

Office of Child Support Community Advisory Council

Charter

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Substantive updates to this charter since its last publication are indicated with change bars in the right margin.

Purpose

An advisory council is a neutral, nonbinding group, composed of community members and stakeholders, that gives input, insights and strategic advice to inform the design and implementation of programs and services. Advisory councils can help programs perform more equitably and efficiently.

The Michigan Department of Health and Human Services’ (MDHHS) Office of Child Support (OCS) is committed to involving members of the community in its decision-making processes. OCS will administer and support the council.

The OCS Community Advisory Council will adhere to these tenets of community engagement:

- Work collaboratively.
- Participate in the reciprocal transfer of knowledge among all collaborators and partners.
- Nurture ongoing relationships.
- Address issues affecting well-being.
- Involve community members as partners in decision-making.

Goals and Objectives

The primary goal of the council is to elevate the voices, interests, ideas and concerns of families and individuals served by Michigan's child support program, as many are currently under-represented in the development of child support policies. The council will help shape and influence the policies and practices of the child support program, with the result being child support program outcomes that are more equitable for all families the program serves.

The following objectives will help in meeting this goal:

- Representatives of Michigan's child support program will seek to build trust and transparency through their interactions with the council.
- OCS will engage with the council early enough in the policy development cycle for the council's input to be useful and meaningful (i.e., the council will participate in actual policy development, rather than exclusively comment on already-developed policy).¹
- OCS commits to incorporating to the greatest extent possible the input and recommendations of the council, while balancing that with any legal, financial and internal structure limitations that may exist.
- OCS will obtain feedback and suggestions on drafted materials and revise them as appropriate.
- OCS will bring forward the council's impacts on its policies and programs by providing results, outcomes and data to inform future council discussions.
- The council will openly bring its own experiences and the experiences of the communities its members live in and seek to consider and understand communities not represented. The council will encourage and support individual members to share openly, honestly and safely to reach its goal.

Scope

The key function of the OCS Community Advisory Council is to reduce inequities and better serve families by helping shape and influence the policies and practices of Michigan's child support program. The council's focus is on procedures, programs and policies related to OCS's administration of Michigan's Title IV-D program. Title IV-D refers to the section of the Social Security Act that authorizes federal funding for the child support program, specifically "services relating to the establishment of paternity or the establishment, modification, or enforcement of child support obligations."

Certain child support-related issues – such as custody and parenting time – do not fall under Title IV-D and are therefore not addressed or decided by OCS. While the council may discuss these issues, OCS is unable to directly affect related policies and

¹ There are policies where there are no business decisions that impact families (e.g., internal form changes, procedures between internal work units, etc.). OCS, together with the council, will determine the types of policies, programs, and initiatives that will make the best use of the council's time and energy.

procedures. OCS will work to deliver any recommendations or concerns to the relevant agencies.

Within this charter, references to the “child support program” or “child support policies” mean those policies that fall under Title IV-D and are the responsibility of OCS.

The Michigan Child Support Program maintains a strategic plan that outlines the program’s priorities, goals and strategies. It defines the program’s operating principles, which include purpose (“We respect and embrace... diversity, are inclusive in our practices, and pursue equitable outcomes for all. We rely on families to tell us what they need from us.”) and accountability (“We are accountable to the children and families who come to us for the quality and effectiveness of our work.”).

The work of the OCS Community Advisory Council will be done in service to two of the child support program’s strategic plan goals:

- “Child Support Processes” calls for using families’ experiences to evaluate practices and use resources where they provide the most effective and efficient family-centered services.
- “Customer Experience” calls for ensuring that families served by the child support program understand the processes and know they have been heard and are respected.

Approach

Since a key function of the OCS Community Advisory Council is to help shape and influence the policies and practices of the child support program, membership on the council should reflect the diverse communities that are directly involved with the program. By having a council that reflects the diversity within those communities, members will be able to provide the perspective of various community groups.

The council will influence processes, procedures and policies that OCS implements statewide and consequently, council members will represent the interests of child support families from the entire state. The council is not an independent decision-making body.

To ensure that the council is representative of the entire state of Michigan, some of the council’s members may be formally or informally affiliated with diverse community organizations and able to represent not only their own personal views, but the principles and values of those organizations as well.

For the recruitment of advisory council members, there will be an intentional search for diverse and inclusive representation from non-dominant and systemically marginalized groups. The intent is to be as diverse and all-inclusive as possible.

In an effort to keep the council effective and successful, there will be a limited number of positions available. This may inadvertently cause a lack of representation from one or more groups at various times. OCS will periodically revisit the makeup of the council to ensure all groups are represented at the highest standard possible.

Membership

The council will have no fewer than 10 but no more than 14 members. Council members are expected to serve at least one year. OCS and the council members will review membership makeup periodically and determine membership rotation. As long as there are 10 or more active council members, any vacancies will be filled once a year, with new members attending their first meeting in January. This will allow for a thorough onboarding process and less interruption of ongoing council business. If membership of the council falls below 10 at any point in the year, every effort will be made to identify and onboard members as soon as feasible. OCS intends to avoid a council consisting of entirely new members in any particular cycle.

If there is more interest than there are council positions available, OCS will maintain a list of potential participants. Once an individual has been on the list for a year, OCS will reach out to confirm that they are still interested in joining the council. After a second year, OCS will archive the participant's information and they will be asked to re-apply if still interested.

Council participants will have a commitment to, and an interest in, the expectations and goals of the council. Council members may be members of a child support advocacy group (e.g., a fathers' rights group), but priority will be given to individuals who are actual or potential child support participants regardless of whether they are a member of an advocacy group.

OCS will continually refresh its candidate pool and update its list of potential participants.

OCS will select council members to represent the relevant groups within the child support communities. Criteria for membership will include diversity of opinions and experience, and a balance of cultural and demographic representation. Diverse characteristics among council members should include the following:

- Ability
- Age
- Citizenship status
- Economic class
- Education level
- English as a second language
- Ethnicity
- Gender identity
- Geography

- Race
- Religion
- Sexual orientation
- Veteran status

Additionally, council membership will represent fathers, mothers and other caregivers (e.g., grandparents, aunts or uncles), either licensed or unlicensed, to the extent possible. Care will be taken to ensure representation of mothers and fathers who pay child support, as well as mothers, fathers and caregivers who receive child support.

The council will not include child support practitioners (staff from OCS, the State Court Administrative Office, Friends of the Court or Prosecuting Attorney offices) or representatives from the judicial or legal community because these voices are already well-represented within the child support policy development process. Child support practitioners will participate in council meetings only to provide factual information.

The council may invite guest speakers or consultants (e.g., family counselors, community service providers or educators), but these guests will not be considered formal members of the council or involved in creating recommendations.

Operations

The council will operate under a consensus model in preparing its recommendations. This approach will work to build relationships and reach agreement through discussion and collaborative policy development. Consensus models stress and utilize human capacity for patient cooperation in achieving creative group harmony.

To facilitate consensus a minimum number of council members must attend a council meeting for the group to make decisions. The number of members needed for council meetings will vary depending on the total number of council members.

Council Membership	Minimum number of attendees required at meeting for consensus decision-making
13 or more members	10
11 or 12 members	9
Fewer than 11 members	7

The minimum attendance requirement is a guideline; if the minimum attendance requirement is not met, the facilitators will determine whether to continue the meeting and/or continue with decision making.

The council is encouraged to recognize and respect differing opinions and input. When providing input to OCS, the council will report a lack of consensus, if necessary. Even when consensus is reached, the council will report on varying perspectives and thoughts.

In the initial meetings, OCS and council members agreed on and committed to meeting mechanics such as location, frequency of meetings and ground rules. Currently, the council meets virtually. The council members will determine when it may be appropriate, if ever, to move to an in-person or hybrid meeting model.

Council members have agreed on behavioral norms and expectations for the group. If a member misses three meetings within a calendar year, OCS will contact the member to identify challenges with attendance and attempt to address them. Continuity is important for the success of the council, and OCS may, at its discretion, remove members who are unable to consistently attend.

Communication

OCS will provide options to the council for communication between council members and with OCS; the council will discuss these options and decide which options will work best.

The council will develop and propose administrative processes, including the process for providing feedback to OCS. The process will include the council's approach to recording minutes and notes, and creating and distributing special reports, consensus recommendations and associated council outputs. The council will recommend its methods for sharing its output and feedback to OCS, OCS's partners and the public. OCS will provide options to the group for discussion and consensus.

Budget

The council will operate within the MDHHS budgetary and supply guidelines. MDHHS will provide the following:

- Small reimbursement to compensate for time spent on council activities.
- Snacks for in-person meetings.
- Paper and pens for notetaking at in-person meetings.
- Translation services as needed.
- Childcare for in-person meetings.

Evaluation Process

OCS will track policy process statistics for the purposes of process improvement and determining effectiveness. This will include the following:

- Quantitative data: OCS will measure the number of policies that go through the process and the number that do not, as well as how long it takes each policy to go through the process. OCS will measure meeting participation.
- Qualitative data: OCS will survey council members and guests regarding their satisfaction with the council's processes and results.

OCS encourages open and honest dialogue between facilitators and individual council members. Facilitators will periodically reach out to individual council members to check in on their satisfaction with the council's processes, and facilitators will be open to feedback and suggestions from council members at any time.

Authorizations/Approvals

Approved by Erin Frisch, Director, Michigan Office of Child Support, 12/10/2019.

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