

## Rejected CAR Project – Recap FY 07 to FY 09

In FY 08, the Performance Management Workgroup (PMW) discovered that a large number of CARs were being rejected back to the SS (due to prior action or rejected codes). When the CAR is returned to the SS, the IV-D case ends up back with the SS, resulting in the SS having to either send a new CAR or close the IV-D case depending upon the situation. Because rejection reasons can not be determined from a report using MiCSES data fields, a special case read project team, including Office of Child Support and Prosecuting Attorney staff, read 550 rejected CAR cases to determine the reason why they were rejected.

Statewide, 78% of the CARs were being rejected for the reasons below:

- Non-cooperation (17%);
- Prior order –ENF (13%);
- Reconciled parents (11%);
- Custodial Party (CP) moved (8%);
- Wrong county (8%);
- Duplicate CAR (7%);
- Unable to locate (5%);
- Child not in home (5%); and
- Prior divorce (4%).

A short-term workgroup (CAR Project Workgroup) was formed to investigate this issue and develop best practices for the rejection reasons. Establishment reports were also developed to measure FY 07 and FY 08 performance. The workgroup discovered that PAs and SS staff were handling rejections differently throughout the state. The best practice included information on manually closing a CAR and the closing the IV-D case, when appropriate, along with many other ideas. The Data Reliability Best Practice (DRBP) on Reducing Court Action Referral Rejections can be found at:

[http://10.42.125.27/CentralActivities/rpp/Data\\_Reliability/DRBP\\_2008-003.pdf](http://10.42.125.27/CentralActivities/rpp/Data_Reliability/DRBP_2008-003.pdf)

The workgroup also identified training issues, potential MiCSES fixes and policy issues that required additional review.

FY 09 Car Project Work:

- MFSC CAR presentation on best practice
- PAAM conference CAR presentation on best practice
- Read and analyzed specific county rejected CAR samples – Allegan, Kent and Cass
- Met with Kent and Cass county PA, FOC and SS to discuss case read results and best practices
- Provided outreach to Allegan county on case read results
- Answered questions and provided training on the best practice for many PA offices

## Rejected CAR Project – Recap FY 07 to FY 09

- Trained SS DMs and leads on reading rejected CAR samples and prepared specific county samples based on high rejection rates to DMs per their request (Livingston, St. Clair, Montcalm, Gratiot)
- Prepared establishment reports with car information for each quarter
- Participated in Est WIT discussions on system fixes to help reduce rejections, such as PA being able to create CARs and transfer CARs.
- Developed list of Michigan cities that are in more than one county to help SS identify cities for which they should do a USPO search of address location prior to sending CAR to PA to help with wrong county referrals.

### Rejected CAR Performance:

- FY 2007: 59,300 CARs created, with 23.5% rejected.
  - 63 counties were above 23.5%
  - 13 counties were above 40%
  - 5 counties below 15%
- FY 2008: 57,377 CARs created, with 17.6% rejected.
  - 42 counties were above 23.5%
  - 6 counties were above 40%
  - 10 counties below 15%
  - 46 counties have show improvements from FY 07 to FY 09
- FY 2009: 54,336 CARs created, with 17.7% rejected.
  - 41 counties were above 23.5%
  - 4 counties were above 40%
  - 9 counties below 15% (FY 09 goal)
  - 59 counties have show improvements from FY 07 to FY 09

### Proposed FY 10 CAR Project Work:

- MFSC CAR presentation on best practice
- PAAM conference CAR presentation on best practice
- Read and analyze specific county rejected CAR samples for counties over 40% and for other identified counties and provide outreach
- Revise the DRBP on rejected CARs and provide outreach and training
- Quarterly Establishment reports to measure rejected CAR progress
- EST WIT participation to assist with system and policy improvements to help reduce rejections.
- Develop web based training of best practice