**TO:** NCCSD

**FROM:** Carla West and Robin Arnell, Workgroup Co-Chairs

**DATE:** July 15, 2021

**RE:** Systems Modernization & Data Analytics Workgroup Annual Report

## Membership

The workgroup currently has 23 members with the composition equally divided between IV-D directors and state IV-D employees who specialize in IV-D systems work. Now that the streamlined Feasibility Study is complete and the focus of the workgroup's work has shifted, OCSE has decided to step off as official members and has agreed to participate on an invitation basis. The one exception is OCSE Senior Technical Advisor, Cynthia Longest, who was contracted under the prior OCSE administration to provide collaborative support to IV-D directors and their delegates.

## Summary of Workgroup Work for 2020 – 2021

- Reviewed and offered feedback to OCSE relative to the new streamlined feasibility study prior to the release of AT-20-16 (*Streamlined Feasibility Study for Child Support for Child Support System Modernization*) published on December 16, 2020.

- Created a document that illustrates the complexities of the IV-D distribution process at a high-level for individuals who are not familiar with the nuances of the program. The workgroup's goal was to create a document that can be used with non-child support systems technology executives, administrators under their umbrella agency, legislators or perhaps even a training tool for new child support employees. The *IV-D Distribution At-A-Glance Document* was disseminated to all directors on the NCCSD listserv in February 2021.

- Prepared and disseminated a survey for directors that polled interest in hearing from states who are in various stages of a systems modernization project. The survey simultaneously solicited volunteers to participate in upcoming webinars. The workgroup spent a lot of time pulling topics and sub-topics together which

can also be used as a comprehensive checklist for states when embarking on a systems modernization project.

- Planning for upcoming webinars currently occupies most of the workgroup's time. Five "States Lessons Learned" webinars will be held in October and November (dates to be finalized after consultation with presenters). Webinar topics will be: 1) Pre-planning and Planning, 2) Procurement, 3) Development, Design, and Implementation (DDI) I, 4) DDI II, and 5) Certification.

- Data Analytics: The workgroup sponsored two Data Analytics webinars: one that featured IWO data and the other that focused on Current Support data. There were five webinars in all, and all were very well attended. The next series will focus on Overall Collections.

- Recordings of webinars are stored on the OCSE Collaboration Tool. Another feature will soon be added to the tool to store other items like the "States Characteristic Matrix." Cynthia Longest is scheduled to walk through the new feature this week.