



STATE OF MICHIGAN

DEPARTMENT OF HUMAN SERVICES  
LANSING

RICK SNYDER  
GOVERNOR

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March 28, 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 semi-annual reports to the legislature on expenditures and improvements to the child support computer system and contracted collection efforts 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 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 first six months of the fiscal year the child support program had one major release on November 12, 2010. This purpose of this release was to create a fully operating two-way interface between MiCSES and BRIDGES, the IV-A eligibility system. MiCSES also had one smaller release on March 19, 2011 to fix and improve a number of user-requested issues. During this time period, the child support customer service web site MiCASE was moved to a new platform that will permit substantial enhancements including improvements in the enrollment process and interactive use by customers.

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. 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 December 31, 2010, we have only seen a small increase in collections for the cases that were turned over to GC Services for collection activities. To try to improve results, GC Services has established a new collections unit for this project in Michigan. This unit has begun working more closely with the Friend of the Court to leverage resources and collection activities and will soon have read-only access to the statewide case management system, MiCSES. However, the continued high rate of unemployment in Michigan appears to be a major factor in the collection results. As a result, the contract has been extended to November 1, 2011 with an interim review on June 1, 2011.

Honorable Bruce Caswell  
Honorable David Agema  
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If you have any questions, please contact me at (517) 373-7787.

Sincerely,



Susan Kangas  
Chief Financial Officer

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