



Flint Rotary World

Charter No. 220 – **Rotary Club of Flint, Michigan** – Organized April 7, 1916
Rotary theme for 2017-18– “Rotary: Making a Difference”

Ian H.S. Riseley from Rotary Club of Sandringham, Victoria, Australia, Rotary International President
Martin Ward, Rotary Club of Grand Bend, Ontario, Canada, Governor for District 6330

Coming up: High School Scholar Athletes of the Year
At the Food Bank of Eastern Michigan Hunger Solutions Center

Jack Battles – Friend of the Court

Rob Bennett introduced the Rotary Club of Flint to Genesee County Friend of the Court (FOC) Director Jack Battles on May 11. He reviewed changes instituted since his tenure began in 2006 to improve customer service and efficiency at the office responsible for enforcing court orders related to domestic issues (such as child support and parenting time).

In 2006, the FOC operated much as it had during the boom times of General Motors, when most child support payments could be easily collected through a cooperative relationship with the large employer. However, times had changed, and the FOC was faced with a 51 percent collections rate, leaving \$690 million in unpaid child support. Economic conditions had changed too- many more parents could simply not afford to pay the full amount of child support. They did not know how to petition the court for a reduced payment amount and feared paying anything at the time, because the approach to enforcement had been to require payment in full or face jail time.



Jack Battles and President Gerald.

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VITAL STATISTICS

For the May 11 meeting:

Michael Chaffee was our song leader. **Doug Bacon** was our greeter. The inspirational message was delivered by **Doug Bacon**. Registering and introducing our guests and visiting Rotarians was **Wen Hemingway**, and Set up and Take down was provided by **Doug Bacon (again)**. **Paul Vanston** provided our wonderful music.

OFFICERS AND DIRECTORS 2017-18

President – Gerald McCarty II
President-Elect – Mike Chaffee
Vice President – George Ananich
Vice President – Jane O’Dell
Director – Ray Gist
Director – Amy Hovey
Director – Fred Hinz
Director – Kyle McCree
Past President – Rob Bennett
Club Administrator – Amy van der Putte
Treasurer – Rebecca Millsap

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Today, the collection rate is 67 percent, and the uncollected amount owed is down to \$300 million. This improvement was accomplished at the same time that the FOC office faced a staff reduction brought on by the Great Recession, going from 102 employees in 2006 to 84 today.

How was this accomplished? Mr. Battles pointed to three changes. First, employees who provided unacceptable customer service (such as deleting phone messages without taking notes to call back clients) were let go. A standard for returning calls within 48 hours was implemented. Greater responsiveness to clients was difficult to accomplish in the short run, but tending to needs when they first arose meant less time was needed in the long run to address thornier matters that festered.

The second step Mr. Battles credited was the implementation of technology improvements that allowed the FOC to go from a paper filing system to an electronic document management system. This meant that case workers could make real headway in plowing through what had been an exhausting and seemingly insurmountable workload. Items needing approval were more quickly sped through the process, and matters that might have taken weeks to resolve in the past were addressed in days. This produced a boost in morale.

The third change that contributed to improved collections was to approach clients from the standpoint of what supports they needed to be successful rather than a single-minded focus of forcing payment or facing jail. In some cases, clients had substance abuse, mental health, or literacy challenges that prevented them from being able to find and keep jobs that would enable them to pay court-ordered child support. The FOC now refers clients to get help with underlying problems and works actively with other agencies such as the Michigan Department of Health and Human Services, STRIVE (a job training program), and Legal Services of Eastern Michigan (which can help clients amend child support orders in cases where parents cannot afford the full amount). Arrest is still an option, but now it is reserved for the cases where a person has the means to pay court-ordered child support and refuses to do so.



Amy Van der Putte was the Getting to Know You Person of the week. She loves going to Tiger games with her Dad, is afraid to swim over the underwater pool drain, quit her job to live overseas with a man she met on line, which turned out to be her husband and likes Diet Coke with her Diet Coke.

Bits & Pieces

NO meeting on May 25 due to Memorial Day, we WILL meet at the alternative location...The White Horse at noon. Please RSVP to Rob Jewell if you are going to attend.



New Member Proposal 2nd Reading:

Name	Classification	Sponsor
Melody Strang	K-12 Education – Supt	Fred Hinz

Rotary Make-Ups:

04/24/18	George Wilson	Genesee Valley
05/01/18	Dallas Gatlin	Genesee Valley
05/01/18	Nicholas Godlesky	Genesee Valley

Guests & Visiting Rotarians

Guest	Company or Organization	Guest of
Robert McAvinchey	Son of Pat McAvinchey	
Taffy Jones	Big Brother Big Sister	Reta Stanley
Rose Marie Shick	Wife of Dick Shick	
Christina Ferris	Crim Fitness Foundation	GV Rotary
Marilyn Costigan	Boy Scouts of America	Burton Rotary
Jon Wilson	Boy Scouts of America	Gerald McCarty
Ashoka Rao	Flint Public Library	Sunrise Rotary
Richard McAvinchey	Son of Pat McAvinchey	

Where to make up:

Monday

Saginaw Valley 7:15 AM
Saginaw Valley Heritage Center

Tuesday

Clio 7:30 AM

Roger's Lodge

Durand 11:30 AM

Durand Depot

Fenton 7:15 AM

Spring Meadows Country Club

Genesee Valley (Flint) 12:00 PM

Redwood Lodge, Hill Rd.

Grand Blanc 1st & 3rd Only 12:00 PM

Aubree's Pizzeria & Grill

Lapeer 12:10 PM

Lapeer County Center Building

Wednesday

Greater Flint Sunrise 7:00 AM

Academic Resource Center at Baker College

Owosso 12:15 PM

D'Mar Banquet & Conference Center

Saginaw 12:00 PM

Saginaw Club

Thursday

Burton 1st & 3rd Only 12:10 PM

IMA Brookwood Golf Club

Corunna 12:00 PM

Curunna United Methodist Church

Davisburg (1st & 3rd Thursday) 7:00 PM

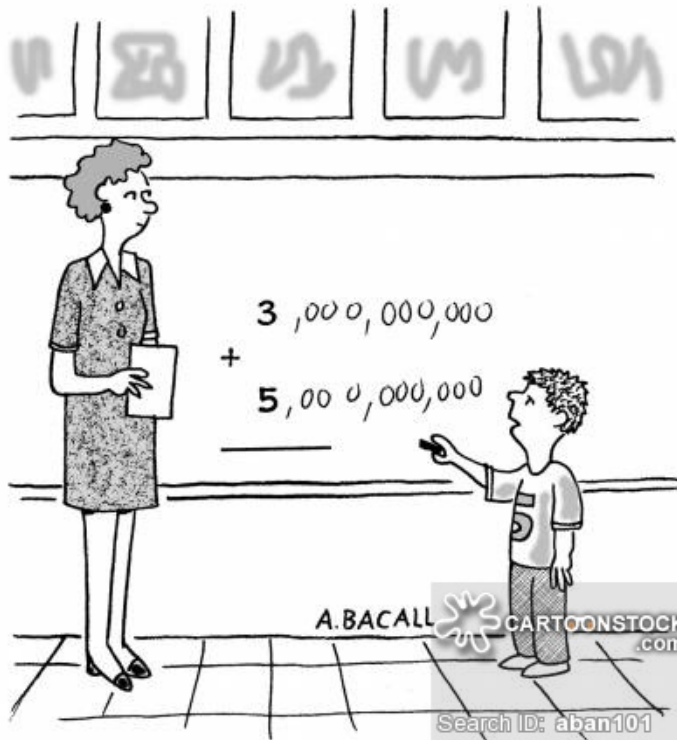
4H Fair Grounds Community Room

Flushing 7:00 AM

Sorrento's Restaurant

Frankenmuth 12:10 PM

Zehnder's Restaurant



"When I grow up I want to be an accountant for the government, so I added the zeros to gain some experience."

Future Programs

05/25/18: NO MEETING - Memorial Day Holiday

06/29/18: Presidential Roast/Farewell

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The Rotary Four-Way Test

Of the things we think, say or do:

1. Is it the **TRUTH**?
2. Is it **FAIR** to all concerned?
3. Will it build **GOODWILL** and **BETTER FRIENDSHIPS**?
4. Will it be **BENEFICIAL** to all concerned?"