

WICSEC 2018

Session W-37 “Your Work is Important and We Can Prove It!”

Presenters: Michael Green, Senior Manager, Deloitte

Larry Desbien, Colorado IV-D Director

Sharon Redmond, Washington IV-D Director

Liesa Stockdale, Utah IV-D Director

In this session, we discussed Analytics and Metrics in the IV-D program. The goal was to demonstrate that even though there are very detailed tools available for data analytics, IV-D programs do not need to wait to have those tools to create special projects and measure the results of employee actions; they just need to look at what data they have and how they might monitor for changes over time.

Each presenter described a project where the state used data to analyze the effectiveness of a specific project. The workshop format was for each presenter to describe a step in the process of choosing and designing the project, then the workshop participants were asked to submit live survey responses brainstorming how they might be able to accomplish the same task in their own states and even personal caseloads. Finally, at the end of the workshop, participants were asked to provide words about how they feel about “analytics” after participating in the brainstorming exercises.

The workshop participant responses can be found on the following pages.

WICSEC 2018: Your Work is Important and We Can Prove It!

Current run (last updated Oct 23, 2018 1:24pm)

7

Polls

74

Participants

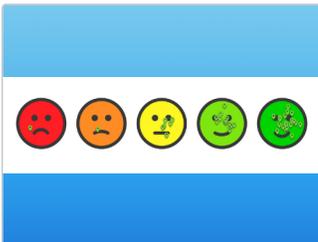
42

Average responses



Average engagement

How are you feeling today?



Response options



Count Percentage

44 100%

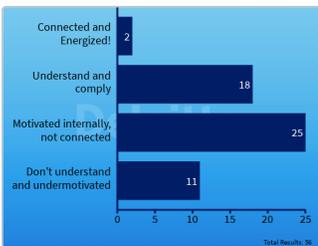


Engagement

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Responses

How connected do you think your caseworkers feel to the program performance metrics you track?



Response options

- Connected and Energized!
- Understand and comply
- Motivated internally, not connected
- Don't understand and undermotivated

Count Percentage

2 4%
18 32%
25 45%
11 20%

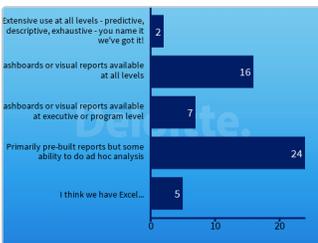


Engagement

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Responses

What level of analytics are you using today for your program?



Response options

- Extensive use at all levels - predictive, descriptive, exhaustive - you name it we've got it!
- Dashboards or visual reports available at all levels
- Dashboards or visual reports available at executive or program level
- Primarily pre-built reports but some ability to do ad hoc analysis
- I think we have Excel...

Count Percentage

2 4%
16 30%
7 13%
24 44%
5 9%



Engagement

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Responses

Brainstorm a question or two about a caseload or your caseload that you'd like to study

Top

10	How to motivate your staff to care?
4	How does direct contact with customers improve outcomes?
3	% of cases modified that improves payment compliance
2	How to stream line work across our state - getting all offices to same levels
2	are ncp with no IWO able to pay or will they pay
1	What facts tell you that order is right size?

Responses	Upvotes	Downvotes
How to motivate your staff to care?	10	0
How does direct contact with customers improve outcomes?	4	0
% of cases modified that improves payment compliance	4	1
How to stream line work across our state - getting all offices to same levels	3	1
are ncp with no IWO able to pay or will they pay	2	0
What facts tell you that order is right size?	2	0
How to eliminate the busy work	2	0
Impact of different caseload management styles on customer service	2	0
How customer engagement/contact improves payment performance	2	0
Are assistance cases cooperating?	2	1
Arrears	1	0
How are you handling Foster Care cases?	1	0
How did Washington identify appropriate cases for right sized orders? Did you focus on non-paying cases first?	1	0
How to improve performance in initiating intergovernmental cases	2	1
To move the needle on % of current is it easier to increase collections or decrease current support?	1	0
How to assist with employment in a small state with not many resources.	1	0
How long is it taking to get an order ?	1	0
New ideas to increase collections?	1	0
% of cases modified that improves payment compliance	1	0
What resources do you use to work with other states? How do you improve your initiating interstate cases you have no control of?	1	0
What is the rate of employment or current reported earnings?	0	0
How to ensure newly established case is enforceable.	0	0
How quickly certain types of cases close.	0	0
Can a case be closed when the child receives social security that is more than the support obligation?	0	0
Improving cases under order performances	0	0
% of parents that are unemployed and not paying on their current or arrears cases?	0	0
How to increase a caseload when it is at 75% current?	0	0
How to get staff to work together?	0	0
Are assistance cases cooperating	0	0
Can you work with NCP to start with smaller monthly payments increasing over the following year to pay full monthly obligation.	0	0
How many paying parents are receiving SNAP benefits? Are they underemployed?	0	0
How to determine how the numbers affect staff's motivation	0	0
Characteristics of nonpaying initiating cases	0	0
Collect on cases that the NCP is not working	0	0
Self employed parents-cash earners.	0	0



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Responses

Which data elements in your child support system would help you identify a good test group for your question?



Responses

- Updated computer system
- Pick up the phone. Call custodial party, do you still want services? If so pick up the phone & call non custodial party about payment & address am barriers.
- paternity established Where NCP lives
- Case performance and locate information and contact rate.
- Employment industry Customer surveys How many orders/cases NCP has
- Last of any contact with parties
- How much work each caseworker is completing?
- Cases with NP verified address and no service pending
- Cases that are eligible for closure but are still open. Custody situation
- Last date of party engagement and possible success
- Number of paying parents who are incarcerated or on disability Time to order
- Age of NCP Staff surveys CURRENT locate info for all parties.
- Previous payment types Employee performance and employee satisfaction.
- Locate information updated employment status Payment history
- Number of orders established. Quarterly earnings
- NCP work history or lack thereof. Verified address for NCPs.
- No quarterly earnings reported- review for modification eligibility
- Stipulations versus defaults No collections in over 60 days
- Date and amount of last payment



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Responses

What data elements could you gather to measure the effectiveness of your project?



Responses

- Proactive Are staff using the tools given to them
- Amount of inquiries from CP Increase in payment consistency
- Consistency of payment were barriers addressed Default order payments
- Performance improvements. Service rate Overall outcome
- Increase in payment consistency Did NCP relationships increase?
- Staff attrition rate
- look At the correlations between various interventions made by staff and the resolution
- Employee satisfaction
- Number of cases worked each month/what defines a "worked" case
- current vs. arrears Customer contact Consistency of payments
- Percent of current % paid Payments made within 60 days of contacts
- Consistently of payments When payment made increase in payments
- Payment duration post-contempt Collection rate percentage
- Arrears balance difference Current collections
- Now employed and payments being received
- Improvement in performance from the staff Amount of payment
- Client contact rates



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Responses

What word do you think of when you hear the term "analytics"?



Responses

- Thinking outside the box Informative Interstate collaboration. Doable
- Hope Prioritize Telling Exciting Thinking outside the box Useful
- Transformative Improved Performance Results Growth
- Employee morale Hope Necessary Goals Data Guidance
- Improvement Thrilling Excel Supportive Evidence-based Tiring
- Helpful Exciting Resourceful Information Impactful Interesting
- Accomplishments Useful data Facts Potential Solutions PIZZA
- Encouraging Transformative Data and numbers Power Helpful



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Responses