**NCCSD Systems Modernization and Data Sharing Committee**

**June 12, 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) | A | Patrick Stricker (OH) |
| A | Jeff Aldridge (OH) | A | Holli Hagen-Rice (OK) | A | Jeremy Toulouse (NM) |
| X | Robin Arnell (VT) | X | Cynthia Longest (OCSE) | A | Pratin Trivedi (MI) |
| A | Kristie Arneson (WY) | X | Dawn McNeal (IN) | X | Alexia Venafra (VT) |
| X | Michelle Cristello (MA) | A | Shaneen Moore (MN) | X | Carla West (NC) |
| X | John Diets (WI) | A | Heather Noble (AZ) | X | Astra Wilson-Kirksey (NC) |
| X | Erin Frisch (MI) | X | Troy Sterr (WI) |  |  |
| OCSE Invitees | | | | | |
| A | Comm. Scott Lekan | A | D. Comm. Linda Boyer | X | Raghavan Varadachari |
| A | Mona Ferrell |  |  |  |  |

***Discussion Items:***

1. **Committee Mission Post-COVID:**

* The team agreed that this committee’s mission remains the same and that, if anything, it is even more urgent.
  + Michelle explained that with a brand-new system in Massachusetts, when COVID hit, they were able to quickly turn on a dime and be nimble. After the first couple of weeks, the system became one of the least of Michelle’s concerns.
  + Pratin, who was unable to join us today, provided written comments, which indicated that: “[T]here is a significant new data point for consideration in technology during modernization initiatives. Remote accessibility, usability, and device independence becomes more of a focus than it ever has been (besides the platform vs. build conversations to-date). Also, per below, revenue shortfalls and budget challenges are likely far greater in just about every state making solving how to incrementally modernize more of an imperative.”

1. **Check-in: How has COVID changed your system modernization plans?**

* Dawn Indiana launched implementation for a full system replacement (with ECM, portal, mobile, and a BI component) on June 1! Salesforce/Cardinality platform in AWS using MuleSoft too. Goal is to go live in 2.5 years with 4 sprint teams at the same time. Deloitte is the DDI vendor, Netlogic is PMO vendor, CSG is QA vendor and KPMG is IV&V vendor.
* Shannon explained that things are still moving along in South Dakota but much of it is happening virtually. They have just started on a PAPD submission.
* Astra explained that North Carolina is in the process of writing a Statement of Work for a vendor to help them gather information on options and begin stakeholder work. Resources for these have been strained due to COVID but hoping to get these back soon.
* John explained that in Wisconsin in final stages of planning vendor procurement. COVID has not slowed them down much, except for access to SMEs has been diminished and doing more work remotely.
* Pratin’s written comments indicated that: “For Michigan, project for business case development as well as “plan-to-plan” efforts are paused – more due to resources, revenue shortfalls, and budgetary outlook in the short term.
* And, Kevin, even though he couldn’t attend, responded that Maryland is “full steam ahead” and hoping for UAT late summer and roll out in 2021.

1. **Committee-sponsored webinars: Next steps**

* The team agreed that there was still a need for these.
* A suggestion was made for a webinar that focuses on phases. For example: Pre-Planning and Planning (including getting executive buy-in and how to keep them engaged)

Action item: Carla to work with Michelle to put together a list of phases and then will share with this team. Then we can invite folks to sign up to speak through the IV-D Director listserv.

1. **Update on Feasibility Study Process and OCSE-sponsored webinars:**

* Feasibility Study Process
  + Raghavan explained that the document has been completed by his team and is being reviewed internally by OCSE.
  + Raghavan is expecting to send it out to all the states in late August.
    - The group discussed and agreed that Raghavan would send the document to this committee beforehand for feedback.
* After requesting feedback from the team, Raghavan is thinking he will adjust the webinar schedule as follows:
  + - Late Aug/early Sept: Feasibility Study (1/2 day)
    - October: APD 101 (couple hours)
    - November: Mixed Bag - IV&V, Certification, etc. (couple hours)

1. **Data Reports Check-in & Prioritization Survey:**

* Cynthia reported that:
  + Three reports have been created and trained: Overall UDC, UDC by age, UDC by category.
    - For the two UDC by Category webinars on May 19 and 22, there were a total of 64 state representatives, with 28 states represented and 18 IV-D Directors in attendance.
    - Cynthia is working through some technical issues and hopes to have them uploaded to them to a folder under this committee page on the NCCSD website.
  + A fourth report (Income Withholding – Percentage of Collections) is going through the QA process and should be released and trained in mid/late-July.
* Cynthia and Robin explained that a survey went out to IV-D Directors today asking them to prioritize the following six potential reports (and to suggest any other reports):

|  |  |
| --- | --- |
| Name of Report | Examples of Data |
| State Collections Base | Overall collections base; individual category collections (TANF, Foster Care, Medicaid, Never Assistance); double-counted and individually counted collections |
| Overall Collections | Overall collections trends and by assistance type; collections percentage by type of collection (unemployment compensation, state tax offset, etc.); collections per non-zero order cases; collections per FTE compared to cases per FTE; cases with non-zero orders that receive no payments |
| Current Support | Overall current support collections (CSUP) federal measure; individual CSUP measures for current, former and never assistance cases; income withholding collections; average amount of current support collections per non-zero order case (overall, current, former and never); states which allow federal offsets to go to families first |
| Support Order | Overall support order establishment (SO) federal measure; individual SO measures for current, former and never assistance cases; cases requiring support orders (overall, current, former and never assistance); administrative vs. judicial (including Lewin Group score); zero support order percentages; medical support order percentages |
| Arrears | Overall cases paying on arrears (CPA) federal measure; arrears only caseloads; cases with arrears due; percent changes in arrears due over time; average owed per case vs. average paid per case; tax offset trends; states which allow federal offsets to go to families first; certified arrears by age; states which charge interest |
| Expenditures and  Cost-Effectiveness | Cost-effectiveness (C/E) federal performance measure; comparison of overall collections and collections per non-zero order cases, and C/E ratios; overall expenditures; expenditures excluding NIVD; system expenditures; incentive expenditures; incentives received vs. spent; C/E looking at state dollars only |

1. **HSITAG:**
   * The team was reminded that we were scheduled to have HSITAG attend our March 13th meeting, which was canceled due to the COVID pandemic, as a result of CompTIA’s [Human Services IT Advisory Group](https://www.comptia.org/advocacy/public-sector/hsitag) (“HSITAG”) having reached out to Jim Fleming this winter who suggested to us they we have them come speak to our team.
     + 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.
   * Team continues to feel that this would be useful and interesting and may be a good opportunity to advocate for more child support focused content at ISM).

Action item: Carla to invite HSITAG to speak to us for about 30 minutes at our August mtg.

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)**

* Team agreed that this would still be useful.

Action Item: Alexia to put a straw man together from the various examples that Robin sent out to us on March 6th for Robin, Carla, and Cynthia to finalize and send out to this team.

1. **Conference call to Video Call**

* No objections to Alexia’s suggestion that we switch these meetings to Microsoft Teams so that we can use the video chat function to help the flow of conversation. There will still be an option to phone in.

Action Item: Alexia to change invite series to include a Microsoft Teams link for video chat and number for a phone-in option.

**Next meeting is July 10th 2-3:30 p.m. Eastern.**