Data Analysis/Reporting for IV-D Directors

NCCSD Webinar #1 – UDC Part 1 – UDC Overall Analysis

January 17 or 21, 2020

Cynthia Longest and Joey Arthur, OCSE

ACF & OFFICE OF CHILD SUPPORT ENFORCEMENT

Background

- OCSE presentation for Directors at NCCSD 2018 Annual Meeting Closed Door Session:

  - Sample analysis of caseload, arrears and performance data in an easy to understand format

  - Commissioner'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

- Directors agreed and requested that OCSE move forward

  - Cynthia Longest, previously Indiana IV-D Director and currently Senior Technical Advisor to OCSE, was tasked with leading the effort

  - Calling the project "Data Analysis/Reporting for IV-D Directors"

  - For NCCSD, reports to the NCCSD Systems/Data Analysis Workgroup

Goals of Project

– Provide <u>big picture </u>view of data points in comparison with other states

– Reports should give <u>actionable information </u>as much as possible

– Reports should be "<u>at a glance</u>", but provide <u>ability to do comparisons</u>

- Compare to specific states
- Compare to national averages
- Deeper dive than readily available data
- Include both OCSE "Administrative" Data (i.e. federal reports) and DFS data (e.g. tax offset)

– <u>Report tool should be easy to use and intuitive</u>

– Reports should be only accessible to:

- IV-D Directors and designees
- OCSE regional staff so they may provide assistance to Directors

– Try to meet the needs of those states that have the least time, resources and expertise

Examples of Data Sources Available for Analysis

- Annual Report data from OCSE 157, 34 & 396

- Federal Offset (FO)

- Federal Case Registry (FCR)

- National Directory of New Hire (NDNH)

- Multistate Financial Institution Data Match (MSFIDM)

- SSA garnishments data

- Insurance match

- Electronic Income Withholding Orders (E-IWO)

Tools

- Reports themselves:

  - Tableau Desktop for report development (OCSE)

  - Tableau Reader for accessing more functionality of the reports (States and OCSE Regions) https://www.tableau.com/products/reader

  - Exported views of reports (PDF, PowerPoint, Word, etc.) – research in progress

- Accessing the reports: Alfresco site at OCSE under construction

Pilot Workgroup

- Assembled pilot workgroup of state and regional representatives.

  – Five state and four regional representatives

- Pilot workgroup tasks:

  – "Test drive" the tools

  – Give feedback on reports themselves

  – "Test drive" mechanism to access the reports, once available

  – Assist with ideas for new reports

- Group meets periodically, approximately once a month

Pilot Workgroup

- State Representatives:
    - Ian Broughton, Michigan
    - Terry Peterson, North Dakota
    - Debbie Henderson, North Carolina
    - Jarnice Johnson, Maryland
    - Holli Hagan Rice, Oklahoma

- 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

Status

- Pilot group(s) have met five times. Next call January 29.

- All reports must undergo a separate QA process before release.

- Directors notified via NCCSD Listserv in December 2019

  – Decide who besides themselves to use the reports

  – Download Tableau Reader   https://www.tableau.com/products/reader

  – Dates of first webinars (same content for each)

- Three reports substantially complete: Undistributed Collections (UDC) Parts 1-3:

  – UDC Part 1 -- Overall UDC: subject of the January 17/21 NCCSD webinars
  – UDC Part 2 – UDC by Age: ready
  – UDC Part 3 – UDC by Category: -- in QA review

- Working on best mechanism for export of specific slides

- Alfresco implementation pending

Demonstration of Report

UDC Overall Analysis (Part 1 of 3)

Tableau Reader

Use Case - Example of How a Director Could Use Reports

Next steps

- Next report first draft: Income Withholding % of Collections – has not been presented to pilot group yet

- Current list of potential next reports:
  - Collections Base comparisons
  - Current Support Collections Deeper Dive
  - Cases Paying on Arrears Deeper Dive
  - Support Order Establishment Deeper Dive
  - Expenditures

- Tentatively planning on a webinar to roll out each report individually, at least for the first few

- Still soliciting feedback and once gathered, list to be presented to IV-D Directors for them to prioritize

Discussion/Questions?

- General Feedback?

- Ideas for additional reports?

- Are people having trouble downloading Tableau Reader?

- For more information or to give feedback:
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