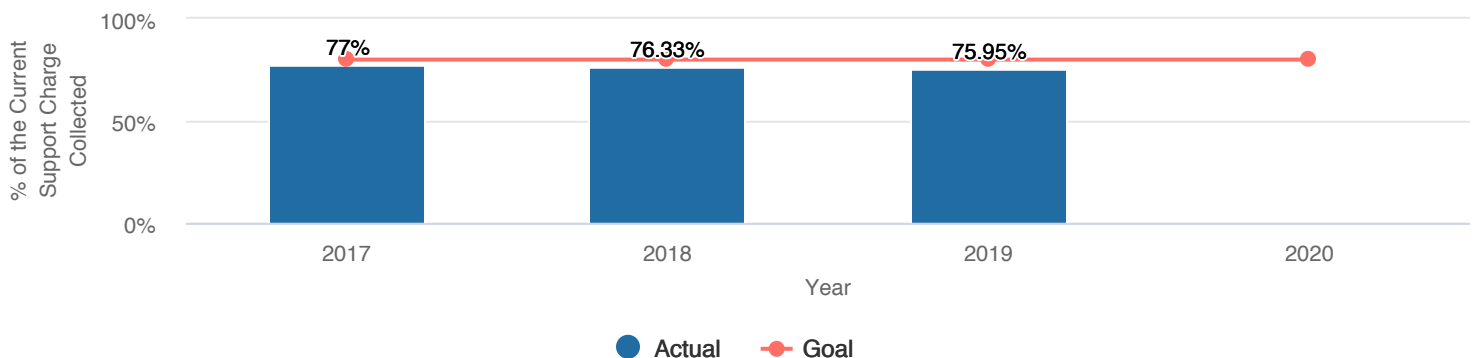
Although our enforcement processes were interrupted by COVID, we still had good collections primarily through automatic income withholding of stimulus payments and unemployment benefits.

Continue to implement remote show cause hearings for non-compliance with support orders.

Objective 11.4.1 > Measure

**FOC - % of the Current Support Charge Collected**

% of the Current Support Charge Collected



**Objective 11.4.2**

Ongoing - Ongoing

On Track

80% of cases with an arrears will have a collection

Update provided by Dan Fojtik on Nov 30, 2020 13:58:28

In FY 2019, collections on arrears was 79.80%. In FY 2020, collections on arrears was at 85.55%.

Although our enforcement processes were interrupted by COVID, we still had good collections primarily through automatic income withholding of stimulus payments and unemployment benefits.

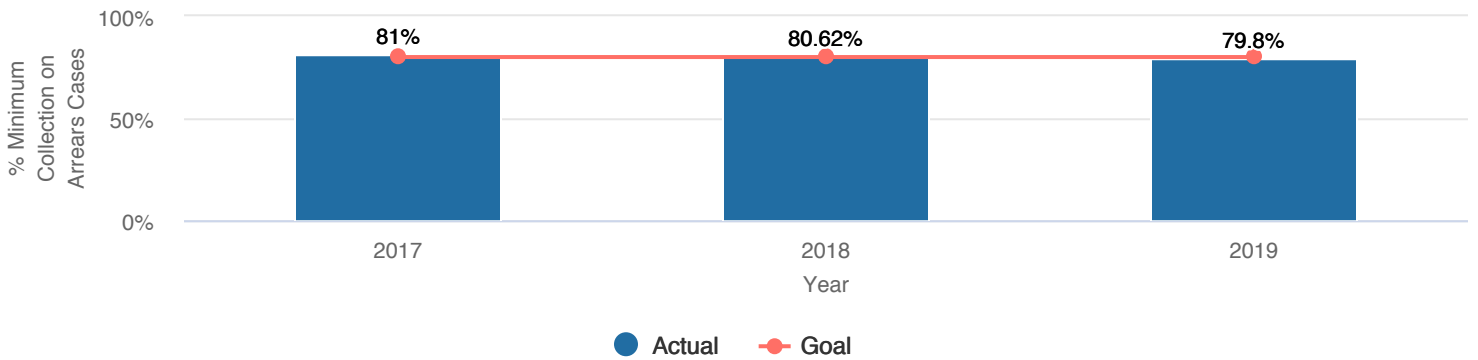
Continue to implement remote show cause hearings for non-compliance with support orders.

Launch the Arrears Clinic to give payers options to manage and in some cases reduce or eliminate arrearages.

Objective 11.4.2 > Measure

**FOC - % Minimum Collection on Arrears Cases**

% Minimum Collection on Arrears Cases



**Objective 11.4.3**

Ongoing - Ongoing

Some Disruption

85% of the bench warrants handled by Friend of the Court deputies will be resolved without arrest

Cloned as Objective 3.5.10 (Kent County Strategic Plan)

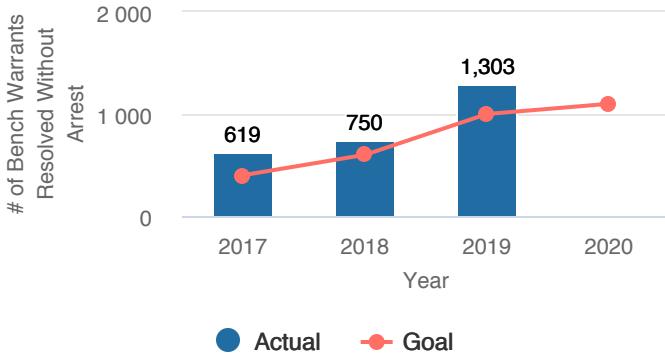
Update provided by Dan Fojtik on Nov 30, 2020 13:56:20

A total of 1,303 warrants were resolved by FOC deputies without arrest in 2019, a rate of 95%. COVID disrupted normal warrant operations. In 2020 y-t-d through October, only 687 warrants were resolved without arrest (98.71%). Compared to 2019 y-t-d through October, where 1,186 warrants were resolved without arrest (94.19%).

Objective 11.4.3 > Measure

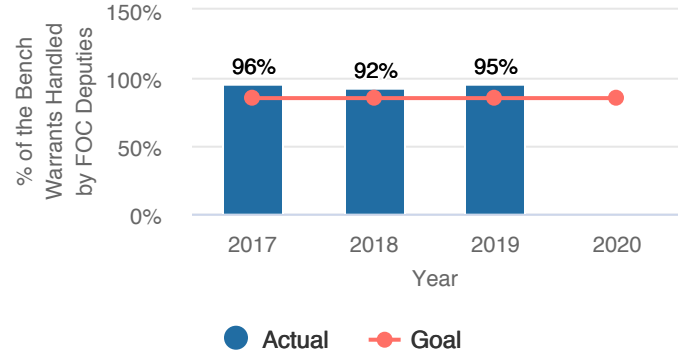
**FOC - # of Bench Warrants Resolved Without Arrest by FOC Deputies**

# of Bench Warrants Resolved Without Arrest by FOC Deputies



**FOC - % of the Bench Warrants Handled by FOC Deputies that Were Resolved Without Arrest**

% of the Bench Warrants Handled by FOC Deputies that Were Resolved Without Arrest



**Department Goal 11.5**

Progress 50%

Be responsive to community concerns about Friend of the Court personnel and operations, and to educate and engage those who have a Friend of the Court case through effective community outreach.

	%	#
Major Disruption	50.0	1
Completed	50.0	1

Objective: 2

Update provided by Dan Fojtik on Nov 23, 2020 14:29:45

Our community outreach events were significantly interrupted by COVID. In order to inform and update the public, we continually provide valuable and timely information on our website and encourage communication through our phones, regular email and two-way communication through MiSupport.

**Objective 11.5.1**

Ongoing - Ongoing

Major Disruption

100% monthly outreach to at least three community groups, agencies and facilities that reach payers who are homeless, incarcerated, or in need of special services.

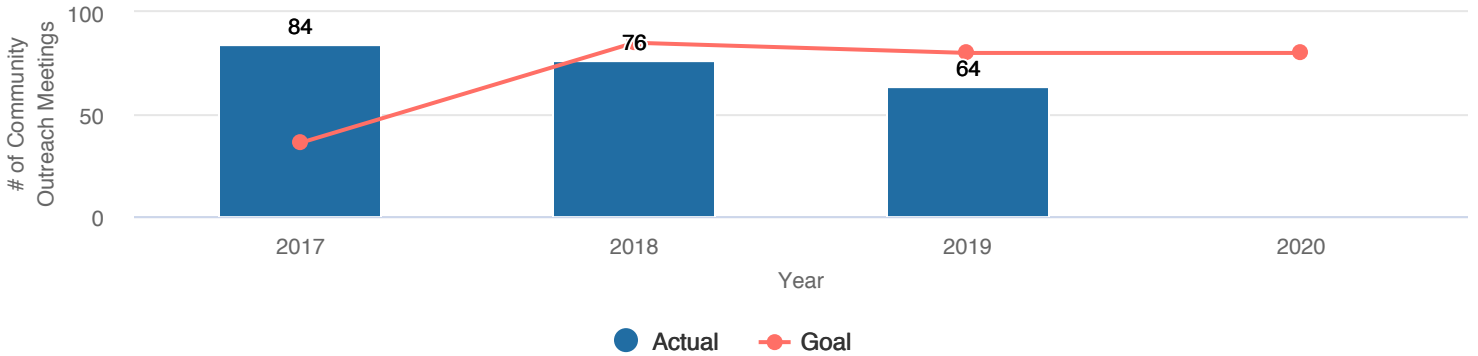
Update provided by Dan Fojtik on Nov 23, 2020 14:30:41

There were 64 outreaches in 2019, the purpose of which is to inform and be more assessable. Outreaches, most of them monthly, were scheduled with Michigan Works, Urban Family Ministries, Strong Fathers, Hispanic Center, Guiding Light Mission, 70 x7 Life Recovery, Kent County Correctional Facility, Bellamy Creek Prison and Salvation Army.

There have been no in-person outreaches since March 2020.

**FOC - # of Community Outreach Meetings**

# of Community Outreach Meetings



**Objective 11.5.2**

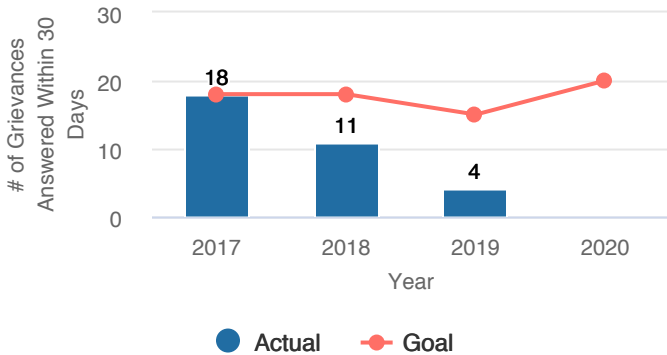
100% of grievances will be answered within 30 days.

*Update provided by Dan Fojtik on Nov 30, 2020 14:02:06*

In 2019 there were only 4 grievances. In 2020 through October, there were 10; of these, 4 were non-grievable issues (e.g. disagreement with a Court decision). The Citizen Advisory Committee reviews all grievances.

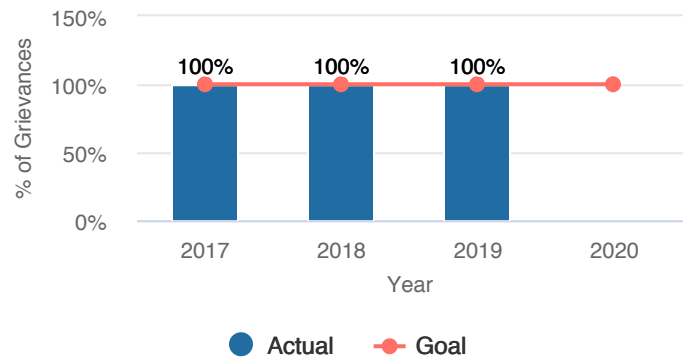
**FOC - # of Grievances Answered Within 30 Days**

# of Grievances Answered Within 30 Days



**FOC - % of Grievances Answered Within 30 Days**

% of Grievances Answered Within 30 Days



**Department Goal 11.6**

Progress 0%



Deliver exceptional customer service by answering inquiries promptly and accurately.

	%	#
On Track	50.0	1
Some Disruption	50.0	1

Objective: 2

Update provided by Dan Fojtik on Nov 23, 2020 14:31:32

With the closure of our lobby due to COVID, we greatly expanded communications through regular email and two-way communication through MiSupport. We also expanded access to information by providing for online appointments with enforcement case managers.

**Objective 11.6.1**

Ongoing - Ongoing

Some Disruption

75% of incoming calls to Client Information Services Department will be answered within 5 minutes

Cloned as Objective 3.2.7 (Kent County Strategic Plan)

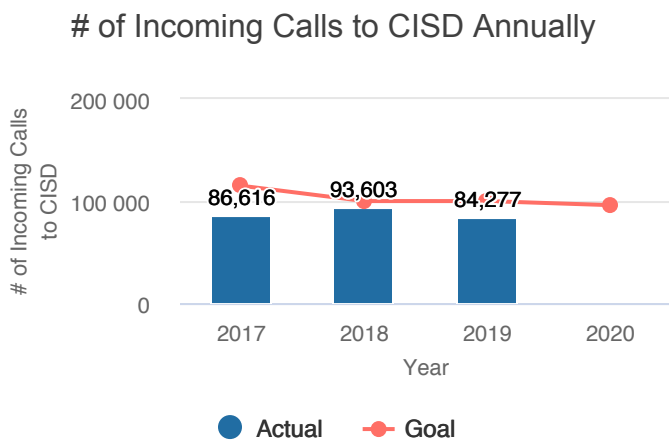
Update provided by Dan Fojtik on Nov 24, 2020 15:57:46

During the initial months of COVID, we were unable to maintain our regular telephone hours and instead relied primarily on regular email and two-way communication through MiSupport. There have been COVID-related staffing issues within the Customer Information Service Department itself that lowered the number of staff able to work, so we enabled our Customer Service Representatives to work remotely from home. This is challenging because our current telephone system does not support working remotely.

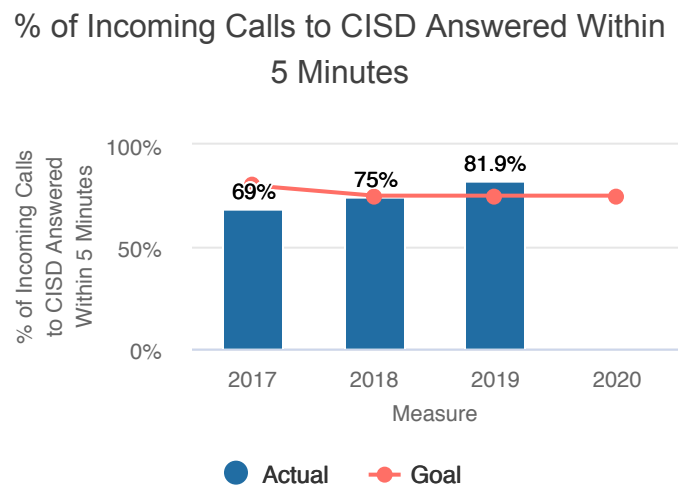
In 2019, 81.9% of incoming calls (84,277) were answered within 5 minutes. In 2020 through October, the average rate was 78.8%.

Objective 11.6.1 > Measure

**FOC - # of Incoming Calls to CISD Annually**



**FOC - % of Incoming Calls to CISD Answered Within 5 Minutes**



**Objective 11.6.2**

Ongoing - Ongoing

On Track

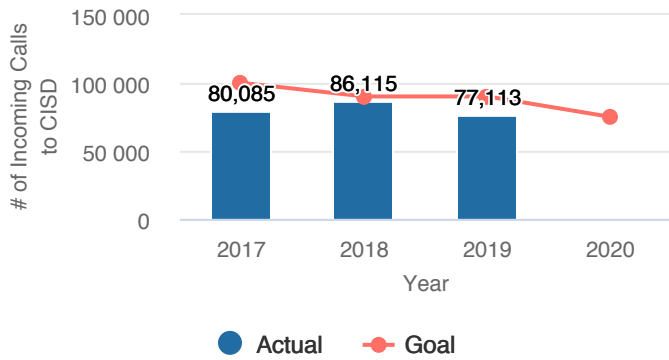
90% of incoming calls to Client Information Service Department will be resolved without transfer

In 2019, 91.5% of incoming calls were resolved without transfer. In 2020 through October, it was 96.2%.

Objective 11.6.2 > Measure

### FOC - # of Incoming Calls to CISD Will Be Resolved Without Transfer

# of Incoming Calls to CISD Will Be Resolved Without Transfer



### FOC - % of Incoming Calls to CISD Will Be Resolved Without Transfer

% of Incoming Calls to CISD Will Be Resolved Without Transfer

