

CHART 1: SURVEY RESPONSE RATE BY DISTRICT POPULATION SIZE AND AS A PERCENTAGE OF PSA

POPULATION: 400,000+				POPULATION: 50,000 - 100,000				POPULATION: 100,000 - 400,000							
DISTRICT	Surveys	Staff	%	DISTRICT	Surveys	Staff	%	DISTRICT	Surveys	Staff	%	DISTRICT	Surveys	Staff	%
Erie	29	33	87.9%	Allegany	3	5	60.0%	Cortland							
Monroe	16	18	88.9%	Cattaraugus	4	5	80.0%	Delaware							
Nassau	17	22	77.3%	Cayuga	3	4	75.0%	Essex							
New York City*	124	107	115.9%	Chemung	5	4	125.0%	Franklin							
Onondaga	24	18	133.3%	Chenango	5	5	100.0%	Greene							
Suffolk	28	33	84.8%	Clinton	5	6	83.3%	Hamilton							
Westchester	22	22	100.0%	Columbia	5	6	83.3%	Lewis							
TOTALS	260	253	102.8%	Fulton	5	5	100.0%	Orleans							1
				Genesee	5	5	100.0%	Schoharie							
				Herkimer	3	3	100.0%	Schuyler							
				Livingston	4	4	100.0%	Seneca							4
Albany	7	6	116.7%	Madison	4	4	100.0%	Wyoming							
Broome	16	15	106.7%	Montgomery	3	3	100.0%	Yates*							
Chautauqua	6	7	85.7%	Ontario	3	5	60.0%	TOTALS							3
Dutchess	21	17	123.5%	Otsego	3	4	75.0%								
Jefferson	7	6	116.7%	Putnam	2	3	66.7%	GRAND TOTALS							
Niagara	7	8	87.5%	Steuben	7	5	140.0%	Surveys							
Oneida	6	10	60.0%	Sullivan	6	7	85.7%	526							
Orange	13	16	81.3%	Tioga	3	3	100.0%								
Oswego	7	13	53.8%	Tompkins	5	5	100.0%	DISTRICTS							
Rensselaer	6	6	100.0%	Warren	4	5	80.0%	RESPONDING							
Rockland	14	13	107.7%	Washington	4	5	80.0%	TO SURVEY							
Saratoga	4	5	80.0%	Wayne	9	15	60.0%								
Schenectady	5	6	83.3%	TOTALS	100	116	86.2%								
St Lawrence	6	5	120.0%												
Ulster	4	5	80.0%												
TOTALS	129	138	93.5%												

"Staff" includes PSA caseworkers and supervisors. Submission percentages may exclude casework staff completed surveys in some districts (administrators, community service clerical staff and an attorney).

* Two districts did not report staffing levels in the survey. Staffing levels reported in other districts are based on figures reported to the Department as of November 30, 1994.

CHART 2: RESPONSES TO SUPERVISOR/MANAGER SURVEY BY DISTRICT POPULATION

Question: With the exception of WMS or other statewide automated systems, are computers currently used in your PSA program?

	Less than 50,000	50,000- 100,000	100,000- 400,000	400,000+ Including NYC	Total		
YES	4	33.3%	11	47.8%	9	60.0%	6 85.7%
NO	8	66.7%	12	52.2%	6	40.0%	1 14.3%
	12		23		15		7

Question: Do you believe an automated system could enhance your ability to provide services to clients in your district?

	Less than 50,000	50,000- 100,000	100,000- 400,000	400,000+ Including NYC	Total		
YES	6	50.0%	16	69.6%	13	86.7%	4 66.7%
NO	5	41.7%	5	21.7%	2	13.3%	0 0.0%
UNSURE	1	8.3%	2	8.7%	0	0.0%	2 33.3%
	12		23		15		6

Question: Would you or any of your staff be willing to participate in focus groups related to a system development initiative?

	Less than 50,000	50,000- 100,000	100,000- 400,000	400,000+ Including NYC	Total		
YES	5	41.7%	15	65.2%	12	80.0%	7 100.0%
NO	7	58.3%	8	34.8%	3	20.0%	0 0.0%
	12		23		15		7

CHART 3: RESPONSES TO INDIVIDUAL SURVEYS BY DISTRICT POPULATION

Question: The system should make all PSA forms available electronically.

	Less than 50,000	50,000- 100,000	100,000- 400-000	400,000+	New York City				
Very important		9	24.3%	52	52.5%	68	54.0%	68	50.4%
Somewhat important		13	35.1%	29	29.3%	37	29.4%	45	33.3%
No Opinion		5	13.5%	8	8.1%	10	7.9%	9	6.7%
Not Important		10	27.0%	10	10.1%	11	8.7%	13	9.6%
Total		37		99		126		135	

Question: The system should allow caseworkers and supervisors to create and update cases electronically.

	Less than 50,000	50,000- 100,000	100,000- 400-000	400,000+	New York City				
Very important		13	35.1%	57	57.6%	77	60.6%	81	60.0%
Somewhat important		15	40.5%	25	25.3%	34	26.8%	29	21.5%
No Opinion		3	8.1%	9	9.1%	9	7.1%	10	7.4%
Not Important		6	16.2%	8	8.1%	7	5.5%	15	11.1%
Total		37		99		127		135	

Question: The system should contain customized questions and menus that guide a caseworker through case intake, assessment and case management.

	Less than 50,000	50,000- 100,000	100,000- 400-000	400,000+	New York City				
Very important		21	56.8%	50	50.5%	74	58.7%	69	51.1%
Somewhat important		10	27.0%	31	31.3%	34	27.0%	35	25.9%
No Opinion		1	2.7%	7	7.1%	9	7.1%	12	8.9%
Not Important		5	13.5%	11	11.1%	9	7.1%	19	14.1%
Total		37		99		126		135	

CHART 3: RESPONSES TO INDIVIDUAL SURVEYS BY DISTRICT POPULATION (continued)

Question: The system should have the capacity to generate appropriate referrals and referrals (i.e.: to agency attorney for legal interventions).

	Less than 50,000	50,000- 100,000	100,000- 400-000	400,000+	New York City				
Very important		16	43.2%	41	41.4%	57	45.6%	69	50.7%
Somewhat important		11	29.7%	31	31.3%	47	37.6%	40	29.4%
No Opinion		2	5.4%	15	15.2%	11	8.8%	13	9.6%
Not Important		8	21.6%	12	12.1%	10	8.0%	14	10.3%
Total		37		99		125		136	

Question: The system should allow districts to develop a customized, automated direct services and service providers.

	Less than 50,000	50,000- 100,000	100,000- 400-000	400,000+	New York City				
Very important		14	37.8%	45	45.5%	75	60.0%	90	66.7%
Somewhat important		9	24.3%	38	38.4%	35	28.0%	29	21.5%
No Opinion		4	10.8%	6	6.1%	7	5.6%	5	3.7%
Not Important		10	27.0%	10	10.1%	8	6.4%	11	8.1%
Total		37		99		125		135	

Question: The system should generate standard reports (i.e.: PSA intake and caseload : source summary).

	Less than 50,000	50,000- 100,000	100,000- 400-000	400,000+	New York City				
Very important		12	32.4%	51	52.0%	77	61.1%	78	57.4%
Somewhat important		14	37.8%	29	29.6%	32	25.4%	40	29.4%
No Opinion		2	5.4%	9	9.2%	10	7.9%	7	5.1%
Not Important		9	24.3%	9	9.2%	7	5.6%	11	8.1%
Total		37		98		126		136	

CHART 3: RESPONSES TO INDIVIDUAL SURVEYS BY DISTRICT POPULATION (continued)

Question: The system should allow local district staff to generate customized or ad hoc reports.

	Less than 50,000	50,000- 100,000	100,000- 400-000	400,000+	New York City				
Very important		7	18.9%	25	25.3%	46	37.1%	42	31.6%
Somewhat important		8	21.6%	40	40.4%	46	37.1%	50	37.6%
No Opinion		13	35.1%	24	24.2%	22	17.7%	29	21.8%
Not Important		9	24.3%	10	10.1%	10	8.1%	12	9.0%
Total		37		99		124		133	

Question: The system should generate reminders, flags, warnings or ticklers about tasks and/or requirements that are coming due or are over due.

	Less than 50,000	50,000- 100,000	100,000- 400-000	400,000+	New York City				
Very important		23	62.2%	66	66.7%	90	70.9%	94	69.6%
Somewhat important		8	21.6%	25	25.3%	27	21.3%	28	20.7%
No Opinion		1	2.7%	5	5.1%	2	1.6%	4	3.0%
Not Important		5	13.5%	3	3.0%	8	6.3%	9	6.7%
Total		37		99		127		135	

CHART 4: RESPONSES TO INDIVIDUAL SURVEYS BY RESPONDENT'S JOB DUTIES (CHART 4)

Question: The system should make all PSA forms available electronically.

	Caseworker	Senior	Supervisor	Administrator	Other	All		
	Caseworker				Respondents			
Very important	160	50.6%	33	47.8%	51	67.1%	14	58.3%
Somewhat important	95	30.1%	24	34.8%	17	22.4%	8	33.3%
No Opinion	25	7.9%	6	8.7%	4	5.3%	1	4.2%
Not Important	36	11.4%	6	8.7%	4	5.3%	1	4.2%
Total	316		69		76		24	27

Question: The system should allow caseworkers and supervisors to create and update cases electronically.

	Caseworker	Senior	Supervisor	Administrator	Other	All		
	Caseworker				Respondents			
Very important	184	58.6%	34	48.6%	53	68.8%	16	66.7%
Somewhat important	74	23.6%	25	35.7%	13	16.9%	4	16.7%
No Opinion	29	9.2%	5	7.1%	3	3.9%	2	8.3%
Not Important	27	8.6%	6	8.6%	8	10.4%	2	8.3%
Total	314		70		77		24	27

Question: The system should contain customized questions and menus that guide a caseworker through intake, assessment and case management.

	Caseworker	Senior	Supervisor	Administrator	Other	All		
	Caseworker				Respondents			
Very important	182	57.8%	34	49.3%	45	58.4%	14	58.3%
Somewhat important	77	24.4%	18	26.1%	24	31.2%	8	33.3%
No Opinion	25	7.9%	7	10.1%	4	5.2%	0	0.0%
Not Important	31	9.8%	10	14.5%	4	5.2%	2	8.3%
Total	315		69		77		24	27

CHART 4: RESPONSES TO INDIVIDUAL SURVEYS BY RESPONDENT'S JOB DUTIES (CHART 4)
(continued)

Question: The system should have the capacity to generate appropriate referrals and referrals (i.e.: to agency attorney for legal interventions).

	Caseworker	Senior	Supervisor	Administrator	Other	All		
	Caseworker				Other Respondents			
Very important	165	52.4%	27	39.1%	42	54.5%	15	62.5%
Somewhat important	86	27.3%	24	34.8%	25	32.5%	7	29.2%
No Opinion	37	11.7%	6	8.7%	5	6.5%	0	0.0%
Not Important	27	8.6%	12	17.4%	5	6.5%	2	8.3%
Total	315		69		77		24	

Question: The system should allow districts to develop a customized, automated directory of services and service providers.

	Caseworker	Senior	Supervisor	Administrator	Other	All		
	Caseworker				Other Respondents			
Very important	204	65.0%	33	47.1%	47	61.8%	11	47.8%
Somewhat important	73	23.2%	22	31.4%	17	22.4%	6	26.1%
No Opinion	20	6.4%	5	7.1%	3	3.9%	1	4.3%
Not Important	17	5.4%	10	14.3%	9	11.8%	5	21.7%
Total	314		70		76		23	

Question: The system should generate standard reports (i.e.: PSA intake and caseload : source summary).

	Caseworker	Senior	Supervisor	Administrator	Other	All		
	Caseworker				Other Respondents			
Very important	168	53.5%	35	50.0%	56	73.7%	19	79.2%
Somewhat important	94	29.9%	22	31.4%	14	18.4%	2	8.3%
No Opinion	24	7.6%	6	8.6%	4	5.3%	1	4.2%
Not Important	28	8.9%	7	10.0%	2	2.6%	2	8.3%
Total	314		70		76		24	

CHART 4: RESPONSES TO INDIVIDUAL SURVEYS BY RESPONDENT'S JOB DUTIES (CHART 4)
(continued)

Question: The system should allow local district staff to generate customized or ad hoc reports.

	Caseworker	Senior Caseworker	Supervisor	Administrator	Other Respondents	All		
Very important		93 30.2%	18 25.7%		30 39.5%	12 50.0%	12	44
Somewhat important		109 35.4%	30 42.9%		34 44.7%	9 37.5%	9	18
No Opinion		71 23.1%	14 20.0%		8 10.5%	0 0.0%	0	29
Not Important		35 11.4%	8 11.4%		4 5.3%	3 12.5%	3	7
Total		308	70		76	24	24	27

Question: The system should generate reminders, flags, warnings or ticklers about tasks and/or requirements that are coming due or are over due.

	Caseworker	Senior Caseworker	Supervisor	Administrator	Other Respondents	All		
Very important		218 69.6%	46 65.7%		59 77.6%	19 79.2%	19	81
Somewhat important		64 20.4%	17 24.3%		12 15.8%	4 16.7%	4	7
No Opinion		15 4.8%	1 1.4%		3 3.9%	0 0.0%	0	3
Not Important		16 5.1%	6 8.6%		2 2.6%	1 4.2%	1	7
Total		313	70		76	24	24	27