

DSS April Survey



DSS Survey

► Survey Tool:

10 Question survey instrument (survey monkey) completed by county respondents during the period of 4/22/14 - 4/23/14. 107 respondents but the survey was closed at 100 respondents. A few counties, such as Guilford had multiple respondents, which were cut back to just one response. As a result, a few counties were closed out when the survey max was reached.

► Survey Results:

Q1 **What County are you representing?**

Answered: 94

Skipped: 6

Showing **94 County** responses:

Bladen, Yadkin, Gates, Jackson, Bertie, Hertford, Craven, Onslow, Forsyth, Watauga, Iredell, Haywood, Richmond, Alamance, Anson, Swain, Alleghany, Brunswick, Wilkes, Graham, McDowell, Greene, Vance, Pitt, Martin, Lincoln, Pender, Gaston, Duplin, Cumberland, Mecklenburg, Pasquotank, Madison, Avery, Transylvania, Granville, Davidson, Warren, Tyrrell, Burke, Wake, Montgomery, Dare, Pamlico, Edgecombe, Wayne, Harnett, Caswell, Lee.

Orange County - (Child Support stand-alone)

DSS Survey

- ▶ **Q2 What is the name and position title of the staff member completing this survey?**

Answered: 94

Skipped: 6

- ▶ **Q3 Does your County (or Stand-alone Child Support office) use the TEC (Time and Effort Calculation) and QUIC (Quarterly Information Consolidation) system?**

Answered: 94

Skipped: 6

Answer Choices

– Yes 96.81% (91 Responses)

– No 3.19% (3 Responses)

DSS Survey

- ▶ Q4 How many individual County TEC / QUIC users do you have?

Answered: 94

Skipped: 6

▶ Answer Choices –	Responses —
0 Designated Staff TEC/QIIC User	2.13% 2
1 Designated Staff TEC/QIIC User	18.09% 17 x 1 = 17
2 Designated Staff TEC/QIIC Users	48.94% 46 x 2 = 92
3 Designated Staff TEC/QIIC Users	17.02% 16 x 3 = 48
4 Designated Staff TEC/QIIC Users	7.45% 7 x 4 = 28
5 Designated Staff TEC/QIIC Users	5.32% 5 x 5 = 25

DSS Survey

Expenditure

- ▶ Q5 Does your County (or Stand-alone Child Support office) use the PET (Program Tracking) system?

Answered: 94

Skipped: 6

Answer Choices

Responses

Yes

6.38% 6

No

93.62% 88

Total Respondents: 94

- ▶ Q6 How many individual County / PET users do you have?

Answered: 94

Skipped: 6

Answer Choices

Responses

0

91.49% 86

1 County / PET users

3.19% 3

2 County / PET users

3.19% 3

3 County / PET users

0.00% 0

4 County / PET users

1.06% 1

5 County / PET users

1.06% 1

Other (please specify)

0.00% 0

Total Respondents: 94

DSS Survey

- ▶ **Q7 Does your County use the PAC (Project Accounting for Contracts) system?**

Answered: 94

Skipped: 6

Answer Choices

Yes

Responses

2.13% 2

No

97.87% 92

Total Respondents: 94

- ▶ **Q8 How many individual County PAC users do you have?**

Answered: 94

Skipped: 6

Answer Choices

0

Responses

96.81% 91

1

1.06% 1

2

1.06% 1

3

1.06% 1

4

0.00% 0

5

0.00% 0

Responses Other (please specify)

0.00% 0

Total Respondents: 94

DSS Survey

▶ **Q9 Export Customize**

- ▶ Training on the proposed technology uplift of current TEC and QUIC systems (internet-based) is proposed to be provided on a regional basis. Could your County serve as a training site (provide facilities, equipment, and needed connectivity)?

Answered: 94

Skipped: 6

Answer Choices

Yes

Responses

37.23% 35

No

45.74% 43

Responses Other (please specify)

22.34% 21

Total Respondents: 94

▶ **Q10 Export Customize**

- ▶ Which system does your county use to create the Part IV?

Answered: 94

Skipped: 6

Answer Choices

State Part IV

Responses

23.40% 22

QUIC Part IV

77.66% 73

Total Respondents: 94

DSS Survey

- ▶ NC DSS Recommendation for Training
- ▶ Survey responses reported training need for an estimated 240 Users. Recommended that up to 12 State Users be trained first and then can assist MAXIMUS in implementing a regional train-the-trainer model