DEPARTMENT OF CHILDREN, YOUTH, AND FAMILIES

Enhancing DEI in Child Support: Insight from a Federal Grant and Minnesota's Data Collection Initiative

Dr. Shaneen Moore, MBA | Family Well-Being Administration

Office of Child Support Services
Advancing Equity in Child Support
Learning Community Call

October 30, 2024

Presenters



Dr. Shaneen Moore, MBA

Assistant Commissioner



Ellen Rutledge

Project Manager, CGI



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The Child Support Program

Began with the establishment of the Office of Child Support in 1975

Regulations found in Title IV-D of the Social Security Act

Federally regulated / state administered

Services available to parents and caretakers regardless of income

Ability to work across state and international borders

The Child Support Program



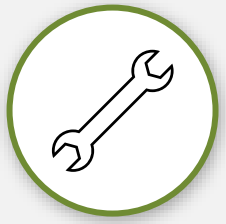
establishment of paternity



establishment of orders for financial and medical support



enforcement



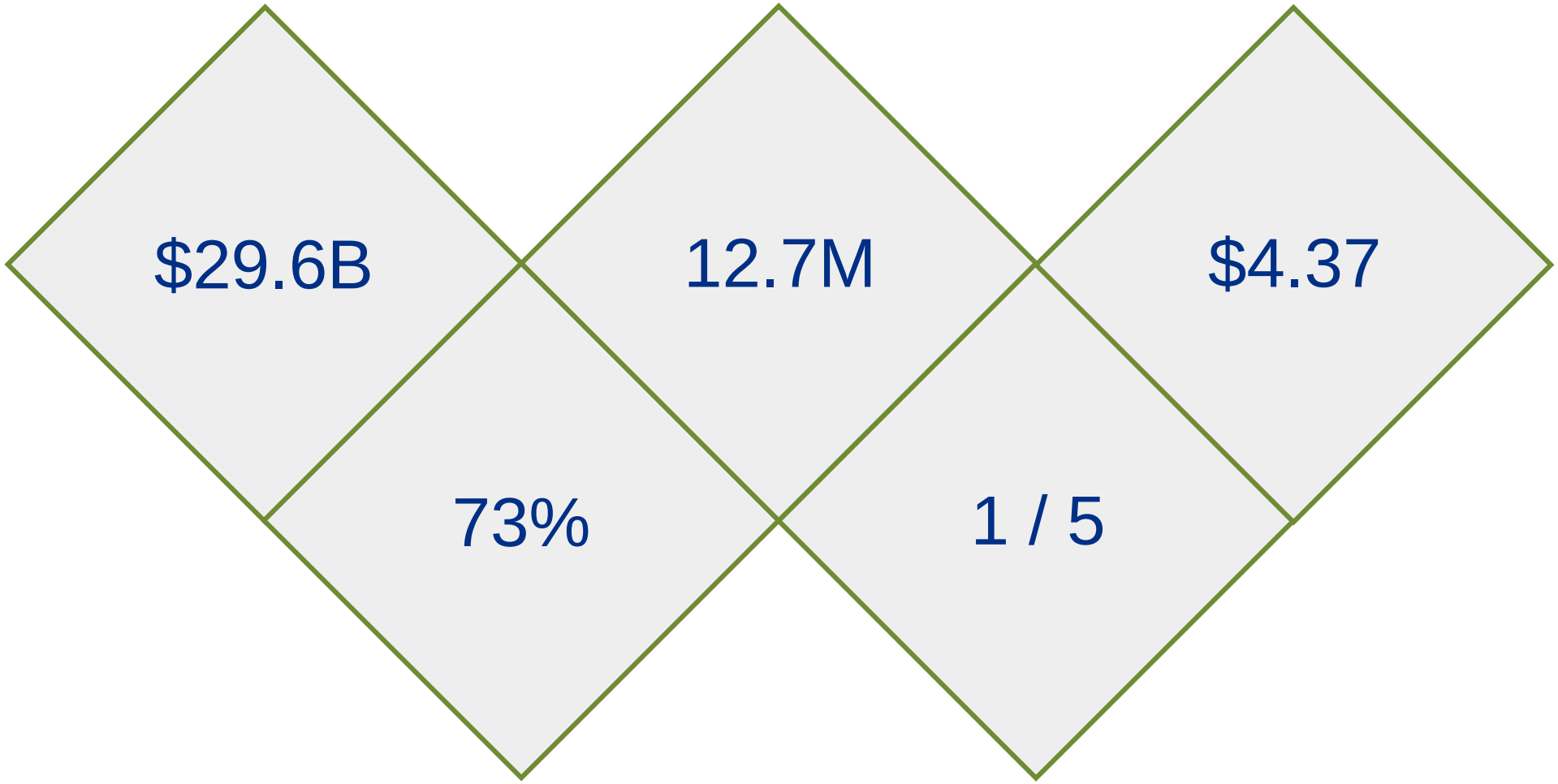
modifications



locate

Basic functions

The Child Support Program



Advancing Equity in Child Support Gr

Funded through the Administration for Children and Families, Office of Child Support Services, this grant marks a significant milestone in addressing systemic disparities and promoting equity within the child support program.

Administration for Children & Families
Office of Child Support Enforcement

Assess disproportional access to child support services

Determine if child support orders reflect the noncustodial parent's ability to pay

Improve child support services to customers

Share promising practices and recommendations to promote equitable access to child support services

Lead States



Dr. Andre Lockett

Co-lead State



Dr. Shaneen Moore, MBA

Project Director



Erin Frisch

Co-lead State

Lead and co-lead states

Involvement & Role of Partners

CGI	Center for Policy Research	Child Trends	Research in Action	National Fatherhood Initiative
Project Manager	Environmental scan & literature review, data compilation	Equity assessment & final evaluation	Parent Advisory Council & statewide survey	Consultant to Parent Advisory Council & statewide survey

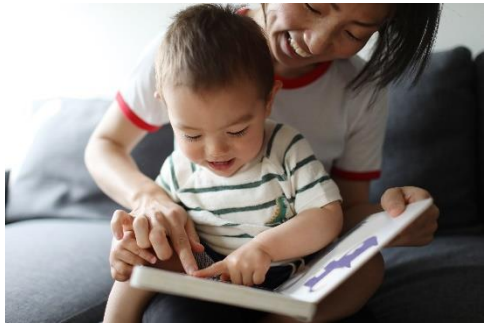
Vendor partners

Consortium States

Colorado	Georgia	Illinois	Kansas	Maryland
North Carolina	Oregon	Washington	White Earth Nation	Wisconsin

Consortium

Grant Activities



Literature Review & Environmental Scan

Catalogue of existing resources.



Equity Assessment & Use of Data

Equity Assessment for each co-lead state using qualitative and quantitative data.



Recommendations & Model Resources

Reports and resources created based on the Equity Assessment results and the IDI.



National Dissemination & Technical Assistance

Quarterly consortium meetings and opportunity to participate in an equity activity.



Sustainability Planning

Ensuring resources are available to the child support community and that grant activities in Minnesota are ongoing.

What is Your “Why”?



The Team

CGI (PMO)

- Business analyst
- Developer

Child Support Division

- Subject matter experts
- Training team



Minnesota Information Technology Department

- Business analyst
- Developers
- Conversion team
- QA team
- UAT
- Data warehouse

The Issues

01

Limited options for race and ethnicity

Only seven options.

02

Not multiselect

Can only select one option. Doesn’t account for multiracial participants.

03

Interfaces

PRS information that comes from MAXIS and METs systems doesn’t translate correctly.

The Scope of Work

1	2	3	4
Relabel field title	**Add a field & made it multiselect**	**Add new race and ethnicity options**	**Address interfaces**
Relabeled “Race” field to “Race/Ethnicity Group.”	Created “Race/Ethnicity Detail” field. Can select more than one race or ethnicity.	Added 23 values selected by the MN State Demographic Center.	Ran a one-time conversion to capture Hispanic and Multiracial values.

The Scope of Work

	Prior to PRISM updates		Post PRISM updates	
	MAXIS Race field	**PRISM** Race field	**MAXIS** Race field	**PRISM** Race/Ethnicity Group field
Scenario 1 Only one race value selected in MAXIS	African American	African American	African American	African American
Scenario 2 Two race values selected in MAXIS	African American Vietnamese	African American	African American Vietnamese	Multiple

The Scope of Work

	Prior to PRISM update		Post PRISM update	
	MAXIS Race / Hispanic fields	**PRISM** Race field	**MAXIS** Race / Hispanic fields	**PRISM** Race/Ethnicity Group field
Scenario 3 "Unable to determine" selected for race and "Yes" selected for Hispanic in MAXIS	Race: Unable to determine Hispanic: Yes	Unknown	Race: Unable to determine Hispanic: Yes	Hispanic
Scenario 4 One value selected for race and "Yes" selected for Hispanic in MAXIS	Race: African American Hispanic: Yes	African American	Race: African American Hispanic: Yes	Multiple

The Scope of Work

Additional values

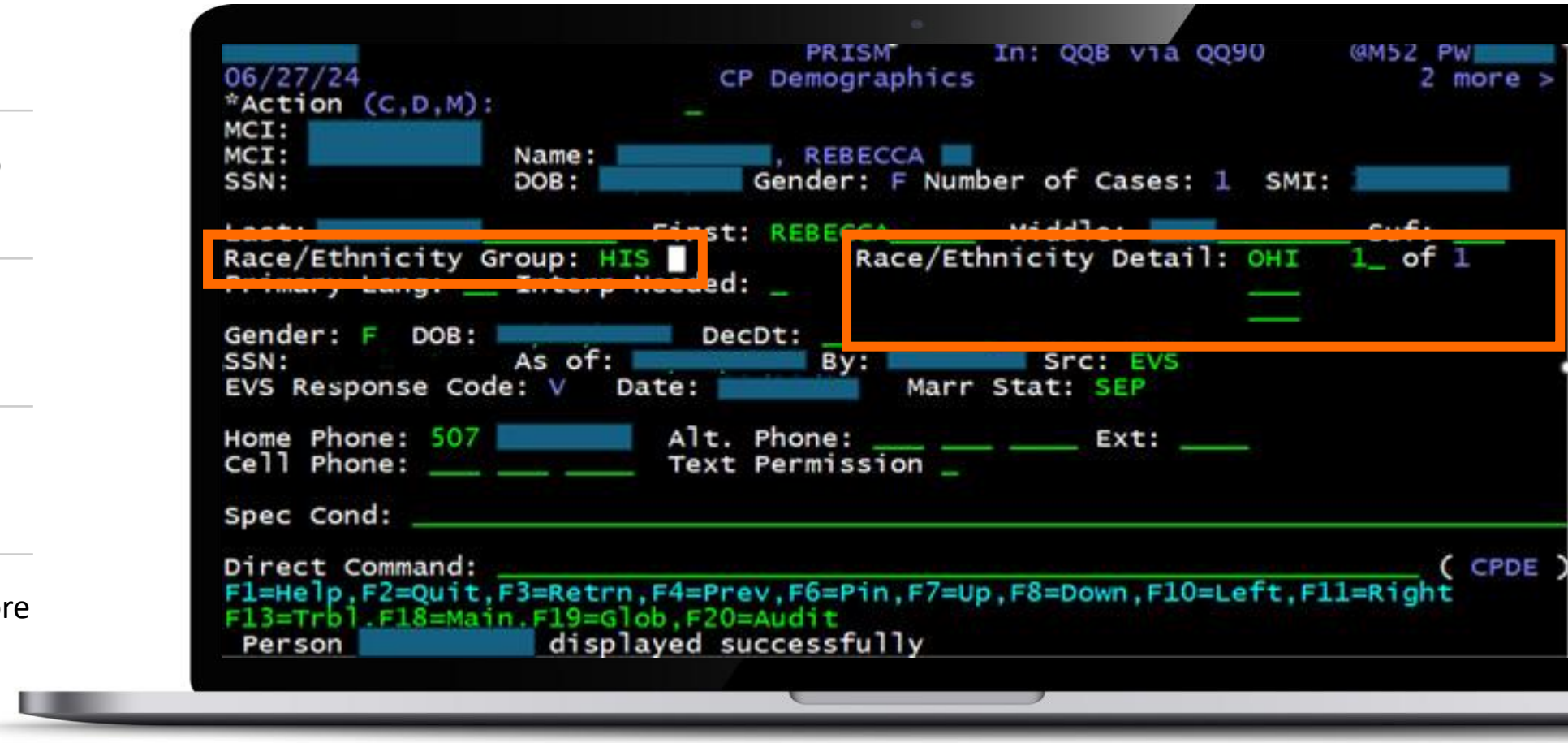
- These values are available in the new “Race/Ethnicity Detail” multiple selection field

African American	Asian Indian	Chinese	Dakota	Ethiopian	Filipino
Hmong	Korean	Lao	Liberian	Mexican	Ojibwe
Puerto Rican	Russian	Somali	Vietnamese	White	Other American Indian
Other Asian	Other Black	Other Hispanic	Pacific Islander	Other	Chose not to Disclose

New Custodial Parent Demographics Screens

Panel 1

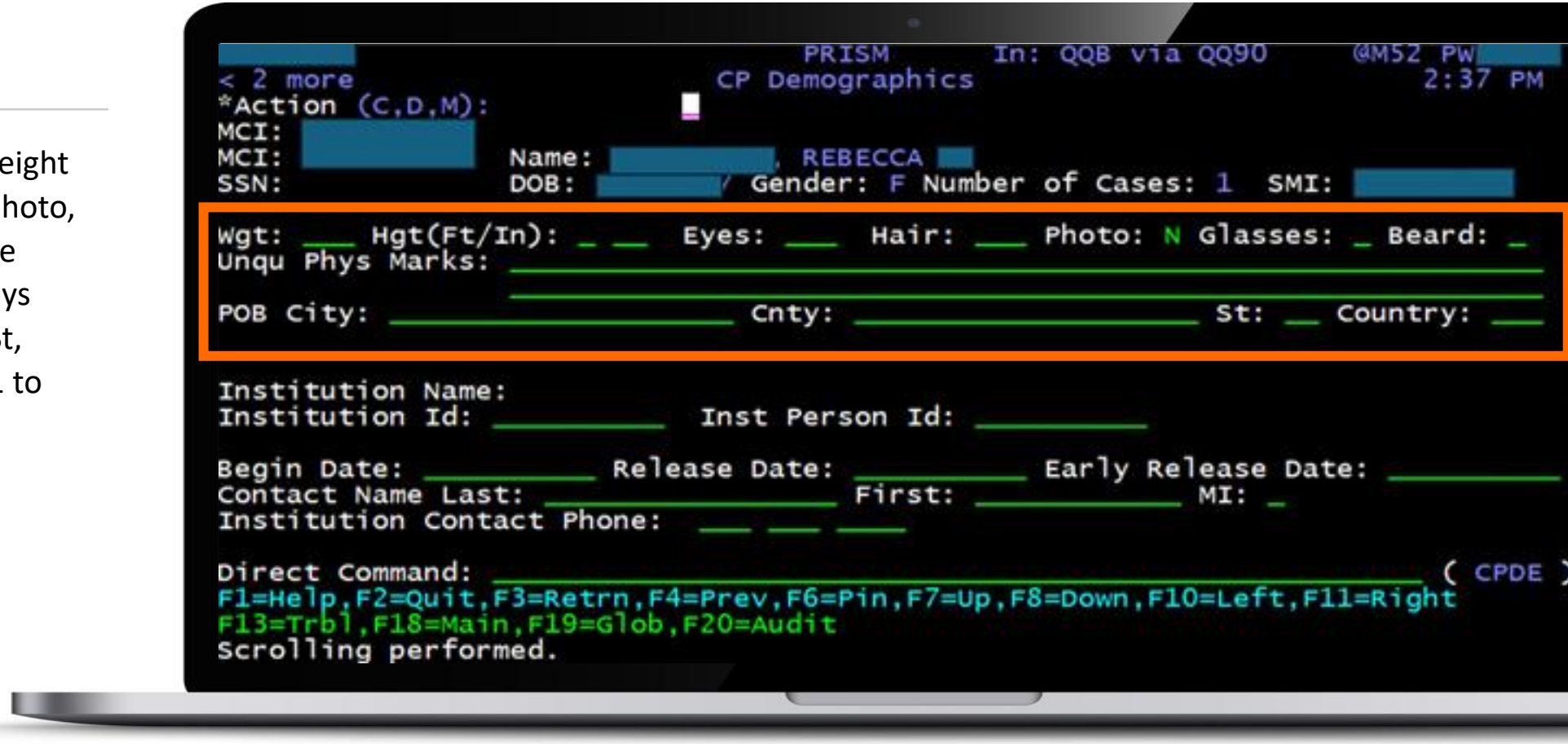
- Relabeled “Race” field to “Race/Ethnicity Group”
- Added “Race/Ethnicity Detail” field
- Multiple selection allows for up to 15 selections
- Formatted screen for more user-friendly experience



New Custodial Parent Demographics Screens

Panel 3

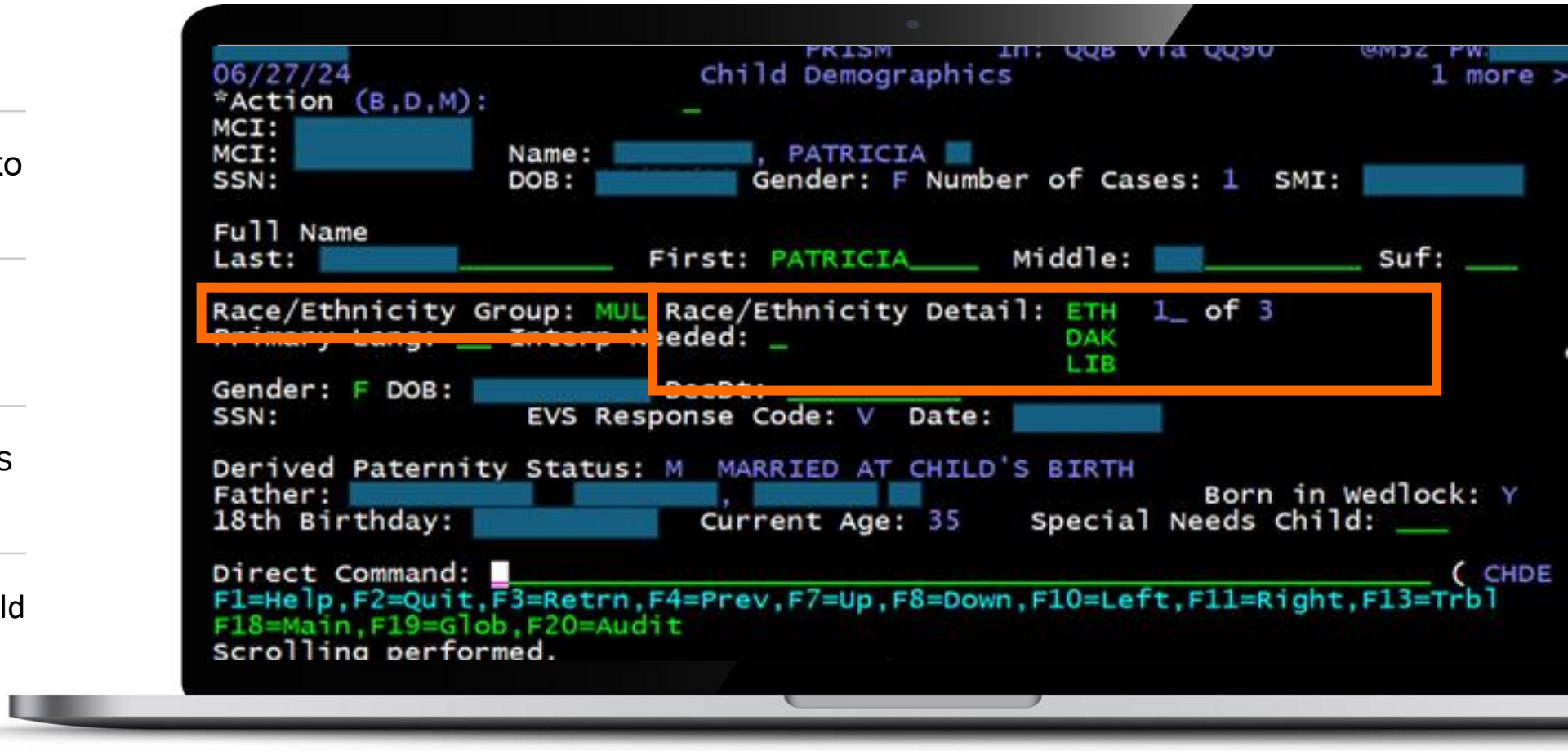
- Moved weight (“Wgt”), height (“Hgt(Ft/In)”, eyes, hair, photo, glasses, beard, and unique physical marks (“Unqu Phys Marks”), POB City, Cnty, St, and Country from panel 1 to panel 3



New Child Demographics Screens

Panel 1

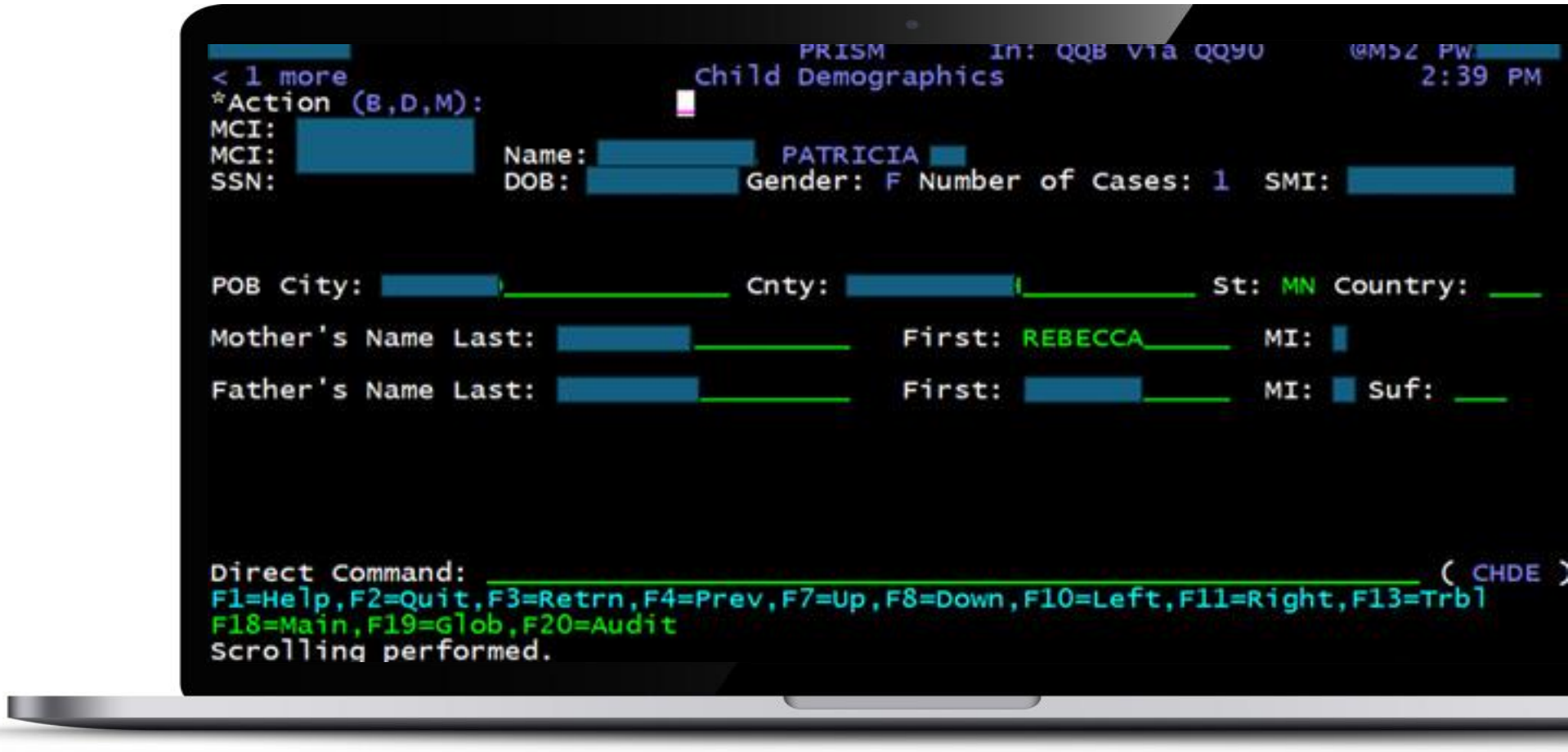
- Relabeled “Race” field to “Race/Ethnicity Group”
- Added “Race/Ethnicity Detail” field
- Multiple selection allows for up to 15 selections
- Split the single, legacy child demographics screen to two panels to facilitate better data entry



New Child Demographics Screens

Panel 2

- Created new panel and moved parent information to make for better formatting and flow



Training



On Demand

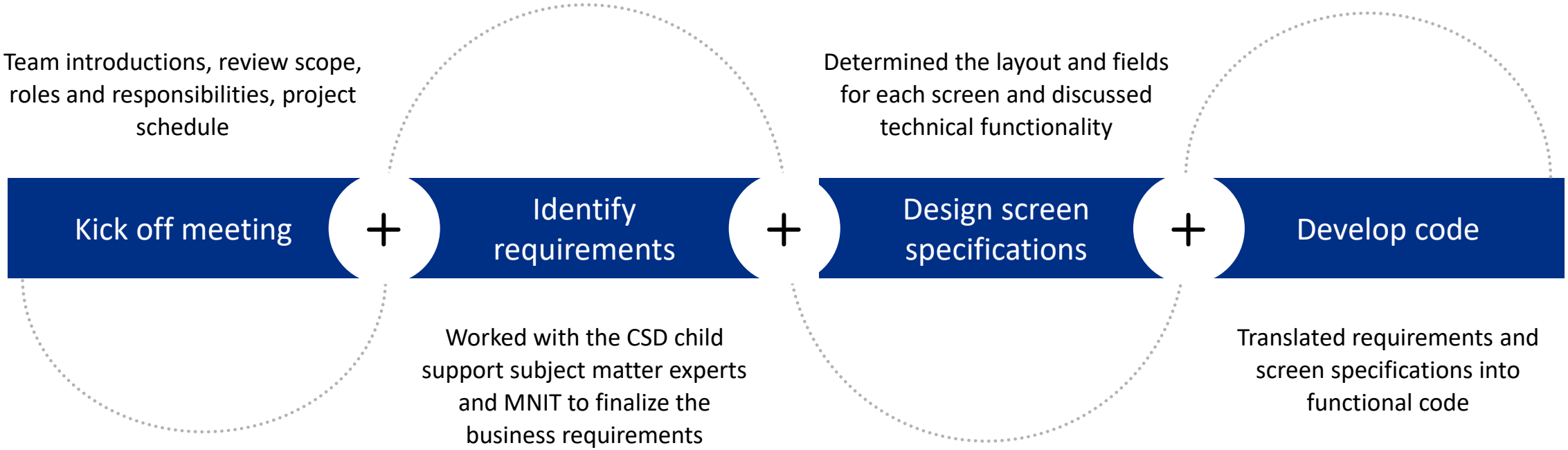


User Guide

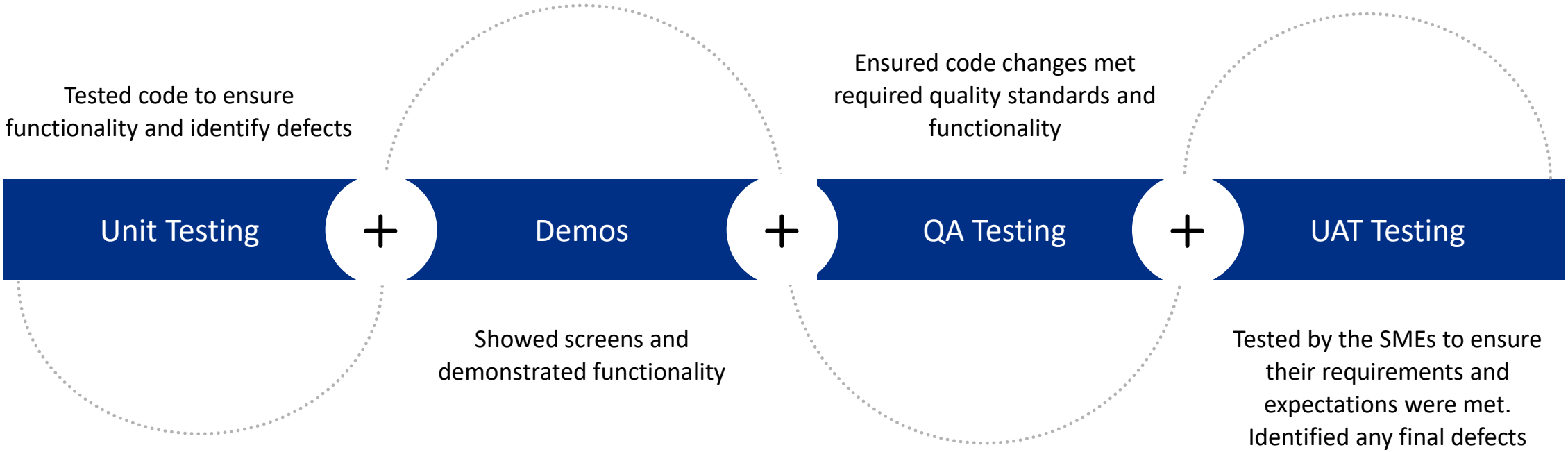


Desk Aid

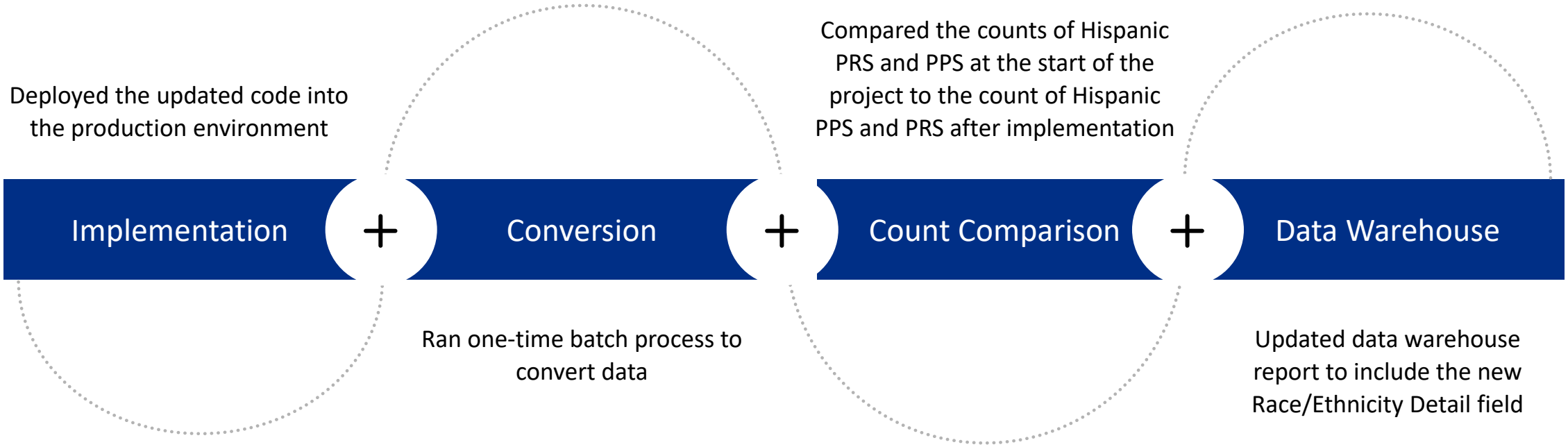
The Process


Team introductions, review scope, roles and responsibilities, project schedule
Kick off meeting
Identify requirements
Worked with the CSD child support subject matter experts and MNIT to finalize the business requirements
Determined the layout and fields for each screen and discussed technical functionality
Design screen specifications
Develop code
Translated requirements and screen specifications into functional code

The Process

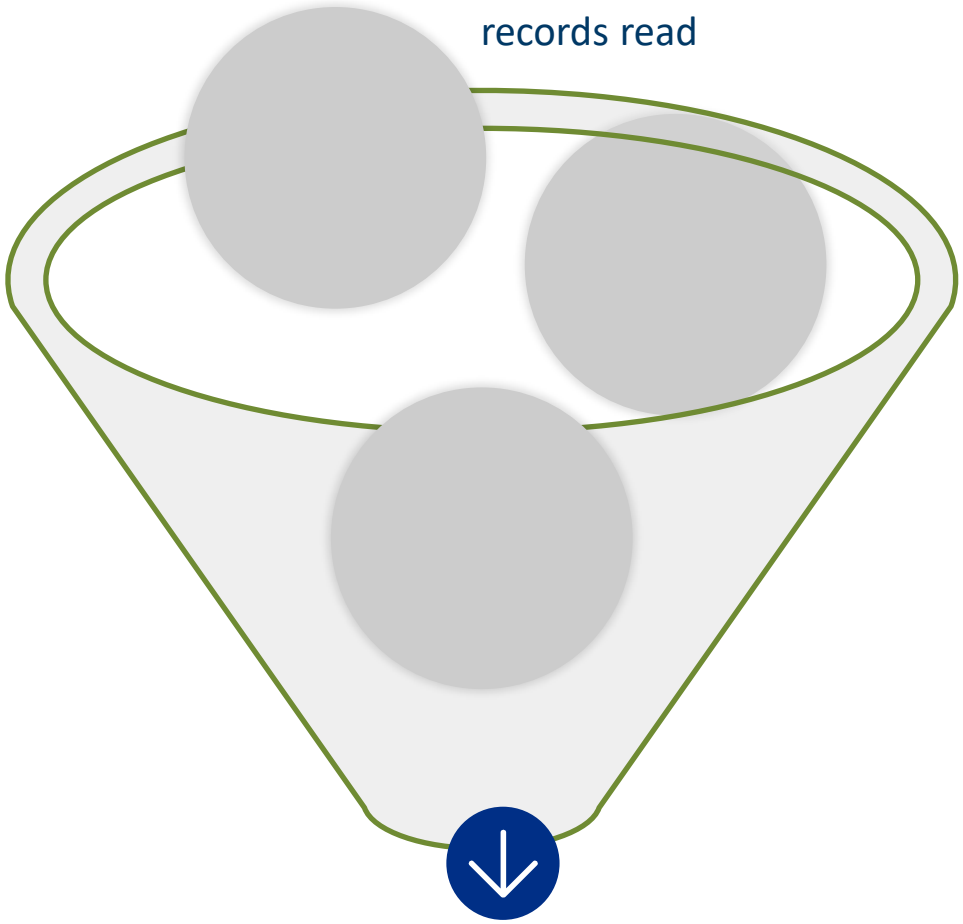

Tested code to ensure functionality and identify defects
Unit Testing
+
Demos
Showed screens and demonstrated functionality
+
Ensured code changes met required quality standards and functionality
QA Testing
+
UAT Testing
Tested by the SMEs to ensure their requirements and expectations were met. Identified any final defects

The Process


Deployed the updated code into the production environment
Implementation
+
Conversion
Ran one-time batch process to convert data
+
Compared the counts of Hispanic PRS and PPS at the start of the project to the count of Hispanic PPS and PRS after implementation
Count Comparison
+
Data Warehouse
Updated data warehouse report to include the new Race/Ethnicity Detail field

The Numbers

356,565
records read



149,706
records updated

Wrote batch process

Repopulated the PRISM Race/Ethnicity Group field info for PPS from MAXIS, so that the systems synced.

Ran PRISM process/report

Compared the number of Hispanic PRS to the number of Hispanic PPS after the re-population process was run.

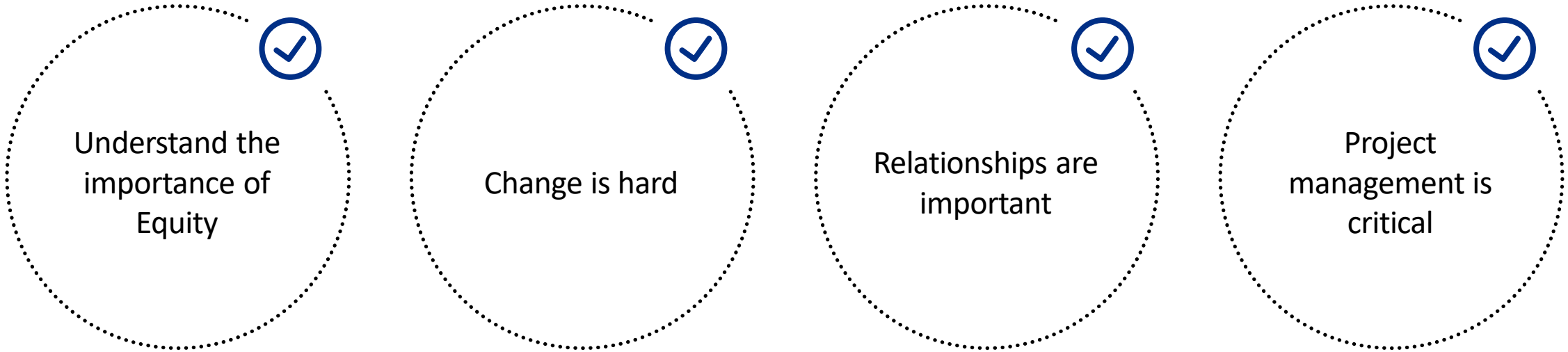
The Numbers – prior to 8/1/2024

Ethnic Group	Child Count	PPS Count	PRS Count
AFA – African American/Black	66,333	42,836	39,018
AMI – American Indian	15,457	8,687	9,293
ASI – Asian	7,526	3,026	4,393
HIS – Hispanic	**1,021**	**6,958**	**1,240**
OTH – Other	42,343	33,319	20,251
PAC – Pacific Islander	423	126	354
UNK – Unknown (inc. Blank)	**23,820**	**7,711**	**10,209**
WHI – White	110,065	71,325	92,110

The Numbers – post 8/1/2024

Ethnic Group	Child Count	PPS Count	PRS Count
AFA – African American/Black	55,510	41,525	36,367
AMI – American Indian	12,408	8,114	7,977
ASI – Asian	6,291	2,947	4,141
Blank	23,739	7,712	10,170
HIS – Hispanic	**2,220**	**6,344**	**1,743**
MUL – Multiple Race/Ethnicity	**30,916**	**5,188**	**13,344**
OTH – Other	35,941	32,735	16,943
PAC – Pacific Islander	282	114	267
UNK – Unknown	**114**	**1**	**18**
WHI – White	99,582	69,251	85,849

Lessons Learned



Questions



DEPARTMENT OF CHILDREN, YOUTH, AND FAMILIES

Thank You!

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