**NCCSD Systems Modernization and Data Sharing Committee**

**February 14, 2020 – Monthly Meeting with OCSE**

**2pm – 3:30pm Eastern Time**

**Minutes**

***Distribution and Attendee List:***

(**X** indicates that the member was present; **A** indicates absent)

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| --- | --- | --- | --- | --- | --- |
| Members | | | | | |
| X | Shannon Abernathy (SD) | A | Kevin Guistwite (MD) | X | Patrick Stricker (OH) |
| A | Jeff Aldridge (OH) | A | Holli Hagen-Rice (OK) | A | Jeremy Toulouse (NM) |
| X | Robin Arnell (VT) | X | Cynthia Longest (OCSE) | X | Pratin Trivedi (MI) |
| A | Kristie Arneson (WY) | X | Dawn McNeal (IN) | X | Alexia Venafra (VT) |
| A | Michelle Cristello (MA) | A | Shaneen Moore (MN) | X | Carla West (NC) |
| X | John Diets (WI) | X | Heather Noble (AZ) | X | Astra Wilson-Kirksey (NC) |
| A | Erin Frisch (MI) | A | Troy Sterr (WI) |  |  |
| OCSE Invitees | | | | | |
| A | Comm. Scott Lekan | A | D. Comm. Linda Boyer | A | Raghavan Varadachari |
| A | Mona Ferrell | X | Greg Jordan |  |  |

***Discussion Items:***

1. **Replatforming/Refactoring Recap from the Vendor Presentations.**

* The group discussed suggested revisions to the Replatforming/refactoring recap that was attached to today’s invite, including language at the top regarding the confidential nature of the document.
  + Action Items:
    - ALL: By 2/21 email Cynthia with any additional suggested revisions.
    - Cynthia: By 2/28, update the recap draft based on the suggested revisions and share with the team via email.
* The Low Code/COTS recap has been finalized; however, the team decided that whatever confidential language we use in the Refactoring/Replatforming recap, will also be used in the Low Code COTS recap.
  + Action Item: Cynthia: Update this LC/C recap to match the confidential language in the R/R recap.

1. **Wanted: A “cheat sheet” document that explains the IV-D financial/disbursements system to our partners & stakeholders like our umbrella Agency and state I.T. staff. (Refer to item 3 from the January 10, 2020 meeting minutes)**

* Robin reviewed the draft email below to send to the NCCSD listserv and took some suggested revisions. Team agreed that giving a 2-week turnaround is good.

All,

When you approach your CIO or technology executives about child support system modernization and try to explain why child support distribution needs special attention, do you get a “everybody thinks they are special” and “how hard can it be – it’s just money in and money out, right?” response?

NCCSD’s Systems/Data Workgroup wants to put together a distribution synopsis document that can be used with non-child support systems technology executives. It needs to be something that shows them, “at a glance” or at least without reams of paper, how complex child support distribution is. We are sending this email to ask you to ask your distribution experts if they already have something that they use – a distribution one page “cheat sheet,” workflow or something similar that could be modified for this audience.   Please send to xxxxx by xxxxx. Thanks much!

Robin and Carla – Systems Modernization/Data Analysis Workgroup chairs

* + Action items:
    - By 2/21, Robin will finalize and send email to the IV-D Director listserv with a deadline of about 2 weeks.
    - Robin will compile the information to review with the team on our next call (3/13).

1. **Continued discussion about committee-sponsored State modernization webinars – (See item 4 from last month’s meeting minutes).**

* Discussed the Straw Man Proposal below:

Structure -

* 1. Format?
     1. Coordinate by topic or subject matter? (For example, identify states that have experienced a replatforming/refactoring project and ask questions and perhaps check in with what we learned from the vendor presentations. Sponsor another presentation that focuses on Low Code, etc. Other topics?)
     2. Invite states to discuss their experience to include how to’s & lessons learned.
     3. Use the same approach to gather questions, etc. that we used for vendor presentations. Would we need answers in advance or simply request that states address on the call? Would we require a “webinar” presentation or is it simply a facilitated discussion?
  2. Block of time?
     1. 2 hours
     2. How many do we want/need?
  3. Who?
     1. 2-3 states per block?
  4. Any other suggestions or ideas?
* Discussion about the format, suggestions that “How to Get Started” be a topic
* Discussed the benefits of doing a more formal/structured approach (Q&A or Presentation) versus an informal/unstructured approach (discussion among colleagues, with a facilitator that intervenes if conversation ebbs).
* Considered doing a hybrid approach that’s structured at the beginning, then more conversational and guided by the previous discussion.
* Also talked about whether to:
  + A: have the conversations be a webinar similar to the vendor webinars where many people are invited to attend and listen in; OR
  + B: having them be more private where a couple of members of this team take the notes and share out the takeaways on a webinar with the larger group.
* Action Item: **ALL**: Pretend you have the chance to talk to the state of your choice regarding all your system modernization questions. Draft a list of questions/topics you’d want to cover during that conversation and email to Carla by 3/6.

1. **Data Reporting webinar feedback, and next dates.**

* Cynthia provided attendance for the first set of data reporting webinars, which were in January and on UDC (as a whole, overall).
  + There were a total of 73 attendees (though some were duplicates where the same person attended the first session, dropped off, and then attended the second session), 36 total states represented, 24 IV-D Directors (at least, that’s the name that was used during the webcall).
* Cynthia and Joey received feedback that we should continue the same format (with two opportunities to attend) and the theme also was “this was great, when do we get more reports?”
* Proposed dates for the next series are **March 6th & March 11th at 1:30**, which will be on the UDC by age report. On deck after that is UDC by category, and then Income Withholding Percentage of Collections.
  + Action Item: ALL: Save the date and tell your data folks that the next Data Reporting webinar, which will be on the UDC – by age report, will be on March 6 and 11 at 1:30 ET.

1. **Update from Raghavan: Clarification about OCSE-sponsored “in-person” System Symposium.**

* Raghavan is on vacation. Greg Jordan, who is Acting DSTS in Raghavan’s absence, joined us and explained:
  + That the first of three webinars is planned for April 16th; and
  + Guidelines for the Feasibility Study still on target for completion by June 30th.
* As for the plan for the “in-person” system symposium, we’ll check in with Raghavan in April regarding the latest and greatest.

1. Meeting with CompTIA’s Human Services IT Advisory Group
   * CompTIA’s [Human Services IT Advisory Group](https://www.comptia.org/advocacy/public-sector/hsitag) (“HSITAG”) reached out to Jim Fleming who suggested to us they we have them come speak to our team.
     1. HSITAG co-authored (with APHSA’s ISM conference) its annual white paper, “[The State of State Health & Human Services (HHS) Technology Programs: A Thought Leaders Perspective](https://comptiacdn.azureedge.net/webcontent/docs/default-source/research-reports/comptia-hhs-report-2019_web.pdf?sfvrsn=fba91215_0)” with the following four topics: (1) System Delivery Modernization/Transformation; (2) Analysis of Emerging Technologies; (3) Modularity; and (4) State of Data and Analytics with the HHS Enterprise.
     2. Team agreed that this would be useful and interesting, and may be a good opportunity to advocate for more child support focused content at ISM).
        + Action items:
          - Alexia share the HSITAG white papers and their email chain with these minutes
          - Robin and Carla to invite HSITAG to speak to us for about 30 minutes at our March 13th mtg.
          - ALL (optional): Review the links in these minutes, as well as the white paper(s) and email thread before 3/13 as prep for our mtg with HSITAG.