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:


Orange County - (Child Support stand-alone)
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)
Q4 How many individual County TEC / QUIC users do you have?
Answered: 94
Skipped: 6

Answer Choices — Responses —

<table>
<thead>
<tr>
<th>Designated Staff TEC/QIIC Users</th>
<th>Percentage</th>
<th>Calculations</th>
</tr>
</thead>
<tbody>
<tr>
<td>0</td>
<td>2.13%</td>
<td>2</td>
</tr>
<tr>
<td>1</td>
<td>18.09%</td>
<td>17 x 1 = 17</td>
</tr>
<tr>
<td>2</td>
<td>48.94%</td>
<td>46 x 2 = 92</td>
</tr>
<tr>
<td>3</td>
<td>17.02%</td>
<td>16 x 3 = 48</td>
</tr>
<tr>
<td>4</td>
<td>7.45%</td>
<td>7 x 4 = 28</td>
</tr>
<tr>
<td>5</td>
<td>5.32%</td>
<td>5 x 5 = 25</td>
</tr>
</tbody>
</table>
Q5 Does your County (or Stand-alone Child Support office) use the PET (Program Expenditure Tracking) system?

Answered: 94
Skipped: 6

**Answer Choices**
- 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**
- 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
Q7 Does your County use the PAC (Project Accounting for Contracts) system?
Answered: 94
Skipped: 6
Answer Choices
Yes 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 96.81% 91
1 1.06% 1
2 1.06% 1
3 1.06% 1
4 0.00% 0
5 0.00% 0
Other (please specify) 0.00% 0
Total Respondents: 94
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

<table>
<thead>
<tr>
<th>Answer Choices</th>
<th>Responses</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>37.23%</td>
<td>35</td>
</tr>
<tr>
<td>No</td>
<td>45.74%</td>
<td>43</td>
</tr>
<tr>
<td>Other (please specify)</td>
<td>22.34%</td>
<td>21</td>
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</table>

Total Respondents: 94

Q10 Export Customize

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

Answered: 94
Skipped: 6

<table>
<thead>
<tr>
<th>Answer Choices</th>
<th>Responses</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>State Part IV</td>
<td>23.40%</td>
<td>22</td>
</tr>
<tr>
<td>QUIC Part IV</td>
<td>77.66%</td>
<td>73</td>
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</tbody>
</table>

Total Respondents: 94
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.