

Responses to questions re: IV-D caseworker on-line survey

Question 1: This ICR says the purpose of the survey is to see if OCSE needs to modify the content and means of communicating information. The survey, however, is very cursory. Please explain how this survey will yield the type of information OCSE will need in order to know whether and how to modify the content and means of communicating information.

Response: Cursory questions were proposed so that that it would take a minimum amount of time for case workers in the field to respond to questions related to the main communications from the Federal Office. The questions were prepared to determine whether and how they are receiving Federal policy and other program information that they may need to know while processing cases. Finding out how they do or do not receive the information will be used to determine if we need to use other strategies or approaches to communicate information, to make sure the content is distributed and/or accessible to the caseworkers.

Question 2: How will the respondents be recruited?

Response: We have already briefed and started to gather mailing list information from the State Child Support Enforcement Directors to provide the mail addresses directly or a source to obtain the caseworker mailing list addresses in their states. These mail addresses will be inputted into mailing lists included in the mail survey software we are using as well as for sending out questions, and then collecting and analyzing the responses for this ICR.

Question 3: What kind of sampling plan do you plan to use? Do you plan to generalize the results to the universe of Title_IV-D agency caseworkers?_

Response: OCSE does not plan to use a sampling approach for this collection. OCSE only plans to send out the survey questions directly to all the caseworker addresses obtained from the mailing lists provided. Based on the analysis through the controlled mailings and follow-ups within the survey software, OCSE plans to brief interested IV-D agencies on the overall results obtained from these responses to discuss what can be done. OCSE does not need to make valid statistical generalizations in order to help determine how OCSE can make improvements in communications to front line workers.

Question 4: What is the expected response rate?

Response: We expect a high response rate from the mailing lists.

Question 5: How will you prevent duplicate responses?

Response: The software service has a control feature that can be set to prevent duplicate responses. The survey respondents will be sent an invitation via email mailing list. The individual's email address is used to identify whether the particular respondent has completed the survey.

Question 6: Will the results be published anywhere or will the results be for internal agency use only?

Response: The results will be for internal use only in determining what approaches we need to take in order to improve the communications to that level. As indicated earlier, we would be briefing interested IV-D Directors in order to get additional feedback on improving the approaches if needed.

Question 7: This ICR states that OCSE will provide assurances of confidentiality to respondents of this online survey. Please provide a statutory citation for providing assurances of confidentiality.

Response: Since OCSE was advised that respondents cannot be provided with assurances of confidentiality, such references will be changed to "Data will be kept private to the extent allowed by law."