

Request DSU Support Services

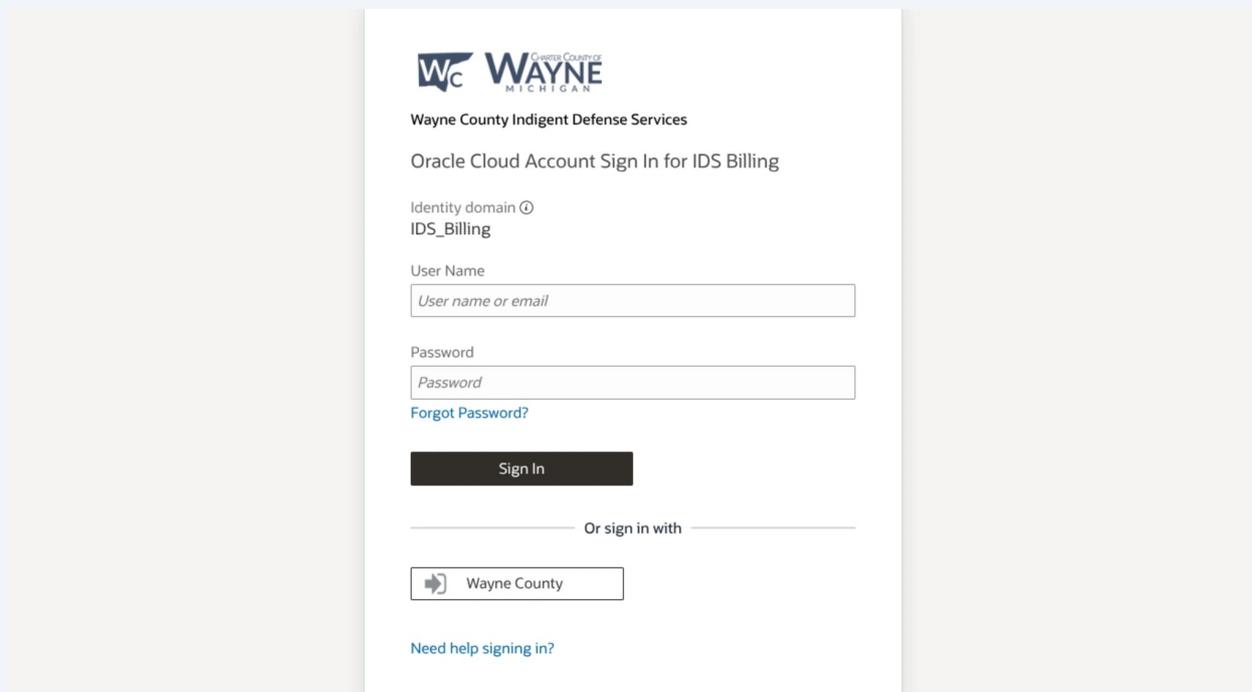
This guide provides a step-by-step process for requesting support services from the Defender Support Unit, as well as to review any prior requests for support services.

Making a Request

1

Navigate to [the IDSD Support Services login](#), enter your username (Bar number) and password, then click **Sign In**.

Note: Your login credentials are the same for both the billing system and the support services system.



The screenshot shows the login page for the Wayne County Indigent Defense Services Oracle Cloud Account. At the top, there is a logo for Wayne County, Michigan, with the text "Wayne County Indigent Defense Services" and "Oracle Cloud Account Sign In for IDS Billing". Below the logo, the identity domain is set to "IDS_Billing". There are two input fields: "User Name" with a placeholder "User name or email" and "Password" with a placeholder "Password". A link for "Forgot Password?" is located below the password field. A black "Sign In" button is positioned below the input fields. At the bottom, there is a section for "Or sign in with" featuring a "Wayne County" button with a logo icon. A link for "Need help signing in?" is located at the very bottom of the page.

2

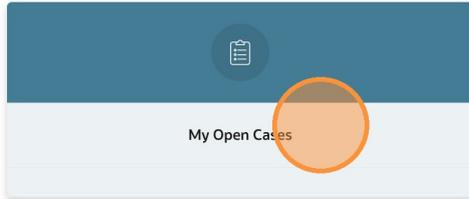
Click the **My Open Cases** widget.

Your Open Cases Dashboard (see below) contains all cases that you have been assigned to. Please [submit a Jira ticket to IDSD IT](#) if you do not see your case present.

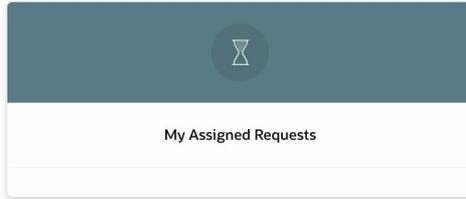


IDSD Support Services

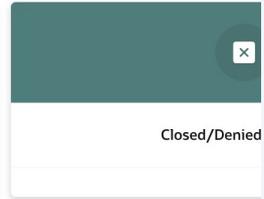
Page Navigation



My Open Cases



My Assigned Requests



Closed/Denied

3

Choose the case you would like to request support services for by **clicking the pencil icon**.



Go

Actions ▾

| | Defendant Name | CTN |
|---|----------------|-------------|
|  | IDSD Test | 00000000-00 |
|  | IDSD Test | 00000000-08 |
|  | IDSD Test | 00000000-14 |
|  | IDSD Test | 00000000-11 |
|  | IDSD Test | 00000000-01 |
|  | IDSD Test | 00000000-05 |
|  | IDSD Test | 00000000-07 |
|  | IDSD Test | 00000000-13 |

4 You should now see the case details for the case you opened.

Click **Request a Social Worker/Advocate**.

🔍 43716 ▾

The screenshot shows a web interface for case management. At the top right, there is a search icon and the text '43716' with a dropdown arrow. Below this is a horizontal bar with a colorful pattern. The main content area contains two buttons: 'Request a Social Worker/Advocate' (highlighted with an orange circle) and 'Request an Investigator or Expert'. Below the buttons are two input fields. The first field is labeled 'Tier' and contains the value '4'. The second field is labeled 'Bar Number' and contains the value '43716'.

5 Read this page and accept the agreements.

Request a Social Worker

The Defender Support Unit is currently accepting referrals for cases that meet the following criteria: Defendant is an adult, or a juvenile involves a special circumstance that could benefit from earlier involvement from a social worker - please explain in the request details)

Required

I confirm that I am submitting a referral for a case that meets the above criteria.

Required

I understand that my request will require a phone conversation with a member of the Defender Support Unit team to discuss case specifics,

Required

I understand that members of the Defender Support Unit will be considered members of my client's defense team, and as such, I agree to w

Required

Cancel

6

Request a Social Worker

The Defender Support Unit is currently accepting referrals for cases that meet the following criteria: Defendant is an adult, or a juvenile involves a special circumstance that could benefit from earlier involvement from a social worker - please explain in the request details)

Required

I confirm that I am submitting a referral for a case that meets the above criteria.

 Yes
 No

phone conversation with a member of the Defender Support Unit team to discuss case specifics

Required

I understand that members of the Defender Support Unit will be considered members of my client's defense team, and as such, I agree to w

Required

Cancel

7

Request a Social Worker

Request a Social Worker

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Required

I confirm that I am submitting a referral for a case that meets the above criteria.

 Yes No

Required

I understand that my request will require a phone conversation with a member of the Defender Support Unit team to discuss case specifics

Required

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Required

8

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9

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Required

I confirm that I am submitting a referral for a case that meets the above criteria.

Yes ✕ ▾

Required

I understand that my request will require a phone conversation with a member of the Defender Support Unit team to discuss case specifics

Yes ✕ ▾

Required

I understand that members of the Defender Support Unit will be considered members of my client's defense team, and as such, I agree to w

▾

Yes

No

11

Under **Attorney Information**, enter any additional email addresses for communications regarding the request, if desired.

Note: Emails will be sent when your request is assigned or denied, and also may be sent when a new timekeeping event is entered into the case by the Defender Support Advocate.

▼ Attorney Information

Attorney Bar Number
43716

Attorney First Name
Jane

Attorney Phone Number
5868425556

Please add any additional email addresses that should be included on email updates pertaining to this request, separated by commas.

email.address@waynecountymi.gov



12

Next fill out the client information, beginning with the Date of Birth.

▼ Client Information

Client First Name
IDSD

Required

Date of Birth



Mobile Phone

Language

▼ Case Information

CTN
00000000-07

13 Enter a mobile phone number if applicable.

▼ Client Information

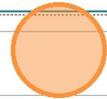
Client First Name
IDSD

Required

Date of Birth
11/03/2025



Mobile Phone



Language

▼ Case Information

CTN
00000000-07

Case Tier

14 Enter a home phone number if applicable.

Client Last Name
Test

Required

Age
0

Home Phone



Required

15 Submit your client's primary language.

▼ Client Information

Client First Name
IDSD

Date of Birth
11/03/2025

Mobile Phone
3131234567

Language

- English
- American Sign Language
- Arabic



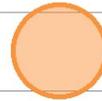
16 Next, fill out the required case information, starting with your client's custody status.

▼ Case Information

CTN
00000000-07

Case Tier
4

Is the client in custody?



Next Hearing Type

Are there co-defendants in this case?

17

Case Tier

4

Is the client in custody?

Yes

No

Are there co-defendants in this case?

18

If your client is in custody, enter the name of the holding facility.

×

↓

Required

Please list the name of the facility where client is being held

↓

Required

Next Hearing Date

19 Enter the next hearing type.

Is the client in custody?

Yes

Next Hearing Type

Arraignment on Information

Bond Hearing

Competency Hearing

Evidentiary Hearing

PE

Post-Conviction

20 Enter the next hearing date.

× ▾

Required

Please list the name of the facility where client is being held

Wayne County Jail

× ▾

Required

Next Hearing Date

| November 2025 | | | | | | |
|---------------|----|----|----|----|----|----|
| S | M | T | W | T | F | S |
| 26 | 27 | 28 | 29 | 30 | 31 | 1 |
| 2 | 3 | 4 | 5 | 6 | 7 | 8 |
| 9 | 10 | 11 | 12 | 13 | 14 | 15 |
| 16 | 17 | 18 | 19 | 20 | 21 | 22 |
| 23 | 24 | 25 | 26 | 27 | 28 | 29 |

21 If there are any co-defendants, enter **Yes**. Otherwise, enter **No**.

Is the client in custody?

Yes

Next Hearing Type

Bond Hearing

Are there co-defendants in this case?

Yes

No

Request Date

11/17/2025

22 If there are co-defendants, list them below.

Next Hearing Type

Required

Next Hearing Date

Required

Are there co-defendants in this case?

Yes

Required

Co-defendant First Name

Required

Co-defendant Last Name

Required

Second Co-defendant First Name

Second Co-defendant Last Name

Third Co-defendant First Name

Third Co-defendant Last Name



Note: If there are co-defendants, **please make sure to list them in your request.** It is important for DSU staff to be able to reference co-defendant names to review for potential conflicts.

23

Next, under **Request Details**, click **Case Details**. Submit any relevant case details or information for the DSU staff to review.

▼ Request Details

Request Date
11/17/2025

Case Details



Briefly describe the charges, the client's alleged involvement, and any relevant factors that may have impacted the client's alleged actions (mention how you expect the case to resolve, if known (plea, trial, dismissal, diversion, specialty court, HYTA, etc.).

Requested Services

24

Click **Requested Services**, and select all applicable services you would like for your client.

Note: You may select as many services as desired, you do not have to select just one.

Case Details
Add your case details here.

Briefly describe the charges, the client's alleged involvement, and any relevant factors that may have impacted the client's alleged actions (mental health condition, domestic violence, etc.).

Requested Services

- Case Consult
- Mitigation Report
- Release/Re-Entry Plan
- Service Connections

Case Details

Add your case details here.

Briefly describe the charges, the client's alleged involvement, and any relevant factors that may have impacted the client's alleged actions (mental health condition, domestic violence, etc.), and how you expect the case to resolve, if known (plea, trial, dismissal, diversion, specialty court, HYTA, etc.).

Requested Services

Case Consult ×

- Case Consult
- Mitigation Report
- Release/Re-Entry Plan
- Service Connections

26

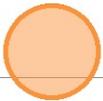
Next, suggest a proposed deadline for service completion.

Note: This deadline should be used as an estimate, and is subject to change based on DSU staff review and other factors. **Mitigation reports require a minimum of 30 days to develop** after an initial consultation has been completed.

on, domestic violence, peer influence, survival, etc.). Additional helpful details include: any negotiations that have occurred, whether you are using an investigator or other exper

2 ▾

[Dropdown menu with multiple options]

Proposed deadline 

For the services selected, please indicate the proposed date by which you would like them to be completed. Please note that expected filing deadlines, offer cut-off dates, upcoming hearings, or other relevant information to help us understand wheth

27

< December 2025 >

| S | M | T | W | T | F | S |
|----|----|----|----|----|----|----|
| 30 | 1 | 2 | 3 | 4 | 5 | 6 |
| 7 | 8 | 9 | 10 | 11 | 12 | 13 |
| 14 | 15 | 16 | 17 | 18 | 19 | 20 |
| 21 | 22 | 23 | 24 | 25 | 26 | 27 |
| 28 | 29 | 30 | 31 | 1 | 2 | 3 |

Today

dition, domestic violence, peer influence, survival, etc.). Additional helpful details include: any negotiations that have occurred, whether you are using an investigator or other exper

2 ▾

Proposed deadline

28

Explain how you believe the Defender Support Unit could help improve legal and/or life outcomes for the client.

For example: "I believe a mitigation report will help me negotiate a favorable offer for my client" or "I would like to present a release plan to the judge to advocate for a bond reduction and pre-trial release."

Briefly describe the charges, the client's alleged involvement, and any relevant factors that may have impacted the client's alleged actions (mention how you expect the case to resolve, if known (plea, trial, dismissal, diversion, specialty court, HYTA, etc.).

Requested Services

Case Consult, Mitigation Report

Please select the services you are requesting. All accepted cases will require a case consultation with a member of our team. Only select Case Co down Ctrl (PC) or Command (Mac) to select more than one option.

Your goals for the case and how you believe the Defender Support Unit can help:



Is discovery available?

29

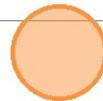
If discovery is available, click **Yes**. Otherwise, click **No**.

Please select the services you are requesting. All accepted cases will require a case consultation with a member of our team. Only select Case down Ctrl (PC) or Command (Mac) to select more than one option.

Your goals for the case and how you believe the Defender Support Unit can help:

Submit your goals here.

Is discovery available?



▼ Document Upload

Upload document

30

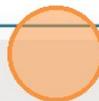
Your goals for the case and how you believe the Defender Support Unit can help:

Submit your goals here.

Is discovery available?

Yes

No



Upload document

Choose File

Please upload any documents that will aid the Defender Support Unit in considering this request and/or providing services. Examples of doc

31

If paper discovery or other relevant documentation is available regarding this case, please attach it here.

Is discovery available?

▼ Document Upload

Upload document

Choose File



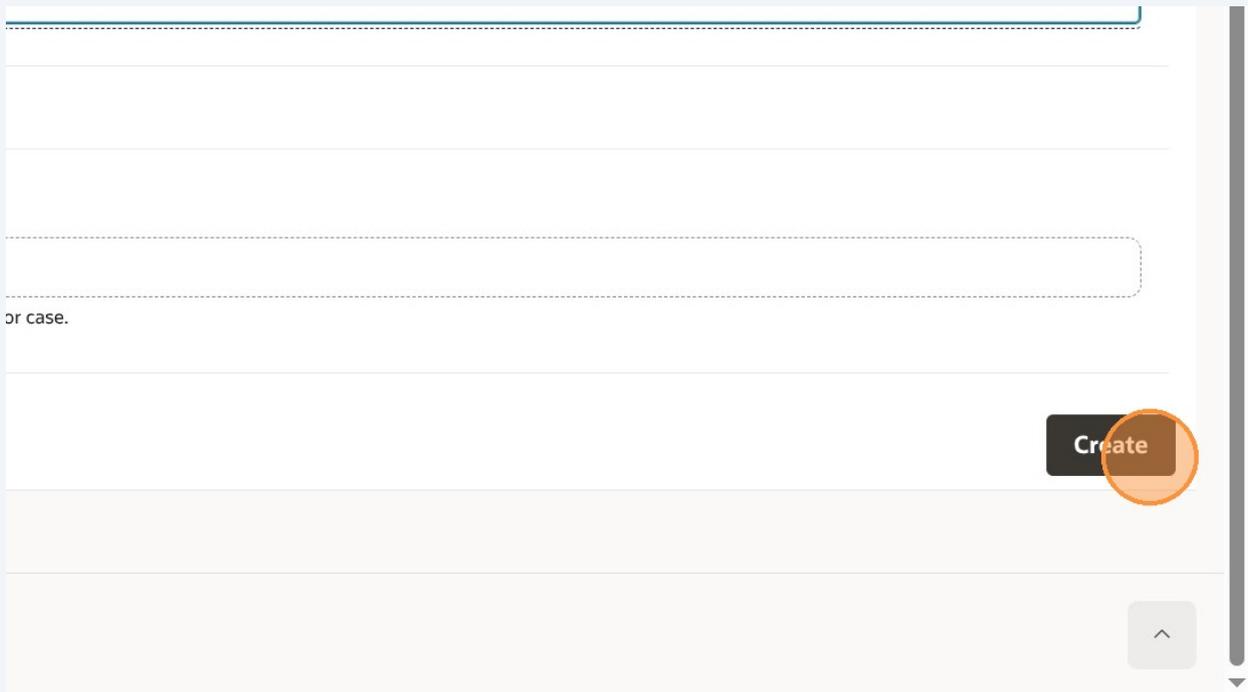
Please upload any documents that will aid the Defender Support Unit in considering this request and/or providing services. Examples of documents may include items that provide relevant background information about the client or case.

Cancel



Note: Only PDF documents can be uploaded.

32 Once you're ready to submit your request, click **Create** at the bottom of the page.



The image shows a screenshot of a web form. The form consists of several horizontal input fields. The second field from the top contains the text "or case." followed by a dotted line. At the bottom right of the form, there is a dark grey button with the word "Create" in white text. This button is circled with an orange ring. Below the form, there is a light grey footer area containing a small square button with an upward-pointing arrow.

Reviewing Your Requests



Once your support request has been submitted, you can access and review it using the steps below.

33

For in-progress requests, click the **My Assigned Requests** widget.

port Services

The image shows three dashboard widgets. The first is 'My Open Cases' with a clipboard icon. The second is 'My Assigned Requests' with an hourglass icon and is highlighted with an orange circle. The third is 'Closed/Denied Requests' with a close icon.

34

Your Assigned Requests Dashboard will show any requests you have submitted **that have been assigned to a Defender Support Advocate**. Click on the magnifier icon here to open a request.

☰ IDSD Support Services

My Assigned Requests

The screenshot shows a dashboard with a search bar and a table of assigned requests. The search bar has a magnifying glass icon and a 'Go' button. The table has columns for CTN, Case Tier, and Client First Name. The first row has a magnifying glass icon in the first column, which is highlighted with an orange circle.

| Q | CTN | Case Tier | Client First |
|---|-------------|-----------|--------------|
| Q | 00000000-04 | 4 | IDSD |
| Q | 00000000-02 | 4 | IDSD |
| Q | 00000000-06 | 3 | IDSD |

35

At the top you will see case details like the CTN, case tier, client, and services requested.

Attorney- Request details

Case Information

| | | |
|------------------------------------|-----------------------------|------------------------------|
| CTN 00000000-04 | Case Tier 4 | |
| Client First Name IDSD | Client Last Name Test | |
| Attorney First Name Jane | Attorney Last Name Smith | Attorney Bar Number 43716 |
| Requested Services Case Consult | Request Status Assigned | |

Time Keeping

Q Go Actions

36

Below in the Time Keeping report, you will see any actions taken by the Defender Support Advocate assigned to this case. This is an easy way to see how far along your request is in the support process.

Again, **click on the magnifying glass** to view further details.

Time Keeping

Q Go Actions

| Event | Date And Time Work Started | Time spent | Advocate Name |
|---|----------------------------|------------|---------------|
| Q Initial Consultation | 06-NOV-2025 01:16PM | .15 | |
| Q Client Contact | | | |
| Q Attempted Client Contact | 14-NOV-2025 02:26PM | .12 | |
| Q Attempted Agency Contact | 14-NOV-2025 02:20PM | .1 | |
| Q Client Court Support | 14-NOV-2025 02:22PM | .15 | |
| Q File Management | | 1.2 | |
| Q Jail Visit | 14-NOV-2025 02:27PM | .17 | |
| Q Jail Visit - Attempted | 14-NOV-2025 02:27PM | .17 | |
| Q Mitigation report first draft submitted to attorney | | | |
| Q Mitigation report final draft submitted to attorney | | 2 | |
| Q Referral | | | |
| Q Travel | | | |
| Q Agency Contact | 14-NOV-2025 02:19PM | .17 | |

37

Further details about the timekeeping activity can be reviewed in the Event Details box.

Requ

Timekeeping

Timekeeping Information

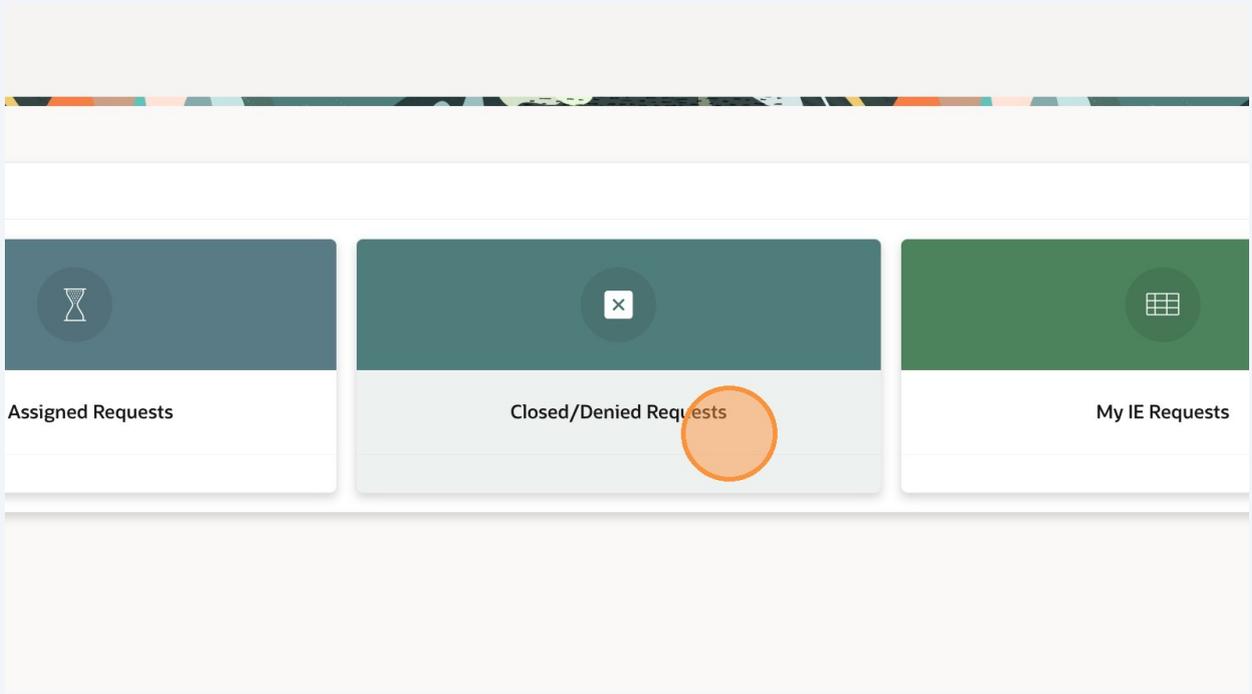
| | |
|--|--|
| CTN 00000000-04 | Client Name Test |
| Event Jail Visit | |
| Event Details test - bayan 9 | |
| Date And Time Work Started 11/14/2025 | Date And Time Work Ended 11/14/2025 |
| Amount of time .17 | |
| Jail Visit Type Phone call from jail | |
| Submission Date 11/14/2025 | |

Consultat
Contact
pted Clie
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sit - Atten
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al



In addition to your in-progress support requests, you can also view completed requests or requests that have been denied.

38 Click the **Closed/Denied Requests** widget.



39

The items here are split into two reports, one for **Closed** requests and one for **Denied** requests.

Note: Closed requests are those for which DSU services have been completed and does not necessarily reflect the legal case status/disposition.

Denied requests are those for which the DSU was unable to assign your case to a member of its team due to capacity, conflict, or other reason.

Closed/Denied Requests

▼ Closed Requests

| CTN | Case Tier | Client Name | Approved Services | Date of DSU Case Closure |
|-------------|-----------|-------------|-------------------|--------------------------|
| 00000000-03 | 4 | IDSD Test | Release plan | 10/30/2025 |
| 00000000-12 | 4 | IDSD Test | | 11/12/2025 |

1 - 2

▼ Denied Requests

Release 1.0



For any issues with the support services software, please [submit an IDSD IT ticket](#) or reach out via email to IDSDIT@waynecountymi.gov.