

MSIX: CHANGE OF RESIDENCY

October 5, 2016

AGENDA

- 1 Introduction
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- 3 White Boarding Activity
- 4 Next Steps

INTRO

Why are we talking about this now?

1

We (DD) have uncovered an issue in the current workflow that we've been unable to solve completely on our own.

2

We would like to collaborate/brainstorm with the stakeholder as part of our ongoing knowledge-sharing process with our clients.

3

We value the input & insight others have with regard to the moving and data sharing process as seen through the eyes of the agency.

4

We want to remove the technical component from the existing issue in order to solve the non-technical problem (the workflow).

GROUND RULES

Aka “Ways to make this most effective”

1

Keep this blue sky.
Don't shoot down ideas
or thoughts. Use the
“Yes, and..”

2

Take out the technical
constraints (at least for
the session.)

3

No interrupting. Hold
your ideas with the
promise we will get to
them.

4

Get creative and have
fun. Problem solving is
best when it's not viewed
as work.

“Talent wins games, but teamwork and intelligence wins championships.”

WHAT WE HEARD

User Research Quotes re. Moving & Data

1

I did not hear back from the data specialist so I am assuming it was resolved.

2

It doesn't tell you if the other state has reached out to them or not so eventually I reach out to the state recruitment coordinator and follow up with them.

3

If a student comes in and we don't have all their data, we will contact the other state. During the summer, it's hard to contact the district because the district schools aren't open.

4

I seem to notice that Location A seems not be aware that the student has departed and they have not indicated in their enrollment records that the student has departed or withdrew from their district.

5

I think I've only once received an MSIX move notification. We've sent out a lot but haven't received many back – I don't know if other states just aren't using it fully or if they aren't aware that the kids are coming here.

WHAT WE HEARD (CON'T)

User Research Quotes re. Moving & Data

6

It's hard to remember which ones actually came through the system and which were made through a phone call or an email.

7

I've really focused on is making sure that our notifications are sent out and we are cooperative with receiving states.

8

I try to do a notification for the other state telling them "hey by the way, you have a student in our area and it seems like they have been in our area since XXX" At that time, that's all I can do because it's really up to Location A to take that information and either confirm it or close their enrollment line.

9

We want to be better at being diligent in sending notifications, diligent in making ourselves available to answer follow up questions.

10

I act as an intermediary between the two locations.

WHITE BOARDING ACTIVITY

High-level needs

- Move/relocation workflow(s) – includes ensuring we address the following:
 - Intra-state
 - Between state(s)
 - State that the student moves “TO” initiates, state that the student moves “FROM” initiates
- Data request(s)
 - Asking state needs data – how to best do that
 - Receiving state responds to data request incl. in a timely manner
 - Closing the loop on data requests
- How both move/relocation and data acquisition can be integrated in a way that makes the most sense for the user while ensuring the system is able to accurately report the required information in order to adhere to the new federal regulations

NEXT STEPS

Where and how do we use this information going forward?

- How do we accommodate in the near-term?
- How can we set up for future needs/enhancements?

IDEAS / WHITEBOARD

What did we come up with?

Wishes

- Transfer data between students
 - In bulk
 - Enrollment data
 - On time
- Process to make data requests easier
- “Freshness date” or stamp / way to know when data is old or missing

Challenges

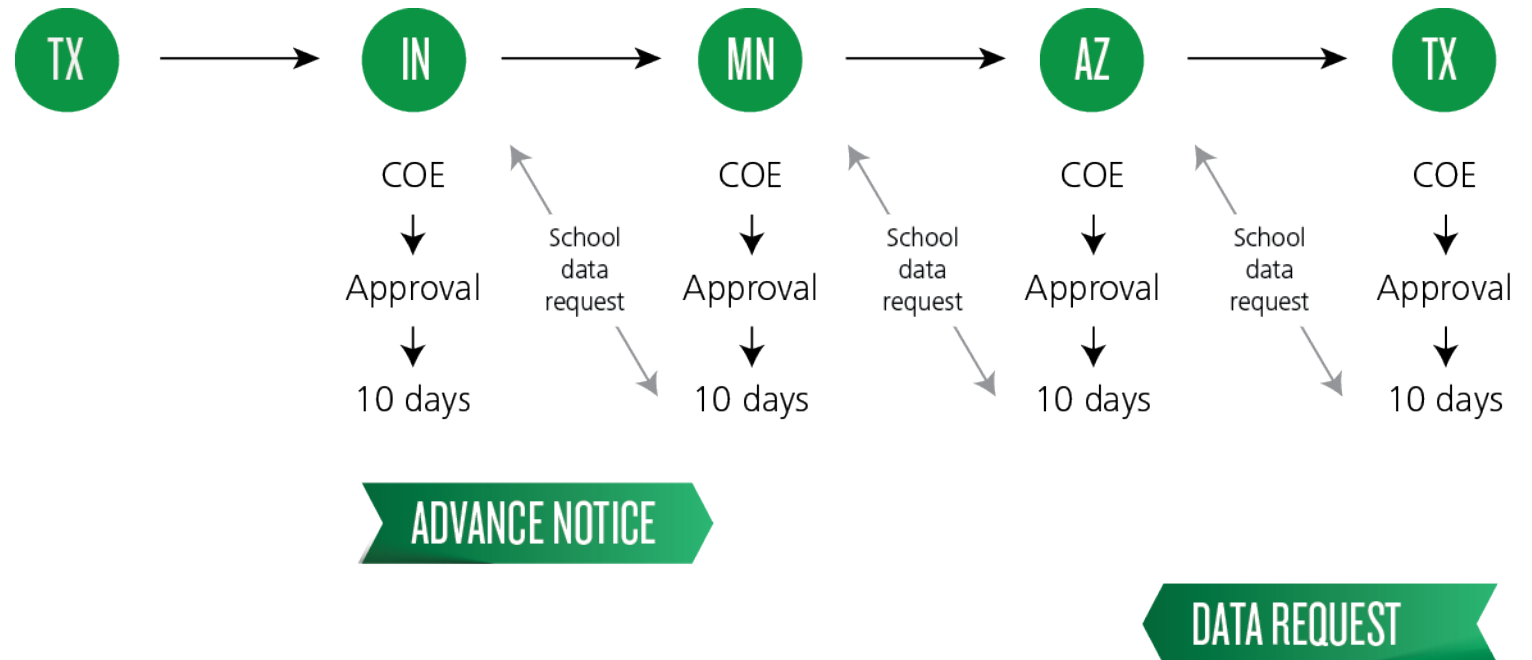
- Timelines
- Actions/awareness
- Parsing eligibility
- Accountability on sending state
- Using proprietary / own state system (eg. TMIP)

“MSIX needs to be easier to use than the excel spreadsheet and red bag”

IDEAS / WHITEBOARD

CoR / Data acquisition flow

- Need for “better” messaging in the UI to help users understand what to ask for and how to find it.
- Data and moves can be split out into two processes – giving a state a student is moving to “advanced notice” and “requesting data” from a state a student has come from.
- The need to automate part of this process, specifically the 10 day data request window in v 2.0



APPENDIX

FULL QUOTE CONTEXT

Brenda Meyer

I did not hear back from the data specialist [wrt a move/relocation] so I am assuming it was resolved. One of our data specialists from the state of Colorado had contacted me and said they had issue with a student's information but they had a birth certificate to show they had the actual information. I told them they might need to contact the other state and discuss with them since you have the actual birth certificate to prove that this is the information and then resolve it that way. Like I said, they didn't contact me back so I'm assuming it was resolved. The student comes back and forth between our states. It happened at this time, the student was in the other state.

Most recently the issue that we experienced was because we a consortium in a multi-state student information system, what was happening was that if I would send a student to Colorado, MSIX was finding them a Colorado ID. If Texas sent the same student to MSIX, they would get a different MSIX ID. That's huge. *So instead of a student receiving the same MSIX ID, they would receive different ones because they were in two different states. Then what would have to happen is we would go behind the scenes and do a mirror match because this was the same student and then merge the record for the student.* I had a conference call (Pat, Wahid, John) to try to figure out what was going on. *I'm assuming it was resolved* because I got a hold of the student I was doing merges on.

Besides demographics, we are submitting data on assessments, course history. We are a green state and putting all the info in the system.

If a student comes in and we don't have all their data, we will contact the other state. During the summer, it's hard to contact the district because the district schools aren't open. Most often I try to contact the state data administrator or those that are listed as state data administrators. I try to contact them to resolve the issue. At least try to get info with regards to course history, option to earn credit accrual during the summer.

I've seen incomplete data in there but I don't know if it's been missing or incomplete since 2007. For me that's not really a concern because they have probably reached end of eligibility and are not really migrant. What is *concerning to me is missing data that is currently missing now for the resetting period.*

Elvira

Q: How often are there data quality issues? Does it happen often?

A: Yes, it does but the severity varies quite a bit. I think when I notice it the most is when I'm doing worklist resolution items. I often find discrepancies in mostly student demographics. One thing that I have found quite frequently is places of birth being discrepant or variations of the name. The other thing that I find sometimes – *we tend to see a lot of open records that should have been closed. For example, the student has moved from Place A to Place B and the record has not been closed yet. I would say I see that frequently.*

Q: What does that mean when you say a record is open?

A: When a student moves from a Location A to a Location B, obviously the Location A people should indicate that the student has withdrawn or departed. Obviously it's because the student cannot be in two places at once. When I look at enrollment lines and I see that this particular student was in Location A and then we have information to say that this student has since left Location A and moved on to Location B and that's where he or she seems to be at right now, *I seem to notice that Location A seems not be aware that the student has departed and they have not indicated in their enrollment records that the student has departed or withdrew from their district. So that's what I mean by leaving records open – Location A is not aware that the student has departed, and the state has open enrollment lines*

FULL QUOTE CONTEXT (CON'T)

Elvira (Con't)

I don't know that Location B does anything – they will say that the student is here and will open an enrollment line for that particular location. What I do though when I see the situation – let's say that we are Location B and I see that Location A is another state and they don't seem to be aware that the student is here, then normally *I try to do a notification for the other state telling them “hey by the way, you have a student in our area and it seems like they have been in our area since XXX” At that time, that's all I can do because it's really up to Location A to take that information and either confirm it or close their enrollment line.* If it's something within California specifically, I send a notification to the two locations specifically and ask them to take a look at this – there's a movement you might not be aware of, this particular student is over here, it seemed like they arrived at XXX date. *I act as an intermediary between the two locations* – if they need to have more information, they can then get it from each other.

Kiowa

Our recruiters stay in touch with kids – they call them and ask them if they are coming back. *I think I've only once received an MSIX move notification. We've sent out a lot but haven't received many back – I don't know if other states just aren't using it fully or if they aren't aware that the kids are coming here.*

The main thing is the move notifications. We used to send out a paper PDF version to the state and then I never heard back from anyone on those. Now that I've been using MSIX I've gotten several calls from other states which is great because then they call me and then we know more about the kids then the state office does. We can give them phone numbers, because that's usually what they need. Actually that would be helpful if MSIX had it – I don't know if that's allowed because of PII. Because that's usually what they always call about – phone # for the family. When they receive the notification from MSIX, there's no phone #.

Sonja

Sometimes I call the state when the data is bad asking them to help resolve this. “I think this is the same child because these data elements line up, but these parent's names are spelled totally differently” They will talk to a data manager from a different state. A lot of times I will call our LEA (Local Education Agency) and check with them to see if they entered it or have access to that information. (happened probably 7-8 times recently) I'll either go back into our data system or I'll call to solve data issues. I can call the recruiter and ask them to tell me about it. Or go back through an original COE and figure it out from there.

Tim H

I also handle a lot of the MSIX notifications when they come through. They come to our state data administrator and then to our regional data specialist. That usually helps me assign recruitment staff for follow up. So often I'll do a bare-bone MSIX referral and go in and I'll look at a student and try to get some specifics and follow up with the state to get up to date info

We also send out alert notifications when a family moves so the recruiter would copy me on that and I could try to do follow up with receiving states. See if they are in contact with that family, if we can provide any additional information.

FULL QUOTE CONTEXT (CON'T)

Tim H (Con't)

I've been trying to look through the emails recruiters have been sending me where I'm copied on there and I'll run those names through the system [to see if they have been picked up by another state]. I will at least see enrollment lines. *It doesn't tell you if the other state has reached out to them or not so eventually I reach out to the state recruitment coordinator and follow up with them.*

We've gotten in the past 2015-16 school year a pretty steady stream of referrals. Sometimes *it's hard to remember which ones actually came through the system and which were made through a phone call or an email* (i.e., somebody got my email or contact info and contacted me directly) or maybe a student in the community that wasn't from another state but we found out that they had actually qualified out of state and we followed up with that state to get info about what they did there because we were qualifying them on a previous move. ... Usually whatever email I get from our data specialist is never enough to actually follow up with. I'll look and see where they are to see if they've qualified before. Then I'll make contact with the person who sent the notification to us to get contact information, and include those in the notes/comments section

What *I've really focused on is making sure that our notifications are sent out and we are cooperative with receiving states*. I want to form that atmosphere in the nation with migrant programs that causes them to be responsive where they will send us notifications when they know that people are moving. I get it – there are times a family leaves a state and the recruiter has no idea where they are going. It's a real jungle trying to keep track of families. Some states are better at partnering with us, some aren't. *We want to be better at being diligent in sending notifications, diligent in making ourselves available to answer follow up questions.*

Vaughn

Another thing we are encouraging people to do are move notifications. So anytime that someone moves, we are aware and know where they are going. That would be a good feature to be able to make sure works well from a mobile device. *If someone is out there working with a family and they mention they are moving tomorrow, they can come back and do it at their computer or if they have a smartphone they might decide to log on and send it now.* I don't know how many people would use that, but I can see that having some benefit.

Deloitte.
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