WICSEC 2015

FORT WORTH

CITY OF COWBOYS AND CULTURE

Shaping the Future for Children

Performance Measures For Child Support Services

Center for Business Process Engineering

Child Support Services

Oklahoma DHS

September 16th, 2015

Ron Taffe(OK CSS/NG)

wicsec

western interstate CHILD SUPPORT enforcement council

Child Support Services

State Government Program

Authorized by 1974 Social Security Act Title IV-D

Started in 1976 in Oklahoma

Oklahoma Department of Human Services

- 25 OKDHS CSS Offices
- 13 District Attorney CSS Offices
- 2 Private Vendor CSS Offices
- 1 Community Action Program CSS Office
- 8 Tribal Nation IV-D Programs Supported

Demographic Information

State Population – 3.87 million (2014)

Median Household Income - $45,339 / $53,046

Persons Below Poverty – 16.9% / 15.4%

Persons Under 18 – 24.6% / 23.3%

IV-D Caseload – 213,222 cases (7/31/2015)

Non-IV-D Pass-through Caseload – 42,000 cases

Caseload Performance

```
CN039S01 V05 F01        OKLAHOMA DEPT. OF HUMAN SERVICES         DATE: 08/13/15
TRANID CSPR          CSED SELF ASSESSMENT REPORT FOR  07/15      TIME: 12:37:13

 OFFICE:     STATE OF OKLAHOMA                                  SCREEN 01 OF 05
     TOTAL ACTIVE CASES.....213,222          PS2 CASES REFERRED.....     449
     NON PS2/HCA INITIATED..     659          CASES CLOSED...........   3,335
     OUTGOING INTER SEQ EST.     555          IN/OUT INTER WORKED.... 27,555
     CASES WITH PAYMENT..... 83,473          CASES W/ NO ACTIVITY... 48,308
     INSTATE CASES WORKED...137,359          CASES IN STATUS '01'...113,077
     TOTAL OBL MONTH........   3,265          TOTAL OBL PENDED....... 19,359
     OBL COMP FROM PEND.....   2,064          STATUS 10 ESTABLISHMENT   4,041
     HCA CASES REFERRED.....   4,574          STATUS 10 ENFORCEMENT..   7,820

                                            <30 DAYS   31-60    61-90  >90 DAYS
   PS2 REFERRALS WITHOUT ACTIVITY.(RFLI)..      584      124      116       367
   PS2 UPDATES WITHOUT ACTIVITY...(PUL)...   27,058   23,190   16,579         1
   HCA REFERRALS WITHOUT ACTIVITY.(RFLI)..    3,413    1,892      939     5,411
   HCA UPDATES WITHOUT ACTIVITY...(PUL)...   39,740   18,416   18,533         0
```

Information Needs

Federal Performance Measure Requirements

- Paternity Establishment
- Support Order Establishment
- Medical Support
- Current Support Collected
- Arrears Collected
- Cost Effectiveness

Why WebFOCUS?

Easy for Users to Use and Understand

Results Allow for Additional Data Analysis

Flexible & Scalable

Provides Timely Data for Managers to View Performance

Balance Resources

Create Worklists

What Does WebFOCUS Do For Us?

Presents Information at Multiple Levels from Centralized Data Warehouse

- Statewide
- Regions
- Office
- Employee

Results of Efforts

Worklists

Project History

Implemented new Linux Logical Partitions (LPARs) on z10 IBM Mainframe (upgraded to z12)

- Development (DEV)
- Test (TEST)
- Production (PROD)

Migrated Existing Reporting & Data Warehouse Structures

- Adult & Family Services
- Office of the Inspector General
- Child Welfare

Built Child Support Data Mart

Implemented Web-based Reporting System September 2011

Demonstration

Oklahoma Child Support Services
Performance Measure Views

Select A Category Below To Display A List Of The Available Views

- Paternity Establishment Views
- Support Order Establishment Views
- Medical Order Establishment Views
- Medical Support Provided Views
- Current Support Collections Views
- Arrears Support Collections Views
- Cost Effectiveness Views
- Miscellaneous Views

Oklahoma Child Support Services
Performance Measure Views

Select A Current Support Collections View

- Perf005 - Collections On Current Support vs Current Support Due
- Perf011 - (Worklist) Cases With Current Support Due vs Cases With Collections & Cases With No Collections
- Perf013 - Cases With Support Orders vs Cases With Support Orders Paying Any Payment

GLOSSARY
WHAT DOES IT MEAN?

(Close This Report List Dashboard To Return To The Main Menu Dashboard)

Oklahoma Child Support Services
Performance Measure Views

Launch Page For Collections on Current Support vs Current Support Due

Chart Type: Bar

Data Period Type: Monthly

Period Ending Date: 2012/02/29

Region / Group: Statewide

GLOSSARY
WHAT DOES IT MEAN?

Output Format:

- (•) **Excel**
- ( ) **PDF**

Submit

Reset

These selections are used only for Trend Reporting

Trend Compare To: None

Trend Start for Period Ending: 2012/02/29


Oklahoma Child Support Services
Performance Measure Views
Launch Page For Collections on Current Support vs Current Support Due
Chart Type:
Bar
Bar
Pie
Accessible Report Only
Statewide
Data Period Type:
Monthly
Period Ending Date:
2012/02/29
GLOSSARY
WHAT DOES IT MEAN?
Output Format:
Excel
PDF
Submit
Reset
These selections are used only for Trend Reporting
Trend Compare To:
None
Trend Start for Period Ending:
2012/02/29

Oklahoma Child Support Services
Performance Measure Views

Launch Page For Collections on Current Support vs Current Support Due

Chart Type: Bar

Data Period Type: Monthly

Period Ending Date: 2012/02/29

Region / Group: Statewide

- Statewide
- Regional
- All Offices Statewide
- Office Level
- Western Region
- Central Region
- Eastern Region
- Tribal
- Unassigned

Output Format:

- Excel
- PDF

Submit

Reset

These selections are used only for Trend Reporting

Trend Compare To: None

Trend Start for Period Ending: 2012/02/29

Oklahoma Child Support Services
Performance Measure Views

Launch Page For Cases With Support Orders vs Cases With Support Orders Paying Any Payment

Chart Type: Bar

Data Period Type: Monthly

Period Ending Date: 2012/04/30

Region / Group: Office Level

Case Office:
OKA
OKB
OKC
OKJ

Worker:
WORKER NAME
WORKER NAME
WORKER NAME

GLOSSARY

Output Format:
- (•) **Excel**
- ( ) **PDF**

Submit | Reset

These selections are used only for Trend Reporting

Trend Compare To: None

Trend Start for Period Ending: 2012/04/30

Oklahoma Child Support Services
Performance Measure Views

Launch Page For Cases With Support Orders vs Cases With Support Orders Paying Any Payment

Chart Type: Bar

Data Period Type: Monthly

Period Ending Date: 2012/04/30

Region / Group: Office Level

Case Office:
OKA
OKB
OKC
OKJ

Worker:
WORKER NAME
WORKER NAME
WORKER NAME

GLOSSARY
WHAT DOES IT MEAN?

Output Format:
- Excel
- PDF

Submit   Reset

These selections are used only for Trend Reporting

Trend Compare To: None
None
End of Month
Last Six Months
Last Month
Range
Same Month Last Year

Trend Compare To - only for trend reporting

Trend Start for Period Ending: 2011/12/31

RP_PERF005(b1_(v1.2)

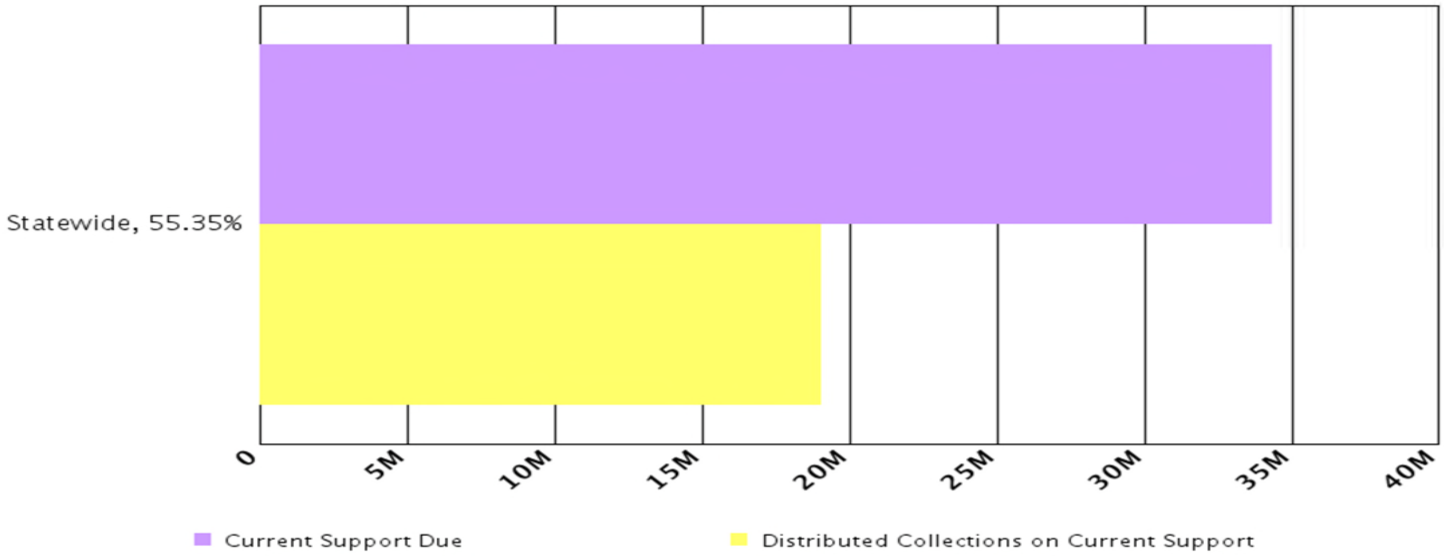
Oklahoma Department Of Human Services

Date: August 22, 2012 Time: 11.00.12

Collections on Current Support vs Current Support Due

Reporting period 02/29/2012
Federal Benchmark 80%

Data Period: Monthly **Region: Statewide**



Region / Group	Current Support Due (Line 24 of 157)	Distributed Collections on Current Support (Line 25 of 157)	Additional Amount Needed to Meet Benchmark	Performance Measure
Statewide	$34,368,654.43	$19,023,853.35	$8,471,070.19	55.35%

Statewide View Totals Include Unassigned Offices

(Additional Amount Needed = ((Current Support Due * .80) - Distributed Collections)

Distributed Collections on Current Support

Current Support Due

Confidential

GLOSSARY

WHAT DOES IT MEAN?

* These collections are from OCSE-157 report which has different criteria than OCSE-34A. Feds use OCSE-157 report current support collections for this performance measure.** Percentage change is the current year divided by the previous year minus one. This allows comparison of change across periods and across offices.*** Percentage point change is the current year minus the previous year. This is not as accurate as percentage change when comparing change across periods or offices.@ Guymon figures were separated from Woodward effective 7-1-08. Their Current Support Collections are misstated somewhat because of this mid-period change.Comparison to last year's figures is invalid unless the offices' figures for both years are combined. So Woodward's change figures reflect the combined changes of Woodward and Guymon.

RP_PERF005(b2_v1.2)

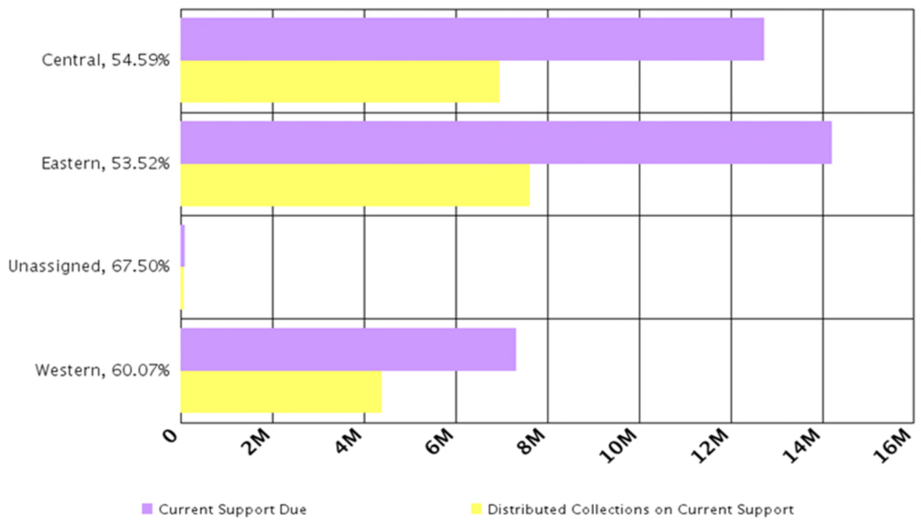
Oklahoma Department Of Human Services

Date: April 27, 2012 Time: 10.26.38

Collections on Current Support vs Current Support Due

Reporting period 02/29/2012
Federal Benchmark 80%

Data Period: Monthly **Region: Statewide**



Region / Group	Current Support Due (Line 24 of 157)	Distributed Collections on Current Support (Line 25 of 157)	Additional Amount Needed to Meet Benchmark	Performance Measure
Central	$12,742,939.09	$6,956,953.27	$3,237,398.00	54.59%
Eastern	$14,216,124.72	$7,608,662.80	$3,764,236.98	53.52%
Unassigned	$94,202.52	$63,590.71	$11,771.31	67.50%
Western	$7,315,388.10	$4,394,646.57	$1,457,663.91	60.07%
TOTAL	$34,368,654.43	$19,023,853.35	$8,471,070.19	55.35%

(Additional Amount Needed = ((Current Support Due * .80) - Distributed Collections)

Distributed Collections on Current Support

Current Support Due

Confidential

* These collections are from OCSE-157 report which has different criteria than OCSE-34A. Feds use OCSE-157 report current support collections for this performance measure.** Percentage change is the current year divided by the previous year minus one. This allows comparison of change across periods and across offices.*** Percentage point change is the current year minus the previous year. This is not as accurate as percentage change when comparing change across periods or offices.@ Guymon figures were separated from Woodward effective 7-1-08. Their Current Support Collections are misstated somewhat because of this mid-period change.Comparison to last year's figures is invalid unless the offices' figures for both years are combined. So Woodward's change figures reflect the combined changes of Woodward and Guymon.

RP_PERF005(b3_v1.2)

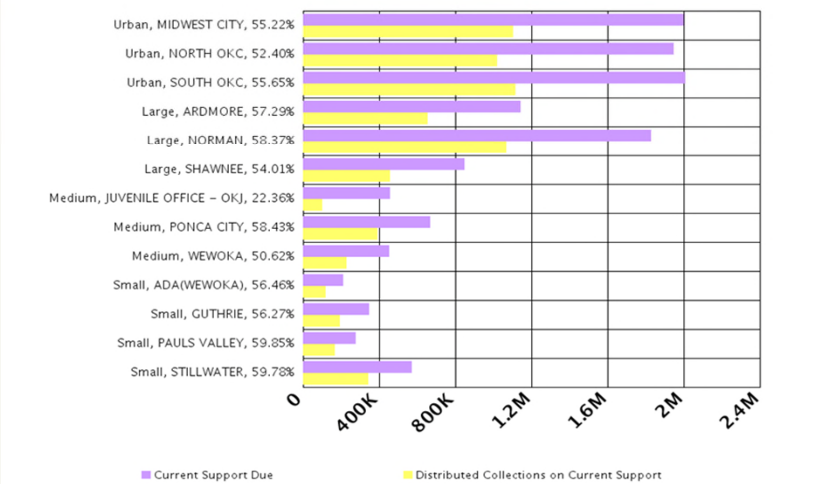
Oklahoma Department Of Human Services

Date: April 27, 2012 Time: 10.29.18

Collections on Current Support vs Current Support Due

Reporting period 02/29/2012
Federal Benchmark 80%

Data Period: Monthly **Region: Central**



Size	Office	Current Support Due (Line 24 of 157)	Distributed Collections on Current Support (Line 25 of 157)	Additional Amount Needed to Meet Benchmark	Performance Measure
Urban	MIDWEST CITY	$1,997,852.51	$1,103,168.24	495,113.77	55.22%
Urban	NORTH OKC	$1,945,201.59	$1,019,222.87	536,938.40	52.40%
Urban	SOUTH OKC	$2,006,606.54	$1,116,612.99	488,672.24	55.65%
TOTAL Urban		$5,949,660.64	$3,239,004.10		54.44%
Large	ARDMORE	$1,140,172.24	$653,204.11	258,933.68	57.29%
Large	NORMAN	$1,825,829.35	$1,065,710.85	394,952.63	58.37%
Large	SHAWNEE	$849,420.62	$458,813.62	220,722.88	54.01%
TOTAL Large		$3,815,422.21	$2,177,728.58		57.08%
Medium	JUVENILE OFFICE - OKJ	$455,688.43	$101,894.03	262,656.71	22.36%
Medium	PONCA CITY	$666,820.89	$389,649.51	143,807.20	58.43%
Medium	WEWOKA	$453,392.02	$229,512.16	133,201.46	50.62%
TOTAL Medium		$1,575,901.34	$721,055.70		45.76%
Small	ADA(WEWOKA)	$210,848.78	$119,053.78	49,625.24	56.46%
Small	GUTHRIE	$345,859.23	$194,615.49	82,071.89	56.27%
Small	PAULS VALLEY	$275,792.04	$165,051.88	55,581.75	59.85%
Small	STILLWATER	$569,454.85	$340,443.74	115,120.14	59.78%
TOTAL Small		$1,401,954.90	$819,164.89		58.43%
TOTAL		**$12,742,939.09**	**$6,956,953.27**		**54.59%**

(Additional Amount Needed = ((Current Support Due * .80) - Distributed Collections)

Distributed Collections on Current Support

Current Support Due

Confidential

GLOSSARY
WHAT DOES IT MEAN?

* These collections are from OCSE-157 report which has different criteria than OCSE-34A. Feds use OCSE-157 report current support collections for this performance measure.** Percentage change is the current year divided by the previous year minus one. This allows comparison of change across periods and across offices.*** Percentage point change is the current year minus the previous year. This is not as accurate as percentage change when comparing change across periods or offices.@ Guymon figures were separated from Woodward effective 7-1-08. Their Current Support Collections are misstated somewhat because of this mid-period change.Comparison to last year's figures is invalid unless the offices' figures for both years are combined. So Woodward's change figures reflect the combined changes of Woodward and Guymon.

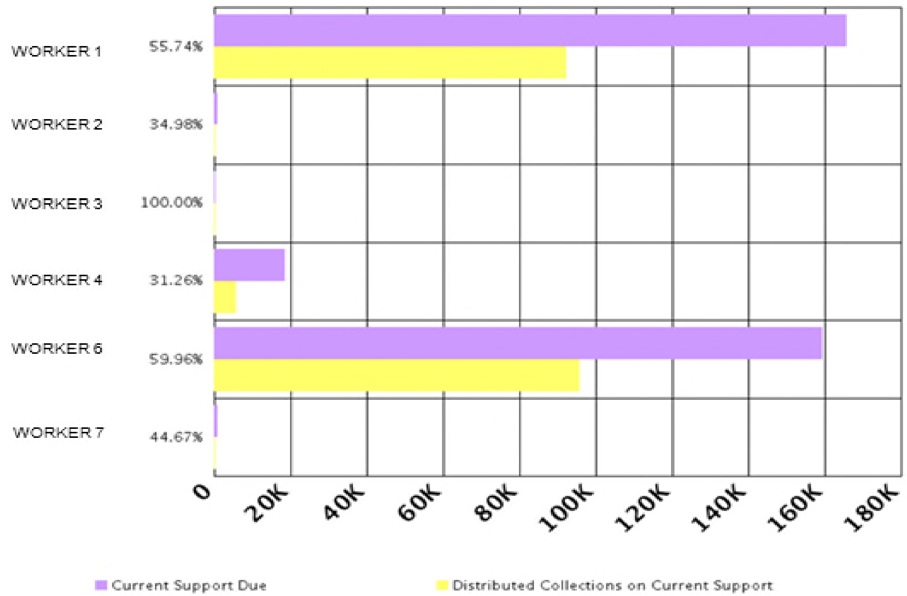
RP_PERF005(b6_v1.3)

Oklahoma Department Of Human Services

Date: April 27, 2012 Time: 10.33.44

Collections on Current Support vs Current Support Due

Reporting period 02/29/2012
Federal Benchmark 80%



Worker	Current Support Due (Line 24 of 157)	Distributed Collections on Current Support (Line 25 of 157)	Additional Amount Needed to Meet Benchmark	Performance Measure
WORKER 1	$165,562.88	$92,282.82	40,167.48	55.74%
WORKER 2	$955.01	$334.06	429.95	34.98%
WORKER 3	$222.50	$222.50	.00	100.00%
WORKER 4	$18,455.74	$5,768.93	8,995.66	31.26%
WORKER 5	$321.50	$.00	257.20	.00%
WORKER 6	$159,435.57	$95,602.44	31,946.02	59.96%
WORKER 7	$906.03	$404.74	320.08	44.67%
TOTAL	$345,859.23	$194,615.49		56.27%

(Additional Amount Needed = ((Current Support Due * .80) - Distributed Collections)

Distributed Collections on Current Support

Current Support Due

If a selected worker has no data available for the chosen period, the worker will not be displayed.
If multiple workers are selected, those with data will display and those without will not be shown.
If a single worker with no data is selected, an error message will be displayed.

GLOSSARY

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	A	B	C	D	E	F	G	H	I	J	K	L	M	N
10	Period Type	Reporting Period Start Date	Reporting Period End Date	Non Custodial Parent Number	Biological Parent Sequence Number	Office Region Code	Case Office Code	Case Worker User Identifier	Case Worker Name	The IVD Status for a Case (FGN)	The Priority for a Case	Number of Months in Priority	Current Support Due (Line 24 of 157)	Distributed Collections on Current Support (Line 25 of 157)
11	Monthly	2012/02/01	2012/02/29	000000000	001	Central	GUT	U76661	WORKER NAME	02	2	16	$237.50	$.00
12	Monthly	2012/02/01	2012/02/29	000000000	001	Central	GUT	U76661	WORKER NAME	02	2	6	$288.44	$.00
13	Monthly	2012/02/01	2012/02/29	000000000	001	Central	GUT	U76661	WORKER NAME	02	2	32	$236.61	$.00
14	Monthly	2012/02/01	2012/02/29	000000000	001	Central	GUT	U76661	WORKER NAME	02	5	3	$376.36	$.00
15	Monthly	2012/02/01	2012/02/29	000000000	002	Central	GUT	U76661	WORKER NAME	02	2	45	$187.00	$187.00
16	Monthly	2012/02/01	2012/02/29	000000000	001	Central	GUT	U76661	WORKER NAME	02	2	10	$276.04	$276.04
17	Monthly	2012/02/01	2012/02/29	000000000	001	Central	GUT	U76661	WORKER NAME	02	2	31	$235.26	$.00
18	Monthly	2012/02/01	2012/02/29	000000000	001	Central	GUT	U76661	WORKER NAME	02	2	76	$220.00	$220.00
19	Monthly	2012/02/01	2012/02/29	000000000	002	Central	GUT	U76661	WORKER NAME	02	2	34	$158.36	$.00
20	Monthly	2012/02/01	2012/02/29	000000000	001	Central	GUT	U76661	WORKER NAME	02	2	19	$469.63	$469.63
21	Monthly	2012/02/01	2012/02/29	000000000	001	Central	GUT	U76661	WORKER NAME	02	1	7	$231.47	$231.47
22	Monthly	2012/02/01	2012/02/29	000000000	001	Central	GUT	U76661	WORKER NAME	02	2	15	$255.00	$.00
23	Monthly	2012/02/01	2012/02/29	000000000	001	Central	GUT	U76661	WORKER NAME	02	5	13	$216.67	$.00
24	Monthly	2012/02/01	2012/02/29	000000000	001	Central	GUT	U76661	WORKER NAME	02	1	3	$312.66	$168.33
25	Monthly	2012/02/01	2012/02/29	000000000	001	Central	GUT	U76661	WORKER NAME	02	2	60	$498.33	$60.00
58	Monthly	2012/02/01	2012/02/29	000000000	001	Central	GUT	U76661	WORKER NAME	02	2	14	$162.50	$.00
59	Monthly	2012/02/01	2012/02/29	000000000	001	Central	GUT	U76661	WORKER NAME	02	2	22	$227.25	$227.25
60	Monthly	2012/02/01	2012/02/29	000000000	001	Central	GUT	U76661	WORKER NAME	02	2	16	$181.00	$181.00
61	Monthly	2012/02/01	2012/02/29	000000000	001	Central	GUT	U76661	WORKER NAME	02	2	10	$320.32	$.00
62	Monthly	2012/02/01	2012/02/29	000000000	001	Central	GUT	U76661	WORKER NAME	02	2	7	$246.00	$66.77
63	Monthly	2012/02/01	2012/02/29	000000000	001	Central	GUT	U76661	WORKER NAME	02	2	13	$249.00	$.00
64	Monthly	2012/02/01	2012/02/29	000000000	001	Central	GUT	U76661	WORKER NAME	02	2	5	$200.00	$.00
65	Monthly	2012/02/01	2012/02/29	000000000	001	Central	GUT	U76661	WORKER NAME	02	2	5	$307.00	$.00
66	Monthly	2012/02/01	2012/02/29	000000000	001	Central	GUT	U76661	WORKER NAME	02	2	0	$500.00	$.00
67	Monthly	2012/02/01	2012/02/29	000000000	001	Central	GUT	U76661	WORKER NAME	02	5	0	$222.50	$.00
68	Monthly	2012/02/01	2012/02/29	000000000	001	Central	GUT	U76661	WORKER NAME	02	1	2	$541.67	$541.64
69	Monthly	2012/02/01	2012/02/29	000000000	001	Central	GUT	U76661	WORKER NAME	02	2	6	$195.00	$.00
70	Monthly	2012/02/01	2012/02/29	000000000	002	Central	GUT	U76661	WORKER NAME	02	2	42	$155.00	$.00
71	**Total Worker**													
72													**$18,455.74**	**$5,768.93**
73														

(Additional Amount Needed = ((Current Support Due * .80) - Distributed Collections)

<u>Distributed Collections on Current Support</u>

Current Support Due

Confidential

* These collections are from OCSE-157 report which has different criteria than OCSE-34A. Feds use OCSE-157 report current support collections for this performance measure.** Percentage change is the current year divided by the previous year minus one. This allows comparison of change across periods and across offices.*** Percentage point change is the current year minus

RP_PERF013(m1_v2.1)

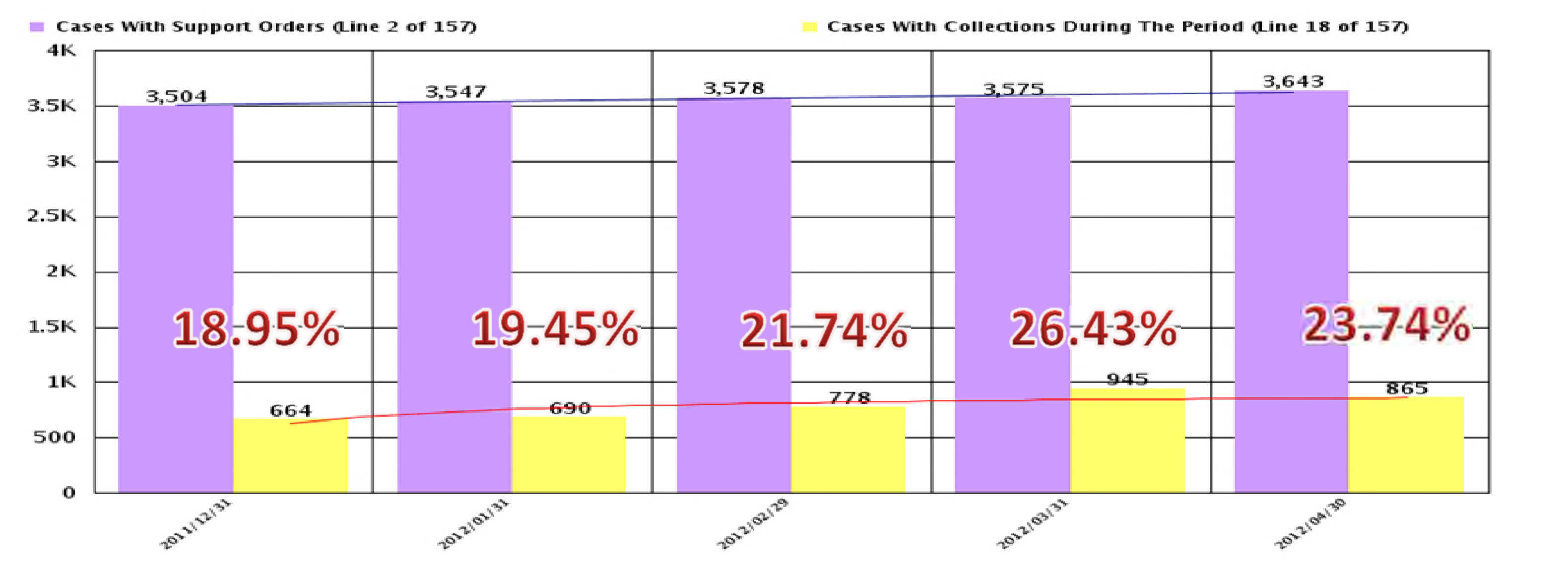
Oklahoma Department Of Human Services

Date: June 19, 2012 Time: 09.16.14

Cases With Support Orders(Line 2 of 157)
vs Cases With Collections During The Period(Line 18 of 157)

Reporting period 04/30/2012

Data Period: Monthly Compare To: Range From Date: 12/31/2011 To Date: 04/30/2012 Office: JUVENILE OFFICE - OKJ



Region / Group	Period End Date	Cases With Support Orders (Line 2 of 157)	Cases With Collections During The Period (Line 18 of 157)	Performance Measure
JUVENILE OFFICE - OKJ	2011/12/31	3,504	664	18.95%
JUVENILE OFFICE - OKJ	2012/01/31	3,547	690	19.45%
JUVENILE OFFICE - OKJ	2012/02/29	3,578	778	21.74%
JUVENILE OFFICE - OKJ	2012/03/31	3,575	945	26.43%
JUVENILE OFFICE - OKJ	2012/04/30	3,643	865	23.74%
TOTAL		17,847	3,942	22.09%

"Most discussions of decision making assume that only senior executives make decisions or that only senior executives' decisions matter. This is a dangerous mistake"

- Peter Drucker

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Page Safety Tools

Region / Group	Statewide Out Of Wedlock Births (Line 8a of 157)	Court Ordered Paternity Establishments (Portion 1 of Line 9 of 157)	Voluntary Acknowledgements (Portion 2 of Line 9 of 157)	Additional Cases Needed to Meet Benchmark	Perform Mea
Statewide	1,562	390	5	854	25

Statewide View Totals Include Unassigned Offices

(Additional Amount Needed = ((IVD Out Of Wedlock Births *.90) - IVD Paternity Establishments))

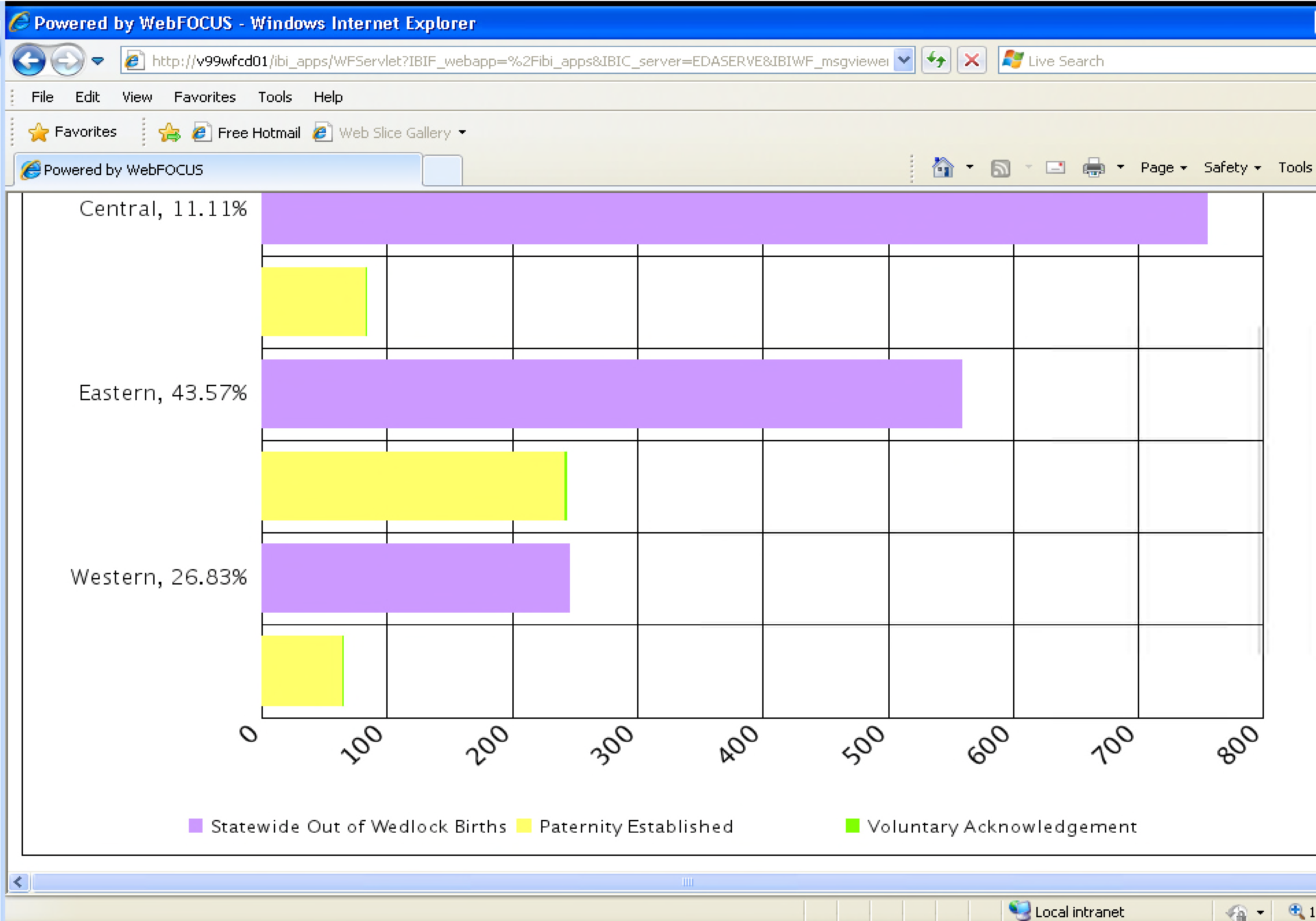
Court Ordered Paternity Establishments Voluntary Acknowledgements
VS. Statewide Out of Wedlock Births

Confidential

GLOSSARY
WHAT DOES IT MEAN?

Paternity Dtl Annual Paternity Establishment data for this report comes from Document Direct reports CX318P01 CX319P01 and CX364P01.Paternity Annual Birth data for this report comes from data supplied by the Oklahoma State Department of Health Division of Vital Records.IV-D Non-Marita Births by Office data comes from Line 5 of the CX364P01 report dated 04/2008.* Federal Performance Measure IV-D PEP is for internal use. Oklahon opted for Statewide PEP for federal incentives calculations.IV-D Paternity is based on paternities established at end of current period - there is no month offset as there is with Statewide PEP.Percentage change and percentage point change figures are not available as prior year figures were

Local intranet



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http://v99wfcd01/ibi_apps/WFServlet?IBIF_webapp=%2Fibi_apps&IBIC_server=EDASERVE&IBIWF_msgviewer
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View
Favorites
Tools
Help
Favorites
Free Hotmail
Web Slice Gallery
Powered by WebFOCUS
Page
Safety
Tools
Central, 11.11%
Eastern, 43.57%
Western, 26.83%
0
100
200
300
400
500
600
700
800
Statewide Out of Wedlock Births
Paternity Established
Voluntary Acknowledgement
Local intranet

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http://v99wfcd01/ibi_apps/WFServlet?IBIF_webapp=%2Fibi_apps&IBIC_server=EDASERVE&IBIWF_msgviewer

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Page Safety Tools

Statewide Out of Wedlock Births   Paternity Established   Voluntary Acknowledgement

Region / Group	Statewide Out Of Wedlock Births (Line 8a of 157)	Court Ordered Paternity Establishments (Portion 1 of Line 9 of 157)	Voluntary Acknowledgements (Portion 2 of Line 9 of 157)	Additional Cases Needed to Meet Benchmark	Perform Mea
Central	756	83	1	520	11
Eastern	560	242	2	204	43
Western	246	65	1	130	26
Total	1,562	390	4		25

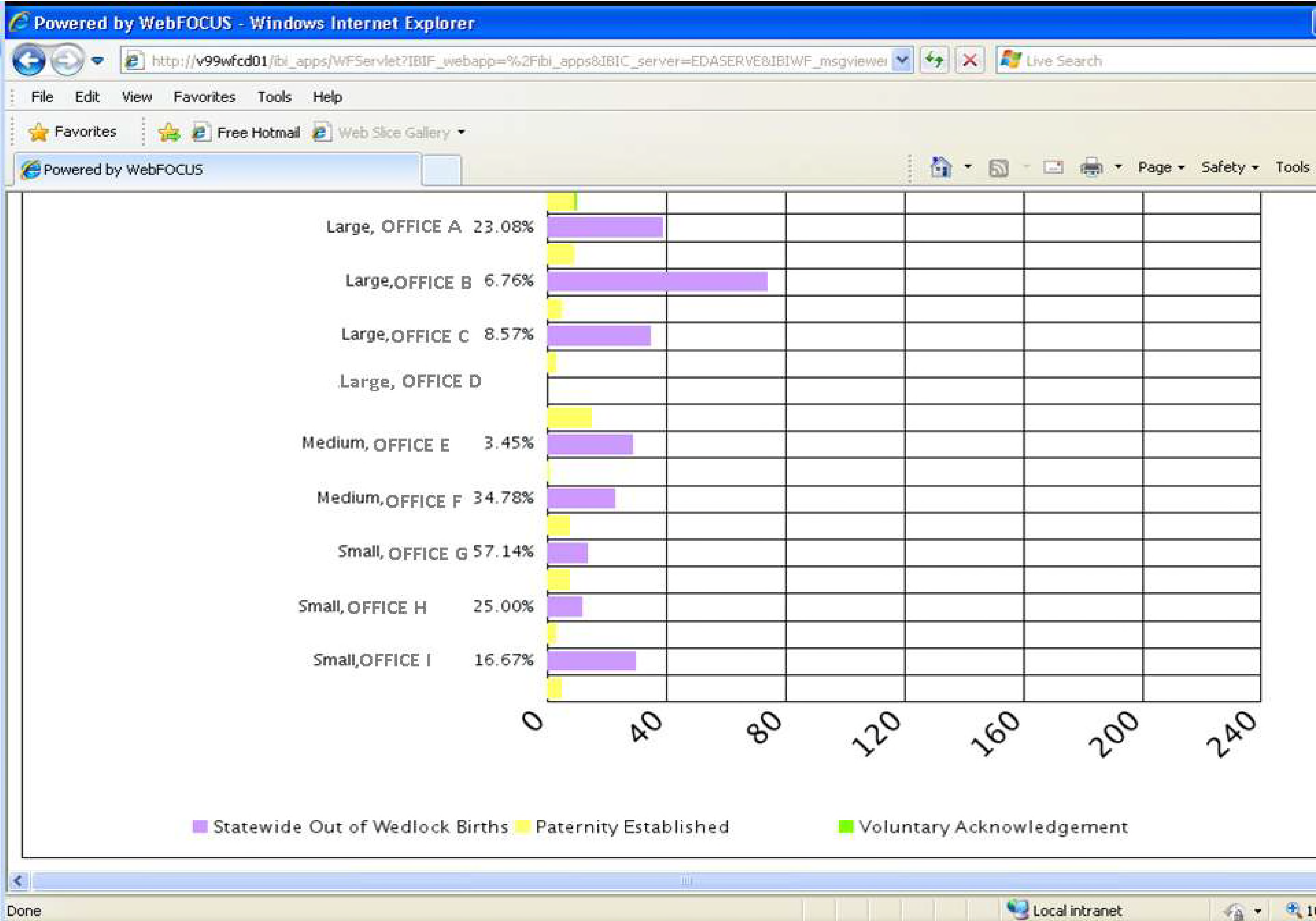
(Additional Amount Needed = ((IVD Out Of Wedlock Births *.90) - IVD Paternity Establishments))

Court Ordered Paternity Establishments Voluntary Acknowledgements
VS. Statewide Out of Wedlock Births

Confidential

Paternity Dtl Annual Paternity Establishment data for this report comes from Document Direct reports CX318P01 CX319P01 and CX364P01.Paternity Annual Birth data for this report comes from data supplied by the Oklahoma State Department of Health Division of Vital Records.IV-D Non-Marita Births by Office data comes from Line 5 of the CX364P01 report dated 04/2008.* Federal Performance Measure IV-D PEP is for internal use. Oklahon opted for Statewide PEP for federal incentives calculations.IV-D Paternity is based on paternities established at end of current period - there is no month offset as there is with Statewide PEP Percentage change and percentage point change figures are not available as prior year figures were

Local intranet



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File Edit View Favorites Tools Help
Favorites
Free Hotmail
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Page Safety Tools
Large, OFFICE A 23.08%
Large,OFFICE B 6.76%
Large,OFFICE C 8.57%
Large, OFFICE D
Medium, OFFICE E 3.45%
Medium,OFFICE F 34.78%
Small, OFFICE G 57.14%
Small, OFFICE H 25.00%
Small,OFFICE I 16.67%
0
40
80
120
160
200
240
Statewide Out of Wedlock Births
Paternity Established
Voluntary Acknowledgement
Done
Local intranet

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http://v99wfcd01/ibi_apps/WFServlet?IBIF_webapp=%2Fibi_apps&IBIC_server=EDASERVE&IBIWF_msgviewe
File Edit View Favorites Tools Help
Favorites Free Hotmail Web Slice Gallery
Powered by WebFOCUS
Page Safety Tools

Large	OFFICE A	39	9	0	22	23
Large	OFFICE B	74	5	0	54	6
Large	OFFICE C	35	3	0	25	8
Total Large		148	17	0		11
Medium	OFFICE D	0	15	0	0	
Medium	OFFICE E	29	1	0	22	3
Medium	OFFICE F	23	8	0	10	34
Total Medium		52	24	0		46
Small	OFFICE G	14	8	0	3	57
Small	OFFICE H	12	3	0	7	25
Small	OFFICE I	30	5	0	19	16
Total Small		56	16	0		28
Total		**756**	**83**	**1**		**1**

(Additional Amount Needed = ((IVD Out Of Wedlock Births *.90) - IVD Paternity Establishments))

Court Ordered Paternity Establishments Voluntary Acknowledgements

VS. Statewide Out of Wedlock Births

Confidential

Done Local intranet

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http://v99wfcd01/ibi_apps/WFServlet
File Edit View Favorites Tools Help
Favorites Free Hotmail Web Slice Gallery
Powered by WebFOCUS
Page Safety Tools

RP_PERF002(p1_v1)

Oklahoma Department Of Human Services

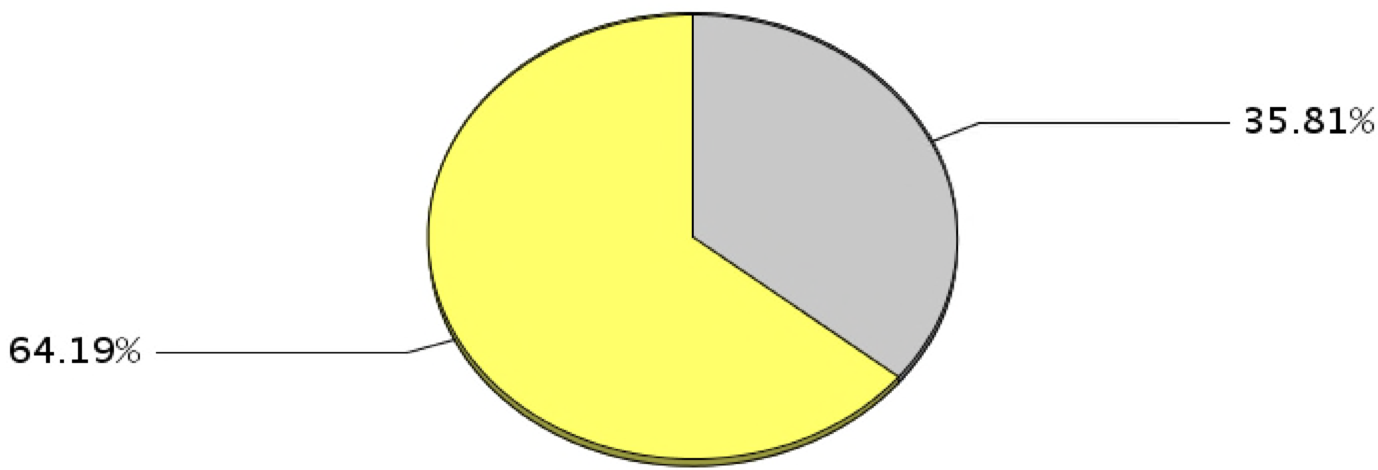
Date: September 23, 2011Time:

IV-D Out Of Wedlock Births
VS IV-D Paternity Establishments

Reporting period 12/31/2009
Federal Benchmark 90%

Data Period: Monthly Region: Statewide, 64.19%

IV-D Paternity Establishments - 101,686 = 64.19%
Remaining IV-D Out Of Wedlock Births - 56,724 = 35.81%



Done
Local intranet

Our Results

NCSEA's Outstanding Program of the Year 2011

Outstanding Performer in Paternity Establishment since 2004 - #1 in SFY2013

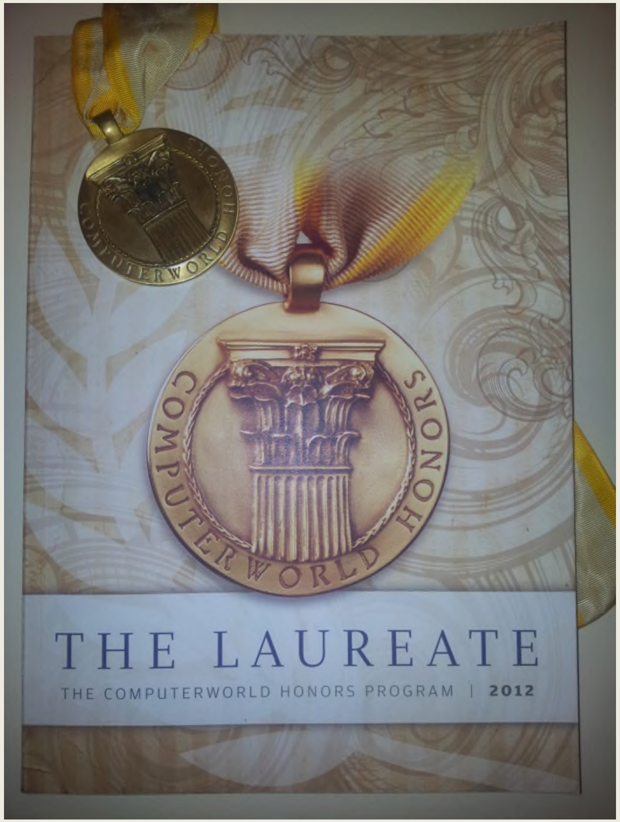
Improved Support Order Establishment by 21%

Improved Current Support Collections by 24%

Nation's 4th Highest Growth Rate in Arrears Collections

Cost Effectiveness Improvement of 250% National Average

Our Results



2012 ComputerWorld Honors Program Laureate

2014 Information Builders Inc. (IBI) Award of Distinction

Sooner than Later Grant

Testing Predesigned Performance Measure Data Warehouse Model

Oklahoma Develop Federal Data Model – Proof of Concept for Nation

Two Requirements Efforts

- OK Grant Proposal - Integrate OCSE model into existing warehouse – Did not meet OCSE needs.
- Build the original model separate from our existing warehouse.

Created OCSE Data Model in Oracle

Completed February 2014

Sooner than Later Findings

OK CSS & OCSE have different visions of Data Warehouse design.

Transactional Data vs Derived Data discussions

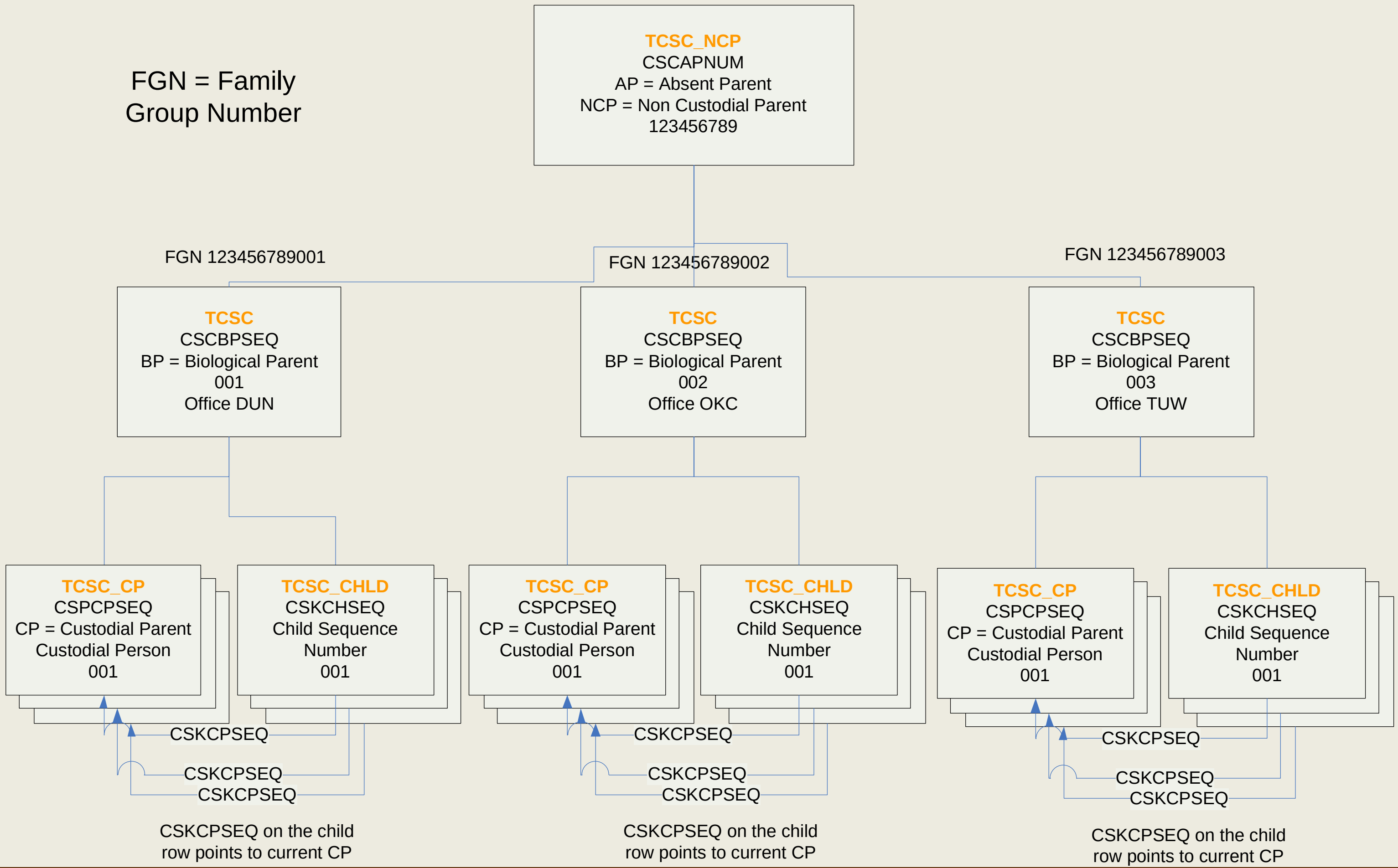
Proved that the OCSE warehouse model as created could produce OCSE-157 reports.

Proved that the enhanced OCSE model with Extension tables could be a viable option for other states.

OK CSS chose not to implement the OCSE model in Production

Sooner than Later Findings

OSIS Case Relationships



Run Date: February 28, 2014 Time: 14.17.45

Child Support Enforcement 157 Data Report

For the Period 10/01/2012 through 09/30/2013

SECTION A: CASE INVENTORY

Item	(a) Total	(b) Current Assistance	(c) Former Assistance	(d) Never Assistance
1. Cases Open at the End of the Period	210431	19586	68265	122580
A. Interstate Cases Initiated in This State Open at the End of the Period	12781	551	5427	6803
B. Interstate Cases Received From Another State Open at the End of the Period	16021	6064	3596	6361
C. Medicaid Only Cases Open at the End of the Period				58760
D. State Tribal IV-D Cases Initiated in This State Open at the End of the Period		13	181	102
E. State Tribal IV-D Cases Received From a Tribal IV-D Program Open at the End of the Period		0	2	0
F. International IV-D Cases Initiated in This State Open at the End of the Period	26			
G. International IV-D Cases Received From Another Country Open at the End of the Period	99			
2. Cases Open at the End of the Period With Support Orders Established	168995	13765	60366	94864
A. Interstate Cases Initiated in This State With Support Orders Established Open at the End of the Period	11107	374	4860	5873
B. Interstate Cases Received From Another State With Support Orders Established Open at the End of the Period	13425	5291	2774	5360
C. Cases With Orders For Zero Cash Support Open at the End of Period	4722	399	1106	3217
D. Medicaid Only IV-D Cases With Orders				41577
E. Arrears-Only IV-D Cases With Orders Established Open at the End of the Period	40117			
F. State-Tribal IV-D Cases Initiated in This State With Support Orders Established Open at the End of the Period		10	161	74
G. State-Tribal IV-D Cases With Support Orders Established Received From a Tribe Open at the End of the Period		0	2	0
H. International IV-D Cases With Support Orders Established Initiated in This State Open at the End of the Period	19			
I. International IV-D Cases With Support Orders Established Received From Another Country Open at the End of the Period	91			
3. Cases Open at the End of the Period for Which the State Has No Jurisdiction	0	0	0	0

SECTION B: PATERNITY ESTABLISHMENT

Item	(a) Total	(b) Current Assistance	(c) Former Assistance	(d) Never Assistance
4. Number of Children in IV-D Cases Open at the End of the Period	229829			
5. Children in IV-D Cases Open at the End of the Period Who Were Born Out-of-Wedlock	157255			
A. Children in IV-D Cases Open at the End of the Prior Period Who Were Born Out-of-Wedlock				
6. Children in IV-D Cases Open During or at the End of the Period With Paternity Established or Acknowledged	136283			
7. Children in IV-D Cases Open at the End of the Period With Paternity Resolved	209127			
8. Children in the State Born Out-of-Wedlock During The Paternity Period				
A. Children in the State Born Out-of-Wedlock During the Prior Period				
9. Children in the State with Paternity Established or Acknowledged During the Paternity Period	20480			
10. Children in the State with Paternity Acknowledged During the Paternity Period	15028			

SECTION C: SERVICES REQUIRED

Item	(a) Total	(b) Current Assistance	(c) Former Assistance	(d) Never Assistance
12. Cases Open at the End of the Period Requiring Services to Establish an Order	41216	5779	7830	27607
13. Children Requiring Paternity Determination Services in Cases Open at the End of the Period	20702	2817	5010	12875

SECTION D: SERVICES PROVIDED

Item	(a) Total	(b) Current Assistance	(c) Former Assistance	(d) Never Assistance
14. Title IV-A Cases Closed During the Period Where a Child Support Payment Was Received	1649			
15. Reserved				
16. Children in the IV-D Caseload for Whom Paternity Was Established or Acknowledged During the Period	4895	707	1156	3032

17. Cases With Orders Established During the Period	15179	2469	2534	10176
18. Cases With Collections During the Period	125648	7039	43215	75394
A. Interstate Cases Received From Another State With Collections During the Period	10332	3724	2276	4332
19. Cases Sent to Another State During the Period	2889	221	741	1927
20. Cases Received From Another State During the Period	2882	973	507	1402

SECTION E: MEDICAL SUPPORT

Item	(a) Total	(b) Current Assistance	(c) Former Assistance	(d) Never Assistance
21. Cases Open at the End of the Period in Which Medical Support is Ordered	117772			
A. Cases Open at the End of the Period in Which Medical Support is Ordered and Provided	39789			
22. Cases Open at the End of the Period Where Health Insurance is Ordered	83279			
23. Cases Open at the End of the Period Where Health Insurance is Provided and Ordered	26431			

SECTION F: COLLECTIONS DUE AND DISTRIBUTED

Item	(a) Total	(b) Current Assistance	(c) Former Assistance	(d) Never Assistance
24. Total Amount of Current Support Due for the Period	443,867,829.31	26,980,915.64	119,214,119.03	297,672,794.64
25. Total Amount of Support Distributed as Current Support During the Period	243,635,609.43	7,892,521.63	56,153,877.02	179,589,210.78
26. Total Amount of Arrears Due for All Periods	2,154,685,831.52	186,703,637.56	1,102,299,839.87	865,682,354.09
27. Total Amount of Support Distributed as Arrears During the Period	118,374,399.36	4,614,726.66	44,883,002.53	68,876,670.17
28. Cases With Arrears Due During the Period	172247			
29. Cases Paying Toward Arrearages During the Period	106321			

SECTION G: STAFF

Item	(a) Total	(b) Current Assistance	(c) Former Assistance	(d) Never Assistance
30. Full-Time Equivalent Employees of State and Local IV-D Offices on the Last Working Day in the Period	________			
31. Full-Time Equivalent Employees Under Cooperative Agreements on the Last Working Day in the Period	________			
32. Full-Time Equivalent Employees of Privatized IV-D Offices on the Last Working Day in the Period	________			

SECTION H: MEDICAID

Item	(a) Total	(b) Current Assistance	(c) Former Assistance	(d) Never Assistance
33. Number of Children Determined Eligible for Medicaid in IV-D Cases Open at the End of the Period	124789			
34. Number of Children Determined Eligible for Medicaid in IV-D Cases Covered by Private Health Insurance	18900			
35. Cases with Medical Coverage Received From any Source	39871			
36. Amount of Cash Medical Support Received that was Assigned to the State	3,286,323.38			

SECTION I: NonCooperation and Good Cause

Item	(a) Total	(b) Current Assistance	(c) Former Assistance	(d) Never Assistance
37. Cases Open at the End of the Period in Which There is a Determination of Noncooperation		2396		
38. Cases Open During the Period With Good Cause Determinations		38		

Stratification

First Step in Predictive Analytics

Re-organize Case Load for Case Characteristics

Pilot with Four Offices

Now Produced Monthly Statewide

Active Reports

Allows Users to Filter Information

Customize View for Purpose

Easy to Use – Like Excel

Can Pair with Other Software

</TD 1000 of 1000 records, Page 1 of 50

RP_STRAT01(x1_v1.3) Release 7.6.11

Date: May 15, 2014 Time: 07.25.30

Stratification Detail Report

Rolling 12 Statewide Report

Reporting Period: 20140430

Office	PACTS Category	Child Support Amount Due	Judgment Amount Due	Last Payment Amount	Last Payment Date	Insurance Carrier	NCP Total Child Count	NCP Income Level
OKB	1	1516.48	.00	699.91	20140325	AP	2	$2000 or More
CHI	1	1072.33	.00	1072.33	20140321	AP	2	$2000 or More
TUW	2B	1067.44	44.52	193.00	20140326	AP	1	$2000 or More
NOR	1	1000.00	200.00	600.00	20140318	AP	1	$2000 or More
ALT	1	950.60	50.00	242.44	20140328	CP	2	$2000 or More
GUT	1	848.86	.00	848.86	20140310		1	No Income
CLI	2A	822.40	.00	425.72	20130705	AP	2	$2000 or More
CHI	5A	796.33	50.00	429.71	20140326	AP	2	$2000 or More

OFFICE OF CHILD SUPPORT ENFORCEMENT

An Office of the Administration for Children & Families

Sooner Than Later Grant Demo
OCSE 157 Report

Period Type	Monthly	**Period End Date**	2013/09/30 00:00:00
State Selection	NATIONWIDE	**Output Type**	◉ HTML ○ PDF ○ Excel 2000

Submit   Reset

PgmID:157_Office_Sum(v1.4)

Date: May 15, 2014 Run Time: 10.19.38

OCSE 157 Office Summary Drilldown Report

Rolling 12 Months for Period End Date: 12-31-2013

Office	Line	Total	Current	Former	Never	Total Assist Amount	Current Assist Amount	Former Assist Amount	Never Assist Amount
OKC	01	13,110	1,109	5,813	6,188				
OKC	01A	737	27	361	349				
OKC	01B	1,141	446	221	474				
OKC	01C	2,647			2,647				
OKC	01G	10							
OKC	02	10,072	705	5,025	4,342				
OKC	02A	583	11	300	272				
OKC	02B	967	407	151	409				
OKC	02C	192	8	68	116				
OKC	02D	1,607			1,607				
OKC	02E	2,902							
OKC	02I	10							
OKC	04	14,073							
OKC	05	10,779							
OKC	06	9,189							
OKC	07	12,216							
OKC	09	1,478							
OKC	10	1,137							
OKC	12	3,033	404	786	1,843				
OKC	13	1,857	255	658	944				
OKC	14	87							
OKC	16	171	12	68	91				
OKC	17	495	37	128	330				
OKC	18	7,463	401	3,696	3,366				
OKC	18A	730	272	137	321				
OKC	19	147	8	44	95				
OKC	20	175	50	37	88				
OKC	21	6,743							
OKC	21A	2,334							
OKC	22	4,405							
OKC	23	1,381							
OKC	24	7,524	511	3,319	3,694	$25,384,367.35	$1,476,943.27	$9,846,400.10	$14,061,023.98
OKC	25	5,549	285	2,348	2,916	$13,266,437.97	$487,801.67	$4,686,046.71	$8,092,589.59
OKC	26	9,267	670	4,741	3,856	$172,714,266.03	$14,998,159.59	$104,146,714.81	$53,569,391.63
OKC	27	6,426	321	3,289	2,816	$6,723,866.05	$281,588.77	$3,431,113.32	$3,011,163.96
OKC	28	10,225							
OKC	29	6,330							

Report:157_detail(v1.4)

Run Date: May 15, 2014 Run Time: 10.24.32

OCSE 157 Detail Report

Rolling 12 Months Report Period end Date: 12-31-2013

Office	Line	FGN	CurrentAssistAmt	FormerAssistAmt	NeverAssistAmt	Current Support Due
OKC	24	[redacted]	$600.00			600.00
	24	[redacted]	$732.00			732.00
	24	[redacted]	$1,524.00			1,524.00
	24	[redacted]	$2,670.00			2,670.00
	24	[redacted]	$3,650.52			3,650.52
	24	[redacted]	$5,682.00			5,682.00
	24	[redacted]	$4,882.80			4,882.80
	24	[redacted]	$2,100.00			2,100.00
	24	[redacted]	$3,449.16			3,449.16
	24	[redacted]	$4,575.96			4,575.96
	24	[redacted]	$1,524.00			1,524.00
	24	[redacted]	$3,858.00			3,858.00
	24	[redacted]	$2,850.00			2,850.00
	24	[redacted]	$2,688.00			2,688.00
	24	[redacted]	$3,858.00			3,858.00
	24	[redacted]	$2,988.00			2,988.00
	24	[redacted]	$6,060.00			6,060.00
	24	[redacted]	$2,870.00			2,870.00
	24	[redacted]	$2,139.50			2,139.50
	24	[redacted]	$1,962.00			1,962.00
	24	[redacted]	$4,092.00			4,092.00
	24	[redacted]	$2,670.00			2,670.00
	24	[redacted]	$300.00			300.00
	24	[redacted]	$4,404.00			4,404.00
	24	[redacted]	$1,449.69			1,449.69
	24	[redacted]	$2,340.00			2,340.00
	24	[redacted]	$2,796.00			2,796.00
	24	[redacted]	$1,962.00			1,962.00
	24	[redacted]	$4,530.00			4,530.00
	24	[redacted]	$1,667.16			1,667.16
	24	[redacted]	$2,738.76			2,738.76
	24	[redacted]	$163.50			163.50
	24	[redacted]	$1,218.00			1,218.00
	24	[redacted]	$3,006.00			3,006.00
	24	[redacted]	$3,276.12			3,276.12
	24	[redacted]	$5,589.72			5,589.72
	24	[redacted]	$2,760.00			2,760.00
	24	[redacted]	$1,882.08			1,882.08
	24	[redacted]	$2,670.00			2,670.00
	24	[redacted]	$3,623.04			3,623.04

OCSE 157 Line Descriptions

Line 1 - Cases Open at the End of the Fiscal Year
Line 1a - Interstate Cases Initiated in This State Open at the End of the Fiscal Year
Line 1b - Interstate Cases Received from Another State Open at the End of the Fiscal Year
Line 1c - Medicaid Only Cases Open at the End of the Fiscal Year
Line 1d - State-Tribal IV-D Cases Initiated in This State Open at the End of the Fiscal Year
Line 1e - State-Tribal IV-D Cases Received From a Tribal IV-D Program Open at the End of the Fiscal Year
Line 1f - International IV-D Cases Initiated in This State Open at the End of the Fiscal Year
Line 1g - International IV-D Cases Received From Another Country Open at the End of the Fiscal Year
Line 2 - Cases Open at the End of the Fiscal Year with Support Orders Established
Line 2a - Interstate Cases Initiated in this State With Support Orders Established Open at the End of the Fiscal Year
Line 2b - Interstate Cases Received from Another State With Support Orders at the End of the Fiscal Year
Line 2c - Cases With Orders established With Zero Cash Support Open at the End of the Fiscal Year
Line 2d - Medicaid Only IV-D Cases With Orders established Open at the End of the Fiscal Year
Line 2e - Arrears-Only IV-D Cases With Orders Established Open at the End of the Fiscal Year
Line 2f - State-Tribal IV-D Cases Initiated in this State With Support Orders Established Open at the End of the Fiscal Year
Line 2g - State-Tribal IV-D Cases With Support Orders Established Received From a Tribe Open at the End of the Fiscal Year
Line 2h - International IV-D Cases With Support Orders Established Initiated in This State Open at the End of the Fiscal Year
Line 2i - International IV-D Cases with Support Orders Established Received From Another Country Open at the End of the Fiscal Year
Line 3 - Cases Open at the end of the fiscal year for Which the State has No Jurisdiction
Line 4 - Number of Children in IV-D Cases Open at the End of the Fiscal Year
Line 5 - Children in IV-D Cases Open at the End of the Current Federal Fiscal Year Who Were Born Out of Wedlock
Line 5a - Children in IV-D Cases Open at the End of the Prior Federal Fiscal Year Who Were Born Out-of-Wedlock
Line 6 - Children in IV-D Cases Open During or at the End of the Fiscal Year With Paternity Established or Acknowledged
Line 7 - Children in IV-D Cases Open at the End of the Fiscal Year With Paternity Resolved
Line 8 - Children in the State Born Out-of-Wedlock During the Current Year (not contained in the Oklahoma data)
Line 8a - Children in the State Born Out-of-Wedlock During the Prior Year (not contained in the Oklahoma data)
Line 9 - Children in the State with Paternity Established or Acknowledged During the Fiscal Year (Optional)
Line 10 - Children in the State with Paternity Acknowledged During the Fiscal Year

Super Report

Report Period End Date: 06/30/2015

General Reports

- ○ All Cases With Previous Category Compared to Current Category
- ○ All Check for Last Payment Date
- ○ Priority 5 Over 36 Months
- ◉ Starter Report
- ○ CP Non Coop Query
- ○ All Verified NCP Address Cases
- ○ All Case Status

Establishment Reports

- ○ Employer Verified
- ○ Cases in Priority 3 or 4 Less Than 3 Months
- ○ EST Cases Pending Closure
- ○ EST Cases with Verified NCP Address
- ○ EST Cases That Need an Order
- ○ EST Cases With NCP Paying on Another Case
- ○ EST Cases With a Future Hearing Set
- ○ NCP Unknown and Priority 6 Over 12 Months
- ○ EST Cases and NCP is Incarcerated
- ○ EST Cases with Open Date Household Type and CP Coop Status
- ○ NCP Multi Case 1 EST and 1 ENF
- ○ Status 10 No OBL

Enforcement Reports

- ○ NCP Incarcerated and CS Greater Than Zero
- ○ Cases in Priority 2 Less Than 3 Months
- ○ ENF Pending Closure Cases
- ○ ENF Self Employed Cases Without Payments
- ○ ENF Cases with Zero Judgment Payment
- ○ ENF Cases with Zero Paid Last Month and CS Due On Case
- ○ ENF Verified Employer No IWO
- ○ ENF Priority 5 Cases that are Paying
- ○ ENF Outgoing Interstate and Case Not Paying
- ○ ENF Incoming Interstate Not Paying
- ○ Current Support Amount Over X
- ○ Judgment Payment Over X
- ○ ENF NCP Incarcerated and Currently Paying
- ○ ENF View All Cases by Stratification Categories
- ○ Status 10 OBL No CS

Select an Office
All Offices

Select an GEN Category
All Categories

Output Format:

- ◉ Active Reports
- ○ Accessible (HTML)

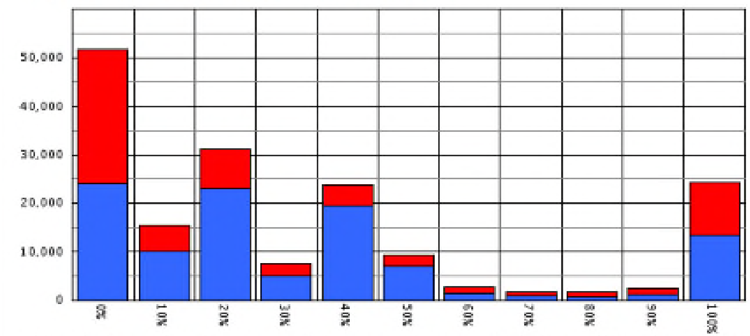
OKDHS Home | Accessibility Information | Library of Downloads and Plug-ins

CSS Dashboard | Performance Measure Views | CSS 167 Data Report | Super Report | Right Sizing Orders | Library

CSS Dashboard

Accessible	Period Type	Period End Date	Region	Office	Worker	Output		
No	Monthly	2015/06/30	Statewide			Excel	Submit	Reset

Statewide Cases Monthly - 06/30/2015

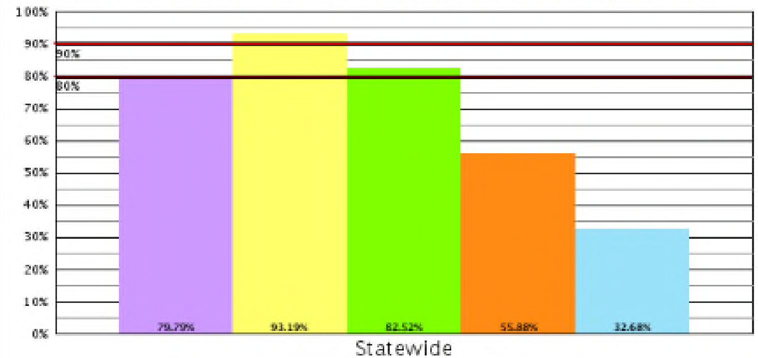


Total Cases by Percent of Current Support Paid* and Employer Status

Emp Status	0%	10%	20%	30%	40%	50%	60%	70%	80%	90%	100%
Not Verified	27,507	5,285	8,240	2,378	4,487	2,285	1,101	794	851	1,150	10,983
Verified	24,150	10,140	22,951	5,091	19,347	7,150	1,552	908	806	1,295	13,283

* See definition of Current Support Paid* in the CSS Dashboard Glossary

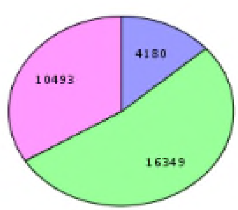
Statewide Performance Measures Monthly - 06/30/2015



	IVD PEP 90%	Medical 80%	Supp Ord 80%	Curr Supp 80%	Arrears 80%
OCSE Benchmark / CSS Performance	79.79%	93.19%	82.52%	55.88%	32.68%

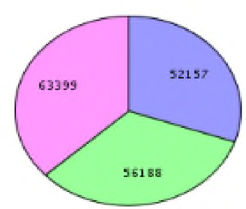
* The 'Period Type' dropdown selection works only for this report quadrant

Statewide Unordered Cases Monthly - 06/30/2015



Unordered Cases	Married/Separated *	Pat Needs Est **	AOP ***
36362	4180	16349	10493

Statewide Ordered Cases Monthly - 06/30/2015



Ordered Cases	No Payment (Verified Employer)	No Payment (No Employer)	Paying Last Month
171744	52157	56188	63399

Lessons Learned

Plan Your Data Warehouse

Test, clean, test, clean, test, clean

- Data Extract, Transformation, Staging, Loading, Report, Performance, Security, Prod Validation

Custom Code

- Good – Became Familiar with Product and Had Great Customization
- Bad – Must Maintain Customization and Harder to Upgrade to Newer Versions of WebFOCUS

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