

## Washington's Division of Child Support Meets Mandates through Up-to-Date Reporting

The Washington State Economic Services Administration Division of Child Support (the Division) tracks federal and state requirements for child support payments. At the end of each year, the Division sends their child support collection reports to state and federal governments—reports that need to be as close to the requirements as possible.

After implementing the Corda Technologies performance dashboard CenterView™, the Division has been able to track state and federal requirements more closely to enable them to make adjustments as needed so that they meet government requirements.



### Background

Before CenterView, the Division used HTML tables and the Corda Technologies server-based charting and graphing solution PopChart® to create monthly reports in a graphical format. These tables, charts, and graphs were static—the information was rarely up-to-date. The reports showed a snapshot of the information at the end of the previous month, which meant that the Division had to wait until the end of each month to find out if they were on track against federal and state requirements.

### Challenge

The Division's management team decided to find a dashboard that could do several things:

- **Continue displaying information graphically.** They needed a more up-to-date set of statistics so that they could make adjustments when they were off track. For example, if collection numbers were low, they could ramp up their efforts to collect child support.
- **Track five federal and three state mandates.** The Division needed a system that would enable them to organize information by governmental body and by mandate.
- **Save time.** The Division wanted a dashboard that was easy to learn and that didn't require a lot of programming time.
- **Handle a large case load.** The Division needed a system that could handle the 360,000 people that they needed to track.

As the Division looked at dashboard products, they didn't find a solid match between ease of use, visually appealing data, and the ability to handle the Division's large case load—until they found CenterView.

### Solution

The Division decided to enter into a trial of Corda's performance dashboard solution, CenterView. They were immediately impressed and decided to purchase the solution, which helped the Division achieve its goals.



## **Continue Displaying Information Graphically**

The Division's team was pleased with CenterView's ability to take a lot of convoluted information and combine it into visually appealing graphs, charts, and tables. When they developed dashboards, the Division's team could go into CenterView's gallery of presentation options and select a look and feel that matched the Division's branding and style—and that reflected the type of information they were presenting. Once they created the performance dashboards, the Division immediately connected with and understood the data because of the intuitive menu options and visual data presentation of CenterView.

## **Track Five Federal and Three State Mandates**

Today, the Division regularly accesses CenterView performance dashboards to assess current agency performance against state and federal requirements. Bryan Enlow, the Information Technology Specialist (ITS) at the Division, says, "Now we have no surprises at the end of the year. We can make adjustments as we go. If we are low on one measure, we know it, and we can take actions to correct it."

CenterView's drill-down and navigational features have been especially useful for the Division's team. Enlow said, "Navigation would have been one of the big hurdles with other dashboards, but CenterView had navigation already built in. It was easy to use tabs to organize information." The Division was able to organize the information in the performance dashboards into intuitive categories. In addition, users can search for statistics by state, then drill down to field offices, and then to a specific team at that field office. Users can drill down even further to assess each caseworker and his or her 500 to 600 cases.



## **Save Time**

The Division's team was immediately impressed with CenterView's ease of use. They were able to turn performance dashboards around quickly—much more quickly than the manual reports they used to create. The performance dashboards linked to existing resources that were in multiple formats and combined that information into clear visual representations of data.

## **Handle a Large Case Load**

The Division hired a contractor to build a backend database to funnel information into CenterView. The dashboards automatically pull information from the database to update the information in the charts, graphs, and maps. CenterView tracks all of the Division's approximately 360,000 cases and translates that information into clear and tangible visuals.

## **What's Next?**

Throughout the Economic Services Administration, the response to CenterView has been positive. In fact, another division within the Administration has created a dashboard in CenterView for its unique needs, using the Division of Child Support's dashboard as its template. A couple of other departments within the state have expressed interest or have started creating performance dashboards. Enlow anticipates that several other departments will implement CenterView in 2008.

Additionally, the Division plans to roll out CenterView performance dashboards to field offices. The Division field offices around the state each have a performance analyst who needs to track data for that field office. The Division plans to provide dashboards to each performance analyst. This will enable each analyst to assess that field office's entire case load and the demographics of the people in that case load.

## **Conclusion**

Through regular, up-to-date CenterView performance dashboards, the Division makes adjustments based on how they are performing against state and federal requirements. By having this information early, they are better positioned to meet their year-end requirements.