

***APPENDIX B-1: MAXIMUS SURVEY
QUESTIONNAIRE – CASEWORKER SURVEY***

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MAXIMUS is in the process of conducting a review of the State of Nevada's Child Support Enforcement program. In an effort to gain input, insight, comments and suggestions from all IV-D staff, we are providing you with this opportunity to respond to questions that we have about your view of the IV-D program operations in Nevada, as well as an opportunity to give us your suggestions, comments, best practices that you feel would help increase Nevada's performance.

All responses to this questionnaire will be kept confidential and will be used in our analysis of the IV-D program and development of potential recommendations to be proposed to the Legislative Counsel Bureau.

We thank you for your taking the time to complete this survey questionnaire.

Date of Completion: _____

Your Office (County) Location: _____

- District Attorney
- State Central Office
- State PAO

Your Title/Position: _____

If you have any questions, please feel free to contact me. My email address and contact phone number is given below.

Please return your completed Survey Questionnaire to:

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A. GENERAL INFORMATION

1. How long have you worked in the Child Support Enforcement Program?
 - Less than 1 year
 - 1-5 years
 - 6-10 years
 - More than 10 years
2. What is the size of the caseload you are responsible for?
 - 100 – 200 cases
 - 201 – 400 cases
 - 401 – 600 cases
 - 601 or more
 - Other
3. Which of the following represent your primary job responsibilities? (Check all that apply)
 - Intake/Case Assessment
 - Location
 - Paternity Establishment
 - Obligation
 - Enforcement
 - Training
 - Other _____
4. Do you handle TANF cases or Non-TANF IV-D cases?
 - TANF
 - Non-TANF IV-D
 - Both

B. LOCATION (Answer these questions **only** if you perform locate activities. Otherwise skip to Category C)

5. What are the automated locate sources you can use for your case in locate status? (Check all that apply)

<input type="checkbox"/> DMV Records	<input type="checkbox"/> Utility Companies
<input type="checkbox"/> Employment Security	<input type="checkbox"/> Post Office
<input type="checkbox"/> Partial Credit Check	<input type="checkbox"/> Bank Verification
<input type="checkbox"/> FPLS	<input type="checkbox"/> Police Department
<input type="checkbox"/> SPLS	<input type="checkbox"/> Corrections Department
<input type="checkbox"/> IRS 1099	<input type="checkbox"/> Wildlife Records
<input type="checkbox"/> TANF Records	<input type="checkbox"/> Gaming Records
<input type="checkbox"/> Employer Verification	<input type="checkbox"/> Other _____

6. What manual locate sources do you use?
- | | | |
|--|--------------------------|-------|
| <input type="checkbox"/> Applications for Credit | <input type="checkbox"/> | _____ |
| <input type="checkbox"/> Credit Reports | <input type="checkbox"/> | _____ |
| <input type="checkbox"/> _____ | <input type="checkbox"/> | _____ |
| <input type="checkbox"/> _____ | <input type="checkbox"/> | _____ |
| <input type="checkbox"/> _____ | <input type="checkbox"/> | _____ |
| <input type="checkbox"/> _____ | <input type="checkbox"/> | _____ |
7. Which of these are the locate sources that you use most often? (Check all that apply)
- | | |
|--|---|
| <input type="checkbox"/> DMV Records | <input type="checkbox"/> Utility Companies |
| <input type="checkbox"/> Employment Security | <input type="checkbox"/> Post Office |
| <input type="checkbox"/> Partial Credit Check | <input type="checkbox"/> Bank Verification |
| <input type="checkbox"/> FPLS | <input type="checkbox"/> Police Department |
| <input type="checkbox"/> SPLS | <input type="checkbox"/> Corrections Department |
| <input type="checkbox"/> IRS 1099 | <input type="checkbox"/> Wildlife Records |
| <input type="checkbox"/> TANF Records | <input type="checkbox"/> Gaming Records |
| <input type="checkbox"/> Credit Reports | <input type="checkbox"/> Other _____ |
| <input type="checkbox"/> Employer Verification | <input type="checkbox"/> Other _____ |
8. Which of these locate sources do you not use at all? (Check all that apply)
- | | |
|--|---|
| <input type="checkbox"/> DMV Records | <input type="checkbox"/> Utility Companies |
| <input type="checkbox"/> Employment Security | <input type="checkbox"/> Post Office |
| <input type="checkbox"/> Partial Credit Check | <input type="checkbox"/> Bank Verification |
| <input type="checkbox"/> FPLS | <input type="checkbox"/> Police Department |
| <input type="checkbox"/> SPLS | <input type="checkbox"/> Corrections Department |
| <input type="checkbox"/> IRS 1099 | <input type="checkbox"/> Wildlife Records |
| <input type="checkbox"/> TANF Records | <input type="checkbox"/> Gaming Records |
| <input type="checkbox"/> Employer Verification | <input type="checkbox"/> Other _____ |
| <input type="checkbox"/> Credit Reports | |
9. How often do you utilize skip-tracing in your locate activities in which you use the phone or mail to follow up on locate leads? (Check which one applies)
- Very frequently
 - Frequently
 - Infrequently
 - Not at all
 - Was not aware of what skip-tracing is

10. What sort of data mining capabilities are available to you (rearranging of data, sorted by common characteristics, to assist in locate)? (List the ones that you use or are aware of)

- _____
- _____
- _____
- _____
- _____
- Was not aware of what data mining is.

11. What actions are you to take when you learn that the NCP resides in another state?

- CSENet
- Transmittal #1
- Transmittal #3
- Contact Nevada Central Registry
- Contact Out-of-State Central Registry
- Other _____

12. How useful do you feel NOMADS is in prompting you to take timely actions on your locate cases? (Check which one applies)

- Very useful
- Somewhat useful
- Not useful at all

If Somewhat Useful or Not Useful At All, explain why:

13. How clear do you feel the Locate policies and procedures are? (Check which one applies)

- Very clear
- Somewhat clear
- Not very clear
- Unclear

Explain why

14. Do you feel that you received adequate locate training that provided you with the skills required in the performance of your locate responsibilities?

- Yes
- No

If No, what do you feel that you needed that you were not provided with?

15. Do you feel that you need refresher training in the area of locate?

Yes

No

If Yes, explain in what areas:

C. PATERNITY ESTABLISHMENT (Answer these questions only if you perform paternity establishment activities. Otherwise skip to Category D)

16. How often do you encourage an alleged father to voluntarily acknowledge paternity of a child outside of the hospital?

Quite frequently

Frequently

Infrequently

Hardly ever

Explain why:

17. Do you feel that discussing Voluntary Paternity Acknowledgment is a more effective means of establishing paternity rather than court-ordered genetic testing?

Yes

No

Explain why:

18. Do you seek an order for Genetic Testing in:

Most cases in which there is any question of paternity

Occasionally when it appears that there is little likelihood of a voluntary acknowledgment

Only if a part requests it

Other _____

Explain why:

19. What do you do to ensure that all appropriate steps are taken to establish paternity in a hospital at the time of the child's birth?

20. Are you using online access to vital records information regarding paternity acknowledgments?

- Yes
- No
- Occasionally

Explain why:

21. Which do you feel is the most effective means of service of process? (Check only one)

- Certified Mail
- Personal Service
- Publication

Explain why:

22. Which type of service do you use most frequently? (Check only one)

- Certified Mail
- Personal Service
- Publication

Explain why:

23. Do you, as a "rule of thumb" establish a child support obligation at the same time paternity is established?

- Yes
- No

If your answer is 'No', please explain why:

24. Is Income Withholding automatically included in all new child support orders in your county?

- Yes
- No

Explain why:

25. What type of service of process do you feel is the most effective means of accomplishing service on an individual? (Select only one)

- Certified Mail
- Publication
- Personal Service

Explain why:

26. What type of service do you use most frequently? (Select only one)

- Certified Mail
- Publication
- Personal Service

Explain why:

27. What is the most frequent reason contributing to unsuccessful service?

- Bad Address
- No longer working at the place of employment given
- Incorrect Information on NOMADS
- Other _____

Explain why:

28. How useful do you feel NOMADS is in prompting you to take timely actions on your paternity establishment cases? (Check which one applies)

- Very useful
- Somewhat useful
- Not useful at all

If Somewhat Useful or Not Useful At All, explain why:

29. How clear do you feel the Paternity Establishment policies and procedures are?

- Very clear
- Somewhat clear
- Not very clear
- Unclear

Explain why:

30. Do you feel that you received adequate training that provided you with the skills required in the performance of your paternity establishment responsibilities?

- Yes
- No

If No, what do you feel that you needed that you were not provided with?

31. Do you feel that you need refresher training in the area of paternity establishment?

- Yes
- No

If Yes, explain why:

D. ENFORCEMENT (Answer these questions only if you perform enforcement activities. Otherwise skip to Category E)

32. How often do you use the enforcement remedies available to you in this office? (Please select all that apply.)

License suspension (driver's license, hunting, fishing, professional)

- Frequently
- Infrequently
- Not at all

Passport Denial

- Frequently
- Infrequently
- Not at all

Contempt or Order to Show Cause Referrals

- Frequently
- Infrequently
- Not at all

FIDM

- Frequently
- Infrequently
- Not at all

Personal or Property Liens

- Frequently
- Infrequently
- Not at all

Lottery or Gambling Intercept

- Frequently
- Infrequently
- Not at all

Liens Against an Estate or Probate

- Frequently
- Infrequently
- Not at all

Other _____

- Frequently
- Infrequently
- Not at all

Other _____

- Frequently
- Infrequently
- Not at all

33. Which method of service do you feel is the most effective for accomplishing successful service on an individual? (Select only one).

- Personal Service
- Certified Mail
- Publication
- Other _____

Please explain why:

34. What do you feel is the primary reason contributing to unsuccessful service of process on an individual?

- Bad Address
- No longer working at place of employment given
- Incorrect information on NOMADS
- Other _____

Please explain why:

35. How often is Income Withholding used as an enforcement remedy when the NCP is employed? (Check which one that applies)

- I use it all of the time
- I use it most of the time
- I try other remedies first
- I hardly ever use it

Please tell us why:

36. How frequently is the reason for the accumulation of arrearages due to failure of the employer to properly withhold income due to a lack of understanding of the income withholding requirements on the part of the employer?

- Frequently
- Infrequently
- Not at all

Please tell us why:

37. Do you feel the automated enforcement actions taken by NOMADS are effective in assisting you with meeting timely enforcement actions?

- Very Effective
- Somewhat Effective
- Not Very Effective
- Ineffective

Please explain why:

38. Do you handle requests for modification of a child support order?

- Yes
- No

39. If "Yes", how long does it usually take to process a request for modification of a child support order from receipt of the request to a final determination of no modification warranted or scheduling a court hearing?

- Between 30 – 45 days
- Between 46 - 60 days
- 60 days or more
- Don't know

Please explain why:

40. How clear do you feel the Enforcement policies and procedures are?

- Very clear
- Somewhat clear
- Not very clear
- Unclear

Explain why:

41. Do you feel that you received adequate training that provided you with the skills required in the performance of your enforcement responsibilities?

- Yes
 No

If No, what do you feel that you needed that you were not provided with?

42. Do you feel that you need refresher training in the area of enforcement?

- Yes
 No

If Yes, explain why:

E. COURTS

43. Are both the judicial and administrative processes available to you in your county?

- Yes
 No

44. If yes, which do you feel assists you the most in regard to performance measurements?

- Judicial
 Administrative
 Both

Please explain why:

45. How long does it normally take for you to get a case on the court calendar and a court date established?

- 7 - 10 days
 11 - 20 days
 20 - 30 days
 More than 30 days

46. What steps do you feel could be taken to make the court process more efficient?

F. TRAINING

47. How much formal training did you receive to prepare you for your job responsibilities?

- 5 days
- 7 days
- 14 days
- Other _____

48. How much of the training you received was "on the job" training?

- All of it
- A majority of it
- Very little
- None at all

49. How often do you receive "refresher" training?

- Frequently
- Infrequently
- Upon request
- Never

50. Do you feel that your job performance would be improved with better training (formal and/or refresher)?

- Yes
- No

Please explain why:

G. PERFORMANCE

51. How is your performance of your job responsibilities measured? (Provide a weight of 1 – 5 for each of the following with 5 being the highest weight)

- Observation
- Error Rate
- Written job performance expectations
- Don't know

52. How often does your supervisor or manager discuss your performance with you?

- Regularly
- Annually
- Never

53. How important do you feel receiving regular feedback on your job performance is in helping you to identify the areas where you are meeting expectations as opposed to those areas where you need to work on increasing your performance?
- Very Important
 - Somewhat Important
 - Not very important
 - Not important at all
54. How often does your supervisor or manager discuss your performance with you?
- Regularly
 - Annually
 - Whenever I ask
 - Never
55. Have you been given clear, written job performance expectations by your supervisor/manager?
- Yes
 - No
- If No, would this have helped you in your job performance and meeting the expectations of your supervisor/manager? Please explain why
56. Do you feel that the Employee Performance Evaluation is subjective or objective in nature, or a combination of both? (Check one)
- Subjective
 - Objective
 - Combination of both
 - Don't know
- What do you feel that it should be?

H. NOMADS

57. How helpful do you feel NOMADS is in assisting you with meeting timeframes and taking appropriate actions on a case?
- Very Helpful
 - Somewhat Helpful
 - Not Helpful at all

58. How effective do you feel the automated enforcement actions taken by NOMADS are?

- Very effective
- Somewhat Effective
- Not Very Effective
- Ineffective

Please explain why:

59. What about NOMADS hinders your ability to efficiently and effectively process your cases? List as many that come to mind.

60. How often do you rely on using a "workaround" in order to perform your job responsibilities on NOMADS?

61. How responsive do you feel the Central Office is to NOMADS system problems that have been identified?

- Very Responsive
- Not Very Responsive
- Not Responsive at all
- Don't know

Please explain why:

62. What additional automation in your local office would assist you in performing your job more efficiently and effectively?

- _____
- _____
- _____
- No additional automation would help
- Don't know

Please explain why:

63. What additional automation on a statewide basis would assist you in performing your job more efficiently and effectively?

- _____
- _____
- _____
- No additional automation would help.
- Don't know

I. SUGGESTIONS

64. Which of the following do you feel would help you with the performance of your job responsibilities? (Check all that apply)

- Improved training
- Clearer policy and procedures
- Clearer Task Guides
- On-line Task Guides
- Smaller caseload
- Changes to NOMADS
- Regular feedback on my performance from my supervisor/manager
- Improved Help Desk assistance
- On-line Frequently Asked Questions
- Other _____
- None of the above

Please tell us why:

65. What do you feel are the "best practices" that you use in order to perform your job responsibilities in an efficient and effective manner? (Please use the back of the form if additional room is needed.)

66. Please record here any additional comments, suggestions, opinions, thoughts that you would like to express.