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GOVERNOR

STATE OF MICHIGAN  
DEPARTMENT OF HUMAN SERVICES  
LANSING



ISMAEL AHMED  
DIRECTOR

May 5, 2010

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 2009 Public Act No. 129 requires the Department of Human Services (DHS) to submit semi-annual reports to the legislature on expenditures and improvements made as a result of this section of the appropriations act.

Please accept this letter as the DHS's first semi-annual report for fiscal year 2010. The Office of Child Support continued to fix and improve the Michigan Child Support Enforcement System (MiCSES), although there were no carry-forward funds available. All funds expended on MiCSES during the reporting period were from fiscal year 2010 appropriations.

During the first six months of the fiscal year the child support program had one release in December 2009 to fix a number of smaller items requested by users such as:

- Improving user capabilities to generate and retrieve requested reports.
- Improve worker efficiency by allowing court reports to be pre-scheduled for bulk printing.
- Creating an automatic process to cancel bench warrants in MiCSES based on data received from Michigan State Police via the LEIN system.
- Reducing costs by combining medical insurance and income withholding notices going to the same parties.

The majority of MiCSES time and effort has been allocated to two projects:

1. Upgrading MiCSES to operate on a new Oracle operating system.
2. Developing a two-way interface with the MiCSES and BRIDGES applications.

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The upgrade to the operating system is expected to be implemented on June 1, 2010. The MiCSES/BRIDGES interface is targeted to be completed on October 22, 2010.

The Office of Child Support also continues to work with GC Services, a private collection agency, on a pilot collection project with Calhoun County Friend of the Court. This pilot project was started in November 2009 with 4,209 hard to collect cases turned over to GC Services for collection activities. As of March 31, 2010 we have only seen a small increase in collections for the cases that were turned over to GC Services for collection activities. Our analysis continues as to whether collections on the cases referred are attributable to the efforts of GC Services or were voluntary by the noncustodial party. GC Services believes that the high rate of unemployment in Michigan is a major factor in the collection results.

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

Sincerely,



Ismael Ahmed

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