

***APPENDIX E: DATA SOURCE
INFORMATION MATRIX***

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Source of Information	Case Manager	Supervisor	Central Office
GENERAL			
Length of employment in Child Support Enforcement Program	✓	✓	
Caseload size	✓		
Number of employees managed		✓	
Office organization		✓	✓
Functional area (locate, paternity, establishment, enforcement, customer service) of responsibility	✓		✓
Sharing of information		✓	✓
Case Types worked	✓		✓
Use & effectiveness of Policy Manual	✓	✓	✓
Use & effectiveness of Task Guides	✓	✓	✓
Central Office Support to DA and PAO Offices	✓	✓	✓
Communication & Customer Service	✓	✓	✓
Help Desk & Customer Service	✓	✓	✓
LOCATE			
Awareness of locate resources available	✓		✓
Automated locate resources used most frequently	✓		
Manual locate resources used most frequently	✓		
Most effective locate resources	✓		
Least effective locate resources	✓		
Use of skip-tracing as a locate technique	✓		
Availability of data mining	✓		
Assistance of NOMADS with locate	✓		
Locate policies and procedures	✓		
Training in Locate	✓		

Source of Information	Case Manager	Supervisor	Central Office
PATERNITY ESTABLISHMENT			
Use of In-Hospital Voluntary Paternity Acknowledgement	✓	✓	✓
Use of Voluntary Paternity Acknowledgement other than In-Hospital	✓	✓	
Use of online access to Vital Records	✓	✓	
Most effective type of service of process	✓	✓	
Establishment of paternity and child support obligation simultaneously	✓	✓	
Service of Process method used most frequently	✓		
Use of immediate income withholding at establishment of child support obligation	✓		
Assistance of NOMADS with paternity establishment	✓	✓	
Paternity Establishment policies and procedures	✓	✓	
Training in Paternity Establishment	✓		
ENFORCEMENT			
Frequency of use of available enforcement remedies	✓		
Service of Process method used most frequently	✓		
Use of Income Withholding as an enforcement remedy	✓		
Arrearages due to employers failure to withhold	✓		
Effectiveness of NOMADS automated enforcement actions	✓		
Modification of child support orders	✓		
Training in Enforcement	✓		
Enforcement policies and procedures	✓		
COURTS			
Availability of judicial and administrative processes	✓	✓	
Courts in relation to performance	✓	✓	
Court calendaring	✓		

Source of Information	Case Manager	Supervisor	Central Office
TRAINING			
Extent of formal training for job preparation	✓	✓	
Extent of informal, on the job training	✓		
Usage of "refresher" training	✓	✓	
Impact of training on job performance	✓	✓	
Responsiveness of Central Office		✓	✓
Central Office training responsibilities			✓
Training Effectiveness			✓
PERFORMANCE			
How job performance is measured	✓	✓	✓
Frequency of discussions between case manager and supervisor regarding employee's performance	✓	✓	
Provision of feedback on job performance	✓	✓	
Understanding of job performance expectations	✓	✓	
Nature of Employee Performance Evaluations	✓	✓	
Awareness of how their office ranks in performance compared to other offices.	✓		
Understanding of policies and procedures		✓	✓
NOMADS			
How helpful in performing job responsibilities in a timely manner?	✓	✓	
How helpful in regards to job performance	✓	✓	
How it hinders effective and efficient job performance	✓	✓	
Use of workarounds in NOMADS	✓	✓	✓
Responsiveness of Central Office to system problems	✓	✓	✓
Need for additional automation	✓	✓	✓
SUGGESTIONS			
Identification of what would assist the case manager with their job performance	✓	✓	✓
Best practices in use to assist with job performance	✓	✓	

Source of Information	Case Manager	Supervisor	Central Office
Identification of what would assist PAOs with performance	✓	✓	✓
Identification of what would assist DAs with performance	✓	✓	✓
Identification of what would assist the Central Office with performance			✓
Identification of role of Central Office in maximizing performance	✓	✓	✓