

Friend of the Court

Performance Measurement
Review

December 8, 2020



FRIEND OF THE COURT DEPARTMENTS

Client Information Services

Order Processing

Audit

Information Technology

Imaging

Income Review

Legal

Health Care

Support Enforcement

Bench Warrant

ADR

Parenting Time Case Management

Early Engagement Program

Resources for Parents Program

Presentation Overview



Alignment with Board Priorities



Department Strategic Goals



Key Performance Metrics



Significant Accomplishments

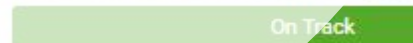
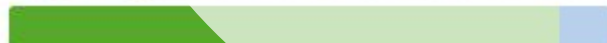
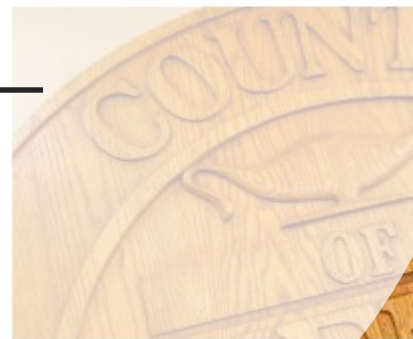


A Look Ahead

Performance Dashboard

meant to be exhaustive of the efforts that Kent County will engage in over the next five years. Instead, these are the priorities among dozens of others the County is and will be focused on in the months and years ahead. These are the priorities included in the strategic plan because they are most directly tied to how the County will address public sentiment, remain competitive, and ensure that a diverse range of needs and voices are included in the planning process.

Strategic Alignment



High Quality of Life

Excellence in Service Delivery

Inclusive Participation

Effective Communications

On Track

Our Mission

To serve the Court and the families of Kent County to ensure children are supported, both financially and emotionally.





Department Strategic Goals

1. Maximize grant funding and revenue opportunities.
2. Provide stability for children through custody and parenting time investigations referred by the Court and through alternative dispute resolution.
3. Assist the Court in entering timely and appropriate child support orders.
4. Assist the Court by readily identifying and commencing action on those cases in need of child support enforcement, and utilize innovative solutions to address non-compliance.
5. Be responsive to community concerns about Friend of the Court personnel and operations, and to educate and engage those who have a Friend of the Court case through effective community outreach.
6. Deliver exceptional customer service by answering inquiries promptly and accurately.

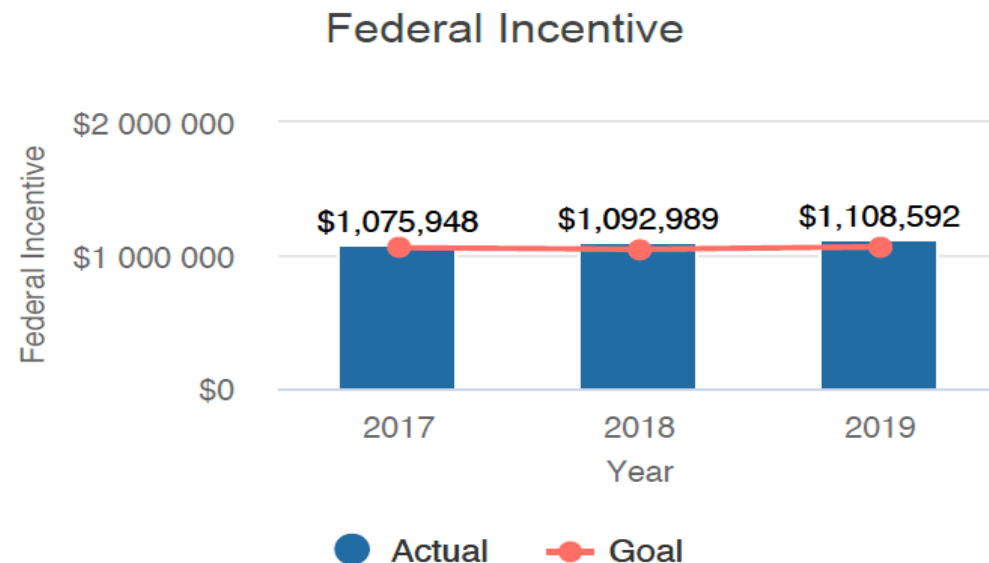


Key Performance Metrics

Priority: Economic Prosperity

Goal: Maximize grant funding and revenue opportunities

Objective: Maintain contract with Michigan Department of Health and Human Services for IV-D funding.





Key Performance Metrics

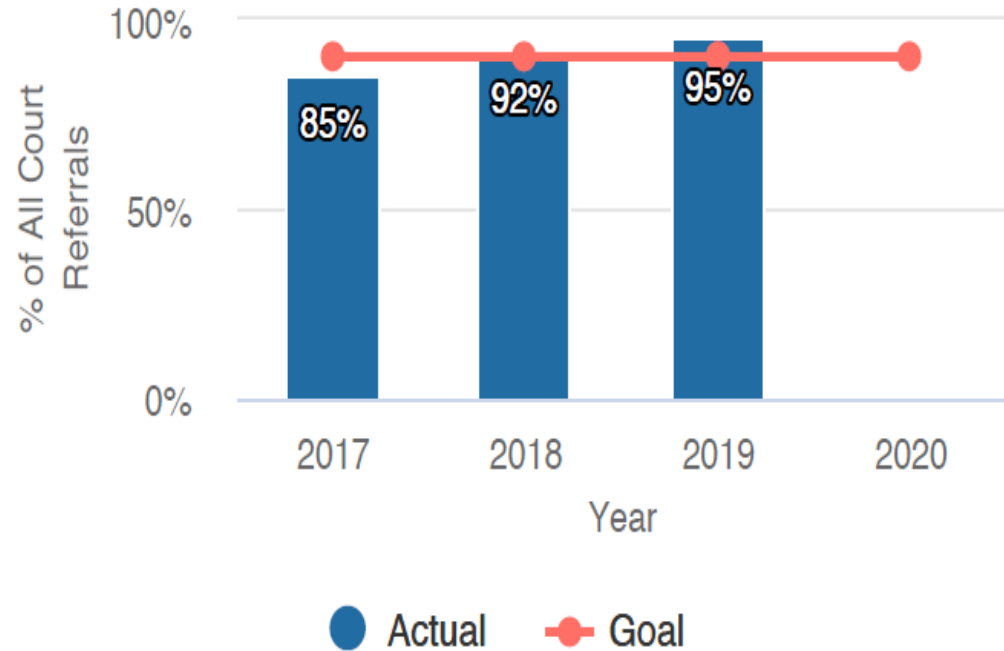
Priority: High Quality of Life

Goal: Provide stability for children through custody and parenting time investigations referred by the Court and through alternative dispute resolution.

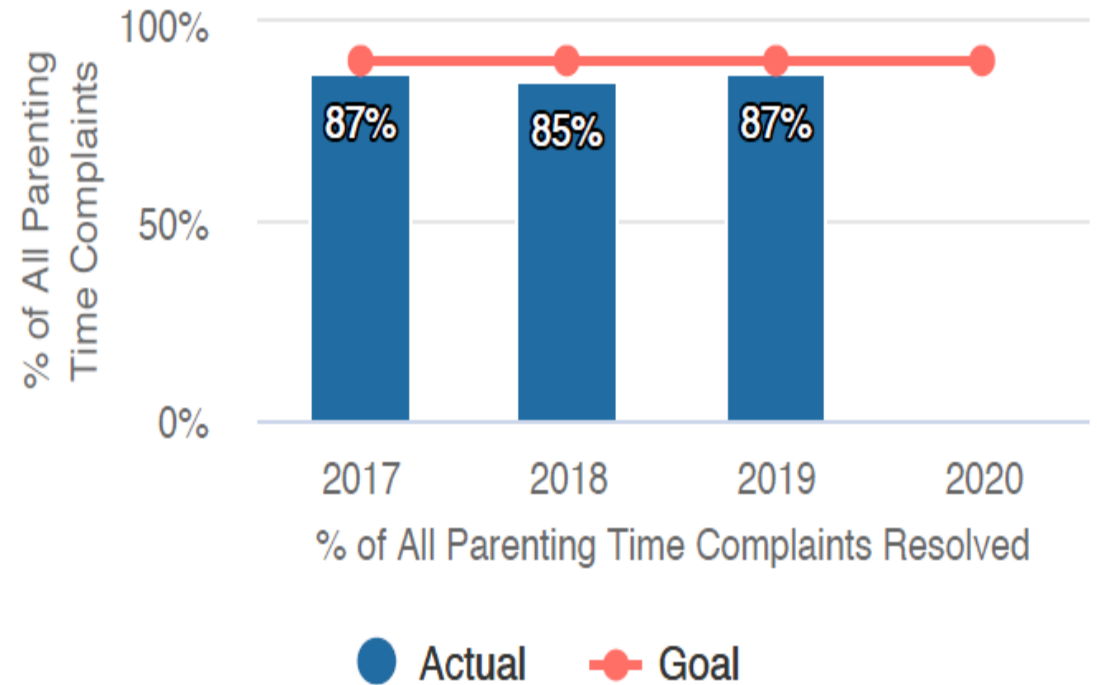
Objectives:

- (1) 90% of all court referrals for custody and parenting time investigations will be completed within 90 days.
- (2) 90% of mediations will be scheduled within 60 days.
- (3) 90% of all parenting time complaints will be resolved without a contempt hearing.

% of All Court Referrals for Custody and Parenting Time Investigations/ Recommendations



% of All Parenting Time Complaints Resolved Without a Contempt Hearing



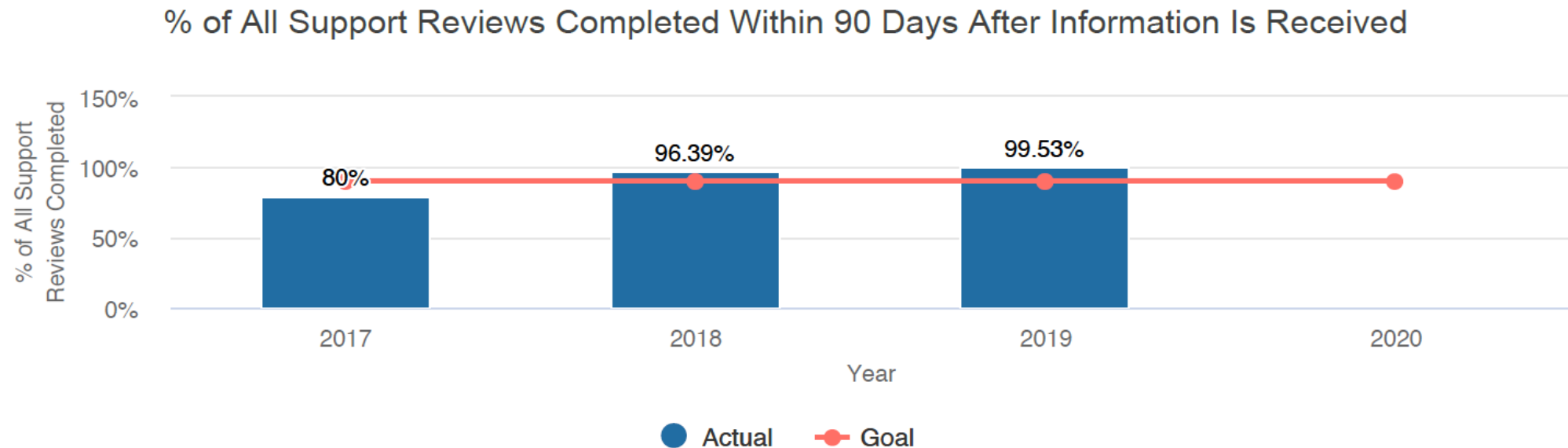


Key Performance Metrics

Priority: Excellence in Service Delivery

Goal: Assist the Court in entering timely and appropriate child support orders

Objective: 90% of all support reviews will be completed within 90 days after information is received.





Key Performance Metrics

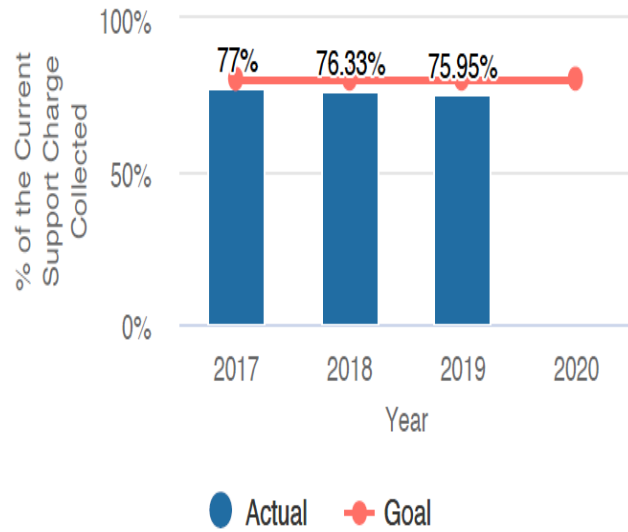
Priority: Excellence in Service Delivery

Goal: Assist the Court by readily identifying and commencing action on those cases in need of child support enforcement, and utilize innovative solutions to address non-compliance.

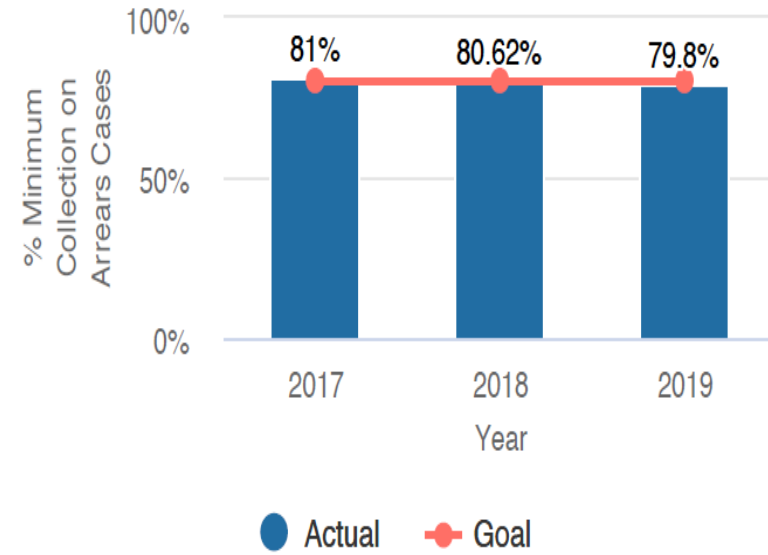
Objectives:

- (1) 80% of current support charges will be collected.
- (2) 80% collection on cases with an arrears.
- (3) 85% of bench warrants handled by FOC deputies will be resolved without arrest.

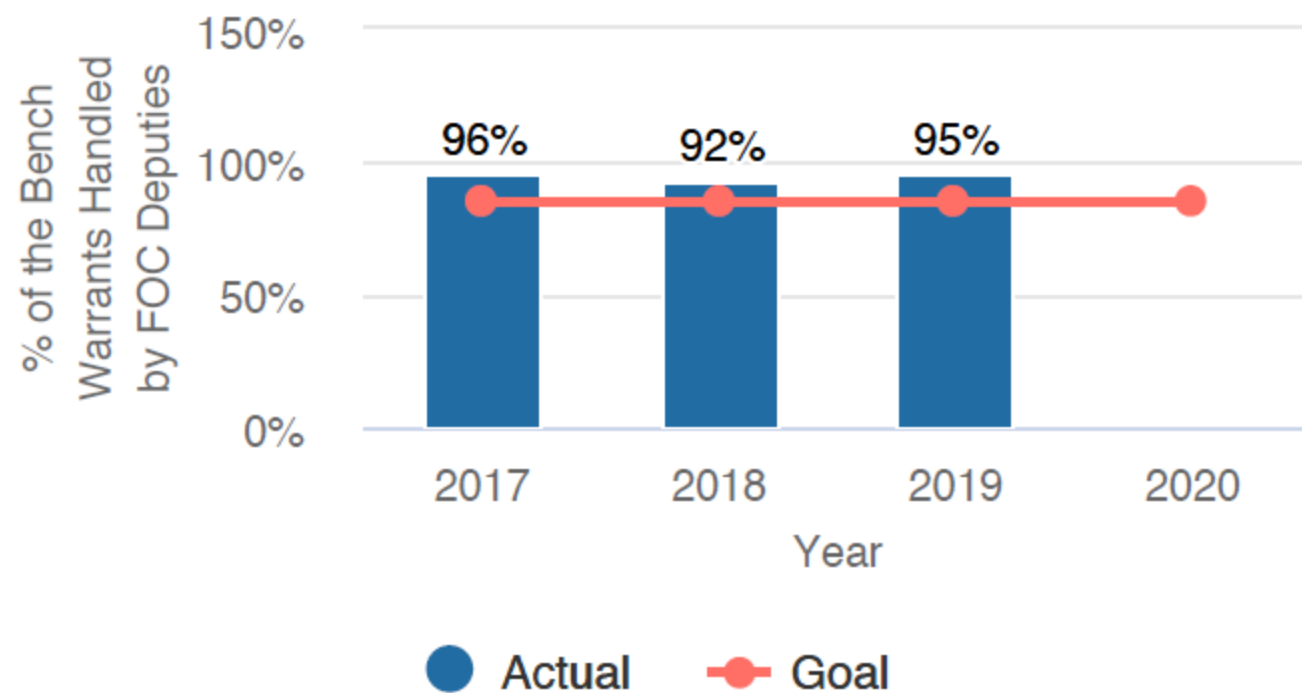
% of the Current Support Charge Collected



% Minimum Collection on Arrears Cases



% of the Bench Warrants Handled by FOC Deputies that Were Resolved Without Arrest





Key Performance Metrics

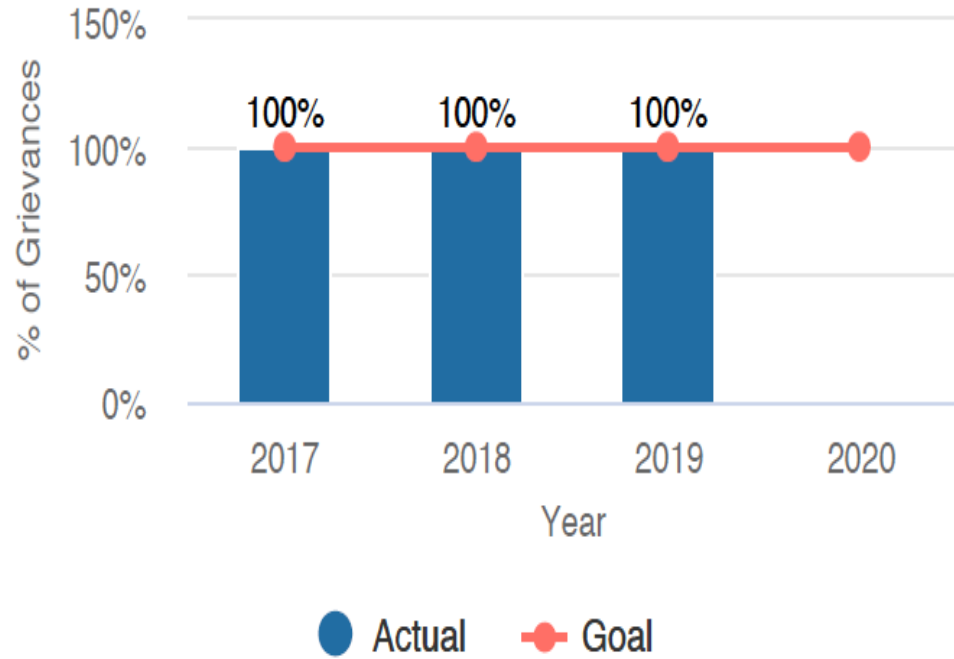
Priority: Inclusive Participation

Goal: Be responsive to community concerns about Friend of the Court personnel and operations, and to educate and engage those who have a Friend of the Court case through effective community outreach.

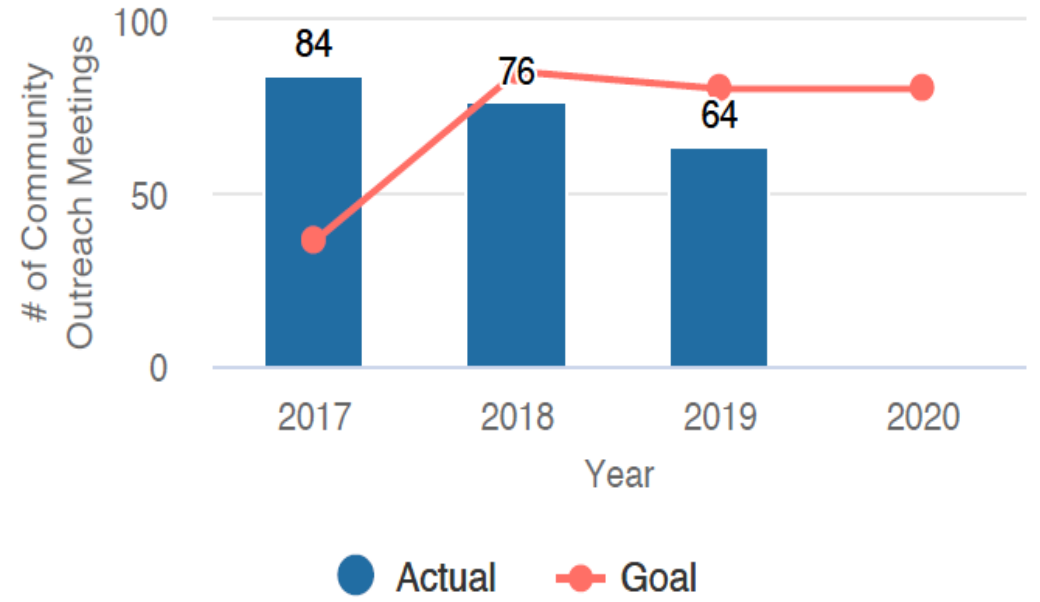
Objectives:

- (1) 100% of grievances will be answered within 30 days.
- (2) 100% monthly outreach to at least three community groups, agencies and facilities that reach payers who are homeless, incarcerated, or in need of special services.

% of Grievances Answered Within 30 Days



of Community Outreach Meetings





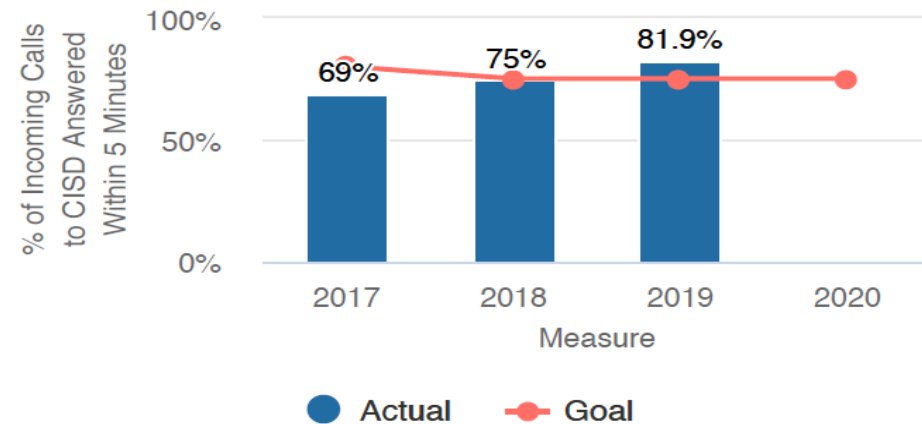
Key Performance Metrics

Priority: Effective Communication

Goal: Deliver exceptional customer service by answering inquiries promptly and accurately.

Objective: 75% of calls to the Client Information Services Department will be answered within 5 minutes.

% of Incoming Calls to CISD Answered Within 5 Minutes



2019 Significant Accomplishments

WALK-IN MEDIATIONS

“Walk-in mediations” gained a firm footing in 2019 as an available option for cooperative parents to resolve issues concerning custody and parenting time. This is a new and unique approach that, as far as we know, is available only at the Kent County Friend of the Court. Every Tuesday morning and Thursday afternoon, parents may meet with a trained FOC mediator without an appointment on a first-come first-served basis. This process is much quicker than the traditional way of arranging for a mediation appointment through a written request or obtaining a court order. If the mediation is successful, a stipulated order is entered embodying the parents’ agreement. 2019 was the first full-year this was offered, and it was very successful. There were 142 walk-in mediations held that resulted in 110 settlements, a success rate of 78%. This is significant when one considers that these parents were unable to resolve the custody or parenting time issues on their own. This service saves time for both the parents and the Court by not having to litigate these issues. It is especially helpful to self-represented parents who encounter financial and everyday barriers that limit their access to FOC services and the ability to adequately address these issues. It is anticipated that walk-in mediations will become even more popular as a resource for parents wanting to resolve issues amicably.

2019 Significant Accomplishments

WARRANT DEPARTMENT

In 2019, the Warrant Department became fully staffed with the addition of a third deputy. In close partnership with the Kent County Sheriff Department, the Friend of the Court re-established its Bench Warrant Department over the past several years to address warrants in a thoughtful and effective way. The primary goal of this department is to resolve warrants without arrest whenever possible. Each deputy is responsible for working specific zip codes within the county. They actively reach-out to the support obligors in hopes of gaining their cooperation, and help them navigate to services that are offered by the Friend of the Court such as support reviews and referrals to the Resources for Parents Program if help is needed to secure gainful employment and overcome other barriers standing in the way of their compliance with the court order. In 2019, the three deputies resolved 95% of the warrants they handled without arrest and collected \$665,580.48. Not only are custodial parents receiving necessary support, the County is seeing significant savings by not having to lodge so many obligors.

A Look Ahead

Arrears Clinic

Get Through
COVID

Questions?



Thank you