

Reviews of the New Intake Chapter of the Child Support Program Manual, by KUG Members

What is your general impression of the new Intake chapter?

1. "This is great! Very user friendly and easy to navigate."
2. "It is more detailed than I expected, which is great."
3. "Excellent - roadmap charts are nicely designed and a good resource"
4. "It is comprehensive, well mapped out, & easy to navigate."
5. "Very good. It appears all areas are covered well."
6. "It is informative and easy to use."
7. "Very helpful, will be a great tool for a new worker"
8. "Well laid out and easy to follow."
9. "Very detailed and helpful"
10. "Detailed enough to give a comprehensive overview of the process, but still easy to navigate."
11. "Very useful!"

Were there any features of the Program Manual that you found especially useful?

1. **"Yes. Our unit is going to use it to implement a unit procedure to standardize our processes."**
2. " The index section makes it very easy to find exactly what you are looking for."
3. "The information on Good Cause and Domestic Violence was very useful. I like how all the links to the policy directives and forms make all the information available in one place, rather than having to go to another interface. **I wish this resource was available when I first started working in child support.**"
4. "Everything is very well labeled."
5. **"Just the overall ease of finding the explanation of procedures.** There are SO MANY pieces of information one must learn when beginning to work in the CSEU that **having a ready reference in ONE PLACE is a tremendous asset.**"
6. "The breakdown of the intake process for TA and Non-TA [was especially useful]"
7. "Still exploring the content - roadmaps are a very nice visual feature"
8. "All of the hyperlinked terms/forms... **I wish our local manual had been written that way.**"

Do you have any other feedback on the Program Manual in general?

1. "I found it very useful and plan to help implement a standard unit procedure with supervisor and other support investigator."
2. "Keep up the great work :-)"
3. "This will be **an awesome tool for new workers and an easier place for seasoned workers to go and look something up.**"
4. "Keep up the good work. This will be so helpful for existing and new child support workers. I have been doing this job for over one year and there were many things I was refreshed on and/or learned more about!"
5. "In general it was informative, comprehensive and generally easy to navigate through"
6. "Great idea to have some consistency with resources for the entire state in a very easy to use format."

Approximately how long did you spend exploring the Intake chapter?

1. "At least a couple of hours. Reviewed each section of the Index and clicked on all of the links."
2. "About an hour"
3. "Three hours...read the entire chapter while making notes."
4. "Approximately 1.5 hours"
5. "1-2 hours"
6. "2 hours"