



STATE OF MICHIGAN

DEPARTMENT OF HUMAN SERVICES
LANSING

RICK SNYDER
GOVERNOR

MAURA D. CORRIGAN
DIRECTOR

IV-D MEMORANDUM 2013-025

TO: All Friend of the Court (FOC) Staff
All Prosecuting Attorney (PA) Staff
All Office of Child Support (OCS) Staff

FROM: Erin P. Frisch, Director
Office of Child Support

DATE: December 3, 2013

SUBJECT: OCS Case Management Section Business Process Changes,
Upcoming New Interactive Voice Response (IVR) System,
Revised Contact Information, and Form Updates

UPDATE(S):

Manual

Form(s)

RESPONSE DUE: None

POLICY EFFECTIVE DATE: Upon receipt

PURPOSE:

On October 1, 2013, the OCS Case Management Section¹ began the transition to implement business process improvements to enhance case processing and customer service. These enhancements include:

- Implementation of a team/function-based approach to improve case processing and decrease referral cycle times; and
- A new IVR system to improve customer service.

The redesigned business processes and the implementation of the new IVR system were developed from the Michigan Child Support Program Strategic Plan goals, which include:

- Efficient and effective business processes;
- Engaging and accessible customer service; and
- Innovative technology to improve customer service.

These enhancements will happen in two phases:

¹ The OCS Case Management Section includes all support specialist staff.

- Transition Phase: October 1, 2013 until the implementation of the new IVR; and
- Implementation Phase: Beginning with the implementation of the new IVR.

Note: Implementation of the new IVR was originally scheduled for December 9, 2013. Unfortunately, due to software issues, the implementation date has been delayed.² The implementation date of the new IVR will be announced in a hotline message in the near future.

As a result of the enhancements, contact information for the OCS Case Management Section has changed significantly. The first changes to this contact information were announced in [IV-D Memorandum 2013-030, New Support Specialist Email Address for Partner Communications](#). Additional changes to contact information will be discussed in this memorandum.

Finally, some OCS forms and publications have been updated to include new OCS contact information. This memorandum announces updates and minor changes to the following:

- *First Customer Contact Letter* (OCS0015);
- *Final Customer Contact Letter* (OCS0025);
- *Noncooperation Notice* (OCS1252);
- *Noncooperation Notice Auto-Generated Customer Copy* (OCS1252A);
- *Cooperation Notice* (OCS1253);
- *Notice of Continuing Eligibility* (OCS4636);³
- *Client Contact Letter* (OCSCONT);
- *Notice of Title IV-D Support Case Closure* (CLO_IVDSS);
- *Notice of Title IV-D Support Case Action* (CLO_REOSS);
- *Notice of Title IV-D Support Case Closure* (CLOSURESS);
- *Child Support Information* (DHS-842);
- *Application Status Letter* (OCS1202 / DHS-1202); and
- *Understanding Child Support – A Handbook for Parents* (OCSPAMP / DHS-Pub 748).⁴

The updated forms and publications that are generated from the Michigan Child Support Enforcement System (MiCSES) will be available in MiCSES with the 8.6 Release on December 9, 2013.

² A hotline message dated December 3, 2013 announced the delay of the implementation of the new IVR.

³ The wording on the OCS4636 will vary depending on whether the customer's case has state-owed arrears. Therefore, two versions of the OCS4636 are being published with this IV-D Memorandum: the OCS4636 – case with state-owed arrears, and the OCS4636 – case without state-owed arrears.

⁴ The DHS-Pub 748 is the printed booklet version of the OCSPAMP. Ref: Section D(9) of this memorandum for more information on the DHS-Pub 748.

DISCUSSION:

A. Implementation of a Team/Function-Based Approach

The OCS Case Management Section, in an effort to improve the case intake process and decrease referral cycle time, is implementing several business process enhancements. The primary change is the discontinuation of the geo/alpha assignment⁵ of work in favor of a team/function-based approach.

In this approach, support specialists will specialize in tasks and share customers across the entire section rather than maintain a separate caseload. This approach focuses on the stages of the case intake process and allows them to be divided among teams of support specialists, each specializing in a stage of the process.

The benefits of this approach include:

- Improvements in standard of promptness measures;
- Streamlined services;
- Enhanced specialization, consistency, and flexibility in managing workloads among support specialists;
- Acceptable response times to customers and IV-D workers;
- Elimination of redundancy;
- Initiation of timely services;
- Maximized efficiency; and
- Increased referrals to PA and FOC offices.

The effort to implement the team/function-based approach will happen in two phases.

1. Transition Phase: October 1, 2013 until the Implementation of the new IVR⁶

In the Transition Phase, the OCS Case Management Section will clean up the backlog of support specialist work and begin assigning teams in an effort to prepare for the Implementation Phase. Four teams have been developed to begin clean-up efforts and case processing:

- a. Phone Team – On October 1, 2013, support specialists discontinued the use of geo/alpha case assignment. Instead, the current IVR has been changed to assign calls to a dedicated team of support specialists. Calls are answered in the order that they are received. The support specialists assigned to the Phone Team will work the case as far as they can, and their work may result in the generation of a court action referral.

⁵ Geo/Alpha assignment involved assigning caseloads to individual support specialists by county and/or by certain alphabetical listings of cases within a county. For example, one support specialist would be assigned all the cases in one county, or all the cases starting with letters A through M in one county.

⁶ An implementation date for the new IVR will be announced in a hotline message in the near future.

- b. Case Maintenance Team – Assigned support specialists will work all the *IV-D Child Support Services Application/Referral* (DHS-1201) forms, *Child Support Information* (DHS-842) forms, regular mail, and email sent to the standard support specialist email address.⁷ The work of the support specialists assigned to the Case Maintenance Team may result in the generation of court action referrals.
- c. Foster Care/Child Welfare Team – A select group of support specialists will handle all foster care work, including Pending Referrals (CPDRs), backlog work, etc. The work of the support specialists assigned to the Foster Care/Child Welfare Team may result in the generation of court action referrals.
- d. Back-Office Team – A specialized group of support specialists will focus on case-aging alerts, *Resolve Referral* (RESR) alerts, the *Case Closure Eligibility List (CELT) Report*, and all related backlog work. The work of the support specialists assigned to the Back-Office Team may result in the generation of court action referrals.

2. Implementation Phase: Beginning with the implementation of the new IVR

Upon implementation of the new IVR, the OCS Case Management Section will implement the full team/function-based approach. To prepare for this, support specialists will be divided into the following teams/functional areas:

- a. Case Intake Team – This team has been split into several smaller teams (based on task):
 - o Research Team – A select group of support specialists will handle various support specialist alerts, partner emails, DHS-1201s, DHS-842s, call overflow and court action referrals.
 - o Phone Team – A select group of support specialists will handle customer calls via the new Genesys IVR. The Genesys IVR will assign calls to a dedicated team of support specialists through sophisticated call-routing technology. Calls will be answered in the order that they are received. They will also be answered according to special routing configurations. The support specialists assigned to the Phone Team will work the case as far as possible, and their work may result in the generation of court action referrals.
 - o Foster Care/Child Welfare Team – A select group of support specialists will handle all foster care work, including CPDRs, backlog work, call overflow, etc.; the work of the support specialists assigned to the Foster Care/Child Welfare Team may result in the generation of court action referrals.

⁷ The standard support specialist email address is DHS-OCS-CaseManagement-Inquiries@michigan.gov. Ref: IV-D Memorandum 2013-030 for more information.

- Exception Team – A select group of support specialists will handle various support specialist alerts, RESR exceptions, inbound customer mail, call overflow and court action referrals.
 - Locate Team – A select group of support specialists will be assigned to aid the Case Management Section’s locate functions by using specialized locate tools. The work of the support specialists assigned to the Locate Team may result in the generation of court action referrals.
- b. Case Closure Team – A select group of support specialists will be assigned to various case closure tasks and functions within the Case Management Section.
 - c. Partner Relations/Quality Assurance/Hearings Team⁸ – A select group of support specialists will be assigned to partner relations and quality assurance measurements/reviews on behalf of the Case Management Section. They will also perform all tasks associated to noncooperation hearings when OCS support specialist participation is expected.

B. Changes to OCS Case Management Section Contact Information

1. Communication Options for IV-D Workers During the Transition Phase

From October 1 until the implementation of the new IVR, IV-D workers can contact support specialists using the standard email address DHS-OCS-CaseManagement-Inquiries@michigan.gov.⁹ IV-D workers must include the IV-D case number and their partner office type (FOC, PA) in the email subject line. IV-D staff must not include multiple case inquiries within one email. Emails that are sent to an individual support specialist will be forwarded to the standard email box. When including confidential information, IV-D workers must comply with email encryption requirements.¹⁰

During the Transition Phase, IV-D workers may call support specialists at 866-540-0008; however, email is the preferred communication method. Emails may be responded to more quickly than phone calls.

2. Communication Options for IV-D Workers After Implementation of the New IVR

After implementation of the new IVR, IV-D workers will be able to speak to a support specialist by calling the new IVR at 866-540-0008. A high-priority partner route will allow IV-D worker calls to bypass all customer calls, and IV-D worker calls will be answered in the order they are received.

To be placed in the high-priority partner route when calling the new IVR, IV-D workers must follow the steps below. If IV-D workers do not follow these steps,

⁸ The IV-D hearings process will not change.

⁹ Ref: IV-D Memorandum 2013-030 for more information.

¹⁰ Ref: [Section 1.10, “Confidentiality/Security” of the Michigan IV-D Child Support Manual](#).

their calls will be placed among customer calls, and they will have longer wait times.

a. Calling the OCS Case Management Section

When IV-D workers call the IVR, they will press 1 for English. Then the IVR prompt will ask their reason for the call. IV-D workers must say “partner” or press 9 on their telephone keypad.

The IVR will ask for the type of partner (PA, FOC, Department of Human Services [DHS] caseworker,¹¹ or other). IV-D workers will do one of the following:

- 1) Say “Prosecuting Attorney” or press 1. The IVR will ask the caller to say or enter the court action referral number or IV-D number.
- 2) Say “Friend of the Court” or press 2. The IVR will ask the caller to:
 - Say “docket number” or press 1; or
 - Say “IV-D number” or press 2.
- 3) Say “DHS caseworker” or press 3. The IVR will ask the caller to say or enter the case number.
- 4) Say “Other” or press 4. The IVR will connect the caller with a support specialist.

b. Calling the OCS Central Operations Section

When IV-D workers call the IVR, they will press 1 for English. Then the IVR prompt will ask their reason for the call. IV-D workers should say the name of the unit within OCS Central Operations that they are looking for:

- Tax offset;
- Passport denial; or
- Employer bonus.

Additionally, the partner route will have a last-call routing functionality to assist with connecting the IV-D worker to the last support specialist (s)he talked to. This will assist in situations where an issue requires multiple calls between the IV-D worker and the support specialist.

IV-D workers will be unable to reach a specific support specialist previously assigned to their county due to the elimination of the geo/alpha case

¹¹ DHS caseworkers will receive notification of implementation of the new IVR and how to use the “partner functionality” in advance of the new IVR implementation.

assignment. IV-D workers who attempt to contact a support specialist on his/her direct line will receive no response, and voicemail will no longer be available.

Note: Some OCS forms and publications list two phone numbers for the IVR: 866-661-0005 and 866-540-0008. With the implementation of the new IVR, the phone number 866-661-0005 will eventually be phased out. To assist customers who may still have publications or forms with both IVR phone numbers listed, OCS will continue to allow the 866-661-0005¹² phone number to reach the new IVR. This number will be active until June 2014.

c. Emailing the OCS Case Management Section

IV-D workers may also contact support specialists using the standard email address DHS-OCS-CaseManagement-Inquiries@michigan.gov. IV-D workers must include the IV-D case number and their partner office type (FOC, PA) in the email subject line.

3. Communication Options for Customers During the Transition and Implementation Phases

Customers wishing to communicate with a support specialist will call the IVR at 866-540-0008 during both the Transition and Implementation Phases. During the Transition Phase, the IVR will be able to accommodate approximately 114 callers at a time. Once 114 callers are in the queue, additional callers will receive a busy signal. To avoid this issue, IV-D workers should encourage customers to call during non-peak times such as between 7 a.m. and 9 a.m. The published hours of the IVR during the transition are 8 a.m. to 4:30 p.m.; however, some support specialists begin work prior to 8 a.m. and may be available to handle calls on the IVR.

After implementation of the new IVR, enhanced functionality will assist customers when using the IVR. An unlimited number of customers may use the IVR, and a user-friendly system of prompts will assist customers in reaching their desired area (e.g., the tax offset unit, a support specialist, etc.). The hours of the new IVR will be 7 a.m. to 4:30 p.m.

Customers will not have an option to email a support specialist. IV-D workers must not provide the standard support specialist email address to customers. Customers who attempt to reach a support specialist by email will receive a standard response indicating the customer email is not accepted.

IV-D workers must not send customers to the Grand Tower in downtown Lansing or to the Southeast office location. Support specialists do not conduct face-to-

¹² Ref: the [10/7/2013 Help Desk notification regarding OCS IVR phone numbers](#).

face interviews with customers since their work spaces and office security are not conducive for interaction with the public.

C. IVR-Related Changes

1. IVR System Changes

The new IVR will provide one number (866-540-0008) for customers to call to access child support information over the telephone. When customers call that number, they will follow the system prompts to obtain child support information or be directed to a IV-D worker who can assist them. This system will improve service to customers by more efficiently directing them to the information they need. Through a series of verbal commands or use of the telephone keypad, callers can be directed to the appropriate support specialist based on the reason they are calling and who they are. This will eliminate a laborious voicemail exchange (inbound and outbound) between customers and support specialists. The new technology, processes and efficiencies will provide for first-call resolution. The new IVR will allow callers to speak immediately to a support specialist to get their needs met, saving time and money for both OCS and the customer.

In addition, speaking to the customer on the first inbound call will increase referral rates and reduce the occurrences of noncooperation and public assistance sanctions (support disqualifications).

The IVR will direct callers to:

- The OCS Case Management Section, including:
 - Support specialist staff;
 - Intergovernmental staff; and
 - Case initiation staff to request a DHS-1201.

- The OCS Central Operations Section, including:
 - Passport denial staff;
 - Tax refund offset staff; and
 - Employer bonus staff.

2. Changes to IVR Information on OCS Forms and Publications

OCS forms and publications that have contact information for OCS have been updated with the new IVR information. The following changes were made:

- Support specialists' names and direct phone numbers have been removed and replaced with the general IVR phone number;

- The 866-661-0005 phone number has been removed; and
- The signature line has been removed.

D. Additional Changes to OCS Forms and Publications

In addition to updates for the new IVR, some OCS forms and publications were revised with formatting and text changes to improve readability and/or update content. Forms and publications with significant changes in addition to IVR changes are discussed below. The updated forms will be available in MiCSES with the 8.6 Release on December 9, 2013.

1. *First Customer Contact Letter* (OCS0015)

The OCS0015 has been changed to instruct customers to contact OCS within 21 days of the date of the letter – it will no longer populate a specific date driven by the MiCSES scheduler. This will increase case intake efficiency since the previous scheduler in MiCSES forced inappropriately long deadlines (e.g., several months into the future). The 21 days was determined appropriate based on the volume of public assistance referrals and OCS's ability to process them. This time frame gives the customer an appropriate length of time to respond, but not too long of a period in which the customer might forget to contact OCS. MiCSES provides a nine-day grace period before it sends out the *Final Customer Contact Letter* (OCS0025), giving the customer a total of 30 days to contact OCS. In addition, the DHS-842 (a form the customer may use instead of calling OCS) will be sent out automatically with the OCS0015 as well as with the OCS0025.

2. *Final Customer Contact Letter* (OCS0025)

The OCS0025 has been changed to instruct customers to contact OCS within 14 days of the date of the letter – it will no longer populate a specific date by which the customer must contact OCS. The 14 days was determined appropriate based on the volume of public assistance referrals and OCS's ability to process them. This time frame gives the customer enough time to respond, but not too long of a period in which the customer might forget to contact OCS. MiCSES provides a 12-day grace period before it sends out the *Noncooperation Notice Auto-Generated Customer Copy* (OCS1252A), giving the customer 26 days to contact OCS before being placed into noncooperation.

Customers will receive a total of 56 days from the date the OCS0015 gets mailed out to contact OCS. If a customer fails to contact OCS within this time frame, his/her case will go into noncooperation.

3. *Noncooperation Notice Auto-Generated Customer Copy* (OCS1252A)

This form has been updated to display the following information:

You are considered to be noncooperative with the child support program because:

- You did not respond to the first contact letter within 21 days.
- You did not respond to the second contact letter within 14 days.

4. *Notice of Continuing Eligibility (OCS4636)*

This form has been updated with the following changes:

- The previous version of this form instructed customers to determine which partner office (OCS, PA, FOC) has their case, and to contact that office. The updated form instructs customers to contact OCS.
- Functionality has been added to auto-populate specific information if the customer's case has state-owed arrears. Cases with state-owed arrears require a notification indicating that the case cannot close. The following text will appear on the OCS4636 if state-owed arrears are identified on the case:

Due to previous cash and/or medical public assistance, there is unpaid current support debt owed to the State of Michigan on your child support case. Therefore, your case will remain open and you will continue to receive child support services.

- For cases without state-owed arrears, the OCS4636 will include instructions on how to close the case.
- Language regarding the \$25 fee has been removed.

5. *Client Contact Letter (OCSCONT)*

This form has been changed to allow the IV-D worker to select up to four different paragraph options:

- Marriage; divorce; separation information required;
- Updated phone number and/or residential address required;
- Adoption information required; and
- Other.

Each option allows the IV-D worker to enter a maximum of 75 characters to provide additional explanation to the customer.

6. *Notice of Title IV-D Support Case Closure (CLO_IVDSS)*

The information on spousal support has been removed because CLO_IVDSS is a support specialist case closure form, and spousal support would not be part of the IV-D child support case.

7. *Child Support Information* (DHS-842)

There is new question at the top of the form that asks the customer to indicate his/her relationship to the child(ren).

8. *Application Status Letter* (OCS1202 / DHS-1202)

This form has been added to MiCSES and can now be printed locally or centrally.

9. *Understanding Child Support – A Handbook for Parents* (OCSPAMP / DHS-Pub 748)

The text in the OCSPAMP now matches the text in the DHS-Pub 748. The following changes were made to both publications:

- Language has been clarified to better explain what child support is, and who can apply for child support services.
- Information on the following topics has been updated:
 - The roles of partners (OCS, PA, FOC) in the child support program;
 - Intergovernmental child support services;
 - Income withholding; and
 - Tax refund intercept.
- Payment options have been updated to no longer include VISA.
- The paragraph that stated an annual \$25 fee may be charged on certain cases has been removed.
- Available enforcement remedies have been updated to better outline options available to a judge, including a significant update on the explanation of liens.

County offices will use existing copies of the DHS-Pub 748 until the inventory is depleted. The new version of the DHS-Pub 748 is currently unavailable, but it will be provided to county offices after the current inventory runs out.

E. Communication Plan

OCS has communicated the business process changes discussed in this memorandum at the following events and group meetings:

- Friend of the Court Association Conference;
- Prosecuting Attorneys Association of Michigan Conference;
- Friend of the Court User Group;

- Program Leadership Group;
- Case Management, Establishment, Enforcement and Intergovernmental Work Improvement Team meetings;
- Business Process Redesign Focus Group;
- Administrative Hearings Workgroup; and
- Michigan Family Support Council Spring and Fall Conferences.

The business process changes are also explained in the Michigan Child Support Program Strategic Plan video found on mi-support.

The OCS Case Management Section will continue to look for ways to communicate future changes and will monitor feedback received in the standard support specialist email box. If your office or group would like to meet with the OCS Operations Division on the transition and/or implementation, contact Sean Bodell. His contact information is listed below.

NECESSARY ACTION:

Retain this IV-D Memorandum until further notice. IV-D workers must use the updated OCS forms and publications. The forms and publications that are generated from MiCSES will be available in MiCSES on December 9, 2013.

This IV-D Memorandum and its attachments obsolete the following:

- OCS0015 (Rev. 11/12) (published with IV-D Memorandum 2012-024);
- OCS0025 (Rev. 11/12) (published with IV-D Memorandum 2012-024);
- OCS1252 (Rev. 04/08) (Action Transmittal [AT] 2009-018, Attachment 6);
- OCS1252A (Rev. 01/09) (AT 2009-018, Attachment 1);
- OCS1253 (Rev. 06/09) (AT 2009-018, Attachment 3);
- CLO_IVDSS (Rev. 09/07) (AT 2007-007, Attachment 2);
- CLO_REOSS (Rev. 09/07) (AT 2007-007, Attachment 3);
- CLOSURESS (Rev. 06/04) (AT 2007-004, Attachment 5 and AT 2007-007, Attachment 1); and
- DHS-1202 (AT 2008-011, Attachment 1).

REVIEW PARTICIPANTS:

Case Management Work Improvement Team
 Program Leadership Group

CONTACT PERSON:

Sean Bodell
 OCS Case Management Section Manager
 (517) 335-3487
bodells1@michigan.gov

CC:

None

SUPPORTING REFERENCES:

None

ATTACHMENTS:

| | |
|-------------------------|---|
| OCS0015: | <i>First Customer Contact Letter</i> |
| OCS0025: | <i>Final Customer Contact Letter</i> |
| OCS1252: | <i>Noncooperation Notice</i> |
| OCS1252A: | <i>Noncooperation Notice Auto-Generated Customer Copy</i> |
| OCS1253: | <i>Cooperation Notice</i> |
| OCS4636 (two versions): | <i>Notice of Continuing Eligibility (case with state-owed arrears)</i> |
| | <i>Notice of Continuing Eligibility (case without state-owed arrears)</i> |
| OCSCONT: | <i>Client Contact Letter</i> |
| CLO_IVDSS: | <i>Notice of Title IV-D Support Case Closure</i> |
| CLO_REOSS: | <i>Notice of Title IV-D Support Case Action</i> |
| CLOSURESS: | <i>Notice of Title IV-D Support Case Closure</i> |
| DHS-842: | <i>Child Support Information</i> |
| OCS1202 / DHS-1202: | <i>Application Status Letter</i> |
| OCSPAMP / DHS-Pub 748: | <i>Understanding Child Support – A Handbook for Parents</i> |

EPF/CMS