

***APPENDIX B-3: MAXIMUS SURVEY
QUESTIONNAIRE – CENTRAL OFFICE***

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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. **Please complete and return to me by July 24th.**

Date of Completion: _____

Your Office Location: _____

A. POLICY

1. How often is new or changed policy sent out to field staff?
 - Monthly
 - Quarterly
 - Every six months
 - As needed or required
 - N/A
2. How is the new or changed policy distributed?
 - Website
 - Online Policy
 - Hard copy Manual pages
 - Email
 - N/A
3. How often are new or changed Task Guides sent out to the field staff?
 - Monthly
 - Quarterly
 - Every six months
 - As needed or required
 - N/A
4. How are the new or changed Task Guides distributed?
 - Website
 - Online Policy
 - Hard copy Manual pages
 - Email

- N/A
- 5. How familiar do you feel the PAO staff are with the CSE Policy Manual?
 - Very familiar
 - Familiar
 - Unfamiliar
 - Never use the manual
 - N/A
- 6. How familiar do you feel the DA staff are with the CSE Policy Manual?
 - Very familiar
 - Familiar
 - Unfamiliar
 - Never use the manual
 - N/A
- 7. When you receive questions related to policy, how often to you refer them to the manual with the manual citation?
 - All the time
 - Most of the time
 - Sometimes
 - Never
 - N/A
- 8. While the current effort to rewrite the Child Support Enforcement Manual is concentrating on addressing IV-D policy and removal of all procedures, what type of guidance, training or tools do you feel should be provided to the smaller rural offices that do not have the resources experienced in the development of processes and procedures?
 - Provide sample procedures/processes
 - Provide recommended best practices
 - Provide training targeted at the development of business processes
 - Other _____
 - N/A

B. CENTRAL OFFICE SUPPORT

- 9. In your opinion, what is the role of Central Office in providing customer service to the field staff and local DA offices?
 - Provide timely guidance regarding policy questions and issues
 - Provide training on basic IV-D policy
 - Provide "refresher" training as requested
 - Timely provision of Task Guides
 - Timely information regarding NOMADS system updates
 - N/A

10. How often do you personally contact the field staff in the PAOs or DA offices?
- In response to a call or phone message
 - In response to an email
 - To provide guidance on unclear policy or procedure
 - To discuss business requirements or considerations in relation to a Work Item
 - N/A
11. Are there any written procedures in place regarding response time to questions, phone messages and/or emails received from field staff in the PAO or DA offices?
- The same day
 - Within 24 hours
 - Within 48 hours
 - No written procedures
 - N/A

C. HELP DESK

12. How often do you provide a NOMADS "workaround" that you are aware of in response to an inquiry from the PAO or DA office regarding a system problem?
- Always
 - Frequently
 - Hardly ever
 - Never
 - N/A
13. How are NOMADS "workarounds" shared with other offices?
- Email
 - Hard copy
 - Only when a call is received with the same problem/issues
 - Never
 - N/A
14. Are the NOMADS "workarounds" based on direction from a NOMADS IV-D programmer?
- Yes
 - No
 - N/A
15. How frequently are calls or inquiries directed to the Help Desk related to existing Work Items for already identified problems not yet "fixed"?
- Very frequently
 - Frequently

- Infrequently
- Not at all
- N/A

16. When you receive a call related to policy and/or procedures, do you provide guidance to customers back to written policies and/or procedures in the Child Support Manual or Task Guides? PLEASE EXPLAIN

- _____
- _____
- _____
- N/A

17. In your experience on the Help Desk, the most frequently asked questions are due to which of the following? (Check all that apply)

- Misinterpretation of Child Support policy
- Lack of NOMADS understanding and/or functionality
- Inexperience of the user/customer
- Lack of training
- Valid, known NOMADS problems (work item already exists)
- Other _____
- Other _____
- N/A

D. TRAINING

18. Do you provide any training as part of your job responsibilities to field staff in either the PAO and/or DA offices?

- Yes
- No
- When requested
- N/A

19. Do you feel that field staff (PAO and/or DA) need training? If yes, in what areas (Check all that apply)

- Yes
- No
- N/A
- New employee training
- Changes in policy, statute or regulation
- When requested by an office
- Need for "refresher" training identified based on QC or ME errors
- Lack of technical or system-related understanding
- Need to provide useful "tools" to enable field staff due to problems identified during QC or ME reviews

20. With whom do you feel the primary responsibility for training rests?
PLEASE EXPLAIN

- Central Office
- Local Office CSE Coordinators/Managers
- PAOs
- Other _____

21. In your opinion, what role does training play in effective performance?

- Very important
- Important
- Somewhat important
- Not very important
- Unimportant
- N/A

22. Rank from 1 to 5 what type of training you feel is the most effective with '5' being most effective and '1' being least effective.

- Classroom training in a central location
- Classroom training at a regional site
- Local training conducted at the individual office level
- CBT (Computer Based Training)
- Conference Call Training
- N/A

E. COMMUNICATION

23. How often do you communicate with staff in the PAO?

- Very frequently
- Frequently
- Somewhat frequently
- Infrequently
- Never
- N/A

24. When you do communicate with staff in the PAO, what are the primary reasons for the communication?

- _____
- _____
- _____
- _____
- _____

25. How often do you communicate with staff in the DA offices?

- Very frequently
- Frequently
- Somewhat frequently

- Infrequently
- Never
- N/A

26. When you do communicate with staff in the DA offices, what are the primary reasons for the communication?

- _____
- _____
- _____
- _____
- _____

27. How would you rate the level of communicate between the Central Office and the field offices?

- Excellent
- Good
- Fair
- Poor
- Needs improvement
- N/A

F. PERFORMANCE

28. What are the areas within the Central Office that you feel improvement or changes should be made in order to improve Nevada's performance?

- _____
- _____
- _____
- _____
- _____

29. What are the areas you feel improvement or changes need to be made in the PAO's in order to improve Nevada's performance?

- _____
- _____
- _____
- _____
- _____

30. What are the areas you feel improvement or changes need to be made in the DA offices in order to improve Nevada's performance?

- _____
- _____
- _____
- _____
- _____

31. In your opinion, what is the role of Central Office in assisting the field offices, both PAO and DA, in maximizing their performance?

32. In your opinion, what changes should be made that would have the most impact on maximizing performance at the local office level and why?