

Staff/County Performance-Tracking

REPORTS, RESOURCES AND TECHNIQUES



Agenda

- Educate
- Communicate
- Using Reports
- Tracking & Measuring
- Improving Performance
- Requesting Reports
- Questions

Educate - Communicate

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Educate
setting the foundation

Do you, your staff, your directors, and your County Board know about your program:

- Mission & Vision
- Goals and Requirements

Mission

To encourage responsible parenting, family self-sufficiency and child well-being, the national child support program provides assistance in locating parents, establishing paternity, establishing, modifying, and enforcing support obligations, and obtaining child support for children.

Vision

Children can count on their parents for the financial and emotional support they need to be healthy and successful.





- ### What We Do
- **Locate parents**
 - **Establish parentage**
 - **Establish and enforce court orders**
 - **Review, modify and adjust court orders**
 - **Work with other states**

Federal Performance Measures

- % of children with paternity established
- % of cases with orders for support
- % of current support distributed
- % of cases with collections on arrears
- Total dollars collected per \$1 of expenditure

% of Children with Paternity Established

CALCULATED AS

$\frac{\text{Total Number of Children in Open Cases with Paternity Established}}{\text{Total Number of Children Born Out of Wedlock in Previous Year}}$

FOR HENNEPIN FFY 2015	41,786 cases
	42,574 cases

= 98.2% ← Our performance on this measure
Federal Goal 90%

% of Cases with Orders for Support

CALCULATED AS

$\frac{\text{Open Cases at End of Fiscal Year with Orders Established}}{\text{Total Number of Cases Open at End of Year}}$

FOR HENNEPIN FFY 2015	42,717 cases
	51,010 cases

= 83.74% ← Our performance on this measure
Federal Goal 80%

% of Current Support Distributed



CALCULATED
AS

Total Amount of Support Distributed During Fiscal Year

Total Amount of Current Support Due for the Fiscal Year

FOR HENNEPIN
FFY 2015

\$74,859,487 distributed
\$107,853,415 due

= 69.41% ← Our performance on this measure

Federal Goal 80%

% of Cases with Collections on Arrears



CALCULATED AS

Number of Cases With Support on Arrears
Distributed

Total Number of Cases with Arrears Due

FOR HENNEPIN
FFY 2015

24,646 cases
36,842 cases

= 66.9% ← Our performance on this measure

Federal Goal 80%

Cost Effectiveness



CALCULATED
AS

Total Collections

Total Expenses

FOR HENNEPIN
FFY 2015

\$101,797,415 collected
\$33,119,807 spent

= \$3.07 ← Our performance on this measure

Federal Goal \$5.00

Other foundational items to consider

- Human Services Performance Management (HSPM)
- Revenue
- Expenses
- Audits
- History
- Current Challenges

Communicate & Engage

In real estate it's location, location, location.
In Child Support it's communication, communication, communication.

- Choose appropriate media
- Timing is important
- Words matter
- Expectations
- Who, What, Where, How....engage

Using Reports/Tracking & Measuring

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Regular Meetings with Staff

- **Review annual goals-individual, Unit and County**
 - Review progress towards those goals using monthly reports
- **At Unit meetings brainstorm to generate ideas for special projects which could improve collections**
 - Green Job resource folders
 - Mass mailings to targeted clients...i.e.. Cards that promote new online, secure payments from checking and savings
 - Last year in August we made a big push to call clients with no payments towards arrears to try to increase our arrears collections. Data warehouse report F17 Arrears performance detail, cases w/o arrears payment was used. Our arrears collections improved from 79.18% to 81.25% that year
 - Network with other staff/counties

Staff Performance/Tracking and Reporting Legal Actions

- **Data Warehouse Reports**
 - C04-LETL Paternity Actions by Worker
 - C05-LETL Establishment Actions by Worker
 - C06-LETL Modification Actions by Worker
 - C07-LETL Miscellaneous Actions by Worker
- **InfoPac Reports**
 - QW250102 Legal Action Initiated and Completed Summary (worker)

C04 LETL Paternity Actions by Worker 20160902.xlsx (Read-Only)

	A	B	C	D	E	F	G	H	I	J	K	L	M
	City	User ID	Worker Name	Case Number	NCP Name	CP Name	LETL Action	LETL Begin	LETL End	Date LETL Entered	LETL Result	Child's MCI	Child's Basis
1	001	X100001	worker 1	0000000001	client 1	client 1a	PAA	05/11/2016	08/25/2016	08/25/2016	ORD	0015468751	ADJ
2	QW Count												
3	1												

C05 LETL Establishment Actions by Worker 20160902.xlsx (Read-Only)

	A	B	C	D	E	F	G	H	I	J	K	L
	City	User ID	Worker Name	Case Number	NCP Name	CP Name	LETL Action	LETL Begin	LETL End	Date LETL Entered	LETL Result	Order Type
1	001	X100000	worker 1	0000000001	client 1	client 1a	MES	06/30/2016	08/23/2016	08/23/2016	ORD	MES
2	001	X101000	worker 2	0000000002	client 2	client 1a	MES	06/28/2016	08/15/2016	08/23/2016	ORD	MES
3	QW Count											
4	2											

C06 LETL Modification Actions by Worker 20160902.xlsx (Read-Only)

2	3	A	B	C	D	E	F	G	H	I	J	K	L
1	2	City	User ID	Worker Name	Case Number	NCP Name	CP Name	Action	LETL Begin	LETL End	Date LETL Entered	LETL Order	SUOD
	1	01	X10001	worker 1	0000000002	client 1	client 1a	RAM	0623/2016	0809/2016	0809/2016	ORD	RAM
	3	OH Count											
									1				

C07 LETL Miscellaneous Actions by Worker 20160902.xlsx (Read-Only)

2	3	A	B	C	D	E	F	G	H	I	J	K	L
1	2	City	User ID	Worker Name	Case Number	NCP Name	CP Name	Action	LETL Begin	LETL End	Date LETL Entered	LETL Order	SUOD
	1	01	X10001	worker 1	0000000001	client 1	client 1a	CTM	04/9/2016	09/23/2016	08/04/2016	ORD	CTM
	2	01	X10002	worker 2	0000000002	client 2	client 1a	RAM	11/04/2015	09/23/2016	08/05/2016	ORD	REV
	3	OH Count											
	4								2				

139 08/04/2016 15:08:03 STATE OF MINNESOTA DEPARTMENT OF HUMAN SERVICES PAGE: 625
08/01/2016-08/30/2016 CHILD SUPPORT ENFORCEMENT DIVISION PRIORITY DATA
042520102 Legal Actions Initiated & Completed Summary Worker: 13958
SDCI1

	Cases Comenced EOP	Cases Comenced JUD	Successful Service of Process	Unsuccessful Service of Process	Court EOP	Orders JUD	Dismissed Terminated	Total Actions
A 256.87 ESTABLISH	1	1	0	0	2	0	0	2
B 257 PRIORITY	0	1	1	0	0	1	1	2
C CORRECT	0	2	0	0	0	0	0	0
D MODIFICATION	1	0	0	0	0	0	0	0
E PRO-ISE	1	0	0	0	0	0	0	0
H NOTION CORR CLER	2	0	0	0	0	0	0	0
OTHER	0	0	0	0	0	1	0	1

Chart-Legal Action

Individual Worker Legal Actions Chart
(Source effective 6/2016) Data Warehouse LETL reports C04 (Priority), C05 (Establishment), C06 (Modifications), C07 (Misc)

2016 Legal Actions

Category	Worker 1			Worker 2			Worker 3			Worker 4			Goal		
	Priority	Establishment	Misc	Priority	Establishment	Misc	Priority	Establishment	Misc	Priority	Establishment	Misc	Priority	Establishment	Misc
Monthly Goal	4.3			4.3			4.3			4.3			4.3		
January															
February															
March															
April															
May															
June															
July															
August															
September															
October															
November															
December															
Category Annual Total	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Annual Total	0			0			0			0			0		
Monthly Average	0			0			0			0			0		

Collections

• Data Warehouse Reports

- F16-Arrears Performance Worker Summary.
- F18-Current Performance Worker Summary.
- ✖ These 2 reports are cumulative reports starting 10/1/XX through the month you print it.

• InfoPac Report

- ✖ QQ500601 line A.6 on top
- **I use F16 to track Arrears-we only need to get \$1.00 applied to arrears within the FFY to count the case as correct.
- *I use QQ500601 to track current support collections-this is more of a monthly snapshot and is more accurate for current collections for a worker

F16 Arrears Performance Report Summary 20160902.xlsx (Read-Only)

139 SCOTT	139AD15	worker 1	266	227	85.34%	39	14.66%
139 SCOTT	139C056	worker 2	128	107	83.59%	21	16.41%
139 SCOTT	139C057	worker 3	275	231	84.00%	44	16.00%
139 SCOTT	139C058	worker 4	333	264	79.28%	69	20.72%
139 SCOTT	139C059	worker 5	287	244	85.19%	43	14.98%
139 SCOTT	139C060	worker 6	267	227	85.02%	40	14.98%
139 SCOTT	139C061	worker 7	121	110	90.91%	11	9.09%
139 SCOTT	139C062	worker 8	248	198	79.84%	50	20.16%
139 SCOTT	139C063	worker 9	9	4	44.44%	5	55.56%
139 SCOTT	139C064	worker 10	277	236	85.20%	41	14.80%
139 SCOTT	139C065	worker 11	2	0	0.00%	2	100.00%
139 SCOTT	139C066	worker 12	200	143	71.50%	57	28.50%
139 SCOTT Total			2,421	1,958*	80.86%	463	19.14%

F18 Current Performance Report Summary 20160902.xlsx (Read-Only)

139 SCOTT	139AD25	worker 1	171,537.81	119,451.11	69.64%
139 SCOTT	139C056	worker 2	700,169.19	568,267.27	81.16%
139 SCOTT	139C057	worker 3	1,607,650.17	1,356,092.82	84.29%
139 SCOTT	139C058	worker 4	1,703,386.06	1,390,423.88	81.63%
139 SCOTT	139C059	worker 5	1,642,283.88	1,393,176.11	84.83%
139 SCOTT	139C060	worker 6	1,456,236.59	1,208,704.62	82.44%
139 SCOTT	139C061	worker 7	747,246.38	637,080.64	85.25%
139 SCOTT	139C062	worker 8	768,957.48	412,091.33	53.59%
139 SCOTT	139C063	worker 9	17,260.00	5,616.84	32.54%
139 SCOTT	139C064	worker 10	1,995,724.88	1,674,567.84	83.93%
139 SCOTT	139C065	worker 11	7,600.00	2,500.00	32.89%
139 SCOTT	139C066	worker 12	526,192.88	271,038.44	51.52%
139 SCOTT Total			11,317,136.27	9,047,939.70	79.86%

1/16 08/04/2016 10/09/2016 STATE OF ARIZONA DEPARTMENT OF SOCIAL SERVICES CHILD SUPPORT ENFORCEMENT DIVISION Monthly Financial Obligation Summary County Summary

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139 SCOTT	139AD15	worker 1	266	227	85.34%	39	14.66%
139 SCOTT	139C056	worker 2	128	107	83.59%	21	16.41%
139 SCOTT	139C057	worker 3	275	231	84.00%	44	16.00%
139 SCOTT	139C058	worker 4	333	264	79.28%	69	20.72%
139 SCOTT	139C059	worker 5	287	244	85.19%	43	14.98%
139 SCOTT	139C060	worker 6	267	227	85.02%	40	14.98%
139 SCOTT	139C061	worker 7	121	110	90.91%	11	9.09%
139 SCOTT	139C062	worker 8	248	198	79.84%	50	20.16%
139 SCOTT	139C063	worker 9	9	4	44.44%	5	55.56%
139 SCOTT	139C064	worker 10	277	236	85.20%	41	14.80%
139 SCOTT	139C065	worker 11	2	0	0.00%	2	100.00%
139 SCOTT	139C066	worker 12	200	143	71.50%	57	28.50%
139 SCOTT Total			2,421	1,958*	80.86%	463	19.14%

Chart-Collections

Individual Worker Collection Chart

Source (effective 6/2015): Arrears is from report F16. Current is from Q25006 A.6 top

2016 Collections

Category	Worker 1		Worker 2		Worker 3		Worker 4		Goal	
	Current	Arrears	Current	Arrears	Current	Arrears	Current	Arrears	Current	Arrears
Goal	80.00%	80.00%	80.00%	80.00%	80.00%	80.00%	80.00%	80.00%	85.00%	80.00%
January	88.65%	80.88%	86.28%	87.58%	85.20%	87.20%	85.17%	72.44%	73.82%	63.02%
February	82.25%	82.68%	80.05%	72.91%	89.84%	84.17%	89.65%	77.24%	75.20%	66.79%
March	81.88%	88.37%	82.86%	78.03%	89.58%	87.08%	86.16%	79.80%	72.55%	70.37%
April	87.93%	87.26%	83.58%	80.30%	82.03%	87.20%	85.12%	81.88%	69.82%	71.66%
May	80.15%	59.85%	84.53%	81.55%	81.97%	68.72%	82.73%	82.40%	59.85%	72.88%
June										
July										
August										
September										
October										
November										
December										
Average	86.69%	58.61%	84.66%	75.69%	83.76%	65.73%	85.15%	78.74%	72.41%	68.94%

STW Arrears Performance Incremental goal by worker-Data warehouse report

STW Arrears Performance Incremental Goal by worker 20160809

County	Worker ID	Worker Name	Cases w Arrs Due	Cases w Arrs Paid	Ratio %	Nbr of Cases to Increase 1%	Nbr of Cases to Increase 2%	Nbr of Cases to Increase 3%
139 SCOTT	139111111	worker 1	263	220	83.65%	2.6	5.3	7.9
139 SCOTT	139111112	worker 2	128	108	84.38%	1.3	2.6	3.8
139 SCOTT	139111113	worker 3	273	227	83.15%	2.7	5.5	8.2
139 SCOTT	139111114	worker 4	328	287	79.00%	3.3	6.5	9.8
139 SCOTT	139111115	worker 5	293	235	80.20%	2.9	5.9	8.8
139 SCOTT	139111116	worker 6	282	221	84.39%	2.8	5.2	7.9
139 SCOTT	139111117	worker 7	121	108	89.26%	1.2	2.4	3.6
139 SCOTT	139111118	worker 8	240	158	65.83%	2.4	4.8	7.2
139 SCOTT	139111119	worker 9	7	4	57.14%	0.1	0.1	0.2
139 SCOTT	139111120	worker 10	276	233	84.42%	2.8	5.5	8.3
139 SCOTT	139111121	worker 11	3	1	33.33%	0.0	0.1	0.1
139 SCOTT	139111122	worker 12	199	140	70.35%	2.0	4.0	6.0

SWT Current Performance Incremental goal by Worker- Data warehouse monthly report

STW Current Performance Incremental Goal by Worker 20160809

County	Worker ID	Worker Name	Curr Supp Due	Curr Supp Coll	Ratio %	Amount Coll to increase 1%	Amount Coll to increase 2%	Amount Coll to increase 3%
139 SCOTT	139111111	worker 1	189,837.81	117,931.11	62.13%	\$1,896	\$3,393	\$5,089
139 SCOTT	139111112	worker 2	682,040.33	538,465.79	82.58%	\$6,520	\$13,041	\$19,561
139 SCOTT	139111113	worker 3	1,471,707.15	1,235,339.44	83.94%	\$14,717	\$29,434	\$44,151
139 SCOTT	139111114	worker 4	1,564,561.37	1,271,666.01	81.36%	\$15,546	\$31,091	\$46,637
139 SCOTT	139111115	worker 5	1,488,701.53	1,268,956.56	84.67%	\$14,887	\$29,774	\$44,661
139 SCOTT	139111116	worker 6	1,348,446.26	1,107,837.33	82.14%	\$13,484	\$26,968	\$40,453
139 SCOTT	139111117	worker 7	673,619.00	574,547.50	85.29%	\$6,736	\$13,472	\$20,209
139 SCOTT	139111118	worker 8	659,493.85	359,913.23	54.57%	\$6,595	\$13,190	\$19,785
139 SCOTT	139111119	worker 9	14,380.00	4,264.84	29.64%	\$144	\$288	\$432
139 SCOTT	139111120	worker 10	1,794,149.32	1,529,364.93	85.24%	\$17,941	\$35,882	\$53,824
139 SCOTT	139111121	worker 11	7,064.00	2,100.00	29.81%	\$71	\$141	\$212
139 SCOTT	139111122	worker 12	483,561.12	248,654.52	51.42%	\$4,836	\$9,671	\$14,507

InfoPac report QW260103

v5446470

07/01/2016 - 07/31/2016 STATE OF MINNESOTA
 QW260103 CASeload SUPPORT
 CASEFLOW ANALYSIS REPORT
 COUNTY SUMMARY
 SCOTT

Page:

Case	BEGIN	END	REOPEN	TRANS IN	TRANS OUT	CLOSED	END
139001AAA	0	10	2	22	0	0	0
139001BNP	1866	0	1	72	71	15	1852
139001BST	191	0	1	79	24	11	236
139001LII	273	47	8	61	111	6	272
139001LST	411	0	0	17	6	8	414
139001LOC	47	0	0	12	12	1	47
139001MOF	195	0	0	21	15	5	196
CMT-TOTA	2982	57	20	265	261	46	3017

County Performance-Tracking and Reporting

Every month County performance is documented using the reports listed on the following 2 slides.

The completed report is emailed monthly to all child support staff, directors and county Attorneys.

I've provided a blank spread sheet for you to use if you would like. You can find it on the MFSRC website where other documents can be found or feel free to email me at lburkhartzmeyer@co.scott.mn.us

InfoPac/Data Warehouse Reports....

- **Caseload Counts and Intake**
 - QQ2601 03 Caseload Count (last page) (info pac)
 - Intake-County generated spreadsheet (listed above). This also includes maintaining county counts which the CSO who does this function reports to me
- **% Current Support**
 - QQ5006 03-lines A4,A5,A6 on top-Percentage/Amount of current support disbursed (info pac)
- **\$ Collected/Disbursed**
 - QQ5006 03-line D5 on Bottom (info pac)

.....continued

- **% Cases with Arrears**
 - F16 Arrears Performance Worker Summary (Data Warehouse)
- **% Current Dollars**
 - F18 Current Performance Summary (Data Warehouse)
- **Case Type**
 - QQ2405 01 Caseload county by type (info pac)
- **Cases W/O Orders**
 - QQ4105 02 Cases w/o court order summary (info pac)
- **Legal Action**
 - QW2501 04 Legal Actions initiated and completed (info pac)
- **Paternity Ratio-done quarterly**
 - QQ3208 01 Paternity Establishment Report (info pac)

Low hanging fruit-tips to improve county performance.....

- **Use reports to clean up old cases . Print them monthly and give to CSO's to work.**
- **Data warehouse**
 - E06 Suppression cases no pymt in 90 days
 - F11 Cases with Arrs w 12 mos pymts
 - F12 Cases with Active JPB obligations
 - F14 Cases with Arrears w/o non-accrual
 - F19 Cases with recent non-payment
 - P10 Cases with NCP address unknown for 3 years
 - P11 Cases with NCP over age 60
 - P12 NVID cases with no payment in 3 mo
 - P17 Cases without Recent Activity
 - P18 Cases with NCP's in Mexico

.....continued

- **Info Pac reports**
 - QQ440201 Cases with SUDE Codes
 - QQ650101 FIDM Matched records and activities
 - QQ250401 Delinquency Report-no payments
 - QQ250402 Delinquency Report-partial payments
- **AMPP Reports (Info Pac)**
 - QW450501 Potential arrears mgmt cases for review report
 - QW450502 Potential arrears mgmt cases for PA arrears rpt
 - QW450503 Paying cases with increasing arrears

Improving Performance

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145 Interstate Current Support Collected

Team Position	Case Number	Interstate	ICM State	Last Paid	Last 100% Amount Collected	Amount Collected	% of Current C...
13 14509HCCC39		I	55-WISCONSIN	02/22/2016	50242016	\$95.50	8.80%
14 14509HCCC39		I	55-WISCONSIN	02/22/2016	07112016		8.80%
15 14509HCCC39		I	55-WISCONSIN	03/08/2016	07132016		8.80%
16 14509HCCC39		I	55-WISCONSIN	07/22/2016	08/22/2016		8.80%
17 14509HCCC39		I	55-WISCONSIN	07/19/2016	07/19/2016	\$128.00	8.80%
18 14509HCCC39		I	55-WISCONSIN	07/22/2016	07/22/2016	\$209.00	8.80%
19 14509HCCC39		I	88-INTERNATIONAL	07/10/2016	08/17/2016		8.80%
20 14509HCCC41		I	55-WISCONSIN	07/07/2016	07/07/2016	\$30.00	8.80%
21 14509HCCC41		I	28-MISSISSIPPI	07/29/2016	07/29/2016		8.80%
22 14509HCCC41		I	48-TEXAS	11/30/2016	08/29/2016		8.80%
23 14509HBB92		I	53-WASHINGTON	07/13/2016	08/16/2016	\$269.00	\$4.24 1.48%
24 14509HCCC37		I	55-WISCONSIN	07/06/2016	12/16/2016	\$284.00	\$6.48 2.28%
25 14509HCCC37		I	55-WISCONSIN	07/06/2016	12/16/2016	\$488.00	\$11.14 2.28%
26 14509HCCC37		I	55-WISCONSIN	07/06/2016	12/16/2016	\$214.00	\$6.50 2.28%
27 14509HBB92		I	38-NORTH DAKOTA	07/13/2016	02/03/2016	\$168.00	\$10.08 6.00%
28 14509HCCC38		I	38-NORTH DAKOTA	07/13/2016	07/13/2016	\$295.00	\$29.63 10.20%
29 14509HCCC37		I	01-ALABAMA	07/20/2016	06/23/2014	\$54.00	\$4.83 9.13%
30 14509HCCC38		I	38-NORTH DAKOTA	07/22/2016	06/23/2014	\$495.00	\$65.96 14.52%
31 14509HCCC38		I	38-NORTH DAKOTA	07/22/2016	06/23/2014	\$65.00	\$6.10 14.52%
32 14509HBB92		I	38-NORTH DAKOTA	07/14/2016	07/29/2016	\$174.00	\$17.60 10.10%
33 14509HCCC39		I	55-WISCONSIN	07/14/2016	08/02/2016	\$1,398.00	\$226.36 16.18%
34 14509HBB92		I	31-MICHIGAN	07/08/2016	04/09/2016	\$174.00	\$41.00 23.56%
35 14509HBB92		I	28-MICHIGAN	07/19/2016	02/03/2016	\$50.00	\$11.89 23.78%
36 14509HCCC38		I	12-LUISIANA	07/08/2016	07/19/2016	\$278.00	\$68.10 24.49%
37 14509HBB92		I	38-NORTH DAKOTA	07/13/2016	04/23/2016	\$170.00	\$50.00 29.41%
38 14509HCCC38		I	38-NORTH DAKOTA	07/13/2016	04/23/2016	\$278.00	\$68.10 24.49%
39 14509HCCC37		I	19-IDAHO	07/22/2016	02/12/2016	\$384.00	\$168.70 43.92%
40 14509HCCC38		I	55-WISCONSIN	07/22/2016	03/09/2016	\$695.00	\$242.37 42.05%
41 14509HCCC38		I	18-INDIANA	07/06/2016	04/13/2016	\$225.00	\$100.00 44.44%
42 14509HCCC38		I	19-KANSAS	07/21/2016	04/29/2016	\$25.00	\$9.75 39.00%
43 14509HBB92		I	38-NORTH DAKOTA	07/27/2016	11/13/2015	\$168.00	\$81.63 48.57%
44 14509HCCC39		I	24-MARYLAND	07/07/2016	07/29/2016	\$480.00	\$239.77 49.95%
45 14509HBB92		I	72-PUEBLO CO CO	07/19/2016		\$205.00	\$102.00 50.00%

How did we use this report?

- Used Excel sort field to allow grouping of cases:
 - By state
 - By % of support paid
 - By Date of last phone contact
- Focus on phone contacts with other states
 - Obtain current case status and ask follow up questions
 - Allowed us to offer information we have
 - Get timeframe for next action – get a due date!

What was learned working this report?

- Court ordered amounts of child support were different – impacted current support %!
- Balances on cases did not match
- Clarified what remedies can be used in other state and provide info other state needed
- Relationships built with partners in other state
- Overall increase of current support collected on “I” cases, increasing county %

Stearns County progress

Interstate Current Support

	Benchmark	January	February	March	April	May	June	July	August	September	October	November	December	Average
	80%													
2013											44.01%	39.11%	45.61%	42.91%
2014		45.61%	46.24%	48.02%	50.76%	51.24%	50.64%	51.52%	50.27%	50.69%	51.11%	44.91%	53.16%	49.51%
2015		48.19%	51.44%	54.90%	48.13%	46.11%	48.87%	46.36%	52.87%	54.49%	54.18%	50.04%	55.13%	50.89%
2016		49.52%	52.71%	56.69%	55.55%	53.38%	54.72%	51.80%						53.48%

Requesting Reports

Kristen Lorsung
Child Support Performance Coordinator
DHS - Child Support Division
kristen.b.lorsung@state.mn.us
651.431.4559

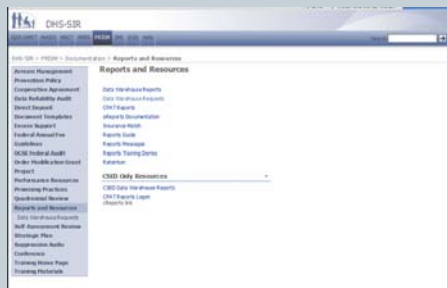
Standard Data Warehouse Reports

- Monthly reports for all counties
- Currently 54 reports available
- Standard DWH Reports originate from adhoc reports requests
- Multiple request for same report result in CSD making it a standard DWH Report
- Reports are available in DHS-SIR, under Documentation- Reports and Resources-Data Warehouse Reports
- Available in Excel and PDF format

Adhoc Data Warehouse Reports

- Individual requests made by county users
- User develops report criteria
- Designed to meet county needs
- Ad Hoc DWH Reports listed in DHS-SIR, under Documentation, Reports and Resources, Data Warehouse Requests.

Where Can I Find Data Warehouse Information?



Report Documentation and Quick Reference Guide

- The Data Warehouse Standard Report Documentation provides detailed information on each report, including criteria.
- The Quick Reference Guide contains summary information and a list of the Standard Data Warehouse reports.

Location:

DHS-SIR>PRISM>Documentation>Reports and Resources

Example Standard Data Warehouse Report

C01 Open LETL-No Activity, for Last 6 Months
Rev: 01/07/2005

Report Criteria:

1. Case Status = Open
2. Exclude NIVD cases
3. LETL Begin Date > Six months prior
4. LETL Record has no End Date
5. No LETL Activity for last six months between 0X/XX/200X and 0X/XX/200X

Report Columns:

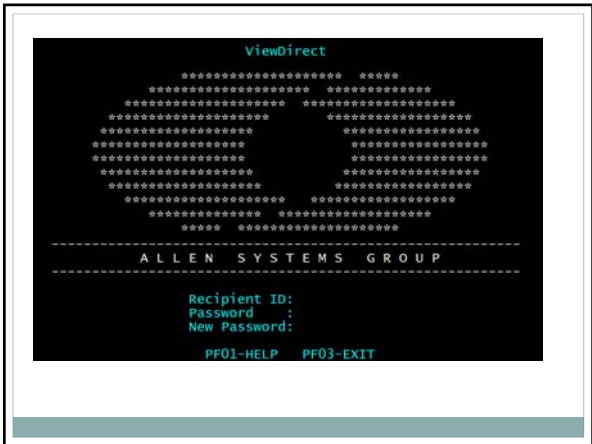
1. County FIPS
2. Worker ID
3. Case Number
4. Legal Process
5. NCP Name
6. Begin Date of Legal Process
7. Date of most recent Activity

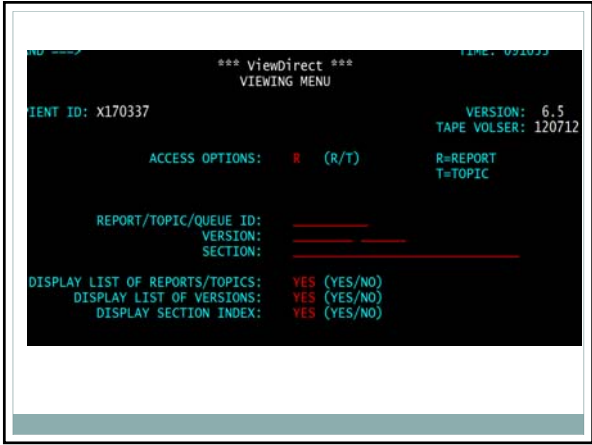
Sorted by Worker, then Case Number.

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Info Pac Reports









That's all folks

Questions?

Caseload Count

Month	2016		
	New Reopen	Closed	Active*
January			
February			
March			
April			
May			
June			
July			
August			
September			
October			
November			
December			
Total	0	0	0

* Active=New

+Reopened

-Closed

** YTD Average

Intake

Month	2016			
	CRDL Referrals	CRDLs Opened	NPA Apps	Maintaining County
January				
February				
March				
April				
May				
June				
July				
August				
September				
October				
November				
December				
Total	0	0	0	0

Individual Worker Legal Actions Chart

Source (effective 6/2016):

Data Warehouse LETL reports: C04 (Paternity), C05 (Establishment), C06 (Modifications), C07 (Misc)

2016 Legal Actions

Category	Worker 1				Worker 2				Worker 3				Worker 4				Goal			
	Paternity	Establishment	Modification	Misc	Paternity	Establishment	Modification	Misc	Paternity	Establishment	Modification	Misc	Paternity	Establishment	Modification	Misc	Paternity	Establishment	Modification	Misc
Monthly Goal	4.3				4.3				4.3				4.3				4.3			
January																				
February																				
March																				
April																				
May																				
June																				
July																				
August																				
September																				
October																				
November																				
December																				
Category Annual Total	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Annual Total	0				0				0				0				0			
Monthly Average	0				0				0				0				0			