



JENNIFER M. GRANHOLM  
GOVERNOR

STATE OF MICHIGAN  
DEPARTMENT OF HUMAN SERVICES  
LANSING



ISMAEL AHMED  
DIRECTOR

June 17, 2009

The Honorable Bill Hardiman, Chair  
Senate Appropriations Subcommittee on DHS  
Michigan State Senate  
Lansing, MI 48933

The Honorable Dudley Spade, Chair  
House Appropriations Subcommittee on DHS  
Michigan House of Representatives  
Lansing, MI 48933

Dear Senator Hardiman and Representative Spade:

Section 902(3) of 2008 Public Act No. 248 (Enrolled House Bill No. 5814) requires the Department of Human Services (DHS) to submit semi-annual reports to the legislature on expenditures and improvements made to the Michigan Child Support Enforcement System (MiCSES).

Please accept this letter as the DHS's first semi-annual report for fiscal year 2009. The Office of Child Support continues to fix and improve MiCSES although there are no funds available from prior years. All funds expended on MiCSES are from current year appropriations.

During the first six months of the fiscal year the child support program reevaluated the system priority listing to ensure that we continue focusing MiCSES improvements and fixes that will provide the greatest impact on worker efficiency/effectiveness and collections. This effort consisted of all work improvement teams, workgroups, user groups, and others in the child support program to reevaluate their priorities for system fixes. The Program Leadership Group then, using this input, redefined the MiCSES priority list.

Some fixes/improvements included in MiCSES in the first six months of this fiscal year include:

- Improvements in document generation.
- Development of an electronic income withholding notice for employers.
- Development of an interface between MiCSES and a new child support customer service Web site called MiCase.
- Improvements in end of year statements for parents.

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The Office of Child Support also continues to work with GC Services, a private collection agency, on a pilot collection project with Calhoun County. This pilot is expected to begin July 1, 2009.

If you have any questions, please contact John Sorbet, chief administrative officer, DHS, at (517) 373-7787.

Sincerely,

A handwritten signature in cursive script that reads "Ismael Ahmed".

Ismael Ahmed

c: Senate and House Appropriations on DHS  
Senate and House Fiscal and Policy Offices  
State Budget Director