

#1

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Thursday, February 22, 2018 3:27:46 PM
Last Modified: Thursday, February 22, 2018 3:34:58 PM
Time Spent: 00:07:12
IP Address: 104.129.194.188

Page 1

Q1 What is your general impression of the new Intake chapter?

It is informative and easy to use.

Q2 Approximately how long did you spend exploring the Intake chapter?

~half an hour.

Q3 Please find the difference between Good Cause and Domestic Violence. How easy was it for you to find that information? **Very easy**

Q4 What did you do to find the information on Good Cause and Domestic Violence?

Intake>Cooperation requirements>Good cause v. Domestic violence waivers

Q5 Were there any features of the Program Manual that you found especially useful? **No**

Q6 What is something that you learned while exploring the Intake chapter that you didn't know before?

In "good cause" chapter, the chart indicates that CSEU can continue certain activities such as location, paternity establishment, and financial investigations. I am unaware of this as we have always closed our cases entirely. Additionally, we have all of our TA recipients that have claimed safety concerns see a DVL, while we refer those who are in receipt of Medicaid only for a good cause claim which is determined by the Medicaid unit.

Q7 Are there any procedures described in the Intake chapter that are significantly different in your district?

Yes (please specify):

As stated above: In "good cause" chapter, the chart indicates that CSEU can continue certain activities such as location, paternity establishment, and financial investigations. I am unaware of this as we have always closed our cases entirely. Additionally, we have all of our TA recipients that have claimed safety concerns see a DVL, while we refer those who are in receipt of Medicaid only for a good cause claim which is determined by the Medicaid unit. Also, when setting an FVI, we are instructed to set the indicator on the "case," so I was a little confused by the chapter which indicated to only set the FVI on the "individual.."

Q8 Is the Intake chapter missing any critical information? **No**

Q9 Do you have any suggestions to improve the content or design of the Intake chapter?

Respondent skipped this question

Q10 Do you have any other feedback on the Program Manual in general?

Respondent skipped this question

Q11 Which social services district are you from?

Broome

#2

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Friday, February 23, 2018 8:59:34 AM
Last Modified: Friday, February 23, 2018 9:07:46 AM
Time Spent: 00:08:12
IP Address: 199.168.151.104

Page 1

Q1 What is your general impression of the new Intake chapter?

very good, appears all areas are covered well

Q2 Approximately how long did you spend exploring the Intake chapter?

30 min

Q3 Please find the difference between Good Cause and Domestic Violence. How easy was it for you to find that information? **Very easy**

Q4 What did you do to find the information on Good Cause and Domestic Violence?

in the index section, under good cause.

Q5 Were there any features of the Program Manual that you found especially useful? **Yes (please specify):**
index section makes it very easy to find exactly what you are looking for.

Q6 What is something that you learned while exploring the Intake chapter that you didn't know before?

None

Q7 Are there any procedures described in the Intake chapter that are significantly different in your district? **No**

Q8 Is the Intake chapter missing any critical information? **No**

Q9 Do you have any suggestions to improve the content or design of the Intake chapter?

No

Q10 Do you have any other feedback on the Program Manual in general?

Tried using the search feature, never got any results.

Q11 Which social services district are you from?

Oneida

#3

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Friday, February 23, 2018 9:57:56 AM
Last Modified: Friday, February 23, 2018 10:33:44 AM
Time Spent: 00:35:48
IP Address: 104.129.196.187

Page 1

Q1 What is your general impression of the new Intake chapter?

Very favorable; detailed enough to give a comprehensive overview of the process but still easy to navigate.

Q2 Approximately how long did you spend exploring the Intake chapter?

30 minutes

Q3 Please find the difference between Good Cause and Domestic Violence. How easy was it for you to find that information? **Somewhat easy**

Q4 What did you do to find the information on Good Cause and Domestic Violence?

At first I went to Intake > Safety Concerns Domestic Violence and Good Cause

Then I found it under Intake > Cooperation Requirements > God Cause vs. Domestic Violence Waiver

Q5 Were there any features of the Program Manual that you found especially useful?

Yes (please specify):

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.

Q6 What is something that you learned while exploring the Intake chapter that you didn't know before?

Some the procedures behind good cause and domestic violence were new to me.

Q7 Are there any procedures described in the Intake chapter that are significantly different in your district?

No

Q8 Is the Intake chapter missing any critical information? Yes (please specify):
 If the case type is *Safety Net* the TA worker must also sign, print and date Section One of page A-8 on the LDSS 4882 as well as completing the bottom section "For Agency Use Only".

Q9 Do you have any suggestions to improve the content or design of the Intake chapter?

IV-D representatives should be offering child support services to all TA applicants and having clients sign Section One of page A-8 on the LDSS-4882 if they want to pursue support/paternity regardless of child's TA status.

I would like to see information included in the chapter "Suppression of Address and Employment Information" regarding the NY State Address Confidentiality Program (<https://www.dos.ny.gov/acp/>)

Q10 Do you have any other feedback on the Program Manual in general?

Not at this time.

Q11 Which social services district are you from? **Oneida**

#4

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Friday, February 23, 2018 2:18:31 PM
Last Modified: Friday, February 23, 2018 2:23:01 PM
Time Spent: 00:04:30
IP Address: 199.168.151.34

Page 1

Q1 What is your general impression of the new Intake chapter?

Very useful!

Q2 Approximately how long did you spend exploring the Intake chapter?

3 hours...read the entire chapter while making notes

Q3 Please find the difference between Good Cause and Domestic Violence. How easy was it for you to find that information? **Very easy**

Q4 What did you do to find the information on Good Cause and Domestic Violence?

looked in table of contents and clicked the link

Q5 Were there any features of the Program Manual that you found especially useful? **Yes (please specify):**
Our unit is going to use it to implement a unit procedure to standardize the processes.

Q6 What is something that you learned while exploring the Intake chapter that you didn't know before?

The difference between good cause and domestic violence.

Q7 Are there any procedures described in the Intake chapter that are significantly different in your district? **Yes (please specify):**
The TA process for handling the child support application.

Q8 Is the Intake chapter missing any critical information? **No**

Q9 Do you have any suggestions to improve the content or design of the Intake chapter?

There are pieces that seem redundant in regards to building cases. TA vs. non-TA applications.

Q10 Do you have any other feedback on the Program Manual in general?

I found it very useful and plan to help implement a standard unit procedure with supervisor and other support investigator.

Q11 Which social services district are you from? **Yates**

#5

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Friday, February 23, 2018 3:01:17 PM
Last Modified: Friday, February 23, 2018 3:13:39 PM
Time Spent: 00:12:22
IP Address: 104.129.196.182

Page 1

Q1 What is your general impression of the new Intake chapter?

This is great! Very user friendly and easy to navigate.

Q2 Approximately how long did you spend exploring the Intake chapter?

At least a couple hours. Reviewed each section of the Index and clicked on all of the links.

Q3 Please find the difference between Good Cause and Domestic Violence. How easy was it for you to find that information? **Very easy**

Q4 What did you do to find the information on Good Cause and Domestic Violence?

Went to the Index, cooperation requirements

Q5 Were there any features of the Program Manual that you found especially useful?

Yes (please specify):

The nodes to pin point additional information and the road maps.

Q6 What is something that you learned while exploring the Intake chapter that you didn't know before?

That the FVI should be set for an individual vs. the case. AND

•Taking any appropriate enforcement action (except income withholding, and Federal and State income tax refund offset) unless service of process is necessary, within no more than 30 days of identifying a delinquency or other support-related noncompliance with the order or the location of NCP, whichever is later;

•If service of process is necessary prior to taking a enforcement action, service must be completed (or unsuccessful attempts documented) and enforcement action taken within no later than 60 calendar days of identifying a delinquency, or location of the NCP, whichever occurs later

Time frames of 30/60 days are not realistic.

Q7 Are there any procedures described in the Intake chapter that are significantly different in your district? **No**

Q8 Is the Intake chapter missing any critical information? **No**

Q9 Do you have any suggestions to improve the content or design of the Intake chapter?

With the exception of Address Suppression and Setting the FVI (Should be under both non-TA and TA sections), it may make more sense to have the Cooperation Requirements and Safety Concerns under TA Intake.

Q10 Do you have any other feedback on the Program Manual in general?

Under the IV/A-IV-D Interface section, there is a typo *When cases new cases appear*

Q11 Which social services district are you from? **Washington**

#6

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Friday, February 23, 2018 4:02:24 PM
Last Modified: Friday, February 23, 2018 4:07:36 PM
Time Spent: 00:05:11
IP Address: 199.168.151.38

Page 1

Q1 What is your general impression of the new Intake chapter?

well laid out and easy to follow

Q2 Approximately how long did you spend exploring the Intake chapter?

about an hour

Q3 Please find the difference between Good Cause and Domestic Violence. How easy was it for you to find that information? **Very easy**

Q4 What did you do to find the information on Good Cause and Domestic Violence?

consulted the index

Q5 Were there any features of the Program Manual that you found especially useful? **Yes (please specify):**
Just reading through refreshed things for me.

Q6 What is something that you learned while exploring the Intake chapter that you didn't know before? **Respondent skipped this question**

Q7 Are there any procedures described in the Intake chapter that are significantly different in your district? **No**

Q8 Is the Intake chapter missing any critical information? **No**

Q9 Do you have any suggestions to improve the content or design of the Intake chapter? **Respondent skipped this question**

Q10 Do you have any other feedback on the Program Manual in general?

Keep up the great work :-)

Q11 Which social services district are you from?

Fulton

#7

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Monday, February 26, 2018 10:37:30 AM
Last Modified: Monday, February 26, 2018 10:39:28 AM
Time Spent: 00:01:58
IP Address: 199.168.151.34

Page 1

Q1 What is your general impression of the new Intake chapter?

very informative, and easy to follow.

Q2 Approximately how long did you spend exploring the Intake chapter?

20 minutes

Q3 Please find the difference between Good Cause and Domestic Violence. How easy was it for you to find that information? **Somewhat easy**

Q4 What did you do to find the information on Good Cause and Domestic Violence? **Respondent skipped this question**

Q5 Were there any features of the Program Manual that you found especially useful? **Yes (please specify):**
cola processes

Q6 What is something that you learned while exploring the Intake chapter that you didn't know before? **Respondent skipped this question**

Q7 Are there any procedures described in the Intake chapter that are significantly different in your district? **No**

Q8 Is the Intake chapter missing any critical information? **No**

Q9 Do you have any suggestions to improve the content or design of the Intake chapter? **Respondent skipped this question**

Q10 Do you have any other feedback on the Program Manual in general? **Respondent skipped this question**

Q11 Which social services district are you from?

Broome

#8

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Monday, February 26, 2018 11:30:03 AM
Last Modified: Monday, February 26, 2018 11:33:20 AM
Time Spent: 00:03:16
IP Address: 199.168.151.119

Page 1

Q1 What is your general impression of the new Intake chapter?

It's great.

Q2 Approximately how long did you spend exploring the Intake chapter?

1.5 hours

Q3 Please find the difference between Good Cause and Domestic Violence. How easy was it for you to find that information? **Very easy**

Q4 What did you do to find the information on Good Cause and Domestic Violence?

Used the columns on the left.

Q5 Were there any features of the Program Manual that you found especially useful? **No**

Q6 What is something that you learned while exploring the Intake chapter that you didn't know before?

That the TA unit should be doing Good Cause and not the CSEU.

Q7 Are there any procedures described in the Intake chapter that are significantly different in your district?

Yes (please specify):
CSEU does Good Cause. CSEU doesn't open TA referrals unless TA opens, therefore, they are not opened within 20 days because TA has 45 days to open a case.

Q8 Is the Intake chapter missing any critical information? **No**

Q9 Do you have any suggestions to improve the content or design of the Intake chapter?

No.

Q10 Do you have any other feedback on the Program Manual in general?

No.

Q11 Which social services district are you from? **Madison**

#9

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Monday, February 26, 2018 4:24:41 PM
Last Modified: Monday, February 26, 2018 4:28:58 PM
Time Spent: 00:04:17
IP Address: 104.129.194.119

Page 1

Q1 What is your general impression of the new Intake chapter?

Very detailed and helpful

Q2 Approximately how long did you spend exploring the Intake chapter?

1-2 hours

Q3 Please find the difference between Good Cause and Domestic Violence. How easy was it for you to find that information? **Very easy**

Q4 What did you do to find the information on Good Cause and Domestic Violence?

Opened the Intake chapter, looked into the cooperation requirements, "Good Cause vs. Domestic Violence"

Q5 Were there any features of the Program Manual that you found especially useful? **Yes (please specify):**
Explanations and links to the forms being mentioned

Q6 What is something that you learned while exploring the Intake chapter that you didn't know before?

There is a state form for the Attestation of Lack of Information (local SCU has our own)

Q7 Are there any procedures described in the Intake chapter that are significantly different in your district? **No**

Q8 Is the Intake chapter missing any critical information? **No**

Q9 Do you have any suggestions to improve the content or design of the Intake chapter?

Looks great and is very helpful.

Q10 Do you have any other feedback on the Program Manual in general?

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!

Q11 Which social services district are you from? **Lewis**

#10

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Tuesday, February 27, 2018 9:49:29 AM
Last Modified: Tuesday, February 27, 2018 11:16:27 AM
Time Spent: 01:26:58
IP Address: 24.97.194.193

Page 1

Q1 What is your general impression of the new Intake chapter?

positive

Q2 Approximately how long did you spend exploring the Intake chapter?

>1 hour

Q3 Please find the difference between Good Cause and Domestic Violence. How easy was it for you to find that information? **Not easy**

Q4 What did you do to find the information on Good Cause and Domestic Violence?

Had to click on the ADM to read anything on Good Cause. There was a lot of info pointing to info on DV but not "jumping out at you" on Good Cause

Q5 Were there any features of the Program Manual that you found especially useful?

Yes (please specify):
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.

Q6 What is something that you learned while exploring the Intake chapter that you didn't know before?**Respondent skipped this question****Q7** Are there any procedures described in the Intake chapter that are significantly different in your district?**Respondent skipped this question****Q8** Is the Intake chapter missing any critical information? **No**

Q9 Do you have any suggestions to improve the content or design of the Intake chapter? **Respondent skipped this question**

Q10 Do you have any other feedback on the Program Manual in general?

As time permits for me to look at the chapter in more depth- I will forward any concerns or questions I have.

Q11 Which social services district are you from? **Livingston**

#11

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Tuesday, February 27, 2018 3:43:27 PM
Last Modified: Tuesday, February 27, 2018 3:47:25 PM
Time Spent: 00:03:57
IP Address: 104.129.194.85

Page 1

Q1 What is your general impression of the new Intake chapter?

very helpful, will be a great tool for a new worker

Q2 Approximately how long did you spend exploring the Intake chapter?

2 hours

Q3 Please find the difference between Good Cause and Domestic Violence. How easy was it for you to find that information? **Somewhat easy**

Q4 What did you do to find the information on Good Cause and Domestic Violence?

searched the words

Q5 Were there any features of the Program Manual that you found especially useful? **Yes (please specify):**
The breakdown of the intake process for TA and non-TA

Q6 What is something that you learned while exploring the Intake chapter that you didn't know before?

regardless of the application and signature being done electronically, we are supposed to have a copy in the file

Q7 Are there any procedures described in the Intake chapter that are significantly different in your district? **No**

Q8 Is the Intake chapter missing any critical information? **No**

Q9 Do you have any suggestions to improve the content or design of the Intake chapter?

Not that I can think of at this time.

Q10 Do you have any other feedback on the Program Manual in general?

This will be an awesome tool for new workers and an easier place for seasoned workers to go and look up something.

Q11 Which social services district are you from?

Lewis

#12

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Wednesday, February 28, 2018 3:34:01 PM
Last Modified: Wednesday, February 28, 2018 3:44:05 PM
Time Spent: 00:10:04
IP Address: 104.129.194.187

Page 1

Q1 What is your general impression of the new Intake chapter?

It looks great and will be a very handy.

Q2 Approximately how long did you spend exploring the Intake chapter?

between and hour and two

Q3 Please find the difference between Good Cause and Domestic Violence. How easy was it for you to find that information? **Not easy**

Q4 What did you do to find the information on Good Cause and Domestic Violence?

First I searched good cause after minutes there was no result system still searched. Then I tried the same with Domestic Violence, same result. Finally I used the INDEX which was relatively easy by going down to domestic violence and finding the information I was looking for.

Q5 Were there any features of the Program Manual that you found especially useful? **No**

Q6 What is something that you learned while exploring the Intake chapter that you didn't know before? **Respondent skipped this question**

Q7 Are there any procedures described in the Intake chapter that are significantly different in your district? **No**

Q8 Is the Intake chapter missing any critical information? **No**

Q9 Do you have any suggestions to improve the content or design of the Intake chapter?

2 glitches: We were unable to get into NTA "green +" additional information on the ROAD MAP for NTA. I was also unable to get into the "location" link under the Equal Access to Serve heading.

Q10 Do you have any other feedback on the Program Manual in general?

In general it was informative, comprehensive and generally easy to navigate through

Q11 Which social services district are you from?

Suffolk

#13

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Wednesday, February 28, 2018 3:51:55 PM
Last Modified: Wednesday, February 28, 2018 3:55:31 PM
Time Spent: 00:03:35
IP Address: 199.168.151.40

Page 1

Q1 What is your general impression of the new Intake chapter?

It is more detailed than I expected, which is great.

Q2 Approximately how long did you spend exploring the Intake chapter?

Not timed, in between my workflow, quite some time.

Q3 Please find the difference between Good Cause and Domestic Violence. How easy was it for you to find that information? **Very easy**

Q4 What did you do to find the information on Good Cause and Domestic Violence?

I just went through each bullet on the left side of the page.

Q5 Were there any features of the Program Manual that you found especially useful? **No**

Q6 What is something that you learned while exploring the Intake chapter that you didn't know before? **Respondent skipped this question**

Q7 Are there any procedures described in the Intake chapter that are significantly different in your district? **No**

Q8 Is the Intake chapter missing any critical information? **No**

Q9 Do you have any suggestions to improve the content or design of the Intake chapter? **Respondent skipped this question**

Q10 Do you have any other feedback on the Program Manual in general? **Respondent skipped this question**

Q11 Which social services district are you from? **Madison**

#14

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Thursday, March 01, 2018 10:03:53 AM
Last Modified: Thursday, March 01, 2018 10:28:02 AM
Time Spent: 00:24:09
IP Address: 199.168.151.103

Page 1

Q1 What is your general impression of the new Intake chapter?

Easy to navigate and informative

Q2 Approximately how long did you spend exploring the Intake chapter?

1 hour

Q3 Please find the difference between Good Cause and Domestic Violence. How easy was it for you to find that information? **Very easy**

Q4 What did you do to find the information on Good Cause and Domestic Violence?

Click on the underlined words

Q5 Were there any features of the Program Manual that you found especially useful? **Yes (please specify):**
Clicking on the words to get a explanation

Q6 What is something that you learned while exploring the Intake chapter that you didn't know before?

The section about do ALL customers need to fill out an LDSS-4882

Q7 Are there any procedures described in the Intake chapter that are significantly different in your district? **No**

Q8 Is the Intake chapter missing any critical information? **No**

Q9 Do you have any suggestions to improve the content or design of the Intake chapter? **Respondent skipped this question**

Q10 Do you have any other feedback on the Program Manual in general?

I like how it is easy to navigate and the roadmaps are helpful

Q11 Which social services district are you from?

Dutchess

#15

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Friday, March 02, 2018 3:47:30 PM
Last Modified: Friday, March 02, 2018 3:49:43 PM
Time Spent: 00:02:13
IP Address: 199.168.151.119

Page 1

Q1 What is your general impression of the new Intake chapter?

It is a nice "overview"

Q2 Approximately how long did you spend exploring the Intake chapter?

30 Minutes

Q3 Please find the difference between Good Cause and Domestic Violence. How easy was it for you to find that information? **Somewhat easy**

Q4 What did you do to find the information on Good Cause and Domestic Violence?

Searched the document

Q5 Were there any features of the Program Manual that you found especially useful? **Yes (please specify):**
Everything is very well labeled.

Q6 What is something that you learned while exploring the Intake chapter that you didn't know before?

N/A

Q7 Are there any procedures described in the Intake chapter that are significantly different in your district? **No**

Q8 Is the Intake chapter missing any critical information? **No**

Q9 Do you have any suggestions to improve the content or design of the Intake chapter? **Respondent skipped this question**

Q10 Do you have any other feedback on the Program Manual in general?	Respondent skipped this question
Q11 Which social services district are you from?	Monroe

#16

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Friday, March 02, 2018 3:53:42 PM
Last Modified: Friday, March 02, 2018 3:59:22 PM
Time Spent: 00:05:40
IP Address: 104.129.196.189

Page 1

Q1 What is your general impression of the new Intake chapter?

Excellent- roadmap charts are nicely designed and good resource

Q2 Approximately how long did you spend exploring the Intake chapter?

not as much time as I would like- system down most of today 03/02 preventing access

Q3 Please find the difference between Good Cause and Domestic Violence. How easy was it for you to find that information? **Very easy**

Q4 What did you do to find the information on Good Cause and Domestic Violence?

looked up for the subtitles and clicked

Q5 Were there any features of the Program Manual that you found especially useful? **Yes (please specify):**
The search function is helpful.

Q6 What is something that you learned while exploring the Intake chapter that you didn't know before?

still exploring the content- roadmaps very nice visual feature

Q7 Are there any procedures described in the Intake chapter that are significantly different in your district? **No**

Q8 Is the Intake chapter missing any critical information? **No**

Q9 Do you have any suggestions to improve the content or design of the Intake chapter? **Respondent skipped this question**

Q10 Do you have any other feedback on the Program Manual in general?

Great idea to have some consistency with resources for the entire state in a very easy to use format..

Q11 Which social services district are you from?

Orleans

#17

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Monday, March 05, 2018 11:00:15 AM
Last Modified: Monday, March 05, 2018 11:02:00 AM
Time Spent: 00:01:45
IP Address: 199.168.151.108

Page 1

Q1 What is your general impression of the new Intake chapter?

Informative

Q2 Approximately how long did you spend exploring the Intake chapter?

2 or so hours

Q3 Please find the difference between Good Cause and Domestic Violence. How easy was it for you to find that information? **Very easy**

Q4 What did you do to find the information on Good Cause and Domestic Violence? **Respondent skipped this question**

Q5 Were there any features of the Program Manual that you found especially useful? **No**

Q6 What is something that you learned while exploring the Intake chapter that you didn't know before? **Respondent skipped this question**

Q7 Are there any procedures described in the Intake chapter that are significantly different in your district? **No**

Q8 Is the Intake chapter missing any critical information? Yes (please specify):
Explaining Change of Payee and Long-Arm

Q9 Do you have any suggestions to improve the content or design of the Intake chapter? **Respondent skipped this question**

Q10 Do you have any other feedback on the Program Manual in general?

I must say that I love the idea behind this manual.
Cant wait to see what you can do for the accounting aspect of things.

Q11 Which social services district are you from? **Cattaraugus**

#18

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Monday, March 05, 2018 11:37:08 AM
Last Modified: Monday, March 05, 2018 11:58:34 AM
Time Spent: 00:21:26
IP Address: 199.168.151.108

Page 1

Q1 What is your general impression of the new Intake chapter?

It is comprehensive, well mapped out, & easy to navigate.

Q2 Approximately how long did you spend exploring the Intake chapter?

1/2hr

Q3 Please find the difference between Good Cause and Domestic Violence. How easy was it for you to find that information?

Somewhat easy

Q4 What did you do to find the information on Good Cause and Domestic Violence?

first clicked on the Safety Concerns chapter and scrolled through the topics, not finding it. Then tried cooperation requirements and found it, but thought it should maybe have a copy or at least a link in the Safety Concerns chapter.

Q5 Were there any features of the Program Manual that you found especially useful?

Yes (please specify):
all of the hyperlinked terms/forms. I wish our local manual had been written that way.

Q6 What is something that you learned while exploring the Intake chapter that you didn't know before?

that NYS allows 20 days to build a case from a 4882; locally, we are have a 3 day deadline.

Q7 Are there any procedures described in the Intake chapter that are significantly different in your district?

Yes (please specify):
while good cause is claimed and/or granted, we do not continue ANY activities, though on the G.C. vs. Dom Viol. module says workers can without recipient permission? seems like continuing case activities defeats the purpose and protection of Good Cause.

Q8 Is the Intake chapter missing any critical information? Yes (please specify):
Once Address Confidentiality has been Ordered by the court, the client retains that forever, even if Good Cause or a Waiver is denied in the future.

Q9 Do you have any suggestions to improve the content or design of the Intake chapter?

more video tutorials would be a nice option as some people are visual learners and reading procedures may not make sense while watching screenshots of procedures might help with comprehension/retention.

Q10 Do you have any other feedback on the Program Manual in general?

nice job!

Q11 Which social services district are you from? **Onondaga**
