



STATE OF MICHIGAN

DEPARTMENT OF HUMAN SERVICES
LANSING

RICK SNYDER
GOVERNOR

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August 26, 2011

The Honorable Bruce Caswell, Chair
Senate Appropriations Subcommittee on DHS
Michigan State Senate
Lansing, MI 48933

The Honorable David Agema, Chair
House Appropriations Subcommittee on DHS
Michigan House of Representatives
Lansing, MI 48933

Dear Senator Caswell and Representative Agema:

Section 902(3) of 2010 Public Act No. 190 requires the Department of Human Services (DHS) to submit semiannual 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 second semiannual report for fiscal year 2011. 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 2011 appropriations.

During the second six months of the fiscal year the child support program had one major release on June 10, 2011. This purpose of this release was to improve usability of several screens and to address needed technical upgrades. During this time period, there were also four maintenance releases. A second large release is scheduled for September 16, 2011, that will include a significant reworking of the alerts function in MiCSES to give users more control over their caseloads and day-to-day work. Also, issues identified from the Bridges/MiCSES interface that impact both Bridges and MiCSES cases will be addressed.

In addition, a significant improvement is planned for the data warehouse in the fall of 2011 that will substantially improve the ability of child support professionals in the state and county child support offices to monitor and utilize reports to improve individual and office performance.

The Office of Child Support also continued to work with GC Services, a private collection agency, on a pilot collection project with Calhoun County Friend of the Court. We have only seen a small increase in collections for the cases that were turned over for collection activities. The continued high rate of unemployment in Michigan appears to be a major factor in these results. As a result, the contract will end on November 1, 2011.

If you have any questions, please contact me at (517) 373-7787.

Sincerely,


Susan Kangas,
Chief Financial Officer

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