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Oklahoma Support Information System

August 1994

DEPARTMENT OF HUMAN SERVICES · OKLAHOMA ·

OKLAHOMA CHILD SUPPORT ENFORCEMENT DIVISION

BE A HERO:

PAY YOUR CHILD SUPPORT

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Background of the Oklahoma Child Support System

The Oklahoma Department of Human Services (DHS), Child Support Enforcement Division (CSED) has had a statewide child support system through a mainframe computer network since 1976. Through the years Oklahoma has continually modified its system to meet the changing needs of both the federal mandates and the child support worker.

In 1984 Oklahoma began planning for a major overhaul of the child support system and submitted its first Advanced Planning Document requesting 90/10 funding. During 1985-86, Oklahoma piloted new distributed processing technology using an IBM System 36 minicomputer placed in the largest child support office. At the conclusion of the pilot most of the objectives that had been established were met.

Consequently, in 1987 Oklahoma began planning in earnest for an entirely new statewide system using a System 36 distributed statewide network connected to the mainframe. To that end, three more System 36 minicomputers were purchased and the development began. However, the discovery was made over the next year that while the idea proposed during the pilot for the new system was a good idea, it was "ahead of its time." The System 36 did not have the power to accomplish Oklahoma's vision.

After a rethinking of the project strategy, Oklahoma determined that the best approach would be to keep the System 36 network, use the System 36's for the generation and printing of legal documents, and then develop the main portion of the new system on the mainframe. This approach became the child support system that Oklahoma now calls "OSIS."

Overview of OSIS

The Oklahoma Support Information System (OSIS) has been implemented statewide since January 1992. Most of the requirements and development work have been accomplished "in-house." However, at various periods during the life of the OSIS Development Project, Oklahoma has had the assistance of contracted personnel in both the requirements and development areas.

Oklahoma considers OSIS to be a good system that has at least 95% of all data elements required to meet federal certification and to meet the Oklahoma worker's needs. OSIS, however, does still lack a few federally mandated processes. Also, from the worker's point of view, OSIS needs to become more "user-friendly," and the proper mix of automatic processes versus manual processes needs to be achieved.

Pages 8 through 14 of this booklet have a more detailed overview of both the functional and physical system.

OSIS Project Oversight Groups

To oversee the OSIS Development Project, Oklahoma has formed three groups. Individuals who make up these groups were gathered from all levels of the DHS. These groups have been a tremendous help in accomplishing the goals of the OSIS project. The groups are:

- Project Advisory Group. This is a group of twelve DHS individuals- both high level and middle level staff- who assist with guidance and decision-making for the project. This group was formed in February 1994.

- OSIS Systems Committee. This is a group of ten child support enforcement individuals who assist in reviewing draft and completed requirements documents, in identifying system problems, and in setting priorities for system improvements. The committee also serves as a quality assurance team for both contracted and in-house deliverables. The OSIS Systems Committee was formed in 1989.

- OSIS Users Group. This group is made up of individuals from the Child Support Enforcement Division state office and field offices, Family Support Services Division state office and field offices, Office of Field Operations state office, Data Services Division, and other users of OSIS. The group provides a structured forum for the free exchange of ideas and insures that the most accurate OSIS and systems information is being distributed. The group meets once a week for one hour. In this informal meeting new things are introduced, all kinds of suggestions for improvements to the system are discussed, and system training issues are discussed. Field participation in this group has led to numerous enhancement ideas for the improvement of OSIS. This group was formed in April 1994.

OSIS Development Project Status

After OSIS was fully implemented and training was completed, development was slowed and emphasis was placed on completing several Oklahoma worker requirements. By early 1994 the need for a new direction to the project was recognized, and the OSIS Project Advisory Group was formed by the DHS Director with the mission of bringing OSIS certification to completion by October 1995.

The OSIS Development Project has eight full-time staff. Page 7 depicts the organization of the OSIS Development Project. To aid in accomplishing federal certification, Oklahoma elected to contract for both a Project Monitor and for programming support to help complete the OSIS enhancements.

Project Monitor. In Oklahoma, the Project Monitor not only will monitor the project, but will also complete several key categories of deliverables as listed below.

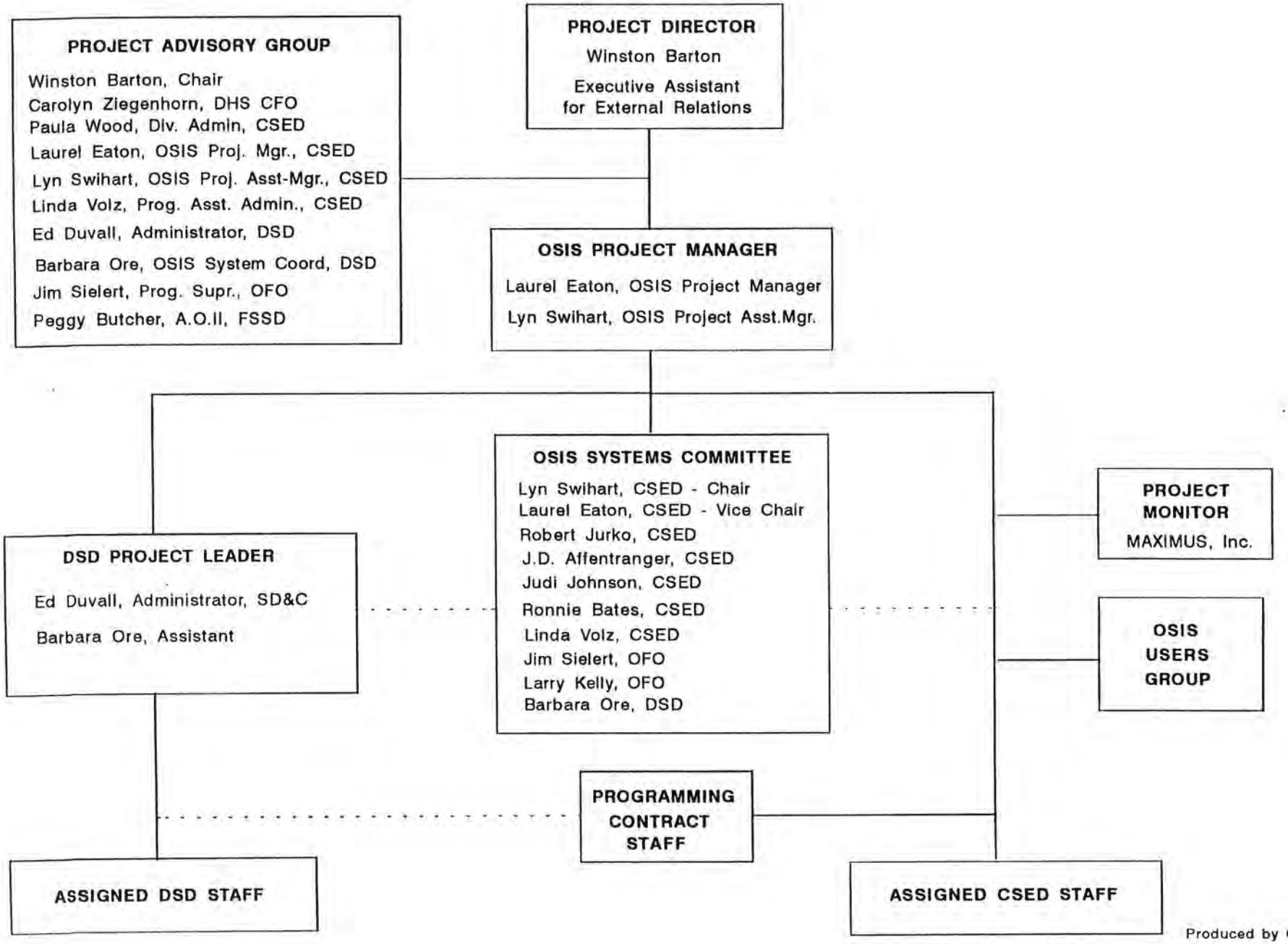
- **Assess current OSIS to determine the steps necessary for the system to achieve certification and to meet the worker's needs**
- **Prepare needed Advance Planning Document Updates (APDU) including Cost/Benefit Analyses**
- **Prepare any future Requests for Proposals (RFP) necessary to complete a certifiable enhanced OSIS**
- **Prepare Quarterly Status Reports**
- **Develop "train the trainer" and statewide training plans, develop training materials, and deliver training to state trainer staff and all CSE staff**
- **Update the OSIS User Manual, including integration of all changes made to OSIS since the original statewide implementation date of OSIS (January 1992), and develop a separate Automated Forms Manual**
- **Develop test scenarios of system changes/enhancements, and analyze and evaluate the results of the test scenarios**
- **Produce an index and data dictionary of all OSIS data elements**
- **Assist the State in obtaining federal IV-D certification of OSIS**

- **Monitor any new or existing programming contracts, and monitor the development project as a whole**

Development.

While the programming resources of the Data Services Division (DSD) within the Oklahoma DHS will continue to support the maintenance of OSIS and a small portion of development, programming contract vendors will complete the major portion of the OSIS development for enhancements over the next year.

OSIS PROJECT ORGANIZATIONAL CHART
September 1994



Produced by C. Cullimore
HG3 POC0994B

OSIS Functional Overview

The Oklahoma Support Information System (OSIS) is the statewide computer system that supports the business activities of the CSED. It is a large, host-based, primarily on-line information system designed to serve the needs of all CSED case workers, supervisors, office managers, and State Office personnel.

The overall design of OSIS is based upon the six "core functions" that were first outlined in the Automated Systems for Child Support Enforcement: A Guide for States Seeking Enhanced Funding.

- **Case Initiation provides OSIS with the means of accepting and processing both referrals and applications into the CSE system. Within this module, a unique identifier is assigned to each IV-D case and to each case member.**

- **Case Management consists of a variety of actions that can be performed on a case. These actions range from locating an Absent Parent, to establishing paternity and obligations, to listing cases for an individual worker. There is a continuous monitoring of all case activities. As specific activities generate a change of priority in a case, OSIS directs the case movement to another core function.**

- **Case Enforcement enables the worker to identify enforcement activities for a case. For example, it includes tax offsets, credit bureau referrals, income assignments, liens, bonds, and contempt actions. Many of these enforcement activities are executed by OSIS automatically.**

- **Financial Management processes within OSIS automatically provide financial balance data from various sources within the system and process that data to determine the current and past due balances for each obligation with the case. The financial management processes also distribute payments and issue warrants on a daily basis to the appropriate obligations and individuals.**

- **OSIS Reporting automatically produces management reports that track the performance of the state of Oklahoma in locating absent parents and enforcing child support orders. Operational reports are automatically generated to help workers perform more efficiently. Federal reports will also be generated on a quarterly and annual basis.**

- **OSIS Security provides measures that protect computerized data**

- o OSIS Security provides measures that protect computerized data from unlawful, unauthorized, or unacceptable actions or events. These actions or events include, but are not limited to, unauthorized modification, destruction, or disclosure, whether accidental or intentional, of sensitive data.

The modular design of OSIS makes updates and future enhancements relatively easy to design and accomplish.

Family Group Number: Basic Structure of an OSIS Case

When an individual is first entered in the Oklahoma Department of Human Services system (whether for a child support case or another type of DHS service), that individual is assigned a unique identifier called a Department Client Number (DCN). This DCN identifies this person within the DHS.

If this individual is further identified as an absent parent in a child support case, he or she is also assigned an Absent Parent Number (APN) which is used exclusively in the processing and administration of a child support case. The APN is a nine-digit number used to identify and reference a single absent parent. This is the only unique identifier for an absent parent within a child support case.

During Case Initiation, a biological parent is also entered for a CSE case. This biological parent is the other parent of the child. This person is assigned a three-digit Biological Parent Number (BPN) that indicates his or her relationship to the absent parent.

The Absent Parent Number and the Biological Parent Sequence Number are combined to form the actual CSE case number. This identifying number is called the Family Group Number (FGN); and this identifier is the basis for child support cases with OSIS. The essential components of the FGN are shown in the graphic below.

Absent Parent Number		Biological Parent Number		Family Group
John Doe	+	Jane Doe	=	Number
APN: 000001234		BPN: 001		000001234001

Even though the users of OSIS often use the term "FGN" instead of the more common term "case," the concept of the FGN is more than a case. An FGN can have several different "case types." Essentially, an FGN is a group of individuals (members) held together by a legal obligation or presumed obligation on the part of one absent parent.

An absent parent can be associated with more than one biological parent thereby having separate obligations and more than one FGN. For example, John Doe has been married twice, once to Jane Doe and once to Mary Doe. He has two children by each marriage. If John Doe's APN is 000001234, the first BP (Jane) associated with him is 001 and that FGN is 000001234001. The second BP (Mary) associated with him is 002 and that FGN is 000001234002.

Children are recorded within a family group. Each child is assigned a sequential number as he or she is added to the family group. A child's sequence number does not change during the life of the case.

Custodial Person

A Custodial Person (the person with whom an identified child is living) is also specified during case initiation. This person may or may not be the child's biological parent. For example, it may be the child's grandparent or stepparent. It is possible for a child's Custodial Person (CP) to change during the life of the child support case.

When a CP is specified, he or she is assigned a three-digit sequential number, along with the dates that the custody is effective. If the identified child is in DHS custody or the child is in an interstate referral, OSIS does not require that a CP be specified for that child. In such instances, the CP's name is not required, because the custodian of the child is either the Oklahoma Department of Human Services or an agency in another state.

Related FGNs

The same person can hold different positions in more than one FGN. The following example explains:

John Doe's former wife Jane is a BP in FGN 1234001. Jane is also the CP because she has custody of the children.

If Jane then leaves the home where the children reside and the children are placed in their grandmother's custody, Jane, too, becomes an absent parent and incurs an obligation to support the children. Jane is then assigned an APN (for example, 000004567) and a new FGN is established. This new FGN shows Jane as the absent parent, John Doe as the biological parent (FGN 000004567001), and Grandma Doe becomes the Custodial Person.

Jane is still considered the BP for the previous case (FGN 1234001), and that case is updated to change the CP to Grandma Doe. There are now two FGNs. In the first FGN Jane Doe is the BP and John Doe is the AP. In the other FGN

Jane Doe is the AP and John Doe is the BP. Grandma Doe is the Custodial Person (CP) in both FGNs.

OSIS Case Types within an FGN

Whereas an FGN is based upon the obligation of the Absent Parent, the case type within an FGN is determined by the type of services being requested or being provided for the child (or children). Children in an FGN can, of course, have different case types, and an individual child can have more than one case type at a time. This simply means that one child can have several different services being requested by different individuals for the child at any one time.

There are three main sources (or requesters) of IV-D services:

- Oklahoma Public Assistance (PA) referrals are requests for CSED services that come from other Oklahoma DHS program areas, such as Aid to Families with Dependent Children (AFDC or IV-A), Foster Care, Medical, Aid to the Disabled, and Aid to the Blind.

- Oklahoma Non-PA applications originate with Oklahoma residents who seek the services of CSED. These individuals, who are not receiving the public assistance services mentioned above, make application for CSED services and pay an initial fee for either "full service" or "locate only service."

- Incoming Interstate referrals are requests for CSED services that come from the child support enforcement agency of another state. The other state can request either "full service," "locate only service," or "administrative IRS review service" from CSED.

If the case is being referred from Public Assistance (PA), OSIS evaluates the information in the automated referral and automatically assigns a case type for a child based on that information. If the case is either a non-PA or an interstate case, the worker must evaluate the information on the application form or the interstate referral form and then enter the appropriate case type. OSIS may subsequently change (or caseworker may manually change) a case type for a child if that child's circumstances change. All together OSIS has approximately 26 different case type codes.

Automatic Case Assessment

At the end of Case Initiation, OSIS automatically reviews all information in the case. Upon completing this review, OSIS assigns an assessment code (or priority code) to the FGN and directs the case to the appropriate module within

OSIS. As long as the FGN remains in an active status, OSIS evaluates the priority of the case on an ongoing basis. In other words, whenever the worker, or OSIS, makes an update to the FGN, OSIS re-assesses the FGN and changes the priority as necessary.

OSIS Physical Environment

The following is a brief overview of the OSIS mainframe environment, application languages and development aids used.

Mainframe Environment

- **Hardware:**
  - CPU - IBM 3090-600F
    256MB Main, 512 MB Expanded
  - DASD - Hitachi 7390-A28 & 7390-B2C
    Amdahl 6380K
  - Tape - IBM 3480 cartridge
    Telex 10 1/2 reel
  - Print - IBM 4248 impact
    Delphax Laser
    Kodak Komstar 200 Microfiche
    Kodak Optistak Microfiche
- **Operating System:** IBM MVS/ESA Version 3 - JES2
- **DBMS:** IBM IMS/ESA Version 3, Release 1
- **Security:** Computer Associates CA-ACF2
- **Scheduling System:** Computer Associates CA-7
- **Repositories:** IBM Data Dictionary
  CA Librarian-ISPF/TSO Version 3.7
- **Work Stations:** Terminals and personal computers vary with Telex, Zenith and IBM brands in the majority. Printers also vary greatly with IBM Lexmark lasers, Quietwriters, and Proprinters in the majority.

Application Languages

- IBM OS/VS COBOL Release 2.4
- IBM VS COBOL II Release 4.0
- Information Builders FOCUS (with IMS/DB DL/I interface)

Development Aids

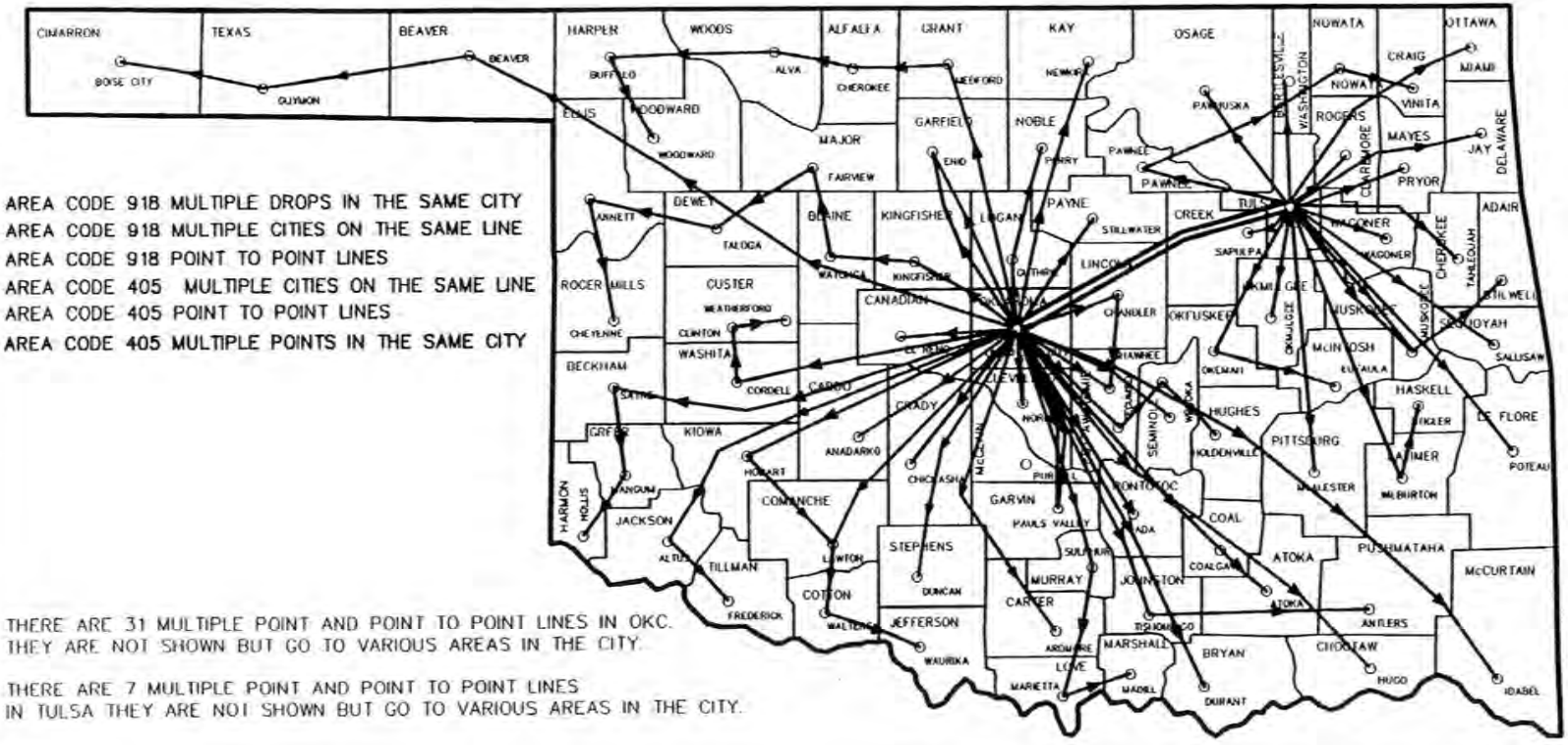
- IBM TSO/ISPF
- Computer Associates TELON Version 1.2b (under TSO)
- IBM BTS with ISPF interface - stable environment
- Computer Associates IMS-XPERT/DC Release 3.1
- Compuware XPEDITER/TSO Release 5.3
- IBM DFSORT Release 12

For information concerning the OSIS hierarchical structures or other OSIS physical information call or write the DSD contacts on page 27.

The next two pages graphically present the Oklahoma Department of Human Services (DHS) State Wide Network and Mainframe Connection Links through the DHS, Data Services Division.

DATA SERVICES DIVISION

STATE WIDE NETWORK



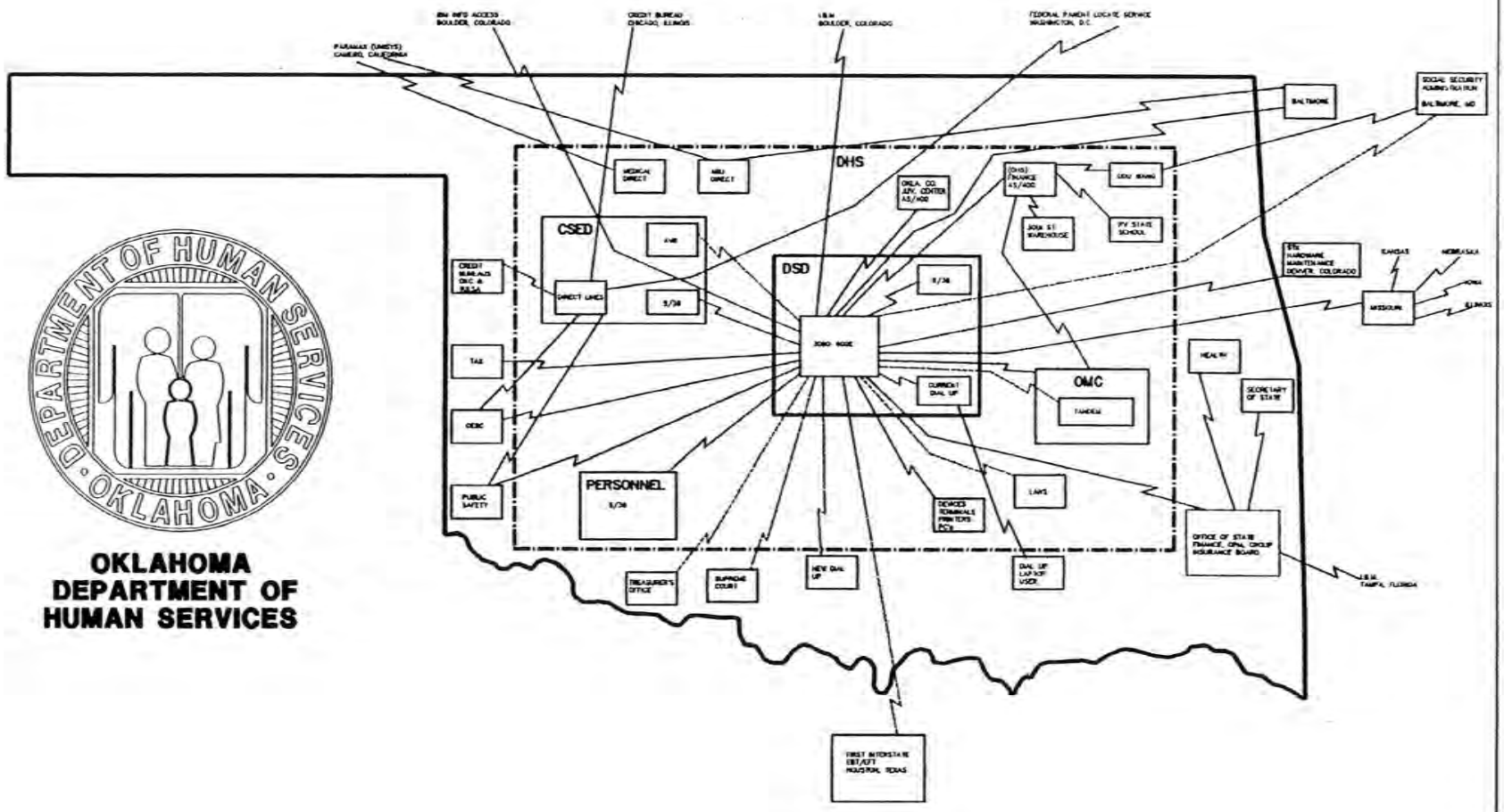
AREA CODE 918 MULTIPLE DROPS IN THE SAME CITY
AREA CODE 918 MULTIPLE CITIES ON THE SAME LINE
AREA CODE 918 POINT TO POINT LINES
AREA CODE 405 MULTIPLE CITIES ON THE SAME LINE
AREA CODE 405 POINT TO POINT LINES
AREA CODE 405 MULTIPLE POINTS IN THE SAME CITY

THERE ARE 31 MULTIPLE POINT AND POINT TO POINT LINES IN OKC.
THEY ARE NOT SHOWN BUT GO TO VARIOUS AREAS IN THE CITY.

THERE ARE 7 MULTIPLE POINT AND POINT TO POINT LINES
IN TULSA THEY ARE NOT SHOWN BUT GO TO VARIOUS AREAS IN THE CITY.

DATA SERVICES DIVISION

MAINFRAME CONNECTION LINKS



OKLAHOMA DEPARTMENT OF HUMAN SERVICES

Dissemination of OSIS Information

In order to effectively maintain the system and to be successful in implementing enhancements to OSIS, communication of information is critical. As listed below, Oklahoma has approached this critical need in a variety of ways.

- **EMail**

  Within the last year, DHS has activated a statewide mainframe-based EMail system for use by the entire Department. Child Support uses EMail extensively to quickly and accurately send and receive information on problems with OSIS and suggestions on improvements.

- **OSIS Help Desk**

  Since the implementation of OSIS, the Child Support Enforcement Division has supported an 'OSIS Help Desk'. This small group is the "customer service" for OSIS. This group answers questions from the field staff or directs the questions to the proper State Office staff person.

- **OSIS Users Group**

  As mentioned in the *Project Oversight Groups* section of this booklet, the OSIS Users Group supports user participation in the development of OSIS as well as the ongoing problem-solving of maintenance of the system.

- **Child Support Newsletter**

  The CSE Update, published monthly by the Child Support Information Division, contains information for every person in child support. In the OSIS Bytes column, readers will learn about new system changes, training issues, and the development of OSIS.

Training for OSIS

System training for OSIS is coordinated through the CSED Systems Development and Certification Unit, and the CSED Systems Planning and Coordination Section. Various training methods are used for initial and for ongoing training.

When OSIS was first implemented in January 1992, Oklahoma used the "train the trainer" approach to ensure that each child support office had at least one person in the office with intensive training. This approach was followed immediately with a two week hands-on training session for every child support worker in the state. Ongoing training was handled on a part-time basis by State Office child support field representatives.

Oklahoma is in the process of planning for intensive review training sessions for the current implemented system and for initial training in new system enhancements.

While Oklahoma will still use the "train the trainer" approach it will also use satellite technology (SATTRN) for system training. The SATTRN transmission is handled through the University of Oklahoma's television studio located on the OU campus in Norman, Oklahoma. This satellite technology is capable of transmitting live training sessions that could be interspersed with videotaped role playing, skits, and other visual aids such as charts, forms, and other graphical materials. It can also transmit actual computer screens during system training. On-air testing of the participants can also be conducted. Oklahoma believes that this technology will be of immense value in providing training to all twenty-four child support offices throughout the state simultaneously. For more information on SATTRN call the CSED contacts on page 27. If requested, tapes of most of the broadcasts are available for distribution.

Beginning in July of 1994, a monthly OSIS Update will broadcast via SATTRN for all interested parties. The OSIS Update is a structured forum for the free exchange of ideas between the Child Support Field and State Office staff, Family Support Field and State Office staff, Data Services staff, and others. Because one feature of SATTRN is that it is interactive, allowing participants from across the state to call in to the studio when they have a question or discussion point, this broadcast plus the weekly OSIS Users Group meetings will insure that the most accurate OSIS and other systems information is distributed timely to all staff.

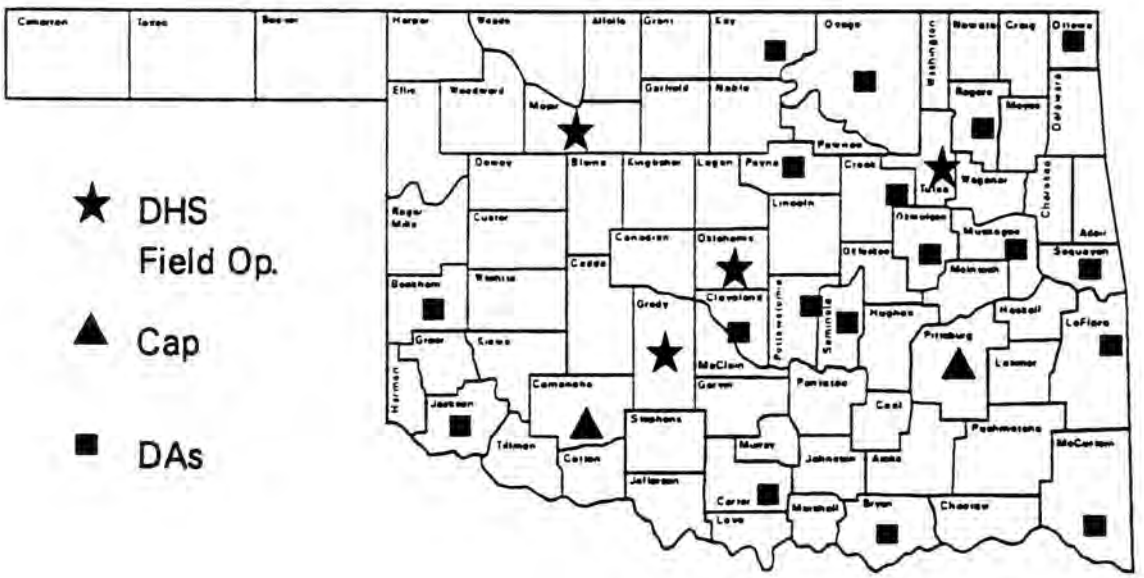
The following page is a sample from the August 1994 SATTRN Workshop Guide.

SATTRN WORKSHOPS
SEPTEMBER 1994

WORKSHOP	CODE	DATE	TIME
DDS: TOPIC TO BE ANNOUNCED	TBA	THURSDAY, SEPT 1	9:00 A.M. - 10:00 A.M.
CHILD SUPPORT ENFORCMENT: PATERNITY	CSEP	THURSDAY, SEPT 1	10:00 A.M. - 12:00 P.M.
DDS: TOPIC TO BE ANNOUNCED	TBA	TUESDAY, SEPT 6	9:00 A.M. - 10:00 A.M.
ADULT PROTECTIVE SERVICES: LEGAL ISSUES	LI	TUESDAY, SEPT 6	10:00 A.M. - 12:00 P.M.
FAMILY SUPPORT SERVICES: DATA EXCHANGE	FSDE	THURSDAY, SEPT 8	9:00 A.M. - 11:00 A.M.
CHILD SUPPORT ENFORCEMENT ADMINISTRATIVE HEARINGS	AH	THURSDAY, SEPT 8	11:00 A.M. - 12:00 P.M.
WHAT'S NEW AND CHANGING IN PERSONNEL	PER	TUESDAY, SEPT 13	9:00 A.M. - 11:00 A.M.
TOPIC TO BE ANNOUNCED	TBA	TUESDAY, SEPT 13	11:00 A.M. - 12:00 P.M.
CHILD WELFARE: WORKER SAFETY	CWCE	THURSDAY, SEPT 15	9:00 A.M. - 11:00 A.M.
CHILD SUPPORT ENFORCEMENT: OSIS UPDATE	OSIS	THURSDAY, SEPT 15	11:00 A.M. - 12:00 P.M.
FIELD OPERATIONS: SERVICES RESOURCE DEVELOPMENT	SRD	TUESDAY, SEPT 20	9:00 A.M. - 11:00 A.M.
DDS: TOPIC TO BE ANNOUNCED	TBA	TUESDAY, SEPT 20	11:00 A.M. - 12:00 P.M.
MEDICAL SERVICES: OUTPATIENT MENTAL HEALTH GATEKEEPING	OMHG	THURSDAY, SEPT 22	9:00 A.M. - 11:00 A.M.
CHILD SUPPORT ENFORCEMENT: ADMINISTRATIVE HEARINGS	AH	THURSDAY, SEPT 22	11:00 A.M. - 12:00 P.M.
DDS: TOPIC TO BE ANNOUNCED	TBA	TUESDAY, SEPT 27	9:00 A.M. - 10:00 A.M.
NTMC: TRANSITION OF THE NTMC PROGRAMS TO PROVIDER AGENCIES	PROV	TUESDAY, SEPT 27	10:00 A.M. - 12:00 P.M.
QUALITY OKLAHOMA ORIENTATION	ORIEN	THURSDAY, SEPT 29	9:00 A.M. - 11:00 A.M.
TOPIC TO BE ANNOUNCED	TBA	THURSDAY, SEPT 29	11:00 A.M. - 12:00 P.M.

Oklahoma Child Support Statistics

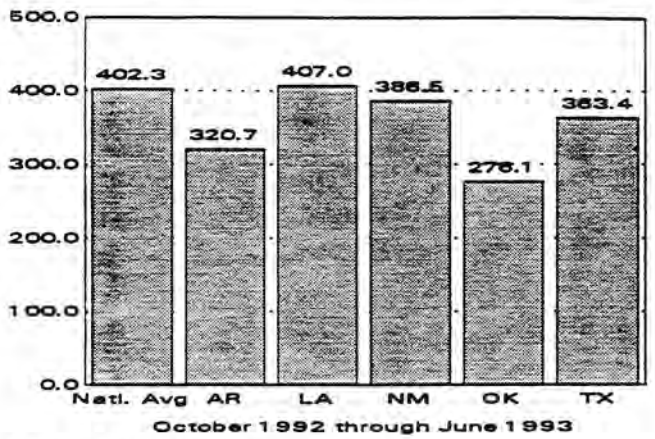
Child Support Enforcement services are provided to each of Oklahoma's 77 counties through 24 local child support offices. Two of these offices are operated through contracts with the Community Action Program. Eighteen offices are operated through cooperative agreements with District Attorneys. The remaining four offices are operated through partnership agreements with DHS Field Operations.



The following caseload, collections, and expenditures information was taken from the 1993 Annual Report. This report of Child Support Collections and Expenditures is required under Oklahoma Statutes, Title 56, Section 239.

Child Support Cases per FTE

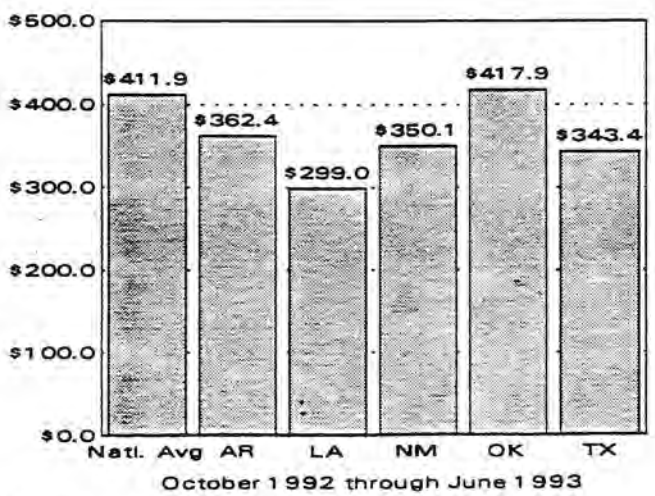
National Average & Region VI States



Source: OCSE Regional Office Statistical Report

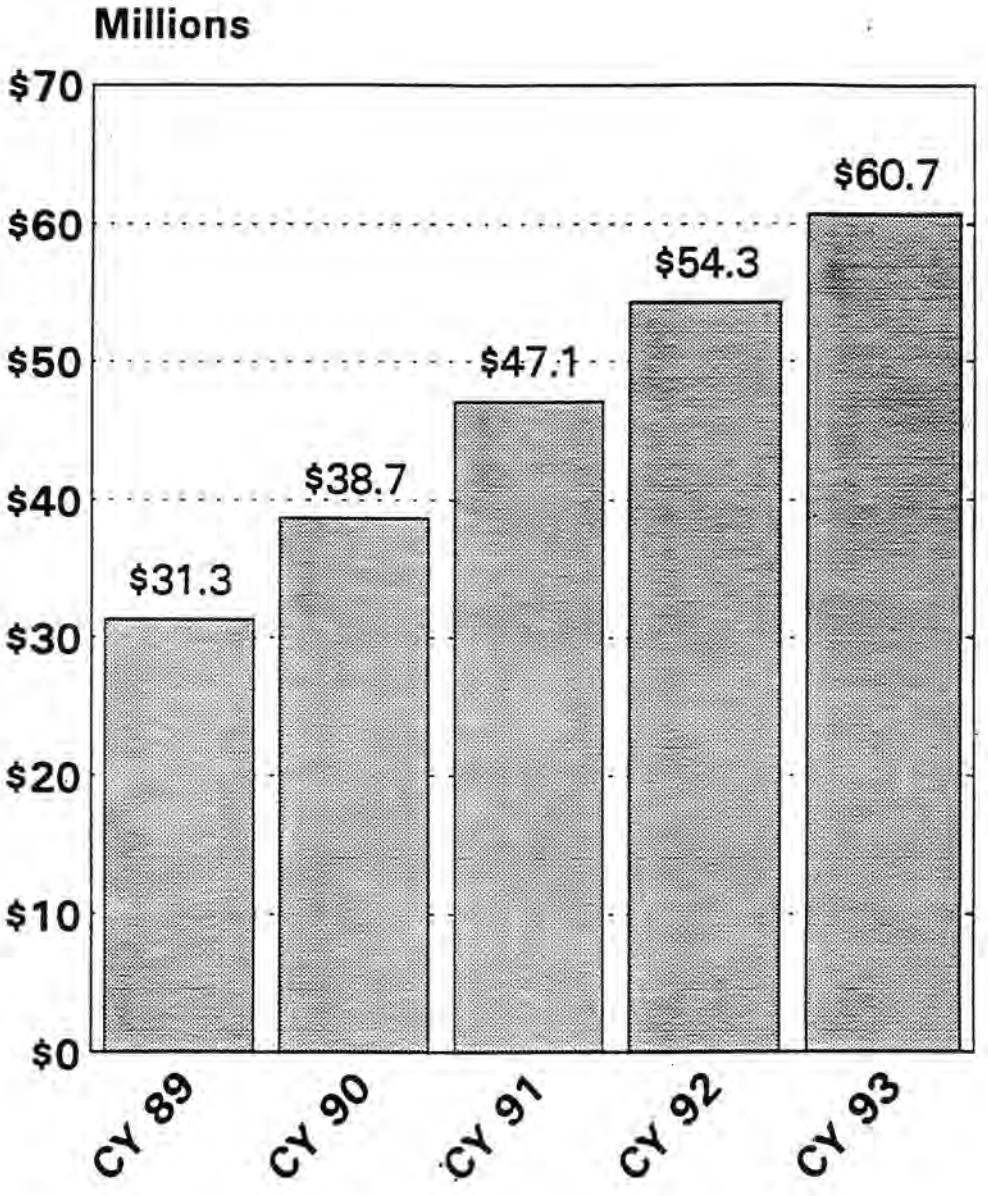
Child Support Collections per Case

National Average & Region VI States



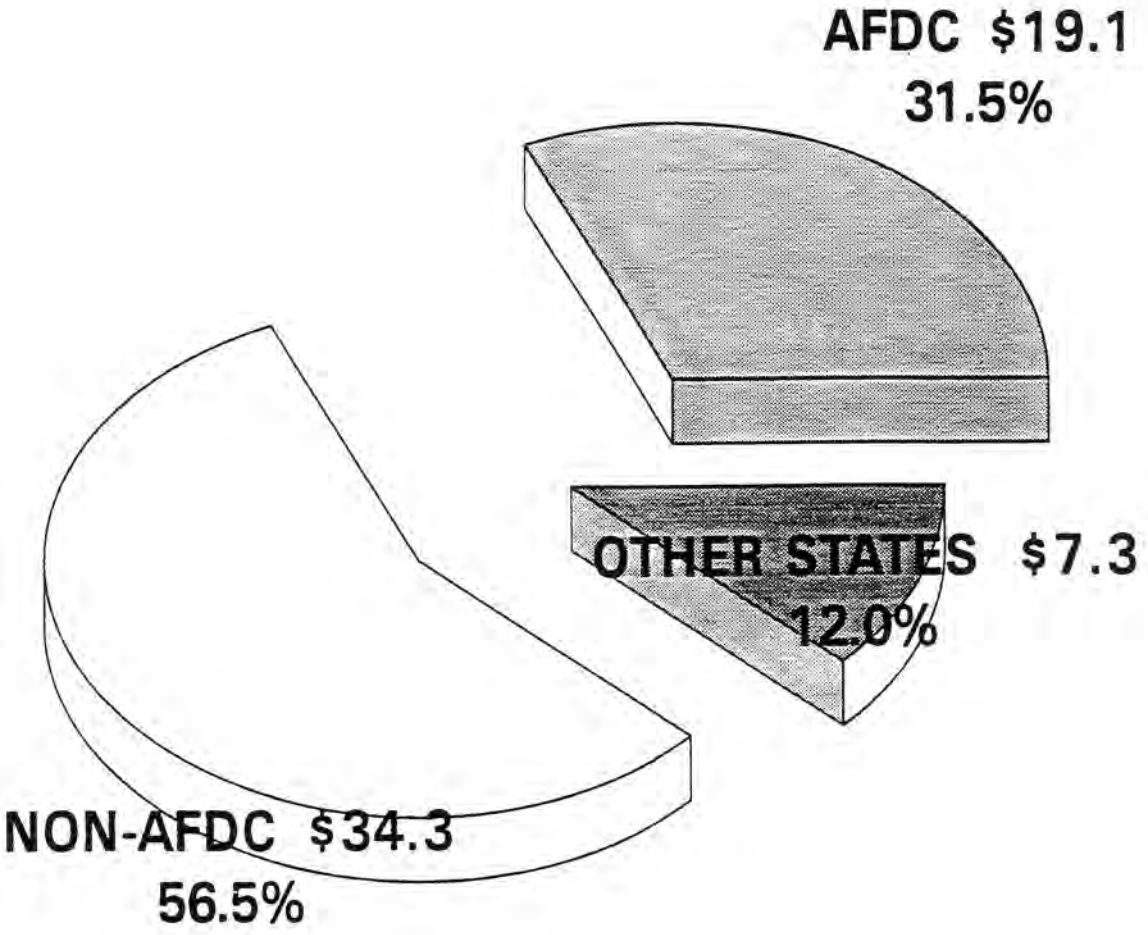
Source: OCSE Regional Office Statistical Report

Child Support Collections
by Calendar Year



Child Support Collections

by Type, CY 1993



Millions

CHILD SUPPORT ENFORCEMENT

Collections, Costs and Revenue by Calendar Year

YEAR	AFDC COLLECTIONS	NON AFDC COLLECTIONS	COLLECTIONS FOR OKLAHOMA	COLLECTIONS FOR OTHER STATES	TOTAL COLLECTIONS
1993	$19,087,442	$34,251,132	$53,338,574	$7,342,743	$60,681,317
1992	$18,003,559	$29,854,369	$47,857,928	$6,416,743	$54,274,671
1991	$15,480,920	$25,952,986	$41,433,906	$5,630,727	$47,064,633
1990	$12,401,121	$21,423,861	$33,824,982	$4,838,413	$38,663,395
1989	$10,257,754	$17,038,920	$27,306,674	$3,966,602	$31,273,276
		PERCENTAGE OF CHANGE			
93–92	6.0%	14.7%	11.5%	14.4%	11.8%
92–91	16.3%	15.0%	15.5%	14.0%	15.3%
91–90	24.8%	21.1%	22.5%	16.4%	21.7%
90–89	20.9%	25.7%	23.9%	22.0%	23.6%

	PROGRAM COSTS			COLLECTION REVENUE		
YEAR	TOTAL	FEDERAL	STATE	TOTAL	FEDERAL	STATE
93	$16,915,754	$11,417,751	$5,498,003	$16,555,466	$8,634,058	$7,538,832
92	$16,764,596	$11,360,351	$5,404,245	$15,588,621	$8,619,277	$5,865,812
91	$17,438,868	$11,800,041	$5,638,827	$13,353,860	$7,385,406	$4,678,610

note: The collection revenue for the state is less incentive paid to the field offices.

OKLAHOMA DEPARTMENT OF HUMAN SERVICES ORGANIZATION CHART

Effective 3-29-94

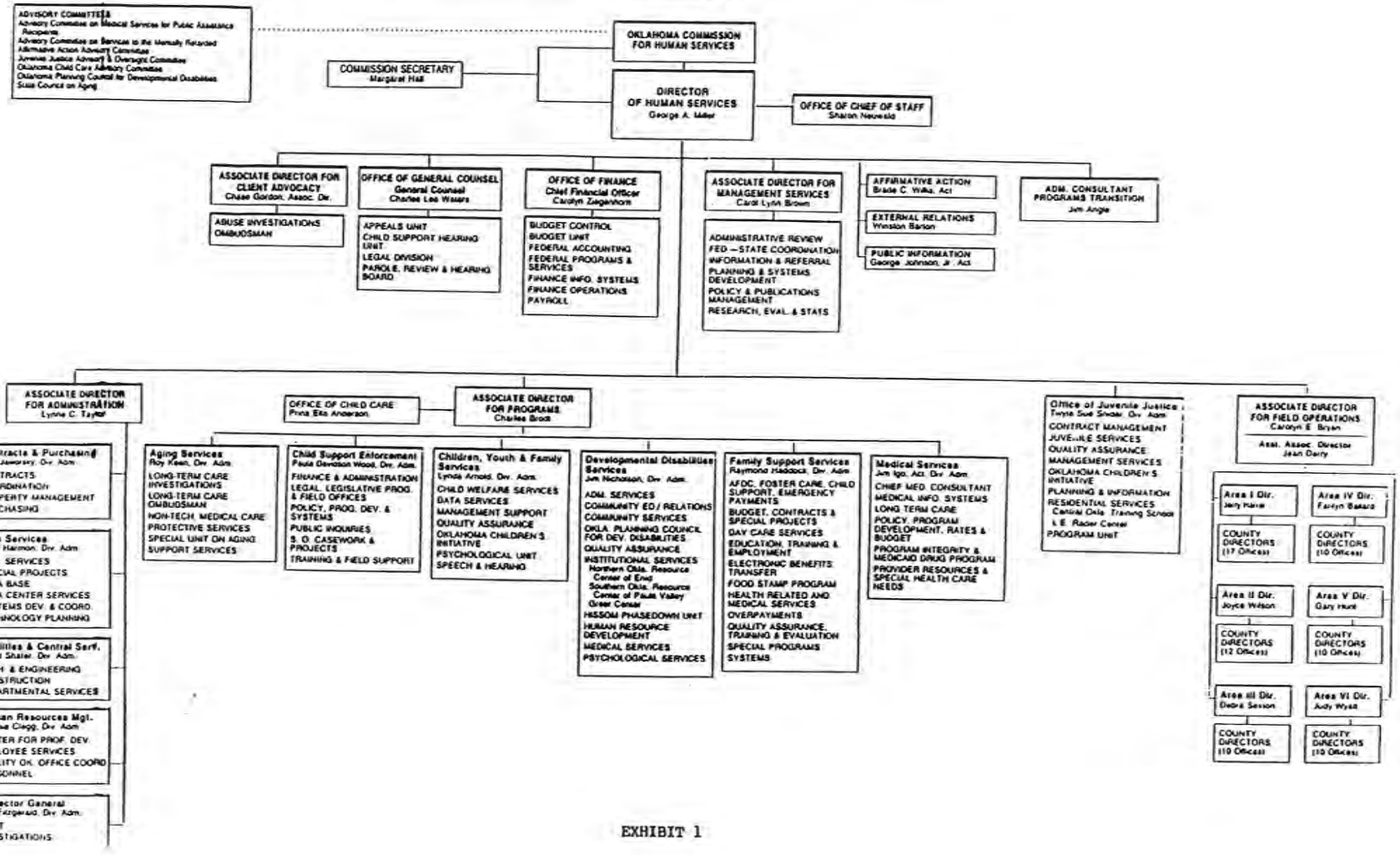
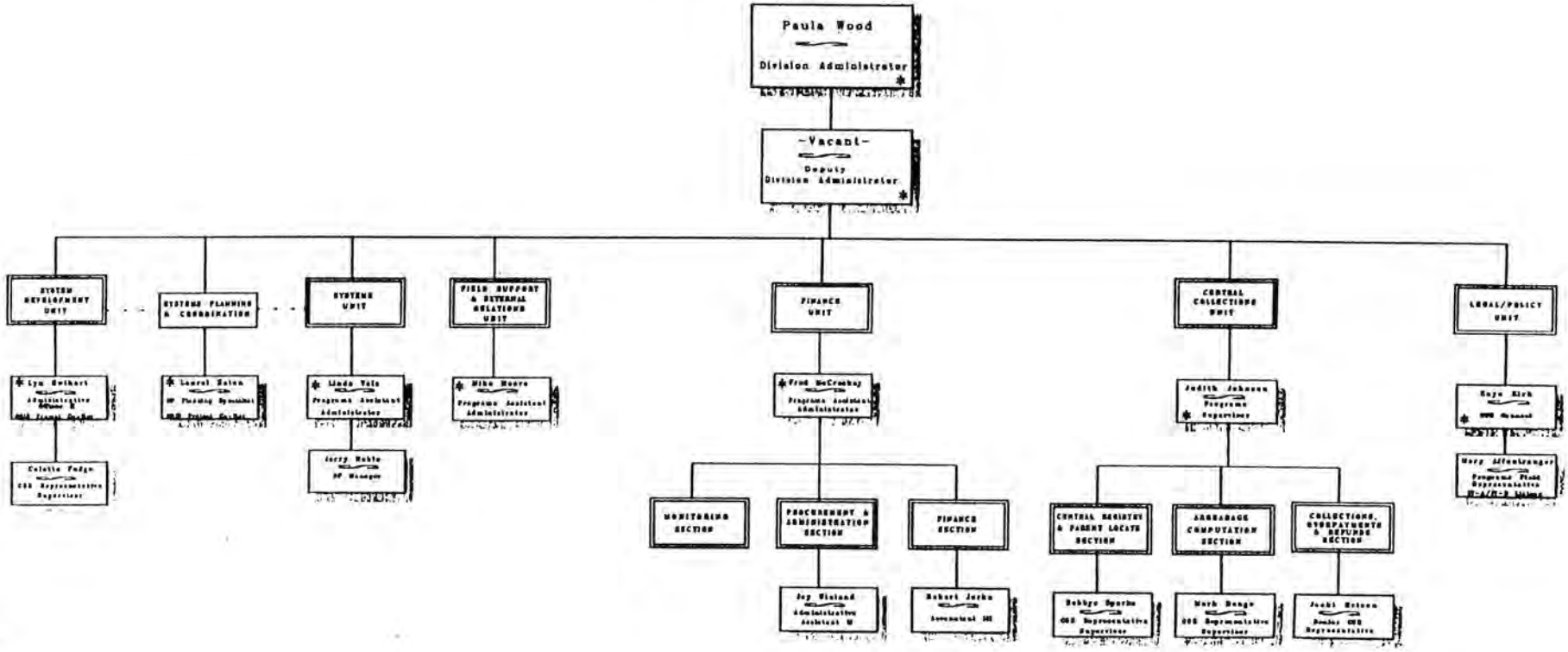


EXHIBIT 1

STATE OF OKLAHOMA
DEPARTMENT OF HUMAN SERVICES
Child Support Enforcement Division

Organizational Chart



* = CSED Management Team Member

EXHIBIT 2

Contacts

For more information about OSIS, contact:

Laurel Eaton, Project Manager
Department of Human Services
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Oklahoma City, OK 73125

Telephone: (405) 522-2615
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Lyn Swihart, Project Manager
Department of Human Services
Child Support Enforcement Division
P. O. Box 53552
Oklahoma City, OK 73125

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Linda Burton, Manager
Department of Human Services
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1110 N.E. 12th
Oklahoma City, OK 73117

Telephone: (405) 236-1525
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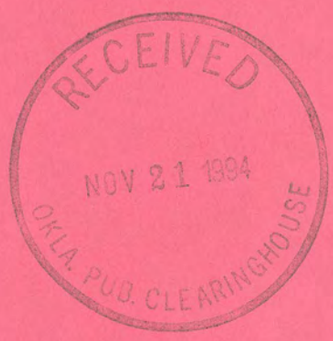

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