

# Data Analysis/Reporting for IV-D Directors

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NCCSD Webinar #4 – IWO % of IV-D Collections

August 7 or 13, 2020

Cynthia Longest and Joey Arthur, OCSE



OFFICE OF CHILD SUPPORT ENFORCEMENT

## Reminder of Project Background/Purpose

- Commissioner Lekan's 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

## Reminder of Project Background/Purpose

- Include both OCSE “Administrative” Data (i.e. federal reports) and DFS data (e.g. tax offset).\* Examples:
  - Annual Report data from OCSE 157, 34 & 396
  - Federal Offset (FO)
  - Federal Case Registry (FCR)
  - National Directory of New Hire (NDNH)
  - SSA garnishments
- Reports are only intended for:
  - IV-D Directors and designees
  - OCSE regional staff so they may provide assistance to Directors

*\*Per state requests, we are looking at outside data sources that might be relevant (e.g. Census, Bureau of Labor Statistics) but at this point they are out of scope for the project.*

## General Information

- Tools for IV-D Directors:
  - Tableau Reader
    - Free, and available from <https://www.tableau.com/products/reader>
    - Don't need the "Tableau Desktop" or "Tableau Viewer" version
- Two groups are assisting:
  - NCCSD Systems/Data Analysis Workgroup – overall guidance
  - Pilot Workgroup\* – Six state, four regional and three OCSE representatives meet approximately once a month to:
    - "Test drive" the tools
    - Give feedback on reports themselves
    - "Test drive" mechanism to access the reports, once available
    - Assist with ideas for new reports

\* *See list of pilot workgroup members at the end of this PowerPoint*

## Accessing the Reports

- Alfresco “Collaboration Tool” at OCSE status:
  - In User Acceptance Testing (UAT)
  - Digital Marketing site will roll out first (end of August)
  - Data Analytics site rollout:
    - IV-D Director and up to two designees may have access
    - Will need “Point of Contact” from every IV-D Director so that Help Desk can contact to approve registrations
    - Site rollout will be gradual in order to expedite registrations
    - Training – via the NCCSD virtual fall webinars
    - Stay tuned for more details!
  - Collaboration Tool UAT Screen shots at the end of this PowerPoint

## Accessing the Reports

- NCCSD Website status:
  - It uses WordPress, whose document management tool will not accept Tableau files
  - However, webinar PowerPoints (in PDF version) are there; Use Cases recently approved and loaded
  - Go to the “Systems Modernization and Data Analysis” committee site
  - Folders at the bottom: “Data Analytics Reports for IV-D Directors – NCCSD/OCSE Webinars”
  - Email from Carla West via NCCSD listserv sent on 7/13/2020 with instructions
- The three Tableau Reader UDC files were sent out by Carla via three separate emails on the NCCSD listserv (around 7/14/2020)

Demonstration of Report  
IWO % of IV-D Collections  
Tableau Reader

## Use Case - Example of How a Director Could Use Reports



## Next steps

- Alfresco Rollout
- Begin work on the Current Support Collections “Deep Dive” report
- Updating the three UDC reports with the FFY2019 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:

- Angela Ingram-Jones, Div. Program and Statistical Analysis, OCSE
- Cynthia Longest, Office of the Commissioner
- Joey Arthur, DFS Economic Analysis team

Selected Collaboration Tool  
Screenshots:  
*User Registration Workflow*

## CHILD SUPPORT COLLABORATION

HOME

### Register or Log In

**NEW USERS** - If you are a new user, [Register](#) to create an account.

**LOG IN** - If you are a registered user, [Log In](#) to access your application or to update your profile.

Log In

New User

When you register, you can choose either “Register” or “New User”.

*Note: there are no IP restrictions with the new Collaboration Tool like there are with the Child Support Portal.*

# CHILD SUPPORT COLLABORATION

HOME

## User Registration

### Site Information

\*Site Name  
Digital Marketing



You and/or your designees will choose Data Analytics. (Digital Marketing is the other site available, but is only for those grantees.)

### Personal Information

\*First Name: James Middle Initial: H \*Last Name: Smith  
\*Email Address: james.smith@boa.com \*Confirm Email Address: james.smith@boa.com \*Work Phone Number: 704-704-5290 Work Phone Extension: 5674  
Enter work phone number in XXX-XXX-XXXX format.

### Employer Information

\*Employer: Texas Attorney General  
\*Job Title: Deputy Director  
\*City: Houston \*State: Texas

### Security Information

\*Create User ID: jamestest1 \*Confirm User ID: jamestest1  
\*Create Password: \*\*\*\*\* \*Confirm Password: \*\*\*\*\*

### Security Questions

\*Security Question 1: What is your pet's name? \*Answer 1: Issac  
\*Security Question 2: What was your childhood nickname? \*Answer 2: James  
\*Security Question 3: What was the make/model of your first car? \*Answer 3: Sonata

### Two-Factor Authentication Information

For additional security, the system will ask you to provide an access code each time you log into the Collaboration Tool. You can choose to receive the access code by voice call or text message.

To receive a text message, you must select your service provider. If you do not see your service provider in the list, please contact the Help Desk. At the end of the registration process, the system will ask you to verify you successfully received the access code by the selected delivery method.

\*Delivery Method:  Voice  Text  
\*Phone Number: 905-670-3458 Phone Extension: 234531  
Enter phone number in XXX-XXX-XXXX format.

Complete all information and submit.

Submit Cancel

# CHILD SUPPORT COLLABORATION

HOME

## User Registration - Review

### Site Information

Site Name Digital Marketing

### Personal Information

Name James Smith

Email Address james.smith@boa.com

Work Phone Number 704-704-5290 Work Phone Extension 5674

### Employer Information

Employer Texas Attorney General

Job Title Deputy Director

City Houston

State Texas

### Security Information

User ID jamesmith

### Security Questions

Security Question 1 Answer 1

What is your pet's name? Issac

Security Question 2 Answer 2

What was your childhood nickname? James

Security Question 3 Answer 3

What was the make/model of your first car? Sonata

### Two-Factor Authentication Information

Delivery Method Voice

Phone Number 905-670-3458 Phone Extension 234531

### Verification

You need to verify the phone number you provided.

Click **Request** to receive your access code by the chosen delivery method. **The Access Code will expire in 10 minutes.** You can click **Request** again to receive a new access code.

Request an access code: [Request](#)

Enter your access code below, and then click **Confirm**.

\*Access Code

[Confirm](#)

[Return to Make Changes](#)

After reviewing your entries for accuracy, at the bottom choose "Request" for your Access Code. When it is received enter it and Confirm.

## CHILD SUPPORT COLLABORATION

HOME

### User Registration - Confirmation

✔ Your submitted registration completed successfully.

You will receive a confirmation email from [noreply@ocsecollab.acf.hhs.gov](mailto:noreply@ocsecollab.acf.hhs.gov), after which you may log in and begin using the Collaboration Tool. If you do not receive the confirmation email, contact the Help Desk by email at [dcs.eteam@acf.hhs.gov](mailto:dcs.eteam@acf.hhs.gov).

[Home](#)

After your registration request is received, the Help Desk must do work behind the scenes to approve you, add you as a user to Alfresco, and then notify you.

After approval (which may include contacting the IV-D Director's designated "Point of Contact"), the requestor will receive an email that looks similar to this. Clicking on the link takes you to the Login screen.



**From:** noreply@ocsecollab.acf.hhs.gov< noreply@ocsecollab.acf.hhs.gov>  
**Sent:** Tuesday, June 30, 2020 5:00 PM  
**To:** testuser@company.com  
**Subject:** [EXTERNAL] Child Support Collaboration Tool - User Account Approval

Dear Child Support Collaboration Tool Requestor,

Your request for access to the OCSE Child Support Collaboration Tool was approved. You may now login at [Child Support Collaboration Tool](#).  
User Name: testuser

Sincerely,  
OCSE Collaboration Tool Help Desk



Selected Collaboration Tool  
Screenshots:  
*User Login Workflow*

# CHILD SUPPORT COLLABORATION

HOME

## Register or Log In

**NEW USERS** - If you are a new user, [Register](#) to create an account.

**LOG IN** - If you are a registered user, [Log In](#) to access your application or to update your profile.

[Log In](#)

[New User](#)

# CHILD SUPPORT COLLABORATION

HOME

### Log In

Log in using User ID

\*User ID

\*Password

Log in using PIV card (For federal users only)

[Forgot Password?](#)

Enter User ID and Password you chose during the registration process.

# CHILD SUPPORT COLLABORATION

HOME

## Login - Enter Access Code

Enter the access code you received by voice call or text message to continue. **The access code will expire in 10 minutes.** Click **Resend** to receive a new access code.

\*Access Code

Submit

Resend

Cancel

You should receive an Access Code through the mechanism you chose during registration. Enter and hit Submit.

# CHILD SUPPORT COLLABORATION

[HOME](#) [LOGOUT](#)

## Child Support Collaboration

You are accessing a U.S. Government information system. This information system is provided for U.S. Government-authorized use only.

Unauthorized or improper use of this system may result in disciplinary action, as well as civil and criminal penalties.

For security reasons and data protection if you remain idle on any page for more than 30 minutes, your session may time out and you will need to log in again.

To go into Alfresco, choose Launch Collaboration Tool.



# Selected Collaboration Tool

## Screenshots:

### Alfresco Tool

# Alfresco User Personal Dashboard

Each user will have a "Personal Dashboard" that you see first. To go to the Data Analytics site, click the appropriate link under the My Sites "dashlet" (Alfresco term).

The screenshot shows the Alfresco user interface for Cynthia Longest. At the top, there is a navigation bar with links for Collaboration Home, Home, My Files, Shared Files, Sites, and Tasks. A search bar is located on the right side of the navigation bar. Below the navigation bar, the user's name and email address are displayed. The dashboard is divided into several sections:

- GET STARTED:** A section with a lightbulb icon and the text "Take a quick tour of Alfresco Share or learn about advanced features." A "Hide" button is located to the right.
- My Profile:** A section with a profile picture and the text "Cynthia gmail consumer phone access Longest, Senior Technical Advisor". It includes fields for Email (cynthia.longest@gmail.com), Telephone, Skype, and IM. A "View Full Profile" link is located to the right.
- My Sites:** A section with a dropdown menu set to "All". It lists two sites:
  - Data Analytics and Reporting for IV-D Directors:** This site contains Tableau Reader files and other documents related to OCSE's Data Analytics and Reporting project for the IV-D Directors. It has a "Favorite" star.
  - Digital Marketing:** No Description. It has a "Favorite" star.An orange arrow points to the "Data Analytics and Reporting for IV-D Directors" site.
- My Activities:** A section with a dropdown menu set to "Everyone's activities" and a filter for "all Items" in the "last 7 days". It shows two activities:
  - Today:** Cynthia gmail consumer phone access Longest joined site "Data Analytics and Reporting for IV-D Directors" with role Consumer, 4 minutes ago.
  - Yesterday:** Cynthia gmail consumer phone access Longest joined site "Digital Marketing" with role Consumer, 16 hours ago.
- My Calendar:** A section showing two calendar events:
  - 07 August, 2020 1:30 PM - 2:30 PM:** NCCSD Workgroup webinar on IWO % of Collections Report, Data Analytics and Reporting for IV-D Directors.
  - 13 August, 2020 1:30 PM - 2:30 PM:** NCCSD Workgroup webinar on IWO % of Collections Report, Data Analytics and Reporting for IV-D Directors.

# Alfresco Data Analytics Site – Default Dashboard

Collaboration Home Home Files Shared Files Sites Tasks Cynthia Longest Search files, people, sites

Data Analytics and Reporting for IV-D Direct... Private Document Library

Select Create... Upload Selected Items...

Documents

- 1 PowerPoints that Explain the Data Analytics Reporting Project  
Modified 19 days ago by Cynthia Longest  
This folder contains PowerPoints with the background, goals and other general information about the project.  
data analysis for iv-d directors  
★ Favorite Like 0 Comment
- Undistributed Collections (UDC) ←  
Modified 2 hours ago by Cynthia Longest  
Three folders contain the three UDC Tableau files -- Overall, UDC by Age, and UDC by Category. The folders also contain the state-specific Use Cases in PDF format.  
data analysis for iv-d directors undistributed collections  
★ Favorite Like 0 Comment

1 - 2 of 2 << 1 >>

Documents

- All Documents
- I'm Editing
- Others are Editing
- Recently Modified
- Recently Added
- My Favorites

Library

- Documents
  - 1 PowerPoints that Explain th
  - Undistributed Collections (UD

Tags

- data analysis for iv-d directors (14
- undistributed collections (10)

This is the default Dashboard for the Data Analytics site. It will have folders for the various reports as we produce them.

Clicking on the Undistributed Collections folder will take you to the subfolders that contain the Tableau files, Use Cases, etc..

Clicking on the site name in the upper left will always take you back to the default Dashboard.



# Alfresco Data Analytics Site – UDC Subfolders

The screenshot displays the Alfresco Data Analytics Site interface. The top navigation bar includes links for Collaboration Home, Home, My Files, Shared Files, Sites, and Tasks. The user's name, Cynthia Longest, is visible in the top right corner. The site title is "Data Analytics and Reporting for IV-D Direct..." and it is marked as "Private".

The left sidebar shows a navigation menu with sections for Documents, Library, and Tags. Under Documents, there are links for "All Documents", "I'm Editing", "Others are Editing", "Recently Modified", "Recently Added", and "My Favorites". Under Library, there is a "Documents" section with a subfolder "Undistributed Collections (UDC)" which contains three subfolders: "UDC Part 1 - UDC Overall", "UDC Part 2 - UDC by Age", and "UDC Part 3 - UDC by Category".

The main content area shows the "Undistributed Collections (UDC)" folder selected. It lists three subfolders:

- UDC Part 1 - UDC Overall**: Modified 22 hours ago by Cynthia Longest. Description: "This folder contains the downloadable Tableau Reader file from the first analysis report of the project, looking at overall UDC from the OCSE34 Part 1. It also contains an example Use Case of how users could take state-specific slides from Tableau Reader and copy them into a PowerPoint to use for presentations to legislators, agency executives, and others. The other folders, UDC by Age and UDC by Category, contain reports that drill down into the specifics of UDC from the OCSE34 Part 2." Tags: "data analysis for iv-d directors", "undistributed collections".
- UDC Part 2 - UDC by Age**: Modified 22 hours ago by Cynthia Longest. Description: "This folder contains the UDC by Age Tableau Reader file for download. This analysis uses lines 14-20 of Part 2 (Itemized Undistributed Collections) of the OCSE-34. The folder also contains an example Use Case of how users could take state-specific slides from Tableau Reader and copy them into a PowerPoint to use for presentations to legislators, agency executives and others." Tags: "data analysis for iv-d directors", "undistributed collections".
- UDC Part 3 - UDC by Category**: Modified 2 hours ago by Cynthia Longest. Description: "This folder contains the UDC by Category Tableau Reader file for download. This analysis uses lines 2-13 of Part 2 (Itemized Undistributed Collections) of the OCSE-34. The folder also contains an example Use Case of how users could take state-specific slides from Tableau Reader and copy them into a PowerPoint to use for presentations to legislators, agency executives and others." Tags: "data analysis for iv-d directors", "undistributed collections".

A callout box with a brown background and black border contains the text: "After clicking on the UDC folder you will be taken to the subfolders. Clicking on one of the subfolders takes you to the files." An orange arrow points from this callout box to the "UDC Part 1 - UDC Overall" folder icon.

The bottom of the page shows a pagination control: "1 - 3 of 3 << 1 >>".

# Alfresco Data Analytics Site – UDC documents

Collaboration Home Home My Files Shared Files Sites Tasks Cynthia gmail cons... Search files, people, sites

Data Analytics and Reporting for IV-D Direct... Private Document Library Site Dashboard Calendar Links Site Members

Select Create... Upload Selected Items...

Documents > Undistributed Collections (UDC) > UDC Part 1 - UDC Overall

UDC Overall Analysis - NY story January 2020.pdf  
Modified 22 hours ago by Cynthia Longest 1 MB  
This is the PDF version of the Use Case showing how the Tableau analysis can be used to create state-specific presentations for state executives, legislative leaders and other stakeholders.  
data analysis for iv-d directors undistributed collections  
★ Favorite Like 1 Shared

UDC Part 1 Overall UDC V10 04-20-2020.twbx  
Modified 22 hours ago by Cynthia Longest 2 MB  
Tableau Reader file for download. Overall UDC analysis from the totals on the OCSE-34.  
data analysis for iv-d directors undistributed collections  
★ Favorite Like 1 Share

1 - 2 of 2 << 1 >>

Documents

- All Documents
- I'm Editing
- Others are Editing
- Recently Modified
- Recently Added
- My Favorites

Library

- Documents
  - 1 PowerPoints that Explain th
  - Undistributed Collections (UDC)
    - UDC Part 1 - UDC Overall
    - UDC Part 2 - UDC by Age
    - UDC Part 3 - UDC by Categ

Tags

- data analysis for iv-d directors (14)
- undistributed collections (10)

These are the documents in the first UDC subfolder.

.twbx is the Tableau Reader file extension

# Alfresco Data Analytics Site – Tableau file download

Collaboration Home Home My Files Shared Files Sites Tasks Cynthia gmail cons... Search files, people, sites

Data Analytics and Reporting for IV-D Direct... Private Document Library Site Dashboard Calendar Links Site Members

Documents > Undistributed Collections (UDC) > UDC Part 1 - UDC Overall

UDC Part 1 Overall UDC V10 04-20-2020.twbx 1.1

Modified by Cynthia Longest on Mon 27 Jul 2020 12:46:42 Favorite Like 1 Share

This document can't be previewed.  
Click here to download it.

Download

Tableau files can't be previewed, but you will probably want to download them anyway so that you can do your state-specific analysis. You have two choices for downloading.

data analysis for iv-d directors undistributed collections

Share

Copy this link to share the current page

<https://ocsecollabuat.acf.hhs.gov/share/page/site/statistical-analysis/document-details?nodeId=...>

copy link to share this page

## Contact Information

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

- Cynthia Longest
- [cynthia.longest@acf.hhs.gov](mailto:cynthia.longest@acf.hhs.gov)
- 317-951-4058 (landline) or 317-796-6238 (mobile)