STATE OF MICHIGAN
DEPARTMENT OF HEALTH AND HUMAN SERVICES
LANSING

GRETCHEN WHITMER
GOVERNOR

ELIZABETH HERTEL
DIRECTOR

IV-D MEMORANDUM 2021-016

TO: All Friend of the Court (FOC) Staff
All Prosecuting Attorney (PA) Staff
All Office of Child Support (OCS) Staff

FROM: Erin P. Frisch, Director
Office of Child Support

DATE: July 13, 2021

SUBJECT: Implementation of the New IV-D Federal Performance Factor
Dashboard and Visual Reports

ACTION DUE: None

POLICY EFFECTIVE DATE: Upon receipt

PURPOSE:

This IV-D Memorandum discusses the new IV-D federal performance factor dashboard and visual reports[1] that OCS implemented on February 16, 2021.[2] These data visualizations replace the Michigan Child Support Program (MCSP) dashboards that existed within Business Objects and which OCS introduced through a series of email notifications in 2014.[3] The new data visualizations are created using Microsoft Power BI, a business analytics tool that provides a visual representation of data. These data visualizations will improve understanding and communication of child support data, which will lead to faster, more informed data-driven decision making.

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[1] The dashboard and visual reports are data visualization tools that provide a centralized, interactive means of monitoring, measuring, and analyzing IV-D data. The "dashboard and visual reports" will be referred to as "data visualizations" throughout this memorandum.
[2] OCS announced the new dashboards and visual reports in the February 16, 2021, email notification *New Data Visualizations Available*.
[3] OCS removed the MCSP dashboards from Business Objects on January 14, 2021. This was announced in the email notification *Issue Identified: Data Warehouse Dashboards Technology Obsolete*.

DISCUSSION:

OCS used the MCSP dashboards to provide federal incentive performance factor[4] and financial data. However, the Adobe Flash technology required to maintain the dashboards was scheduled to become obsolete in January 2021. As a result, the Michigan Child Support Enforcement System (MiCSES) Data, Statistics & Analytics Team (DSAT)[5] identified a new platform that would provide more flexibility. The Power BI tool offered the functionality and support that was needed.

DSAT created visual reports using existing Data Warehouse data in the new platform and conducted a pilot from November 19, 2020 to January 15, 2021. A group of volunteers from OCS, the State Court Administrative Office (SCAO), and FOC offices participated in the pilot by using the data visualizations and providing feedback. DSAT used that feedback to modify the visualizations before implementing them statewide.

OCS's implementation of the federal performance factor data visualizations advances the Michigan Child Support Program's Strategic Plan goal to improve data tools and implement technology. The new data visualizations will allow IV-D staff to better view and analyze the data they need in their work.

A. Access to the Data Visualizations

All IV-D staff who have Business Objects logins are automatically granted access to the data visualizations; no action is required. IV-D staff will access the data visualizations by clicking the "Data Visualizations" link on the mi-support home page.[6]

IV-D staff who are not current Business Objects users will need to complete the *IV-D Program Request for Computer Access* (DHS-393) to request access. On the DHS-393, IV-D staff will select "Data Warehouse/Business Objects View," select their office, and enter "Power BI" in the field labeled "Other."

There are no limitations or suggested criteria regarding the type, level or number of staff who can be authorized to obtain access. Local offices can determine the professionals within their office who may have access.

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[4] The federal Office of Child Support Enforcement measures five performance factors for incentive purposes. For more information, IV-D staff may reference Section 1.30, "Federal Performance Measures and Incentives," of the *Michigan IV-D Child Support Manual* and Exhibit 1.30E1, Performance Factor Indicators.

[5] IV-D Memorandum 2019-008, *Data Warehouse Self-Service Reporting (SSR), Statewide Implementation, and Training*, refers to the Self-Service Reporting (SSR) team. The SSR team and DSAT are one and the same; DSAT was established at the beginning of fiscal year 2020 in response to a program need to deliver not only reporting data, but also data visualization. DSAT consists of program and technology staff tasked with prioritizing and delivering data to the program.

[6] Some IV-D staff with county-managed IT support may have difficulty gaining access. If this occurs, IV-D staff and/or the county IT staff may contact the Child Support Help Desk for assistance and consultation.

B. Benefits of the Data Visualizations

With the Power BI tool, OCS can create more robust federal performance factor data visualizations that are easier to maintain. Power BI also provides users with more options to interact with the data. Users will be able to:

- Analyze performance over a longer period of time;
- Compare performance trends with other counties and the state;
- Analyze performance geographically using a map;
- See a detailed ranking list; and
- View updated data monthly.[7]

In addition, the new data visualizations contain more data than was available in the MCSP dashboards, providing information as far back as the Data Warehouse 2.0 versions of the federal reports in fiscal year 2015.

C. The Dashboard

The *Federal Performance Factors Dashboard* (PFD-001) is the hub leading to the more detailed visual reports. The dashboard contains an at-a-glance look at how OCS is performing at a state level on each of these metrics:

- *Support Order Percentage (SO%)* (VFR-002);
- *IV-D Paternity Percentage (PE%)* (VFR-003);
- *Arrears Case Percentage (AC%)* (VFR-004);
- *Current Support Percentage (CS%)* (VFR-005); and
- *Cost Effectiveness Ratio (CE$)* (VFR-006).

Users can click on any of the dashboard graphs to navigate to the visual reports for that metric. Also, users can select any of these visual reports from the left side of the screen.

There are two additional types of visual reports available to users on the left side of the screen: *Federal Performance Factors* (VFR-001) and *State by State* (VFR-100). The *Federal Performance Factors* (VFR-001) report provides four of the five federal performance factors for the state or a county in one visual report. The *State by State* (VFR-100) report provides visual reports for federal performance factors for all states and several territories.

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[7] The MCSP dashboards were updated quarterly.

D. Visual Reports

Within Power BI, users may access up to six different types of detailed visual reports for each performance factor:

1. Over Time

   The "Over Time" visual report shows performance over time. Users can select one county, and statewide performance is visible in addition to the selected county's performance. In addition to the performance factor trend, shown as a line, columns show the numerator and denominator for the factor. For instance, the "Support Order % Over Time" visual report includes columns for "Open IV-D Cases" and "Open IV-D Cases with Orders Established."

2. Yearly Comparison

   The "Yearly Comparison" visual report allows users to view one or more years of performance simultaneously to identify performance changes from one year to the next.

3. Ranked List

   The "Ranked List" visual report is a list of counties' performance for a selected time period. Users can sort and filter by various factors.

4. County Comparison

   The "County Comparison" visual report allows users to compare performance among multiple counties. It also allows users to compare the performance of one or more counties with statewide performance.

5. County Groups Comparison

   The "County Groups Comparison" visual report allows users to select groups of counties to compare performance. Users can group counties by caseload size or by region as defined by the Michigan Family Support Council.

6. Maps

   "Maps" and "Time Lapse Maps" show geographic views of relative performance around the state.

E. Development Method and Maintenance

DSAT uses the Agile[8] software development method to create the Power BI data visualizations. This allows for timely modifications to existing reports as needed, as well as the implementation of new reports. DSAT will continue to maintain, change, and enhance the Power BI data visualizations; OCS will announce these changes primarily through release notes or an email notification rather than through a IV-D Memorandum, unless there are policy or procedure impacts (e.g., access expansion or limitation) as a result of those changes.

F. Additional Information and Instructions

The data visualizations are intuitive and don't require IV-D staff to take special training. However, for more information on the data visualizations and instructions for using them, IV-D staff may refer to:

- The mi-support Performance Management page;
- *Job Aid: Data Visualization for County Managed LGAD Users*;
- *Data Visualization Navigation Video*; and
- Power BI - Report overviews available on mi-support: Reports & Queries tab > Reports > Location Filter > Power BI - MiCSES Dashboard and Reports.

NECESSARY ACTION:

Retain this IV-D Memorandum until further notice.

REVIEW PARTICIPANTS:

Performance Management Workgroup
Program Leadership Group

CONTACT PERSON:

Amy Gilmore
Performance Management Specialist
(517) 241-8779
GilmoreA2@michigan.gov

ATTACHMENT(S):

None

EPF/ACG

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[8] For more information about the Agile method, reference IV-D Memorandum 2019-008 and the website *Agile in a Nutshell* at http://www.agilenutshell.com.