

Learning from the Front Lines: ORS Worker Survey



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INTRODUCTION

Background

In the summer of 2005, the Office of Recovery Services received funding for an 1115 demonstration grant with the stated purpose: “to facilitate an effective paternity establishment program in collaboration between the Office of Recovery Services, Child Support Services (ORS/CRS) and the Office of Vital Records and Statistics (OVR), Department of Health” (90FD0104 Grant Application).

There were two proposed phases for accomplishing this goal. The first involved adaptation of current technology (PATER Registry), and the second involved the coordination of community outreach materials and services (Paternity Matters Project). Both areas have significant impact on the paternity establishment percentage (PEP), the increasing of which is an anticipated outcome through the successful completion of the 1115 demonstration grant.

ORS Worker Survey

The ORS front-line workers and managers are actively involved with paternity establishment issues on a daily basis. ORS leadership values the perspective this hands-on experience brings and determined it was important to learn from this experience to assist in meeting the goals of the grant.

The purpose of this survey was to gather data from ORS workers regarding their 1) feeling about paternity establishment in general, 2) barriers and supports to paternity establishment, and 3) attitudes toward and experiences of accessing information stored by the Office of Vital Records and Statistics (OVRs).

METHOD

The protocol for this study was developed by ORS leadership and approved by the University of Utah Internal Review Board. No approvals were needed from the Human Services as all participants were current employees.

Respondents

All ORS workers involved in paternity establishment, or managing those involved with paternity establishment, were invited to participate in the survey. ORS leaders identified potential respondents through their internal personnel lists.

There were approximately 113 potential survey respondents who were contacted regarding participation in the study. A total of 78 responses were received initially. Upon review of the data, it was determined that 3 responses did not contain sufficient data and were eliminated

from the data base. The remaining 75 responses produced a 66% response rate. Table 1 provides a basic demographic description of the survey responses and their connection to the agency.

Table 1: ORS Worker Survey Participants

Characteristic	
Gender (N = 74)	Female Male
	58 (78%) 16 (22%)
Number of years in any position at ORS (N = 75)	Less than 3 years 4 - 6 years 7 - 10 years 11 - 15 years More than 15 years
	10 (13%) 18 (24%) 23 (31%) 17 (23%) 7 (9%)
Number of years working on paternity establishment cases (N = 75)	Less than 1 year 1 - 3 years 4 - 6 years 7 - 10 years 11 - 15 years
	13 (18%) 18 (24%) 24 (32%) 13 (18%) 6 (8%)
Current Job Position by category (N = 71)*	Pre-order Intake CIC intake
	44 (62%) 20 (28%) 7 (10%)
Region (N = 73)	Northern Central Southern CIC
	16 (21.9%) 32 (43.8%) 18 (24.7%) 7 (9.6%)

* - For a division of position by individual job title see Appendix 1

Paternity Establishment

Personal attitudes toward the concept of paternity establishment could potentially influence a workers perception of the "value" of their work. Respondents were asked several questions which reveal general attitudes toward the paternity establishment process and the role it plays for families and communities.

Table 2 below reveals that most workers appreciate the value of paternity establishment, most especially for the child. While still generally positive, responses were not quite as high when respondents were asked about areas including administration's appreciation of their efforts, and the training and resources needed to do their job well (See Table 3).

Table 2: Attitudes toward Paternity Establishment

	Strongly Disagree	Disagree	Neither agree or disagree	Agree	Strongly Agree	Response Average
I am comfortable answering parents' questions about paternity.	1 (1%)	0(0%)	7(9%)	38(50%)	30(39%)	4.26
I provide a valuable service through my work with parents and the VDP.	1 (1%)	1 (1%)	4(5%)	31(41%)	39(51%)	4.39
All unwed parents should sign a VDP when the child is born.	1 (1%)	4(5%)	5(7%)	28(37%)	38(50%)	4.29
Parents under 18 years old should sign a VDP when the child is born.	1 (1%)	2(3%)	7(9%)	30(40%)	35(47%)	4.28
Paternity establishment is imp. for the father.	1 (1%)	0(0%)	5(7%)	23(31%)	46(61%)	4.51
Paternity establishment is imp. for the mother.	1 (1%)	0(0%)	5(7%)	22(29%)	47(63%)	4.52
Paternity establishment is imp. for the child.	1 (1%)	0(0%)	2(3%)	14(19%)	58(77%)	4.71
Paternity establishment is important for the community.	1 (1%)	1 (1%)	11(15%)	20(27%)	42(56%)	4.35
ORS administration supports my efforts to help parents establish paternity.	1 (1%)	0(0%)	12(16%)	31(41%)	31(41%)	4.21
ORS admin. recognizes and appreciates my efforts to help parents establish paternity.	1 (1%)	8(11%)	28(37%)	20(27%)	18(24%)	3.61
ORS admin. provides me with the tools I need to help parents establish paternity.	1 (1%)	1 (1%)	14(19%)	40(53%)	19(25%)	4.00
ORS admin. provides me with the training I need to help parents establish paternity.	1 (1%)	4(5%)	12(16%)	41(55%)	17(23%)	3.92
ORS policy provides enough information for me to help parents establish paternity.	2(3%)	2(3%)	12(16%)	44(59%)	15(20%)	3.91
The Percentage of Established Paternity (PEP) is an imp. measurement for Federal reports.	1 (1%)	6(8%)	16(21%)	32(43%)	20(27%)	3.85
I understand how PEP score is calculated.	13(17%)	27(36%)	20(27%)	13(17%)	2(3%)	2.52
I understand how ORS benefits from a 90% PEP score.	5(7%)	15(20%)	17(23%)	29(39%)	9(12%)	3.29

ORS agency leaders were interested in better understanding differences in attitudes between workers in different regions, different job titles, different lengths of time in the job, and between the genders. Comparing responses between groups on these attitudinal questions reveals some statistically significant differences. When comparing gender, it was discovered that males are less likely to support paternity establishment for parents under 18. Males were also less likely to believe that paternity establishment is important to the child and that the PEP Ratio is an

important measure for federal reports. When looking at responses divided by Pre-Order and Intake job categories, Pre-order workers were more likely to feel comfortable answering parents' questions about paternity, while Intake workers were more likely to feel supported by ORS administration in efforts to help parents establish paternity. When looking at differences by region, all were very similar on most questions but those in the southern region were significantly less likely to believe that all unwed parents should complete paternity establishment. Interestingly, there were no significant differences based on length of time in a paternity establishment position.

Respondents were also somewhat unclear about the meaning and importance of the Percentage of Established Paternity (PEP) score. Respondents were especially uncertain how the PEP score is calculated. In responding to the statement, "I understand how the PEP score is calculated" more than half of the respondents answered "disagree" or "strongly disagree." This result, found in Table 2 above, was the only average response on the "disagree" side of the continuum.

Obstacles to Paternity Establishment

Respondents were asked to indicate how often a variety of issues were factors which frustrated the paternity establishment effort. The issue which surfaced as least significant in hindering paternity establishment was the mother's use of "good cause." The most commonly noted reason included the mother's unwillingness or inability to provide enough information to locate the father which led to the inability to serve the alleged father.

Table 3: Obstacles to Paternity Establishment

	Almost Never	Sometimes	About half the time	Often	Almost Always	Response Average
Mother claims "Good Cause"	25(34%)	38(51%)	1(1%)	4(5%)	6(8%)	2.03
Mother does not want to establish paternity	9(12%)	49(66%)	7(9%)	7(9%)	2(3%)	2.24
Mother cannot name the biological father.	6(8%)	49(66%)	5(7%)	7(9%)	7(9%)	2.46
Mother doesn't want to name biological father.	3(4%)	49(66%)	10(14%)	7(10%)	5(7%)	2.49
Mother cannot provide enough information to locate the alleged father.	1(1%)	40(54%)	11(15%)	16(22%)	6(8%)	2.81
Mother does not want to provide enough information to locate the alleged father.	1(1%)	44(59%)	14(19%)	11(15%)	4(5%)	2.64
Unable to serve the alleged father.	2(3%)	32(45%)	18(25%)	12(17%)	7(10%)	2.86
Mother will not cooperate with testing after alleged father has tested.	6(8%)	51(72%)	6(8%)	4(6%)	4(6%)	2.28

In addition to the obstacles listed above, respondents were asked to discuss any additional paternity establishment obstacles they had experienced in their work. Twenty five respondents shared additional comments (See Appendix 2: Qualitative Responses - Question #9). Several

additional ideas surfaced in these comments. Some respondents focused on the impact of fathers who were undocumented. This status raised many difficulties. Most of the responses were nuances of the choices listed in Table 3 and provide insight into the specific ways these general obstacles can effect paternity establishment.

Specific concerns for mothers (See Appendix 2: Qualitative Responses - Question #12) focused on their feelings toward the child's father. The mothers either have strong feelings about having the father in the child's life or they have even stronger feelings about not having anything to do with him. Both of these attitudes complicate the establishment process. A mother who wants a relationship with the child's father will often not want to "get him in trouble" by naming him as the father thus initiating child support collections. On the other hand, the mother who wants nothing to do with the child's father is often fearful that by naming him she will open up access to visitation and possible child custody issues. There seems to be a significant lack of information regarding policy in this area.

Similarly, respondents were asked about paternity questions specific to fathers (See Appendix 2: Qualitative Responses - Question #13). Fathers also had questions regarding the impact of paternity establishment on visitation and custody rights. There were also questions regarding past-due payments and the impact of large child support orders on the new family which they may have established. There was also a good deal of mistrust for the genetic testing system and the accuracy of the results.

Current Resource Use

Learning what resources are most used and most useful to respondents was an important aspect of this study. Respondents were initially presented with a wide range of resources and asked to identify approximately how often each was used to obtain paternity information. The most commonly used resources (used by 50% or more of respondents at least daily) included: application for services, birth look-up (on own computer), the copy of the birth certificate from the customer, and the 250 screen paternity information.

Those resources used least often included the copy of VDP from customer, the copy of the paternity order from the customer, the birth look-up (on someone else's computer), the NAOP request from ORSBIRTHCERT e-mail address and the adoption/legitimation clarification from ORSBIRTHCERT e-mail address. The least recognized resource was the NAOP request from the ORSBIRTHCERT e-mail address. A full 15% of respondents had never heard of this resource. Complete results for this section can be viewed in Table 3A, Appendix 1. In addition to general usage information, several resources were also evaluated to learn more about the workers' comfort level with, the reliability of, and the usefulness of the resource.

ORSBIRTHCERT e-mail address: This resource has been used by most respondents (97%) and in general is very easy for people to use. When asked to provide general comments about the resource, most were very positive about the resource (See Appendix 2: Question 21). Many found it to be reliable, with a quick response time. The only consistent complaint was that it is not available on Fridays. Respondents were most confident with being able to easily receive VDP rescissions and administrative paternity establishments from this resource (See Table 4 below).

Very few respondents (13%) felt they must verify the information on this source with something else. Second requests for information had been made by nearly a third (31%) of respondents. When second requests for information were made it was usually necessary for securing the back side of a data source such as the VDP or birth certificate (See Appendix 2: Question 20) or additional information to clarify a discrepancy in other data sources.

Table 4: Attitudes toward and use of ORSBIRTHCERT e-mail address

	Strongly Disagree	Disagree	Neither agree or disagree	Agree	Strongly Agree	Response Average
I am comfortable using this resource.	0 (0%)	0(0%)	3(4%)	26(37%)	42(59%)	4.55
This resource is available to me every day.	0 (0%)	3(4%)	3(4%)	24(34%)	40(57%)	4.44
I receive information quickly from this resource.	0(0%)	1(1%)	5(7%)	36(51%)	29(49%)	4.31
The response includes all of the information I need about paternity establishment.	0(0%)	4(6%)	10(14%)	34(49%)	22(31%)	4.06
This resource provides reliable information.	0(0%)	1(1%)	7(10%)	41(58%)	22(31%)	4.18
I must verify the information on this source with something else.	13(18%)	33(46%)	16(23%)	9(13%)	0(0%)	2.30
This resource makes my job easier.	0(0%)	0(0%)	2(3%)	36(51%)	33(46%)	4.44
I can easily obtain information about admin. paternity establishments using this resource.	1(1%)	13(19%)	19(27%)	28(40%)	9(13%)	3.44
I can easily obtain information about judicial paternity establishments using this resource.	7(10%)	22(31%)	23(32%)	15(21%)	4(6%)	2.82
I can easily obtain information about VDP rescissions (signed on back of VDP form) using this resource.	0(0%)	9(13%)	25(35%)	28(39%)	9(13%)	3.52
I can easily obtain information about VDP rescissions (by judicial order) using this resource.	7(10%)	14(20%)	38(54%)	7(10%)	4(6%)	2.81
I can easily obtain information about administrative paternity disestablishments using this resource.	5(7%)	16(23%)	35(49%)	10(14%)	5(7%)	2.92
I can easily obtain information about judicial paternity disestablishments using this resource.	8(11%)	16(23%)	36(51%)	7(10%)	3(4%)	2.73
I can easily obtain information about adoptions using this resource.	12(17%)	20(29%)	30(43%)	5(7%)	3(4%)	2.53
I can easily obtain information about legitimations using this resource.	6(9%)	19(28%)	38(55%)	5(7%)	1(1%)	2.65

Birth Look-up Program: Respondents were then asked about their experiences with the Birth Look-up program. This program could be accessed through their own or another worker's computer. Of study respondents, 71 (96%) reported access to the resource, 49 (66%) through their own computer and 21 (28%) through others. Everyone who accessed this resource through another worker knew who to ask when use was necessary. Most (57%) who currently do not have personal access to these resources would be interested in having the resource available to them personally. Respondents in both groups were asked to share their experiences with the resource, Tables 5 and 6 present these results.

Both groups were, in general, very satisfied with this resource, information arrived quickly, was regularly available and reliable and made the job easier. General comments regarding the resource (See Appendix 2: Question 27) included much support for its continued use. There were several responders who noted that the system can be a little difficult to manage as the exact name etc. needs to be entered before it will find the record.

Again, nearly one third (32%) of respondents had to make a second request for more information. Several respondents mentioned this as a means of obtaining a voluntary declaration, while others need the second request to obtain additional information on the second or third page or the back of a document (See Appendix 2: Question 26).

Court Exchange: Court Exchange is a resource which had been used by 63 (88%) respondents, another 4 (6%) knew of the resource and never used it, while 5 (7%) had never heard of the resource. Responses to questions regarding workers experience with the Court Exchange resource indicate that this resource is focused on delivering specific information on specific types of cases (See Table 7 below). The resource is most often helpful in obtaining information about judicial paternity establishments.

General comments regarding this resource were very positive (See Appendix 2: Question 32) although a few respondents have had problems with timely responses and difficulty accessing the system. Of the 63 respondents who had used the resource, 27 (44%) had made second requests for information. Generally these requests were for "worksheets" and copies of the "signed order" (See Appendix 2: Question 33).

Imaging Requests: This resource has been used by 26 (37%) of respondents while 36 (51%) had heard of the resource but never used it. There were 9 respondents (13%) who had never heard of this resource. Of those who had made imaging requests most felt the information was available quickly, was reliable and made the job easier (See Table 8 below). When asked if the worker's job would be made easier if imaged administrative orders were available on their computer, 22 (82%) thought this would indeed be helpful.

There were only a few general comments regarding this resource (Appendix 2: Question 37). Most responses commented on either not having access to the resource, never having used the resource or expressing a desire to have more access to making imaging requests. Only one person had ever made a second request (See Appendix 2: Question 26).

**Table 5: Attitudes toward and use of the Birth Look-up program
(accessed through own computer)**

	Strongly Disagree	Disagree	Neither agree or disagree	Agree	Strongly Agree	Response Average
I am comfortable using this resource.	1(2%)	0(0%)	0(0%)	13(28%)	33(70%)	4.64
I often access this resource for other workers who do not have access.	2(4%)	7(1%)	10(21%)	18(38%)	10(21%)	3.57
This resource is available to me every day.	1(2%)	0(0%)	1(2%)	12(26%)	33(7%)	4.62
I receive information quickly from this resource	1(2%)	0(0%)	1(2%)	15(33%)	29(63%)	4.54
The response includes all of the information I need about paternity establishment.	0(0%)	13(28%)	8(17%%)	18(38%)	8(17%)	3.45
This resource provides reliable information.	1(2%)	4(9%)	13(28%)	15(32%)	14(30%)	3.79
I must often verify the information on this source with something else.	6(13%)	12(26%)	12(26%)	12(26%)	4(9%)	2.91
This resource makes my job easier.	1(2%)	0(0%)	2(4%)	17(36%)	27(57%)	4.47
I can easily obtain information about administrative paternity establishments using this resource	5(11%)	15(32%)	13(28%)	13(28%)	1(2%)	2.79
I can easily obtain information about judicial paternity establishments using this resource	8(17%)	18(38%)	16(34%)	4(9%)	1(2%)	2.40
I can easily obtain information about VDP rescissions (signed on back of VDP form) using this resource.	9(19%)	15(32%)	16(34%)	7(15%)	0(0%)	2.45
I can easily obtain information about VDP rescissions (by judicial order) using this resource.	11(23%)	16(34%)	18(38%)	2(4%)	0(0%)	2.23
I can easily obtain information about administrative paternity disestablishments using this resource.	10(21%)	17(36%)	18(38%)	2(4%)	0(0%)	2.26
I can easily obtain information about judicial paternity disestablishments using this resource.	11(23%)	16(34%)	17(36%)	3(6%)	0(0%)	2.26
I can easily obtain information about adoptions using this resource.	12(26%)	18(38%)	15(32%)	2(4%)	0(0%)	2.15
I can easily obtain information about legitimations using this resource.	11(23%)	13(28%)	21(45%)	2(4%)	0(0%)	2.30

**Table 6: Attitudes toward and use of the Birth Look-up program
(accessed through someone else's computer)**

	Strongly Disagree	Disagree	Neither agree or disagree	Agree	Strongly Agree	Response Average
I know who to ask when I need this resource.	0(0%)	0(0%)	0(0%)	11(52%)	10(48%)	4.48
I would like to have this resource for myself.	1(5%)	3(14%)	5(24%)	5(24%)	7(33%)	3.67
Someone with this resource is available to me every day.	0(0%)	2(10%)	2(10%)	11(55%)	5(25%)	3.95
I receive information quickly from this resource	0(0%)	1(5%)	0(0%)	12(57%)	8(38%)	4.29
The response includes all of the information I need about paternity establishment.	1(5%)	3(14%)	7(33%)	9(43%)	1(5%)	3.29
This resource provides reliable information.	0(0%)	1(5%)	6(29%)	13(62%)	1(5%)	3.67
I must often verify the information on this source with something else.	1(5%)	4(19%)	8(38%)	8(38%)	0(0%)	3.10
This resource makes my job easier.	0(0%)	0(0%)	2(10%)	13(62%)	6(29%)	4.19
I can easily obtain information about administrative paternity establishments using this resource	2(10%)	4(19%)	7(33%)	7(33%)	1(5%)	3.05
I can easily obtain information about judicial paternity establishments using this resource	3(14%)	7(33%)	5(24%)	5(24%)	1(5%)	2.71
I can easily obtain information about VDP rescissions (signed on back of VDP form) using this resource.	2(10%)	10(50%)	4(20%)	4(20%)	0(0%)	2.50
I can easily obtain information about VDP rescissions (by judicial order) using this resource.	4(20%)	9(45%)	4(20%)	3(15%)	0(0%)	2.30
I can easily obtain information about administrative paternity disestablishment using this resource.	4(19%)	7(33%)	7(33%)	3(14%)	0(0%)	2.43
I can easily obtain information about judicial paternity disestablishment using this resource.	4(2%)	7(35%)	6(30%)	3(15%)	0(0%)	2.40
I can easily obtain information about adoptions using this resource.	6(29%)	8(38%)	5(24%)	2(1%)	0(0%)	2.14
I can easily obtain information about legitimations using this resource.	4(20%)	7(35%)	7(35%)	1(5%)	1(5%)	2.40

Table 7: Attitudes toward and use of the Courts Exchange

	Strongly Disagree	Disagree	Neither agree or disagree	Agree	Strongly Agree	Response Average
I am comfortable using this resource.	0(0%)	2(3%)	1(2%)	29(48%)	29(48%)	4.39
This resource is available to me every day.	0(0%)	3(5%)	4(7%)	27(44%)	27(44%)	4.28
I receive information quickly from this resource.	0(0%)	1(2%)	5(8%)	30(49%)	25(41%)	4.30
The response includes all of the information I need about paternity establishment.	1(2%)	17(28%)	19(32%)	18(30%)	5(8%)	3.15
This resource provides reliable information.	0(0%)	3(5%)	7(11%)	38(62%)	13(21%)	4.00
I must often verify the information on this source with something else.	4(7%)	15(25%)	21(34%)	17(28%)	4(7%)	3.03
This resource makes my job easier.	1(2%)	0(0%)	4(7%)	33(55%)	22(37%)	4.25
I can easily obtain information about judicial paternity establishments using this resource	0(0%)	5(8%)	9(15%)	34(56%)	13(21%)	3.90
I can easily obtain information about VDP rescissions (by judicial order) using this resource.	2(3%)	9(15%)	25(42%)	17(28%)	7(12%)	3.30
I can easily obtain information about judicial paternity disestablishment using this resource.	0(0%)	8(13%)	25(41%)	18(30%)	10(16%)	3.49
I can easily obtain information about adoptions using this resource.	17(28%)	18(30%)	20(33%)	4(7%)	1(2%)	2.23
I can easily obtain information about legitimations using this resource.	7(12%)	17(28%)	32(53%)	4(7%)	0(0%)	2.55

Table 8: Attitudes toward and use of Imaging of Administrative Paternity Orders.

	Strongly Disagree	Disagree	Neither agree or disagree	Agree	Strongly Agree	Response Average
I know how to request copies of imaged administrative orders.	1(4%)	2(7%)	1(4%)	17(63%)	6(22%)	3.93
I can get copies of imaged administrative orders every day.	3(11%)	6(22%)	4(15%)	12(44%)	2(7%)	3.15
I receive copies of imaged administrative orders quickly.	0(0%)	2(8%)	6(23%)	15(58%)	3(12%)	3.73
I often request copies of imaged administrative orders for their content, not to enforce them.	0(0%)	4(15%)	12(44%)	8(30%)	3(11%)	3.37
Imaged administrative orders include all of the information I need about paternity establishment.	0(0%)	6(23%)	8(31%)	9(35%)	3(12%)	3.35
Imaged administrative orders provide reliable information.	0(0%)	2(7%)	5(19%)	17(63%)	3(11%)	3.78
I must often verify the information on this source with something else.	2(7%)	11(41%)	9(33%)	4(15%)	1(4%)	2.67
The ability to request imaged administrative orders makes my job easier.	0(0%)	2(7%)	2(7%)	20(74%)	3(11%)	3.89
My job would be easier if I could access imaged administrative orders on my computer.	0(0%)	1(4%)	4(15%)	11(41%)	11(41%)	4.19
I can easily obtain information about administrative paternity establishments using this resource	0(0%)	3(11%)	6(22%)	15(56%)	3(11%)	3.67
I can easily obtain information about administrative paternity disestablishment using this resource.	0(0%)	4(15%)	13(48%)	9(33%)	1(4%)	3.26
I can easily obtain information about adoptions using this resource.	8(30%)	6(22%)	10(37%)	3(11%)	0(0%)	2.30
I can easily obtain information about legitimations using this resource.	5(19%)	5(19%)	14(52%)	3(11%)	0(0%)	2.56

Judicial Paternity Orders: A majority of respondents (82%) had used this resource. There were also 8 (11%) respondents who knew of the resource but never used it and 5 (7%) who had never heard of it. The question which produced the most significant response was regarding individual access to this resource (See Table 9 below). Of the 58 respondents, 53 (93%) agreed or strongly agreed that access to this resource on their own computer would be helpful. These feelings were echoed in the general comments as well (See Appendix 2: Question 42).

Second requests for judicial paternity orders were reported by 19 (33%) of respondents. Second requests were generally made to receive information that was not sent upon the first

request or when additional information was needed (See Appendix 2: Question 41).

Table 9: Attitudes toward and requests for Judicial Paternity Orders

	Strongly Disagree	Disagree	Neither agree or disagree	Agree	Strongly Agree	Response Average
I know how to request copies of judicial orders.	0(0%)	0(0%)	1(2%)	32(56%)	24(42%)	4.40
I can get copies of judicial orders every day.	2(3%)	11(19%)	10(17%)	28(48%)	7(12%)	3.47
I receive copies of judicial orders quickly.	1(2%)	11(19%)	15(26%)	26(46%)	4(7%)	3.37
I often request copies of judicial orders for their content, not to enforce the current support provision.	1(2%)	9(16%)	21(36%)	21(36%)	6(10%)	3.38
Judicial orders include all of the information I need about paternity establishment.	0(0%)	12(21%)	21(36%)	23(40%)	2(3%)	3.26
Judicial orders provide reliable information.	1(2%)	3(5%)	9(16%)	40(69%)	5(9%)	3.78
I must often verify the information on this source with something else.	6(10%)	16(28%)	26(45%)	9(16%)	1(2%)	2.71
The ability to request judicial orders makes my job easier.	0(0%)	0(0%)	5(9%)	38(67%)	14(25%)	4.16
My job would be easier if I could access imaged judicial orders on my computer.	0(0%)	1(2%)	3(5%)	20(35%)	33(58%)	4.49
I can easily obtain information about judicial paternity establishments using this resource	0(0%)	3(5%)	16(28%)	27(47%)	12(21%)	3.83
I can easily obtain information about VDP rescissions (by judicial order) using this resource.	1(2%)	5(9%)	27(47%)	18(31%)	7(12%)	3.43
I can easily obtain information about judicial paternity disestablishment using this resource.	0(0%)	5(9%)	27(47%)	18(31%)	8(14%)	3.50
I can easily obtain information about adoptions using this resource.	15(26%)	14(24%)	21(36%)	7(12%)	1(2%)	2.40
I can easily obtain information about legitimations using this resource.	8(15%)	10(18%)	33(60%)	3(5%)	1(2%)	2.62

250 Screen: All respondents had heard of the 250 Screen. Only one respondent said they had never used it. Most respondents found this to be a very useful screen which provided information for a wide variety of circumstances (See Table 10 below).

Many of the general comments regarding this resource (See Appendix 2: Question 45) focused on the need for additional codes in some of the fields.

Table 10: Attitudes toward and use of the 250 screen

	Strongly Disagree	Disagree	Neither agree or disagree	Agree	Strongly Agree	Response Average
I am comfortable with the 250 screen.	0(0%)	0(0%)	2(3%)	38(55%)	29(42%)	4.39
I have been trained on the 250 screen enough to do my job.	0(0%)	0(0%)	2(3%)	39(57%)	28(41%)	4.3.8
Volume 2 provides enough information about the 250 screen for me to do my job.	0(0%)	0(0%)	17(25%)	35(51%)	17(25%)	4.00
The codes on the 250 screen show if paternity was established.	0(0%)	0(0%)	1(1%)	46(67%)	22(32%)	4.30
The codes on the 250 screen show how paternity was established	0(0%)	1(1%)	3(4%)	45(65%)	20(29%)	4.22
The codes on the 250 screen show when paternity was established.	0(0%)	1(1%)	1(1%)	46(67%)	21(30%)	4.26
The codes on the 250 screen show who the legally established father is.	0(0%)	2(3%)	3(4%)	47(68%)	17(25%)	4.14
The codes on the 250 screen show if a consort has been excluded.	0(0%)	3(4%)	3(4%)	46(67%)	17(25%)	4.12
The codes on the 250 screen show how a consort was excluded.	0(0%)	4(6%)	5(7%)	46(67%)	14(20%)	4.01
The codes on the 250 screen show when a consort was excluded.	0(0%)	4(6%)	9(13%)	40(59%)	15(22%)	3.97
The codes on the 250 screen show if paternity was disestablished.	2(3%)	10(15%)	30(44%)	21(31%)	5(7%)	3.25
The codes on the 250 screen show how paternity was disestablished.	3(4%)	11(16%)	33(49%)	16(24%)	4(6%)	3.10
The codes on the 250 screen show when paternity was disestablished.	2(3%)	11(16%)	34(50%)	16(24%)	5(7%)	3.16

NAOP form: There were 13 respondents who indicated they use the NAOP forms. Five respondents (39%) completed an average of less than 1 per week, 5 more completed between 1 and 3 per week, 1 person completed 4 - 6 per week and 2 people completed 7 - 10 per week. There were 11 respondents who indicated the approximate length of time it took them to complete an NAOP form. The time ranged from 1 - 25 minutes with the most common response being about 5 minutes.

Those who use the NAOP generally find it accurate, professional looking, and easy to complete (See Table 11 below). A majority of respondents 9 (75%) agreed that they would like the NAOP to be a Document Generation Form. Most would also like to complete the NAOP on

Table 11: Attitudes toward and use of the NAOP form

	Strongly Agree	Disagree	Neither agree or disagree	Agree	Strongly Agree	Response Average
The NAOP contains accurate information.	0(0%)	0(0%)	3(25%)	5(42%)	4(33%)	4.08
The NAOP looks professional.	0(0%)	2(17%)	2(17%)	4(33%)	4(33%)	3.83
I understand how to complete NAOP form.	0(0%)	0(0%)	1(8%)	6(50%)	5(42%)	4.33
The NAOP is easy to complete.	0(0%)	0(0%)	2(17%)	5(42%)	5(42%)	4.25
The NAOP is accepted by Vital Records.	0(0%)	1(8%)	3(25%)	5(42%)	3(25%)	3.83
The NAOP information is added to the VRS system quickly.	0(0%)	2(17%)	9(75%)	1(8%)	0(0%)	2.92
The NAOP allows me to provide ALL important information about paternity establishments to VRS.	0(0%)	0(0%)	4(33%)	6(50%)	2(17%)	3.83
I provide information about ALL administrative paternity establishments to VRS.	1(8%)	0(0%)	3(25%)	4(33%)	4(33%)	3.83
I provide information about ALL paternity establishments to VRS.	2(17%)	2(17%)	5(42%)	1(8%)	2(17%)	2.92
I always remember to complete the NAOP.	0(0%)	0(0%)	1(8%)	6(50%)	5(42%)	4.33
The NAOP allows me to provide ALL important information about paternity disestablishments to VRS.	1(8%)	2(17%)	5(42%)	2(17%)	2(17%)	3.17
I would like the NAOP to be a Document Generation form.	1(8%)	0(0%)	2(17%)	1(8%)	8(67%)	4.25
I would like to complete the NAOP on ORSIS and transmit the information to VRS without a paper form.	1(9%)	0(0%)	2(18%)	2(18%)	6(55%)	4.09
I would like to complete the NAOP on a website.	1(8%)	1(8%)	6(50%)	2(17%)	2(17%)	3.25

ORSIS and transmit the information to VRS without a paper form. There was less support for completion of this form on a website.

Additional Assistance

While much is already available to workers, survey respondents were asked to indicate if they were interested in additional resources or training to assist in paternity establishment. In the

area of training, only 9 respondents provided a comment (See Appendix 2: Question 51). These comments generally indicated that a few people are in need of training on specific resources and that updates in general are helpful for keeping everyone moving forward together.

Respondents were also asked if they felt there was a need for additional resources for establishing paternity. Just over half the respondents indicate this would be helpful. Suggestions for the type of resources needed were quite diverse (See Appendix 2: Question 11). The most common request was for assistance in securing information from other states. Currently workers experience frustration with long time delays and many “hoops” to jump through in trying to secure information from other states. This desire for better interagency connection includes immigration and homeland security and any other agency that might be able to help workers locate people they are seeking.

Some respondents were also looking for tools to help “encourage” parents to be more active in the paternity establishment process. Some suggested positive means such as better education on the value of paternity establishment; others were seeking policies that would have more “teeth” (punishments?) in requiring participation. Some comments expressed an underlying (or blatant) frustration with federal and state requirements which seem unrealistic given case loads and the difficulties faced in some situations.

In addition to resources for paternity establishment, respondents were asked if they felt a need for additional resources to assist in answering parents’ questions or concerns regarding the issue. Only 9 (12%) respondents expressed a need for additional resources in this area. Some of the suggestions include a desire for more basic information regarding the paternity establishment process, custody and visitation issues and time frames for the process (See Appendix 2: Question 15). Workers want answers to the basic questions they often receive from parents instead of just sending them elsewhere for answers.

Discussion

This study provided one of the first times (in some workers’ experience) that workers felt their opinions were gathered and thus valued in the decision-making process for the agency. General comments regarding appreciation for this opportunity to provide feedback were reflected in some of the summary comments at the end of the survey. While there was a good deal of data provided, some common themes emerge which can summarize the findings of this study.

Even a cursory review of the data reflects a high level of appreciation workers have for the various resources available to them for paternity establishment. Some comments imply that some workers have experienced the day when such resources were not available and completing the assigned work has been greatly simplified through access to these resources.

There were some differences expressed between resources, for example, the Birth Look-up program was perceived to be a little less reliable than the ORSBIRTHCERT e-mail address. The requests for Judicial Paternity Orders and the Imaging of Administrative Paternity Orders were said to take longer than receiving information from the Courts Exchange, ORSBIRTHCERT e-mail address or the Birth Look-up program.

Workers are definitely aware of the time constraints they are under in completing cases. Requests for personal, daily access to all resources reflect this awareness. There was some frustration expressed toward time frames which seemed unreasonable given limited access to some data such as out-of-state information. This was one of the few areas where there were requests for additional resources to help workers do their job more efficiently. There also seemed to be some degree of frustration with efforts that involve interaction with OVRs. While not a large issue, better communication and coordination of documents and services would be seen as helpful in improving the paternity establishment process.

Conclusion

Through this survey ORS workers were given the opportunity to provide feedback regarding their 1) feelings about paternity establishment in general, 2) barriers and supports to paternity establishment, and 3) attitudes toward and experiences of accessing information stored by the Office of Vital Records and Statistics (OVRs). It is hoped that these results will be useful as the agency moves forward to improve, on all levels, the processes and outcomes for paternity establishment in the State of Utah.

Appendix 1: Additional Data

Table 1A: Team Numbers

Team Number	Number per team	Percentage
7	4	5.5
8	5	6.8
10	6	8.2
12	1	1.4
17	2	2.7
18	3	6.8
28	2	2.7
29	12	16.4
30	9	12.3
32	2	2.7
41	8	11.0
47	5	6.8
52	1	1.4
53	2	2.7
56	2	2.7
70	6	8.2
76	1	1.4

Table 2A: Respondent Distribution by Job Title

Position	Number in position	Percent of Sample N = 73
Pre-order agent	30	41.1
Pre-order Senior Agent	11	15.1
Interstate pre-order agent	3	4.1
Intake agent	14	19.2
Intake Senior agent	6	8.2
CIC intake agent	3	4.1
CIC intake senior agent	4	5.5
Comb. Intake/pre-order agent	1	1.4
Other	1	1.4

Table 3A: Current Resources - Frequency of Use

	Never	Less than once a week	About once a week	2-4 times a week	5-9 times a week	10-15 times a week	16-20 times a week	21 or more times a week	Never heard of this resource
Application for services	- 0 -	5 (7%)	2 (3%)	13 (18%)	7 (10%)	13 (18%)	12 (17%)	20 (28%)	- 0 -
Copy of Birth Certificate from customer	5 (7%)	11 (15%)	5 (7%)	9 (12%)	18 (25%)	11 (15%)	5 (7%)	8 (11%)	- 0 -
Copy of VDP from customer	12 (17%)	22 (31%)	6 (8%)	14 (19%)	5 (7%)	6 (8%)	3 (4%)	4 (6%)	- 0 -
Copy of VDP from customer	12 (17%)	22 (31%)	6 (8%)	14 (19%)	5 (7%)	6 (8%)	3 (4%)	4 (6%)	- 0 -
Copy of paternity order from customer	9 (13%)	33 (46%)	6 (8%)	12 (17%)	3 (4%)	4 (6%)	- 0 -	4 (6%)	- 0 -
Birth Look-up (on your computer)	17 (24%)	4 (6%)	2 (3%)	8 (11%)	6 (8%)	6 (8%)	7 (10%)	22 (31%)	- 0 -
Birth Look-up (on someone else's computer)	43 (59%)	4 (5%)	4 (5%)	9 (12%)	3 (4%)	5 (7%)	2 (3%)	3 (4%)	- 0 -
Birth Certificate request from ORSBIRTHCERT e-mail	9 (12%)	21 (29%)	9 (12%)	13 (18%)	6 (8%)	6 (8%)	2 (3%)	7 (10%)	- 0 -
VDP request from ORSBIRTHCERT e-mail	- 0 -	16 (22%)	12 (17%)	12 (17%)	9 (12%)	10 (14%)	5 (7%)	8 (11%)	- 0 -
NAOP request from ORSBIRTHCERT e-mail	33 (49%)	14 (21%)	2 (3%)	5 (7%)	1 (1%)	1 (1%)	- 0 -	2 (3%)	- 0 -
Adoption/legitimation clarification from ORSBIRTHCERT e-mail	38 (53%)	22 (31%)	4 (6%)	1 (1%)	- 0 -	- 0 -	- 0 -	2 (3%)	5 (7%)
Copy of imaged admin. paternity orders	15 (21%)	31 (42%)	15 (21%)	5 (7%)	3 (4%)	- 0 -	1 (1%)	1 (1%)	2 (3%)
Judicial paternity order info. from Courts Exchange	3 (4%)	25 (34%)	17 (23%)	16 (22%)	3 (4%)	3 (4%)	2 (3%)	2 (3%)	2 (3%)
Request copy of imaged UT judicial paternity orders	12 (16%)	25 (34%)	21 (29%)	7 (10%)	1 (1%)	1 (1%)	1 (1%)	3 (4%)	2 (3%)
Request copy of UT judicial paternity order using R35C	15 (21%)	34 (47%)	12 (16%)	6 (8%)	- 0 -	1 (1%)	1 (1%)	3 (4%)	1 (1%)
250 Screen paternity information	5 (7%)	4 (5%)	5 (5%)	7 (10%)	13 (18%)	12 (16%)	16 (22%)	11 (15%)	- 0 -

APPENDIX 2: QUALITATIVE DATA

9. Please describe the additional obstacles you have experienced in establishing paternity:

- mothers do not pick up their certified mail (naa)
- child adopted by someone other than the alleged father. also, mother got pregnant thru a sperm donor bank and/or was artificially inseminated. we have cases of reported rape situations
- caseloads are too high to give every case the efforts that are
- If paternity has been established in another state it is sometimes difficult or a long process in getting the other state to provide requested documentation
- If either of the parties have tested previously with another ORS office with Labcorp, there is no way for me to know that. This results in another sample to be taken for that party and another charge to the state that didn't need to happen. There should be some way we can see if any of the parties have previously been tested through any office.
- The mother applies for full FEP program and fills out the application for services. Both parties are served and mother decided she does not want us to establish an order. We then have to close her case without taking an order because in the interim she did not qualify for all programs and because she is not on AF/FM we are not taking the order. I feel that we should continue with the order and close the case with the order taken and not collect. My reasoning is that she will in most cases be back in the start the entire process over again. Secondly, we are to act in the best interest of the child and that is to take the order and make sure paternity is established.
- My situation is different from regular child support since I deal with Children in Care and some of the time the Juvenile Court Judge does not want paternity to be established. A lot of the time, the mother does not want paternity to be established since she fears the custody of the child will be given to the father
- Working foster care/youth corrections cases, we have a large number of cases that we have 'no' or very little contact with the mother. On several occasions, the mother is either incapacitated or just uncooperative with ORS, they blame ORS for their problems. In some cases, the just state they do not want the alleged father involved and will not give a name. I have also experienced cases where the mother states she was raped and does not know who the father is.
- Working with other states and going by their laws is some times an obstacle.
- undocumented illegals using fake names/identities Native Americans living on reservation who cannot be served personally alleged fathers who deliberately avoid process service
- Not name the correct consort. Oblegee or ALGF no keeping testing appointments
- Morale with the Office of Recovery Services is very low. It seems as if the only appreciation employees receive, is the appreciation we give each other. Individual accomplishments are rarely recognized by upper management, which makes it even worse. Compliments given by managers are almost always followed by: 'you're doing great, BUT...'
- There is a lfat that cannot be located to test and exclude and algf refuses to attend.
- Once you have served alleged father and genetic testing has been completed. With the results showing your served alleged father is in fact the father. However alleged father has moved and you are unable to serve him again. I believe that he was served the first time, and he participated with genetic testing, we should be able to establish the paternity and child support order even if we are unable to serve alleged father again with test results.
- Do not have easy access to juvenile court records as is possible with judicial court records.
- There is an organization in Orem: Adoption Center of Choice 241 W 520 N Orem UT 84057 (801) 224-2440 which advertises adoption services (reportedly) in the yellow pages all over the United States. They may have other avenues of advertising--I don't know. It is not mandatory that the pregnant mother come to Utah, but, if she does, it is my understanding that they will provide an

apartment & utilities & money & prenatal medical care for her while she's awaiting the birth. If she already has other children, she can put them on state programs available thru Dept. of Workforce Services while she's here--if she qualifies (one woman brought five children with her from Pennsylvania). The prospective mother may decide to stay in Utah, after the birth, or she may decide to go back to the state from which she came. Paternity is more difficult to establish when the alleged father is out of state, & this adoption center's advertising is bringing in Paternity cases from out of state. It is perfectly legal, I've been told. I'm just saying that it is a FACTOR in the percentages of our cases in which we are able to establish paternity. Also, I suspect that fraud on the part of the mother can be enabled by this adoption opportunity. I can remember one case, in particular, that may illustrate what can happen: ORS case # C000703009; PACMIS case # 739624. Again, fraud is a FACTOR which can prevent our ability to establish paternity. A side effect of the adoption opportunity (that is not pertinent to paternity establishment), is that Utah resources are being used by some women who are coming into Utah from out of state. And that is perfectly legal, also. This adoption agency has been at the same address for over ten years. I requested that a QMF be run to see how many of our clients have used that address (they are told to use the Agency's address & not their apartment address). That is the only way we could tell just how much impact these particular clients have had on the State of Utah for the past ten years. My request was denied for two reasons: (1) the adoption center is not doing anything illegal, & (2) it is 'not pertinent' to my job. So I have no idea how much of a factor this may or may not be in our percentage of paternities established.

- There are two ways to establish paternity. Testing or if child was born in the marriage of the parents. If the child is born in the marriage the paternity is automatically established. The state provides a great resource to find information on Divorce. We can find out when the parents got divorced as long as the Divorce was in the State of Utah. However, I have yet to see any type of resource to see when the parents were married. If we had a resource that could provide marriage dates that would greatly improve the paternity process. I would say 50% of my cases I write best available info says child was born in marriage. If I had the beginning marriage date, I could say child is born on marriage parents married on ##### date child born on this ##### date.

- The alleged hides and is not served. The alleged does not show for DNA testing after being served and notified of the DNA appointment.

- father is unlocated, parties are minors. specified relative case and relative will not produce child for testing. Other states involvement.

- I don't work that side of the file

- unable to locate wage or employer info on alleged father to set a cs amount

- Dealing with illegal Aliens. Dealing with alerts instead of cases

- Mothers not being up front and truthful in providing information about the alleged father, and/or hiding information about the possibility of alleged fathers. other examples: mother knowing who the biological father is, but will give a fictitious name, or names, preventing ORS from locating and establishing paternity.

- vague policies, changing policies, conflicting policy, legal father vs biological father issues

- Illegal Alien issues make it very difficult to locate or verify the alleged father. They use invalid ss# or several ss# and very often have several alias names. A lot of the time when the mother is here illegally she claims the alleged is in Mexico or another foreign country so we can not pursue paternity.

Another issue we are seeing more of is the parent gives custody of the child to a specified relative to get benefits when she can't or does not want to name the alleged. I have had cases where the mother keeps the children with her that she can name the alleged & gives the children she can't or won't cooperate on to relatives. People seem to communicate on how to work around the system and we see several people for a period of time with the same story. There was a time period where we had mothers bringing in an obituary from the news paper claiming the alleged father was deceased. We

would often figure out the conception time period and find it was impossible for the person named to be the father.

11. Please describe additional resources that would help you in establishing paternity.

- when a child is born have the mother complete information regarding the father
- I am in intake and do not directly establish paternity, so most of these questions do not pertain to my specific job.
- If vital records in other state's were more helpful or we have direct access to review their records.
- Any type of locate help. Also, the response to the previous question I just answered.
- Genetic testing at the hospital at time of birth. It is a well known fact that the alleged father's are present at the hospital. For the child's sake, it would be a great tool to have correct paternity addressed at birth rather than years down the road when it has the potential to effect many other families and the child's own security in some cases.
- More cooperation from out of state vital stat offices.
- More easily accessed birth certificate records from other states. The OSCE state profile page to be more accurate with updated information and links to get the birth cert information.
- additional locate resources
- 1) coordinate with ice (immigration customs enfc) and homeland security to identify and report individuals who are undocumented/illegal. This is not currently done; under present policy all persons are 'presumed' to be 'legal', and our system is literally clogged with false and useless information derived on many who are not legal. 2) obtain the cooperation of federally recognized jurisdictions (Indian reservations) to be able to have process service occur to persons residing on the reservation. Paternity cannot be established without the named alleged father first receiving documents via personal service. 3) a)develop more effective and aggressive methods for achieving process service, including seeking fines/penalties for deliberate avoiding of service. b)go back to establishing process service collection debts on cases (these were dropped by the previous administration in order to help reduce the appearance of uncollected debt on the books to make our figures look better to the feds.)
- More flexibility with scheduling. Labs with evening hours. Increased opportunity and simplification of the option to voluntarily declare paternity. Simplification and shortening of the process involved in rescinding a voluntary declaration. Currently we cannot move forward on any other paternity possibility until the vd is rescinded, which is time consuming. ' Allowance in the time frames for paternity situations. It is not simply a matter of serving the parties when GT is required. One missed appointment can prevent timeliness on the case. A locate resource that provided reliable telephone and cellular numbers. Phone numbers for all parties enable timely follow up and reminders of upcoming appointments.
- Having access to look up an alien registration number would be helpful, especially if there was a database we could tap into that had (hopefully) as current as possible locate info. Also, having some way to obtain tax numbers given to aliens to track income would be helpful.
- Better relations and abilities to get things done with Vital Records
- The ability to obtain paternity documentation from other states.
- Better access to deported individuals.
- Tools to help research regarding paternity establishment in other states. In my research I have found that many of our clients did have paternity established in another state but didn't know it was established. The California POP program is wonderful as they are willing to provide copies of the document that established paternity upon request. It would be great if we had that ability with all states.
- Better communication with or narratives by DWS or previous workers. We need the information that the custodial parent may have provided in a previous interview that she doesn't feel she needs to

disclose a second time, because she has already told someone that works for DWS or ORS. Quite often the pre-order agent has to start all over gathering information from the custodial parent. There was a time when we listened to the consumer, our ogligee, s/he was considered to be our best source of information. It did take a little more time, but we treated them like people. If you listen carefully you can learn the discrepancies and locate becomes easier. At one time we were told to consider ORS the collection agency for the state, this created a shift in the way we were to look at our cases. We needed the help of the CP and if she did not choose to help then we could non-coop her TANF benefits or close her case. Now there has been another shift. We have to practically hold the CP's hand and walk her/him thru the process. I understand that the more they understand our process the more helpful they can be. But I also live in reality. Many of these CP's have more info than they are providing because they want to maintain a relationship with the NCP. As long as they are getting their TANF benefits and some extra help from him and keeping that relationship going they are happy. ORS 'has no teeth' to do our jobs anymore. We are now bending so far to make sure that the consumer of the public's taxes, has their due process that non-cooperation and closing a case because the CP prefers not to cooperate has become difficult. This should not be an issue - the consumer has a 'right' to be on public assistance with ALL that REQUIRES (full cooperation in establishing paternity and an order for child support) or they also have a 'right' to find another way if they do not wish to cooperate. There are jobs out there, there are med programs for the children only, if the household income qualify's, they can be assisted with food stamps. Please don't reduce our job to just obtaining the stats - people are just numbers, the computer tracts what ever you generate. Then expect us to be warm and fuzzy, hold the hand of the consumer so they are not in non-cooperation status or the case closes because we cannot proceed. There needs to be a medium some where, so that we have the teeth to do our job. The consumer understands what there responsibility is - they should understand that it's a BIG responsibility, nothing is free. TANF is not free money, it is not the state giving them child support until we can get it back from the non-custodial parent. (some people really think that we are the child support agency that just gives out child support) When they make the choice to ACCEPT public assistance they sign a contract to help establish paternity and child support - they are our best resource. They need to understand that. We need our 'teeth' back so that we can obtain this cooperation or close the case without an act of God. Common sense should play a bigger part in working our case load. If the ogligee wants the case worked h/she is usually willing to provide info they have without a test of power/strength. It would be nice if it was recognized that some cases take longer to work than others. We all would like to put the hard cases to the side and do 3-4 or maybe even 5 other cases in the time that the hard cases would take. There are numerous cases where the children have been sent to a specified relative. This means a case against both parents, but that can only be the beginning - often the children are too many for one specified relative to take in on top of their own family so the brothers and sisters are separated among various specified relatives ie; grandparents, uncles, aunts, and even older siblings. These cases can be complicated and take a long time to work. Do we set them aside and think about the stat numbers and just hope one of those cases doesn't get caught in an audit. Because hey you've got 3-5 other cases completed in the time it would have taken to work all the related spec relative cases. The right thing to do is work all the cases to the best ability with the resources we have. But there is this incredible pressure to just get those alerts worked. Cover the case load quickly so you won't get caught in an audit. Also remember you have accuracy audits you have to pass. Morale is not what it used to be. A better working atmosphere promotes productivity and fewer errors. Having the 'teeth' we need to do our jobs creates a stronger will to be productive. If our hands are relatively tied because we have to hold the clients hand through their due process, so we don't make them feel bad. Any work we have done on the case was for nothing because we have to baby these people. I was in that situation and I had a choice to make the same decisions. I made a choice to take some public assistance to help me as I moved up on my job. I know about making those choices and I

know about the responsibility I took on in helping ORS to enforce on my child support order. Or at least let them know where he was and that he was not working. DHS is not doing the consumer of any favors - if the powers that be think that we need to take a parenting role over these consumers then let's be good parents and teach responsibility. Let's be realistic in our role at ORS - we have a job to do - establishing paternity and child support for all of our cases, not just the easy ones. The consumer - or obligee is our best resource, we need to have 'teeth' to obtain the information she may not even know she has. ORS needs to remember that the employees are their best resource - help make the job easier not more stressful. There probably are no 4.0 employees. We all have our strengths and weaknesses. There are some who only skim the top of the case and they have had cases come back with problems that have gone all the way to administration. There are others that are slow and thorough, who work all cases easy or tuff. We the employees are one of the best resources the agency has. We are not robots, we have brains to think through each individual case and the unique twist the people tend to do to their lives. The employees need to be recognized for their individual talents. Some are fast, others are more thorough. We are not the same - that's why we talk to each other to get each others input. Let us work off each other, let us create a synergy effect. Let us do our jobs - we are one of the best resources. Provide us with workable tools then let us do our jobs. Each with our own strengths - synergy.

- 1. Either a smaller case load, or an increased time limit for order establishment time frame 2. When dealing with other states having mandatory direct lines to a live person in the other state to facilitate communication. There are many times that I am unable to contact someone at the other state to resolve problems.

- Easy access to juvenile court records.

- If a parent has been on programs in another state, they may or may not know if paternity was established by that state or if a c.s. order was taken by that other state. It becomes a fishing expedition to contact other states & their courts to (1) find out if documentation exists & (2) to get copies of documentation if it does exist. Some states have made it almost impossible to contact a c.s. agent. We are only given a 'general phone #' or even just a fax # to fax in our request. With so many variables & possible outcomes involved, it is difficult to even put our request into words in order to 'fax' it in. We really need to be able to speak w/the out of state agent without being put through so many hoops. Our Federal time frame is 20 days (which includes weekends & holidays) to move a case from intake. In my experience, it can sometimes take four or five phone calls, & sometimes faxes, over a period of a week to 10 days just to find someone to help. New Mexico & Arizona are particularly difficult to work with. We just don't have that much time to waste. And then we are sometimes told that the Agent has ten days to respond to us. We don't have the luxury of waiting ten days when it may have taken ten days to get thru in the first place. Each state may think that they are protecting their agents' time by putting these barriers in the way of someone wanting to contact them. But as each state is adding more & more barriers, what happens when their own agents need help from another state? The time that is being so 'protected' is then being wasted trying to get thru another state's protective barriers. Either we need to make provisions for expediting contact between each state's c.s. agencies, or we need a national data base that each state can consult to find out what has already been accomplished. Also, in addition to c.s. agencies, we desperately need information from each states' Vital Statistics offices to know if a Voluntary Declaration has been filed & if it legally determines paternity according to that state's laws. Some states will give you copies of the child's birth certificate &/or Voluntary Declaration if you send a check. Some states will not give you any information, & they will not give you copies even if you do send a check. They will only respond to a parent. Sometimes paternity is established by a divorce decree. More often than not, our client doesn't have a copy of their divorce decree. And if it is a Specified Relative case, the relative may not know if there was a divorce or when there was a divorce or what state in which a divorce may have taken place.

Here is another example of where a national data base would come in handy.

- A state wide marriage date resource, just like the state wide divorce annulment resource.
- Making the mothers cooperate, make them have to complete the application, even when they are on cc, and fs and nb
- more access to birth records. More tools that would 'convince' parties to participate.
- more current info on employers and wages
- Working with Social Security Admin to verify SS#.
- Use the media, tv, magazines, radio, provide info through other public offices, school system; educating potential parents as to why is so important to establish paternity (at the time of the child's birth), etc. Have easy to complete, easy to read forms. Have the Department of Vital Stats be more accessible to clients. Provide free birth certificates to those who are willing to participate in establishing paternity within a few days from child's birth
- more hands on experience and one on one.
- Better access to Job Service information such as to be able to see any applications submitted for jobs. Those would list the most current address and telephone number. Those items would be extremely helpful in obtaining service on an alleged father.
- 1. Information, vol decs/orders from other states. 2. A visitation/mediation program which encourages not only financial but actual involvement of the potential father into child's life. Where he can see by acknowledging paternity he will be allowed to participate in a child's life.
- Having a centralized person who obtains vol decs and birth certificates from other States. The way it is now, everyone is wasting their time trying to contact the other States for this information and if we had one person who would do this, it would save a lot of time and right when you get a new file you would know for sure if Paternity is an issue or not because the information is already gathered for you.
- policy that allows us access to information resources in other st
- Computer access to jail photos. The ability to sanction the household when the mother is illegal. I had a client with 3 children. She could name the alleged father of two of the children but could not cooperate on one child. Her case was sanctioned. She has a friend in the same apartment complex with 4 children that can not give verifiable information on the alleged fathers. Because the mother of the 4 children is not a citizen a sanction does not apply to her case. She receives benefits for all 4 children but not for herself. The mother that is a citizen receives no financial benefits because of the sanction.

12. From your experience, what are the most common concerns/questions about paternity establishment for mothers?

- abuse, visitation and can the father take the child away from
 - This is usually their concern 'will he have rights to my child'? they are afraid that establishing paternity will automatically allow the father to have some type of joint custody rights or visitation rights with the child.
 - will it automatically give visitation/custody rights to the biological father
 - None - I do believe it benefits all parties to have paternity established.
 - will he be able to get custody of the child/children? she doesn't want the father to be a part of the child's life
 - Fear of the algf
- the fact that the father has 'rights' to the child
- Father's rights
 - How the sample is drawn (ex. blood) and how long it will take to get the results.
 - The length of time before they know and will be able to get child support.
 - Whether or not the father will have custody or visitation after paternity is established.

- I usually do not deal directly with the mother, since it is ordered by the Juvenile Court Judge and in many instances it is a motherless draw due to the fact that the mothers skip out once their child(ren) are taken.
- They are worried that the father will have visitation/custody rights to the child.
- They are always worried what rights that is going to give the father to the child.
- Whether we are going to be able to locate the bio father, how long it will take, whether it will allow bio father rights to the child
- That some how it will hurt their chance of getting state benefits if paternity is established. They don't know the benefits of establishing paternity as early as possible while the information is current.
- they don't understand the paternity establishment process.
- whether paternity establishment will create problems concerning custody of the child. Legal questions regarding the rights of the father & child.
- In my experience working with mothers, they either don't want paternity to be established because they don't want the father to have anything to do with the child, or they are withholding information because they don't want us to proceed on an order to protect the other person.
- 1) the first is always 'when do I start to get my money?' 2) the second is usually 'why haven't I gotten any money yet?' 3) the third would be 'why is this taking so long?' 4) needs to have process explained in detail.
- That the father will not come in and will feel no obligation to do so. We have very little traction or leverage to motivate them to participate in the process. It is more often than not unclear or unrecognized that we can move forward and establish paternity by default if they do not. Emphasizing that reality could be helpful. That the process will take too long and they will never get their money. Why their signed birth certificate, or the fact that the father has no argument about paternity is not sufficient. Even Voluntary Declarations are not sufficient when signed during particular years. That should be changed. If the VD was valid when signed, it should remain, and not be invalidated by future changes to the law. We are wasting resources to test parents who are already committed and willing to provide support.
- Can the father take child if paternity is established? Does establishment of paternity give the father the right for parent time visits?
- If establishing paternity means that she will have to allow the father visitation, (when she doesn't want to allow it).
- 1. 'Will he be able to get custody?' (mostly physical, but they probably mean both physical and legal).
- 2. 'I don't want him involved in the child's life'.
- What rights the father has regarding visitation and custody once paternity is established.
- NONE, REALLY
- 1) getting the non custodial parent served 2)how long before the final order is issued 3)what if the non custodial parent does not work 4)will the non custodial parent have rights to the child once an order and paternity has been established.
- Why, if she only wants assistance without father involved.
- involvement of the biological father in the child's life. Some want it, and some do not.
- Mostly general questions about the administrative process to establish paternity. This is easily explained, once the client understands the procedures they are more willing to cooperate in the process.

- Will the father get visitation if paternity is established?
- Establishing paternity also means establishing a child support order - there in lies the concern. If he is coming around, even on a limited basis, possibly even helping out with baby needs. If ORS starts putting pressure on the alleged father to establish paternity and child support, he tells her he will not help out anymore and will not be a part of the child's life. Many of the mother's still want that

relationship with the father for themselves. The mother's either have strong feelings about having the father in the child's life or they have even stronger feelings about not having anything to do with him. Both of these complicate the establishment process.

- visitation

- Usually mothers are concerned about alleged father finding their address, or alleged father being able to get custody of children based on paternity establishment.

- Why does she have to name an alleged father.

- Some women do not want paternity established because it will give the man the right to be in the child's life, & some women don't want that--or they don't want to be in contact with the man, themselves. It could be an abusive situation, on the father's part, or it could be a retaliation on the mother's part as possible case scenarios. Some women think that they have to get the father to sign paperwork. They are quite surprised when I tell them that we take care of that. There doesn't seem to be a lot of education in this area available to women until they actually do contact us. So I can only think that a lot of women do not contact us because of the fact that they do not know what we can do for them. If the mother does want to establish paternity, the most common question is, 'How long is this going to take?'

- Mothers do not want or can not give enough info regarding the father.

- Do father has visitation rights and custody once ptny is established?

- establishing paternity against a father they do not like any more. Visitation issues

- Mother's are mostly concerned that once paternity is established, the father will take the children away.

- I have only had one instance where a mother was concerned about paternity establishment. I was taking a walk-in intake. Both the mother and the father of the child were in the ORS office. The father was willing to sign a Voluntary Declaration of Paternity. The mother didn't want him to do because they thought the fee to sign one was too much money.

- will we change the child's name to the non-custodial parents. How accurate is it?

- Will the father have the right to take my child away from me?

- Most of the time they do not want the algf father apart of the child's life and they do not want to address visitation at a later date, so they feel they would rather not establish.

- How do I change the birth certificate? Why do I have to participate in testing? Do I have to give a blood sample? What if father will not test? What if there is more than one possible father? I am afraid father will take the child, if he is the father? What about visitation and custody?

- they need to fill out the ppw for all and not leave blank

- how fast we can get this done

- Filling out Paperwork and coming in for testing

- when the client lies and doesn't want to name the father as she is scared of him.

- If this will allow the father rights for visitation.

- that they don't always provide the necessary information to locate the father.

- That we are going to 'go after' the father. They don't want us to pursue child support for various reasons. They seem to want to protect the father from any responsibility. They are also concerned that establishment of paternity will allow visitation with the child and many do not want that.

- what rights this will give the father will she have to change the child's name

- 1. It might be the 'other' guy. Meaning they have a long term relation with one individual, and had a brief encounter with someone else. 2. If a child support had been taken, Mothers feel if paternity tests prove the Father was not the Father, they might be liable to payback child support paid. 3. Some Moms want to be a single mom and don't want another individual named.

- 1) Once an order is taken, will the father be able to have visitation/custody rights. 2) How will ORS protect mother & child's information from the algf such as address/tel#/social security (for the child),

etc. 3) How is income determined if algf is not currently working and how does ORS collect income from the algf. 4) If the birth certificate has the algf's name included, and if paternity shows that the algf was excluded as bio dad, will the birth certificate be amended?

- custody issues
- What rights do the father have now if paternity is established?
- will the non-custodial parent or father have visitation and custody
- Will he be able to get custody/visitation? Will the child's last name be changed to the father's last name when paternity is established?
- Custody concerns seem to be the biggest issue. They understand if paternity is not established the alleged father does not have any rights to the child. Once paternity is established visitation & custody become issues.
- I will have to allow visitation. I don't want the father involved in our lives.

13) From your experience. What are the most common concerns/questions about paternity establishment for fathers?

- what he owes in back support
- usually the same as the mother. They want to establish paternity to have legal rights to the child.
- see #12
- how much their child support will be. Can I see the child.
- never being able to establish any kind of relationship with child.
- paying child support
- How long it takes to get the results
- How long the before the results will be back.
- Whether or not they will have to pay child support if they do not have visitation.
- None, most are usually cooperative since they are in Juvenile Court when paternity tests are ordered.
- Paying too much money.
- Does it mean they would have to pay child support?
- That there is no benefit of establishing paternity as it still does not give them any rights is just makes them legally responsible.
- they don't understand the paternity establishment process
- financial responsibility. Custody issues. Personal life issues with current spouse and family.
- The most common questions I get from fathers are regarding visitation. They feel that if we are going to take child support from them they should have a visitation order as well.
- 1) disagreement with income figures used to calculate child support. 2) wants genetic testing. 3) wants to discuss custody/visitation issues. 4) needs to have process explained in detail.
- Consequences and costs of dispelling the doubts about paternity. There is little incentive for a father to cooperate, outside of a hint of integrity or responsibility, and the fear of future consequences if they do not participate.
- What if the child turns out not to be my child? When can I have parent time if I am the father? How do I go about signing away my rights, because I don't want to support this child?
- Not getting to see the child, not WANTING to see the child, wanting to know how to relinquish his parental rights so he won't have to pay child support.
- 1.The know a Child Support Obligation soon comes into play. 2.Embarrassment to family and friends
- What rights he does have being the father of the child.
- 1) most often they will request dna testing 2) adding his name to the Voluntary Declaration 3) what if after the testing the child is not his

- visitation
- Having to pay child support
- Same as the mothers. Once the process is explained most clients are willing to cooperate in the process. Fathers are a little more difficult as they often avoid the issue (default orders). It is much easier to address the paternity question prior to an order, however, we do facilitate genetic tests after an order if it meets certain criteria.
- Visitation questions
- A child support order is established right along with establishing paternity. I've had alleged father's eager to take a genetic test to exclude themselves, especially when they know there were other men involved. But that's the opposite of 'establishing' paternity. I've had several cases where the alleged father does not have a problem stating that he is the father, he will even help the mother out 'on his own' but he has considerable issues with the State/ORS getting involved to prove he is the biological father and establishing a child support order. I've found that the biggest concern for both mother's and father's is the money. If you take money out of the equation there doesn't seem to be a problem. ORS has had several+ cases where the Mom has closed her case after the order (paternity & child support) has been taken.
- visitations
- They don't want to pay child support. They worry that we will fake the genetic test results to show that they are the father even if they are not.
- What is the procedure used to establish paternity?
- I've had two cases where the man is the client, but he has no access to the child. The mothers, in both of these cases, had told the man that he was the father, & then subsequently broke off the relationship & had another man signed a voluntary declaration at the time of birth. Our client was just wanting to get genetic testing to find out, for sure, who the real father is. Since paternity had already been legally established, we were not able to help unless the mother would voluntarily agree to testing, & in both cases they were not. This may not be the most common concern, but it illustrates a void in which a possible father's rights can be lost.
- unable to locate them
- do I have to pay, once ptny is established?
- child support and visitation issues
- Some don't want to pay support. Others want to be able to have visitation and or some type of custody if they are the father.
- I have worked the following scenario many times. Husband and Wife get married have 2 children. Mother then sleeps with another man and gets pregnant. Mother does not tell the father. Child is born into the marriage. Parents get divorced, paternity is now set in a Divorce Decree. Even though the 3rd child is not the biological child of the Father. Then the biological father steps forward and claims he is the father of the third child. DNA testing is completed and proves he is the biological father. This still does not remove the legal responsibility from the non biological father. The non biological father or the biological father have to go to the courts and pay large amounts of money to have the court orders or divorce decrees changed to establish the biological father is the father of the child. That has been the largest complaint I have come across from fathers.
- how accurate are the results. Why are you doing this after so many years?
- How much child support will I have to pay?
- Arrears, and if we can help with visitation.
- How much I am going to have to pay? How do I get my child?
- Why should I have to pay if I can't see my child? How do I terminate my rights? I want a DNA test?
- same as the mothers
- I don't have enough income to pay for a child

- Not wanting to take care of their child. Hiding
- If they will get visitation
- They can be hard to locate; especially if they are out of state.
- How much is this going to cost them? Do I get to see/have visitation with the child now? Can I have legal custody of the child?
- when will he have to start paying, for how long and why? What rights will he be afforded.
- 1. Child Support. 2. The Child not theirs. 3. They are married, and don't want spouse to know.
- 1) If genetic testing proves they are the bio dad, what are their rights for visitation/custody? 2) How does ORS determine income. 3) What is the process for child support collection?
- custody issues
- How much will this cost me?
- visitation
- individual named as father will not pay child support nor be a father to the child
- They don't want to pay child support.
- the amount of child support they will have to pay. Sometimes they are concerned with visitation issues.

15. Please indicate the type of resources that would be helpful to you in answering parents' questions about paternity establishment:

- Maybe a different way to get through to them how important it is to establish paternity other than through ORS. Maybe like a commercial done through the health department with the baby your baby program.
- I would like to know a little more about what Pre-order does, & their time frames. I know each case is an individual matter, but the client usually wants to know how long this will take & what will be involved. I usually have to advise them to call their Pre-order agent after the case has moved from Intake. And maybe that's as it should be. Things change, & I may not always be up to date on someone else's job, but I would like to know more about the basics involved & the possible options available so I could explain a little more at the time the client is asking.
- Visitation and custody are the biggest concerns that parents have when establishing paternity. I understand that ORS does not address these issues but the question comes up all the time. It would be nice if we would be able to provide parents with resources they need so they can pursue their issues in the correct venue.
- Social Security Verification. National wage information.
- Again something that would encourage not only the financial responsibility but the emotional & physical involvement in the child's life.
- Maybe having a pamphlet that explains the pros and cons of paternity establishment to give to both the mother and the father.

20. When you must make a second request for more information after using ORSBIRTHCERT, what are you usually requesting?

- copy of vdp
 - the back side of the paternity declaration.
 - a copy of the back side of the form or a copy of any amendments in that birth file like a change of name, etc.
- whether paternity has been established
- vdp

- The VDP which was not provided along with the first request, only the birth certificate may have been provided or vice versa
- Only while we were doing the paternity project to add paternity information to already open cases. Many requests were processed through ORSBIRTHCERT at that time.
- Voluntary Dec
- when additional clarification is needed to determine if paternity was established or not.
- The back page of the VDP to see if a legal father or parent/guardian (when minor parents) have signed the VDP as well.
- To ascertain if Presumed Father signed the back side of the VDP (even if blank, we need to see it!)
- birth certificate w/copy of voluntary declaration.
- copy of birth certificate and VDP
- When the paternity project was at it's peak I had to make a second request a few times. I'm sure it was due to the high volume of requests. Not really a problem for me.
- usually when it concerns adoptions, or older cases and Vital Statistics seals the record, but it is not an adoption case.
- If I have conflicting information, I have asked that they verify whether or not a particular document is indeed, on file.
- more accurate information.
- A copy of a Vol-Dec and was told by email that one does not exist and the mother said yes they both did sign one and I requested it be checked again and then one was emailed to me. Also, I found a vol-dec in another case after I was told through email that a vol-dec did not exist.
- if vol dec exists
- A copy of the Voluntary Acknowledgment on file
- If the first request shows there was an amendment, I have made a second request to see why to double check to see if the amendment dealt with paternity issues. Also when a record was legitimized, (first request didn't state legitimized, after second and third is when we found out that the record had been legitimized).
- A copy of the back of the VDP to ensure that the presumed father signed it.

21. Please add any other comments about the ORSBIRTHCERT e-mail address:

- it's been a really useful tool and makes our jobs so much easier
- great!!
- I love it! What a great resource!
- I realize that the State of Utah is our central focus but as an interstate worker this information is that useful to my case load.
- I have always gotten a prompt response and have received their cooperation when additional information is needed. I think it is a good resource.
- acceptable
- Everyone should have access. Some indication should be given regarding the extensiveness and nature of the search. I am left uncertain currently as to whether the lack of information is due to the fact that the documents do not exist, or to the inability of the system to search intuitively and find partial matches, allowing for the possibility of misspelled names, dates that may have been entered incorrectly, etc. When the information is there it is extremely helpful. When it is not, however, I'm left guessing. Perhaps there needs to be more education on how it works, but the fact that no other options are brought up, and that it is not possible to enter partial information and yield any results.
- This is a much better resource than what we've had in the past and has made our job more efficient. Thanks!
- I was not aware that we could use this resource to request Judc VDP recissions/Admin Paternity

Disestablishment's/Jud Paternity Disestablishment or Admin/Jud Paternity Establishment.

- I think it's a great resource! Documents in the case file may or may not be conclusive, having the e-mail address simplifies the task in obtaining correct dates of vol-dec filing, etc.
- I'm very pleased with the response, usually back within an hour, definitely the same day. My only request would be that the back of the Vol Dec if always a standard search. Often times the CP has failed to inform ORS that she was married at the time or that the legal father has also signed, then we need to make a second request.
- Over all this is a great resource that I use often.
- They are very fast in answering Intake's requests. I only wish they were available every day. I understand that there is no one there on Friday.
- excellent resource
- This is a great resource!
- it was very valuable resource when I was doing the paternity project.
- It works for me.
- Great resources, quick.
- very good resource if done in timely manner or having the actual resource to look up instead of waiting for another person to look up than email information to me
- It's great and the response time is great also. they do a very good job and that makes my job easier.
- It would be nice to have available on Fridays.
- Anytime that I request either a copy of the voluntary declaration and/or birth certificate information, the response time is immediate. I find this to be an excellent resource.
- very fast and reliable source
- I would like to be able to get a response every day of the week. We do not get responses on Fridays.

26. When you must make a second request for more information after using the Birth Look-up program, what are you usually requesting?

- System will lockup and sometime kick me out. but when it is working properly no.
- physical evidence (birth cert/paternity declaration) or clarification on adoptions, amended dates. - if paternity has been established and if a vol declaration was signed.
- Same information
- Need to request Vol Decs from ORSBIRTHCERT & always need to request Judicial orders for Vol Acknowledgment of Paternity since VRS does not usually have that information.
- when additional clarification is needed to determine if paternity was established. Ie. Did the legal father sign the back of the birth certificate, etc.
- a copy of the VDP so that the 'accepted date' can be verified to determine the ACTUAL date of paternity establishment.
- Divorce decree information from a presumptive father that did not sign the second page of the VDP. Or get other information regarding a presumptive father being excluded in other ways to make sure the VDP is valid.
- to see if parents were married at the time of the child's birth.
- 2nd page of Vol-Dec when presumptive father has signed the 2nd page. This hasn't been a problem, the only time I've done this was during the peak of the paternity project.
- for copy of vol dec
- a copy of vol dec
- It is sometimes difficult to obtain information even if correct data is submitted.
- If I suspect there is a legal father situation, , I'm asking if his signature is on a second or third page via ORSBIRTHCERT.

- If one, or both, of the child's parents is/are underage, I'm looking for a Natural Guardian's signature on a second or a third page via ORSBIRTHCERT.
- copy of vdp
- clarification
- A copy of the VDP.
- due to wrong birth dates given, discrepancies in names, no ss # on mom.
- Sometimes I cannot pull the record and need help in researching and obtaining the records.
- To obtain a vol dec.
- ORSBIRTHCERT resource

27. Please add any other comments about the Birth Look-up Program:

- not sure where I would find information on any kind of rescission on this or the VDP resources
- It is not user friendly. Sometimes it will not use the mother's social security for a search and the name we have on file is not the one used when the child was born.
- Would be nice to include VDP information on this screen.
- Since Adoption information is confidential it is difficult if not impossible to find when the child was adopted and if the bio parents were married or paternity established on the bio father at the time child was born. That information is not available to us from ORSBIRTHCERT, birth lookup and/or judicial adoption orders unless they went through Subsidized Adoption or DCFS for the adoption; however, at times it is still difficult to find the necessary information through Subsidized Adoptions or DCFS.
- Another great resource
- the resource is sometimes a pain. It will not find the child or parties names unless they are spelled exactly the way they are listed on the birth certificate. There are often times you have to play with the system to see if you can find the birth certificate. This is sometimes tedious and time consuming.
- excellent program
- It would be nice if it had a field to show if the legal father or the parent/guardian (when minor parents) have signed the back.
- 1.The 'married' under the mother section is often either abused or misunderstood by the mothers when they complete it. Oftentimes we have noticed they either lie about being married or maybe they don't understand exactly who this is talking about (married NOW-current husband, or married to the person she lists as the Father on the BC). 2.Last 2 sections are not 100% reliable. We've often found things are different when requesting something through ORSBIRTHCERT than what was on the BIRTHLOOK-UP, especially when a disestablishment (Judicial or Administrative)has taken place. Seems updating this, when done, would be a Vital Records responsibility and is not always getting done so we can rely on this section of this resource.
- keep it! It's a valuable resource!!!
- It would be helpful if you could look up a child with their Utah birth certificate file number as an additional option for inquiry.
- It has made my job a lot easier.
- Great Resources, it is a must in our jobs.
- Sometimes I think it can be a little touchy as to info being imputed.
- It's a great resource
- it would be nice if it was more complete, so it would provided orsbirthcert info, thus; making it so we wouldn't have to use 2 resources.
- The problem with this is that sometimes the names do not match and if you do not enter the information exactly right, the info will not pull. Makes it difficult to locate children at times.
- I would like to have access to it
- This is a valuable resource to get a case started when we have a client in our office for services. At

least we can see what direction we need to take up front on a case. We can see if the client needs to complete additional paternity paperwork or not for paternity

31. When you must make a second request for more information after using Court Exchange, what are you usually requesting?

- copies of the order/findings/worksheets to read it's contents.
- sending a second request when my first was not answered within a week. also, find that i needed to request the worksheet again or an additional pleading to clarify specifics regarding paternity or child support within a signed order
- usually to request a worksheet, any mods to order and findings of facts.
- a worksheet, modification
- copies of orders
- Usually requesting Divorce Decrees/Modifications and/or acknowledgment of paternity or Judicial paternity orders and in all instances a copy of the Worksheet(s) used.
- A copy of the final order that has been signed by the judge.
- to see if any additional action has happened on case.
- A copy of the court documents to see the wording in orders or findings of fact and conclusions of law. If a child is born during a marriage but there is an alleged father, it helps to be able to SEE the document (i.e. divorce decree) to see if the child is addressed or if it is silent.
- Further documentation to ascertain important items (e.g. Child Support, etc.) within a document. This is because Courts exchange, at this time, does not allow us to read the actual order so we have to make an educated guess and request a copy, then read it when it arrives so we know if what we are looking for is there. If not, sometimes, we'll have to make a subsequent request. It's a great source, I just wish we could read online the actual documents, then we'd know exactly what to request.
- something that was awaiting a judge's signature.
- divorce decree/any paternity actions
- Very rarely do I have to make a second request for Court Research after I have found the documentation on Court Exchange. It is not a problem.
- A copy of a 'signed' order.
- copy of the signed order
- Information regarding specifics to case not just date and time certain events happened.
- actual copies of orders
- Findings of Fact, Conclusions, worksheets. Final orders.
- An actual copy of the order on file
- Requesting copies of judicial orders from court research.
- The hard copy of an order from the clerk of the particular court I am searching for

32. Please add any other comments about the Court Exchange:

- I like this resource
- most likely not court exchange's problem that I can't always get the clerk to respond for copies of orders
- Adoption information is not available to us through Courts Exchange since it is confidential information or, at least, have not been able to find any adoption information using Courts Exchange. Also, if you key the full first name into Courts Exchange, you will miss some documents/orders in your search.
- It's a good resource to know if an order is finalized, but it won't let you know what was ordered.

Having to request a hard copy of the order is time consuming.

- It seems like it is down more than it is available.
- I have found that there are a lot of times that what I'm looking for I can't find (and that could be my lack of understanding) but if I call the court directly the clerk can find it.
- great resource! My job would be more difficult without this resource.
- This is a great resource that I use all the time.
- I would like to get access to juvenile court.
- Great Resources.
- good resource if the courts are up to date on orders and information
- I find the courts on line to not be particularly 'user friendly'. I have trouble searching by names. Once again, if you don't input it exactly right - it makes it difficult to locate any info.
- Court Exchange is a valuable resource
- it is a good resource

36. When you must make a second request for more information after requesting images of Administrative Paternity Orders, what are you usually requesting?

- If paternity was established by other means, like a voluntary dec.

37. Please add any other comments about requesting images of Administrative Paternity Orders:

- has been a few years since I have had to request an image of Admin Paternity Order, so not sure what the procedure is now.
- I really don't know how to do this
- Only a few co-workers on my team have access to the images of Administrative Paternity Orders. It would be helpful for more co-workers or myself to have access to this resource.
- Another good and useful resource. Thanks!
- Whenever I use this resource, I contact the team and they hand-deliver the requested administrative order. Couldn't ask for better service!
- I request from the file.
- Have never been taught how to do this procedure. I do know that it is available. I will usually either request the case file from archives if order is in a closed case or I will go and find active case file in collections and make a copy of the order.
- I'm glad we have this resource. I suspect we will use it quite often after we start imaging all of our documents.
- I have only used this once.
- I request the files from archives and make copies from those files. If a case is still open, then I obtain a copy from the file myself.
- at this time I have not had to use this resource
- I have never 'requested' a copy of an imaged order because I access the imaged order myself, via the internet, and print the order at my desk. This is very an extremely useful tool.

41. When you must make a second request for more information after requesting Judicial Paternity Orders, what are you usually requesting?

- usually a worksheet or findings of facts
- copy of the judicial order, via phone call to local districts and r35c outside my area
- Subsequent orders

- The original information that I requested.
- Mostly, due to the fact that I did not request all the necessary documents from my 1st request or is a District Court Order from outside the Salt Lake Area in which I have received no response from the courts from my first request.
- Usually the signed order.
- a copy of the order I first requested
- Just to get further clarification or see if there is a separate order that has child support ordered separately or subsequent modifications that may have not been noticed the first time.
- Sometimes a second request for the order is needed.
- copy of a final order.
- I need facts and findings and worksheets and they are not always sent
- I haven't received something that I needed, or I discovered that I needed to request something else.

42. Please add any other comments about requesting Judicial Paternity Orders:

- Court research is a good resource and is handled in a timely manner
- Mail takes too long.
- I currently have instant access to Weber County orders only. It would be nice to have access to all counties records.
- I would very much like to have individual access to judicial imaged orders. It would save a lot of time and energy.

45. Please add any other comments about the 250 screen:

- there are some situations where is codes do not match or come close to the reason paternity was disestablished
- The Paternity establish field, date and method is not specific to the one consort, so if there are more than one consort it shows paternity established 'y', pat establish date and method for any and all consorts.
- I wouldn't feel comfortable using this information unless I followed up with a narrative or something in the file as this field can be changed.
- Excellent resource
- policy is aware that more codes are needed, I'm sure the codes will be updated as they are aware of the issue
- I worked the paternity project, so I feel as though I have a strong understanding of this resource and I refer to it all the time.
- My participation w/the 250 screen is mainly with Intake duties. I am not involved in Pre-order duties.
- it is helpful if we can fill out 250 screen on any case, not only case against fath.
- It would be nice to add a required narrative to this screen. Like parents of child are divorced. Parents of child are married but separated. In my experience, 95% of the time narratives are not included when the CSS team establishes paternity.
- It would be helpful if there was a child's 250 screen that also had a separate 250 screen for each alleged for that child.
- Pretty easy to use and follow.
- It's not set up very good if you have excluded a consort. The excluded party always comes up first, not the next consort. I'd like that to be fixed.
- Would like to see all the codes used on 250 to include conception city, state, etc.
- It's a great screen if people would fill it out

- I believe we need additional codes on the 250 screens for establishing paternity, and this screen is only correct if the individual that is completing the screen enters the information correctly. It seems like people are still confused on how to update this screen correctly. Maybe if there were more codes, then that might help the confusion.

51. Please indicate the paternity establishment topics on which you would like additional training:

- working on a rescission now, using vol II policy #329-1.3
- Information on how to request through imaging.
- not me, but my manager
- Please have training on how to request scanned administrative orders and judicial orders.
- Mainly on time frames & options available. Who pays & how much?
- Adoptions.
- More one on one (hands on) with specific case questions. Each case is different with unique questions.
- I believe it is always helpful for reminder trainings on all topics. We need to make sure everyone is on the same page, it seems like a lot of people will have a different answer for one question.
- Courts on line.

52. Please add any additional comments you may have regarding any question(s) in this survey or the survey in general:

- this survey does not provide any evaluation on the usefulness/effectiveness of written policy, other than to seek endorsements of existing policy or request further elaboration through policy (making it even more complicated). There is no means to express the need to simplify policy to the point where it is more usable. Present policy has morphed from the basic to the hideously absurd -- a reflection of bureaucratic efforts to anticipate situations that policy makers are too divorced from in their own experience to fully comprehend. We get the impression that most policy development has long ago become merely an exercise in justifying the continuing positions of policy makers and writers and trainers, rather than being a practical and useful means of providing direction to actual workers.
- All of these resources are very good and very useful. Some, like Birthlookup, seems to still need more improvement(Vital Records), but all are great and really help us do our job better than we have had in the past. Thanks
- REGARDING NAOP'S. Vital Records accepts Vol-Decs signed by the mother and alleged father even when there is a presumptive father. They will not accept the NAOP when they have already accepted the filed Vol-Dec, even though it was not valid. The issue becomes an ORS problem, the Vol-Dec has to be voided judicially, copy of the judicial order sent to Vital Records, once it is filed at Vital Records they will accept the NAOP. I feel that Vital Records should be held accountable for filing the invalid Vol-Dec. I'm glad to see ORS is now giving training to the hospitals where a lot of these invalid Vol-Decs are signed.
- I do not understand why we are not recognizing vol decs as legal documents and allowing testing after one is filed (at no cost especially).
- Thank you for the opportunity to share my thoughts and opinions on this topic.
- I'm hoping it will help get us more resources. I have tried to point out areas of difficulty that could be expedited or eliminated.
- nice to have every thing on the internet and computer and not waiting for a human to go get the orders from courts than waiting for them to be routed in the mail.