

Data Analysis/Reporting for IV-D Directors

NCCSD Webinar #5 – Current Support “Deep Dive” Analysis

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OFFICE OF CHILD SUPPORT ENFORCEMENT

Reminder of Project Background/Purpose

- Project Vision - expand OCSE reporting to assist the IV-D Directors
 - Use more visual analysis
 - Identify trends
 - Highlight outliers in an informational way
 - Compare data across systems
- Project Goals
 - Provide big picture view of data points in comparison with other states
 - Reports should give actionable information as much as possible
 - Reports should be “at a glance”, but provide ability to do comparisons
 - Compare to specific states and national averages
 - Deeper dive than readily available data
 - Report tool should be easy to use and intuitive

General Information

- Analysis includes both OCSE “Administrative” Data (i.e., federal reports) and DFS data (e.g., tax offset) as appropriate
- Reports are only intended for:
 - IV-D Directors and designees
 - OCSE regional staff so they may assist Directors
- Report Tool: Tableau Reader
 - Free, and available from <https://www.tableau.com/products/reader>
 - Don’t need the “Tableau Desktop” or “Tableau Viewer” version

General Information

- Two groups assist with the project:
 - NCCSD Systems/Data Analysis Workgroup – overall guidance
 - Pilot Workgroup* – six state, four regional and three OCSE representatives:
 - “Test drive” the tools
 - Give feedback on reports themselves
 - Assist with ideas for new reports
- * *See list of pilot workgroup members at the end of this PowerPoint*

OCSE “Collaboration Tool”

- Data Analytics and Reporting for IV-D Directors site
- Contains all Tableau reports and training materials
- Became available November 2020
- IV-D Director and up to two designees may have access
- Webinar training for IV-D Directors held November 17, 2020
- Training materials also available on the NCCSD website
 - Go to Committees, then choose “Systems Modernization and Data Analysis” committee
 - Open folder towards the bottom: “Data Analytics Reports for IV-D Directors – NCCSD/OCSE Webinars and OCSE Collaboration Tool Information”
 - Includes a “Quick Start” Guide to help you register and use the site
- Each IV-D Director must have a “Point of Contact” so that the OCSE Help Desk can contact them to approve registrations

Demonstration of Report
Current Support “Deep Dive” Analysis
Tableau Reader

Use Case - Example of How a Director Could Use Reports

Next steps

- Begin work on the Overall Collections report
- Updating the existing reports with the FFY2019 and/or FFY2020 data

Pilot Workgroup

State Representatives:

- Ian Broughton, Michigan
- Terry Peterson, North Dakota
- Debbie Henderson, North Carolina
- Jarnice Johnson, Maryland
- Holli Hagan Rice, Oklahoma
- Mary Anne Wolk, Massachusetts

OCSE Regional Representatives:

- Donna Hengeveld, RPM Region 10
- Tracy Graham, Region 8
- Cheryl Reid Drayton, Region 4
- Tom Killmurray, Region 1

OCSE Central Office:

- Joey Arthur, Div. Program and Statistical Analysis
- Angela Ingram-Jones, Div. Program and Statistical Analysis
- Cynthia Longest, Office of the Commissioner/Deputy Commissioner

Contact Information

For more information, how to access the Collaboration Tool, assistance with turning reports into state-specific PowerPoints, or to give feedback on reports or report ideas:

- Cynthia Longest
- cynthia.longest@acf.hhs.gov
- 317-796-6238 (mobile)