

These terms include, but are not limited to, the following definitions:

BRIDGES

The computerized information system that contains records of DHS applicants and customers.

CENTRAL REGISTRY

The system maintained by the agency to keep a record of a finding of relevant and accurate evidence of child abuse and neglect according to the Michigan Child Protection Law, PA 238 of 1975.

**COLLABORATIVE
PARTNERS**

Non-profit agencies, faith-based organizations, schools and other organizations who work with DHS to achieve common goals.

CRC

Community Resource Coordinator

CRM

Community Resource Manual

CRP

Community Resource Program

CRPA

Community Resource Program Allocation

CUSTOMER

An applicant or recipient of DHS benefits or services.

**DIRECT CUSTOMER
SERVICES**

Services provided to DHS customers through direct contact to achieve one or more Service Outcomes (see below).

DONATIONS

Cash and non-cash gifts given to the Community Resource Program in support of DHS customers and/or programs.

DONORS

Individuals or groups that contribute monies, scholarships, or goods to the Community Resource Program in support of DHS customers and/or programs.

FAITH-BASED ORGANIZATIONS

Religious-focused entities that serve the community through congregations, national networks and freestanding religious organizations.

INDIRECT CUSTOMER SERVICES

Volunteer activities that benefit DHS customers but do not involve direct customer contact.

INTERNAL CONTROL POLICIES

An agency system developed in response to the mandate of Public Act 272 of 1986 to safeguard agency resources. The agency and each of its units, including local offices, develop a series of practices to reduce agency risk in the handling of funds, systems, cases, etc. This includes some practices within the scope of the Community Resource Program.

INTERNET CRIMINAL HISTORY ACCESS TOOL (ICHAT)

The Internet access service to Michigan criminal conviction records provided by the Michigan State Police.

LAW ENFORCEMENT INFORMATION NETWORK (LEIN)

LEIN provides access to information from the Michigan State Police related to criminal background checks.

**MANAGED CARE
PROVIDER**

Health Maintenance Organization (HMO) or clinic contracted to provide medical services to some DHS recipients through Medical Health Plans (MHP's) or Clinic Plans.

**SERVICE
OUTCOMES**

Defined outcomes of direct customer services. Service outcomes fall into one or more of the following categories.

- **Financial:** A service that provides material support to a customer. Examples include: food baskets, holiday gifts, and counseling on money management.
- **Medical:** A service provided to achieve a health-related benefit to an agency customer. Examples include: medical transportation, paying for an uncovered medical need with donated funds and counseling a customer about the need to immunize their children.
- **Protection:** A service provided to enhance the safety or protection of a customer. Examples include: a smoke detector provided to an adult protective services client, a parent aide who assists an at-risk parent, supervision of visits between children in foster care and their parent(s).
- **Self-sufficiency:** A service provided to assist a customer to become financially self-sufficient or emotionally independent. Examples include provision of child care during a job club, teaching a developmentally disabled person to do housework, transporting a customer to a physical examination for a job.
- **Social/Emotional:** A service provided to promote the social or emotional well being of a customer. Examples include: craft activities provided to foster care residents, friendly visitors for nursing home residents, and mentors for at-risk youth.

VOLUNTEER

An individual registered with the Community Resource Program to perform specific services that directly or indirectly benefit the agency or its customers, without receipt of a stipend or living allowance. Types of volunteers include those listed below:

- **Episodic (Short-Term) Volunteers** make a short-term commitment (usually less than six months) with limited or no customer contact.
- **DHS Employee Volunteers** are DHS staff recruited through the Community Resource Program to provide support to a variety of DHS and community sponsored projects. Employee volunteers work in concert with the agency's mission to help improve the quality of life of children, families and vulnerable adults.
- **Group Volunteers** are two or more individuals who provide services to DHS or its customers. The CRC oversees the group's activities.
- **Ongoing Volunteers** make a long-term commitment (usually six months or more) to a program or a customer relationship.
- **Stipended Volunteers** are individuals such as AmeriCorps members, Green Thumb staff, VISTA volunteers, college students and child welfare conveyors who receive a stipend or living allowance for the services they provide.
- **Virtual Volunteers** work from an outside location providing computer support services to DHS.
- **Job, Employment and Training (JET) Volunteers** are customers who volunteer in order to meet JET requirements.

VOLUNTEER WORKS

A volunteer management software package developed by the Red Ridge Software Company that is available to all CRCs to assist in the management of their local volunteer programs.