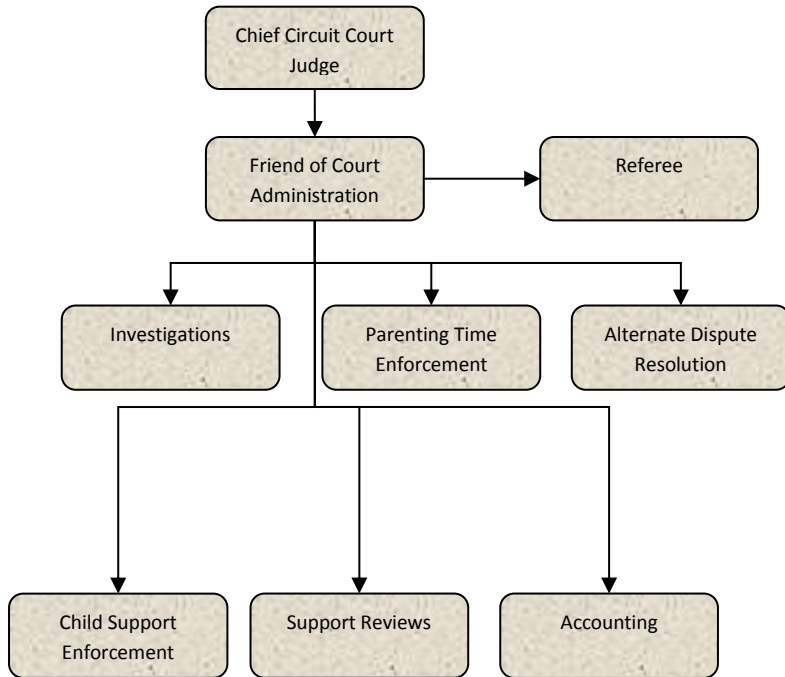




Friend of the Court



Mission Statement

In keeping with the best interest of children, the Jackson County Friend of the Court will provide quality services in a fair and respectful manner.

Friend of the Court



Programs

[Judgment Order Entry Fees](#)

[FOC Duties](#)



Judgement Order Entry Fees

Activities

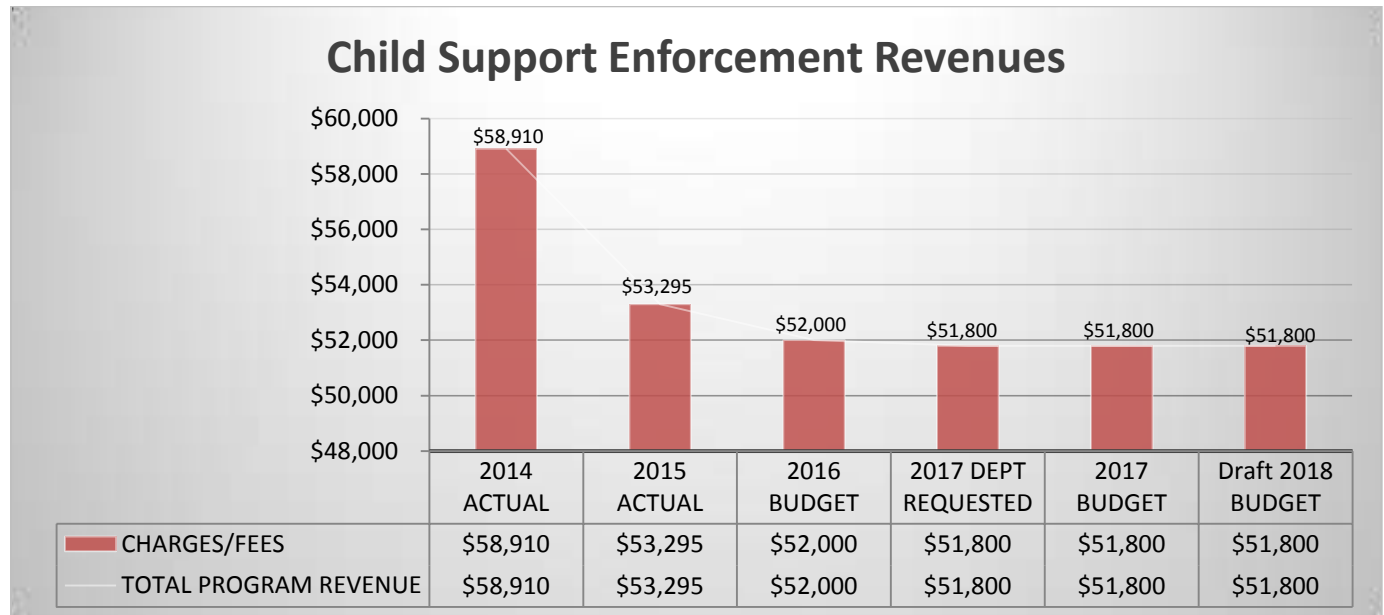
Enforcement of court orders regarding custody, parenting time, and support of minor children. Conducts hearings, investigations, and makes reports and recommendations to the Court on those matters. The FOC offers mediation as an alternative dispute resolution process, for custody and parenting time issues.

Strategic Plan Impact/Accomplishments

See FOC Duties budget page.

Budget Adjustments

There are no significant budget adjustments to this program.



FOC Duties



Friend of the Court

Activities

Enforcement of court orders regarding custody, parenting time, and support of minor children. Conducts hearings and investigations, and makes reports and recommendations to the Court on those matters. The FOC offers mediation as an alternative dispute resolution process, for custody and parenting time issues.

Strategic Plan Impact

✓ **Safe Community**

Investigating and making custody, parenting time, and support recommendations helps ensure the proper care and custody of children. Conciliation allows parents to mediate their disputes and to reach their own custody, parenting time, and support agreements, which reduces the likelihood of parental kidnapping, non-payment of support, and parental alienation. Reporting suspected abuse and neglect and conducting criminal history checks on Friend of the Court (FOC) employees and vendors contributes to a safe community. Through its participation in the Michigan Prisoner Re-Entry Initiative (MPRI), the FOC reviews parolee support obligations to ensure that support is set at a reasonable amount, and focuses more on job seeking initiatives as opposed to demanding unrealistic payment plans. This reduces parolee anxiety, feelings of hopelessness, and the chance of a parolee returning to a life of crime. The Warrant Unit arrests individuals who have outstanding warrants. Safeguarding confidential FOC files keeps the community safe from improper disclosure of confidential information.

✓ **Economic Development**

The duties performed by the Enforcement/Casework, Bench Warrant, and Interstate Units advances economic development. By enforcing and collecting child and spousal support, Jackson's children and families are afforded financial support to help them meet their basic needs. Support is often spent in the community, which ensures continued growth and vibrancy within the local, regional, state, and global marketplace. The timely entry and modification of support orders into the Michigan Child Support Enforcement System by the Accounting Department is critical to the receipting and distribution of support payments. The FOC Support Services Unit, in addition to the Michigan Disbursement Unit, accepts payments locally to ensure that no money is turned away. By reviewing support obligations, the FOC helps ensure that support is set at manageable levels. Customers are more likely to pay their support, if they feel their income has been fairly evaluated. Regular support payments decrease public assistance involvement, which places an unnecessary burden on taxpayers and negatively impacts the economy.

✓ **Healthy Community**



The FOC program has a direct impact on the healthy community strategic priority. By investigating and making recommended orders for custody and parenting time, this contributes to a healthy community by providing appropriate and safe parenting time and custody arrangements. In some cases, supervised parenting time may be appropriate, therapeutic services may be necessary, or non-traditional approaches for parenting may be required. The Conciliation and Investigation Department works with parents to evaluate the best interests of children to create a healthy environment for that child to develop. The Enforcement Unit contributes to a healthy community by enforcing court ordered child support to ensure that the basic needs of children and families are met. In addition, the Enforcement Unit enforces court ordered health insurance provisions and delinquent medical bills, which all directly relate to a health community. Reporting suspected child abuse and neglect also contributes to a healthy community.

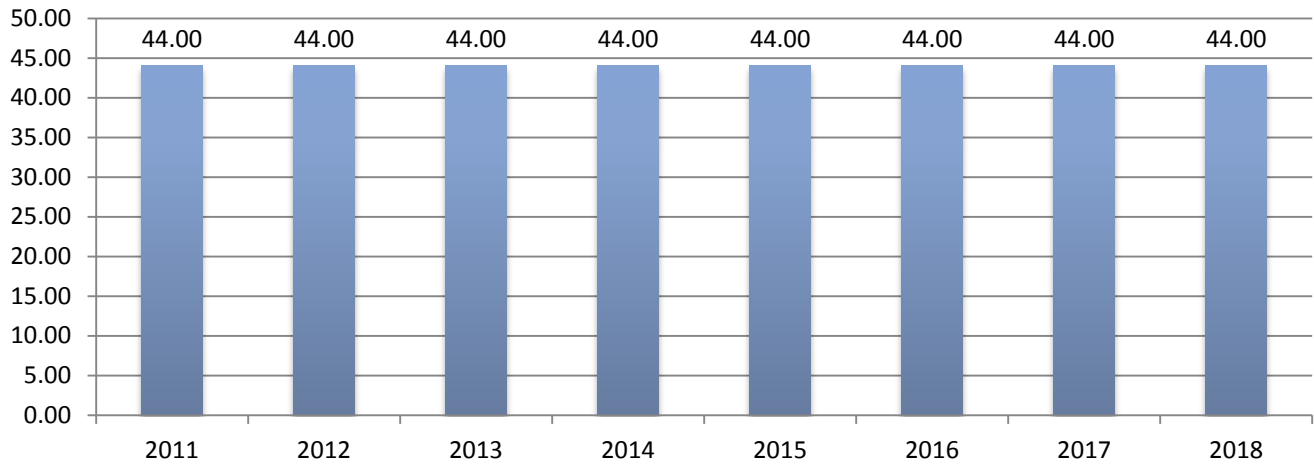
Accomplishments

- ✓ Enforcement / Casework: Increased by ½ FTE and specialized the casework staff to a support enforcement team and a parenting time enforcement / support review team. This has decreased the wait time for support modifications to under 90 days and provided for the processing of all parenting time complaints within 5 business days.
- ✓ Enforcement / Accounting: Restructured appointment process to allow clients the opportunity to have an appointment with their worker within 2 business days.
- ✓ Referee: Assumed responsibility for handling bench warrant arraignments and domestic relations show causing hearings to increase Judge Availability.
- ✓ Collaboration: Obtained Local Administrative Order and interagency agreement with Community Action Agency Dispute Resolution Center, which allows them to handle non-IV-D parenting time mediation. FOC can focus on other IV-D tasks.

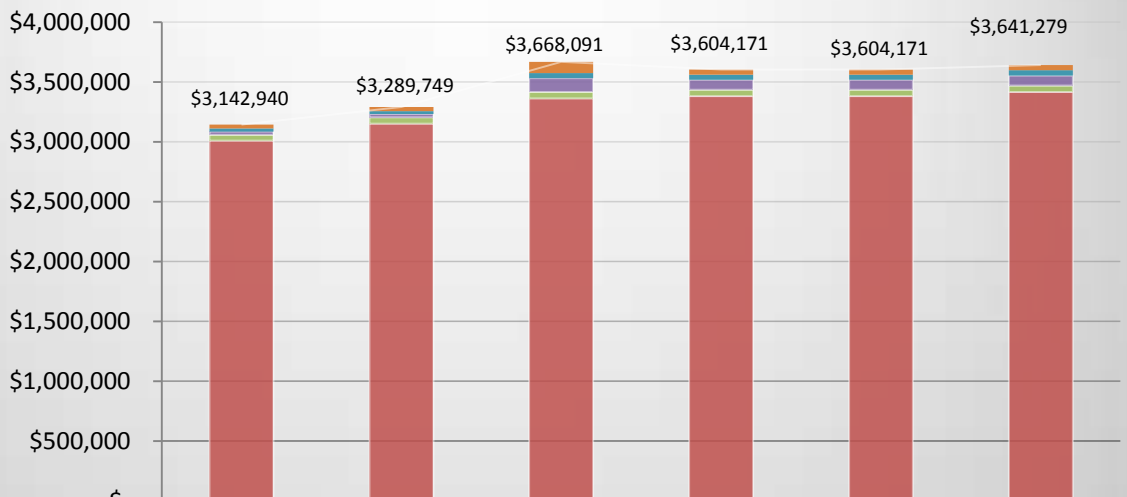
Budget Adjustments

Friend of the Court

Friend of the Court (FOC) FTE History



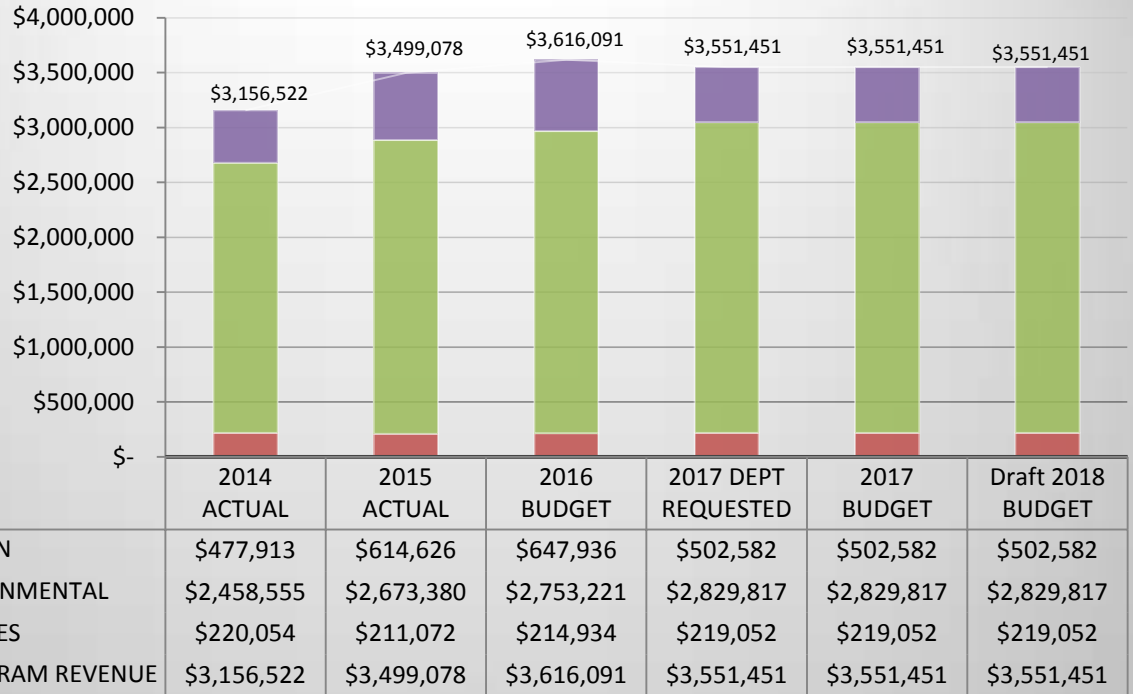
FOC Duties Expenditures



	2014 ACTUAL	2015 ACTUAL	2016 BUDGET	2017 DEPT REQUESTED	2017 BUDGET	Draft 2018 BUDGET
CAPITAL OUTLAY	\$29,981	\$32,863	\$93,185	\$42,872	\$42,872	\$44,158
OTHER EXPENSES	\$27,264	\$25,348	\$44,900	\$44,600	\$44,600	\$44,600
CONTRACT SERVICES	\$27,966	\$25,220	\$112,603	\$80,898	\$80,898	\$83,591
SUPPLIES & MATERIALS	\$48,755	\$55,593	\$54,900	\$53,900	\$53,900	\$53,900
PERSONNEL SERVICES	\$3,008,974	\$3,150,725	\$3,362,503	\$3,381,901	\$3,381,901	\$3,415,030
TOTAL PROGRAM COSTS	\$3,142,940	\$3,289,749	\$3,668,091	\$3,604,171	\$3,604,171	\$3,641,279



FOC Duties Revenues



Strategic Outcomes

Indicator	2012 Actual	2013 Actual	2014 Actual	2015 Target	2016 Target	2017 Target
Percent of incoming telephone calls handled	86	88	89	89	89	89
Percent of cases with medical insurance provided (new State performance factor/added 2009)	58	60	64.9	65	65	65
Percent of cases receiving current support	66	68	65.4	68	68	68
Percent of cases receiving arrears collections	63	65	60.4	65	65	65
Total amount of support collected	\$24,726,424	\$24,726,424	\$22,882,402	\$22,882,402	\$22,882,402	\$22,882,402

Other Key Indicators						
<u>Indicator</u>	<u>2012 Actual</u>	<u>2013 Actual</u>	<u>2014 Actual</u>	<u>2015 Target</u>	<u>2016 Target</u>	<u>2017 Target</u>
Telephone calls handled	32,175	30,505	30,239	32,175	30,239	30,500
Conciliations/investigations completed	511	498	420	435	435	435
Support reviews completed	600	600	600	630	647	650
Wednesday show cause hearings held	4,400	4,400	3101	3150	3150	3200
Full-time employees	43	43	43	43	43	43
Part-time employees	3	3	3	3	3	3
Calls handled per FTE (4.5 Total)	5,596	6,101	6,047	5,596	6719	6729
Conciliations/investigations completed per Conciliator/Investigator (total)	128	128	128	128	105	105
Reviews completed per FTE (2 total)	300	300	300	315	324	315
Average wait time per phone call (minutes)	2.5	2.5	2.5	2.5	2	2
Objections to Conciliator/Investigator reports	46	46	42	46	46	46
Cost effectiveness (amt. collected per \$1 spent)	\$7.79	\$7.23	\$7.23	\$7.23	\$6.06	\$6.06
% of grievances acknowledged	20	15	4	5	5	5