NCCSD Systems Modernization and Data-Sharing Committee Meeting

Friday, May 24, 2019

2:00 – 3:30 EST

Minutes

**Present:** Robin Arnell, Cynthia Longest, Heather Noble, [Carla West, Alexia Venafra,](mailto:shaneen.moore@state.mn.us)Michelle Cristello, Jeffrey Aldridge, Kevin Guistwite. Dawn McNeil, Astra Wilson-Kirksey, Joey Arthur (special guest)

**Absent:** Kristie Arneson, Erin Frisch, Sharon Santilli, Shaneen Moore

***Action Items are highlighted in yellow.***

1. Data Analytics Report

* Background: Joey (OCSE Economic Analyst) and Comm. Lekan did a presentation on data analysis at the 2018 NCCSD Annual Meeting closed door session. They presented a sample Analysis of Caseload, Arrears and Performance Data in an easy to understand format.
  + Directors requested that OCSE find a way to make similar reports available to them.
* Project Name: Data Analysis/Reporting for IV-D Directors
* Goals of this project:
  + Provide a big picture view of data points in comparison with other states
  + Provide reports that:
    - Are “at a glance”
    - Allow for comparison among states
    - Give actionable information whenever possible
    - Are not public, but rather are only available to IV-D (and their designees) and OCSE
    - Meet the needs of those states that have the least data analysis resources, time, and expertise.
  + Offer a reporting tool that is easy to use and intuitive
* Actions Taken/Decisions Made to Date
  + Decided on Tableau as the tool for report development and Tableau Reader for accessing and playing with the reports. Also, reports can be converted to PDF.
  + Developed a simple initial report as a proof of concept.
  + Presented the Project to the OCSE Management (the directors that report to Comm. Lekan).
  + Presented the project and initial report to the NCCSD Workgroup (in this meeting today).
* Today’s Presentation: Presented various reports on Undistributed Collections (UDC), including:
* Various bar charts/histograms for one year (percentage, national rank, caseloads, amounts, and avg net UDC per open case with a non-zero support order)
  + Note: you can hover over a state to pull up the data table (e.g., P-16, 17, 53, etc.) from the annual report and over a tool tip for each state to get info “at a glance.”
* map for one year
* 10-year trend lines
* scatter plot
* dashboard view that includes several of these reports all on one page
* Suggested Next Steps:
* Finding a common repository for these reports
  + Team members agreed that using the portal makes sense because:
    - Great security (including possible protections from public records requests)
    - Easy access
    - No need for IT intervention to set up a new tool
    - Driving IV-D directors and other state leadership to the portal when they may not otherwise use the portal.
* Conduct a “pilot”:
  + Goal: three staff from 3 different states and three OCSE regional staff (could be from separate of the same regions)
    - Discussed using the NCCSD Exec Committee to recruit state members
  + Process: Thinking of either having pilot users play with the UDC report and then help create another report OR first creating another report and then have pilot users play with both reports.
    - Pilot users:
      * Should be a mix of staff who are used to data reports and those who are newer; and
      * must be able to download Tableau Reader.
* Note: DPSA already has a plan underway to publish the Annual Report tables in Excel on the OCSE website (along with the pdf version). This will begin with the publication FY 2017 Annual Report and the FY 2018 Preliminary Report.

1. State Characteristics Matrix

* Cynthia shared the updated draft of the matrix. This is meant to be a read-only resource document that will include only states that are either very interested in replacing their system or those that recently replaced their system.
* Cynthia has asked for, and is waiting for feedback from Raghavan and his group. Also, will solicit feedback at the next NCCSD Executive Committee meeting.

**Cynthia will email the latest draft to Kevin, Dawn, and Astra (our newest members) so they can review it.**

**Alexia will email the minutes from the past two meetings to Kevin, Dawn, and Astra (our newest members) so they can review them.**

**All who haven’t done so already are encouraged to review the matrix dropdown selections and email Cynthia to suggest any edits or additions.**

1. Vendor Presentations:

* Impressions from ERICSA: Carla and Cynthia chatted with some vendors at ERICSA (Conduent, Deloitte, ProTech, and RedMane) about the idea of them providing an educational presentation to this workgroup.
  + Discussion around whether to have a round table discussion with multiple vendors or presentations by one vendor at a time
  + Discussion around duration – got the sense that 30 minutes is too short. Sounds like 1-1.5 hours per presentation is needed to make it worthwhile.
  + Discussion around the number of presentations – sounds like there are about 10 low code vendors and less than a handful of re-platforming vendors

**For 6/14 meeting: Robin, Cynthia, Carla, and Alexia to create a draft plan for the vendor presentation as a straw man to which the team to react and suggest edits at our next meeting.**