VA Social Services System (VSSS)

Gartner's Information Technology Customer Satisfaction

Findings Document

Gartner

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  - Respondent Profile
  - Analysis
- **APECS**
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Introduction

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Introduction

Sample Size and Scope

An invitation was distributed to all customers who use Virginia Social Services System's Applications (approximately 11,000 end-users). A total of 1,779 completed surveys were received.

- Data collection was conducted August 1st through August 23rd.
- Survey measured end-user's satisfaction in-depth with five (5) major applications, as well as high-level satisfaction with eight (8) minor applications.
- This presentation contains all the results associated with the five (5) major applications:
  - ADAPT (1,109 responses)
  - APECS (417 responses)
  - OASIS (499 responses)
  - VACIS (465 responses)
  - VAMMIS (553 responses)

  All data associated with the eight (8) minor applications has been delivered in excel format.

Areas of analysis include:

- Respondents importance and satisfaction ratings of five (5) major applications
- Respondents recommendations for improvement

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Introduction

Application-Specific Criteria Definitions

Ease of Use

- includes look and feel, user interface, search capabilities, navigation and operation of the business application.

Performance

- includes availability, speed, responsiveness, through-put and turn around time of the business application.

Quality

- includes reliability, dependability, bug free, and accuracy of the business application.

Functionality

- business application include the functions and capabilities required to support business operations.

Documentation

- includes user's guides, tool tips, on-line help, error messages, search capabilities, etc.

Training

- includes formal (scheduled class sessions) and informal (web, CD, video, documentation).

Communication

- includes communications to and from the home office such as status reports, formal and informal meetings, emails and phone calls.

Support Response and Resolution

- includes escalation process, support timeliness, follow-up, follow-through, and problem resolution.

Support Staff Expertise

- Includes business and technical knowledge.

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ITCS Survey Methodology

In rating a service, product or overall IS, criteria are

Screened	Is **Availability** important to you?	☑
Weighted	**How** important?	**3**
Rated	How **satisfied** are you?	**4.2**
and Justified	**Why**? What improvements would increase your satisfaction?	

by each respondent.

"I need this service after 5 PM, and availability and support are not consistent then."

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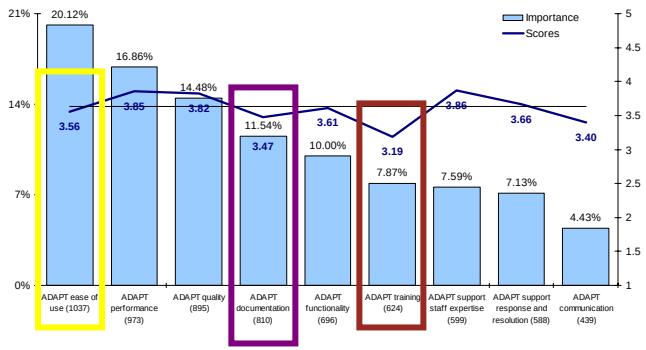
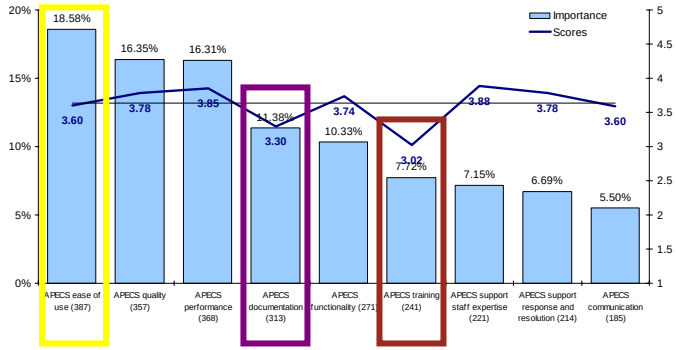
Summary - All applications

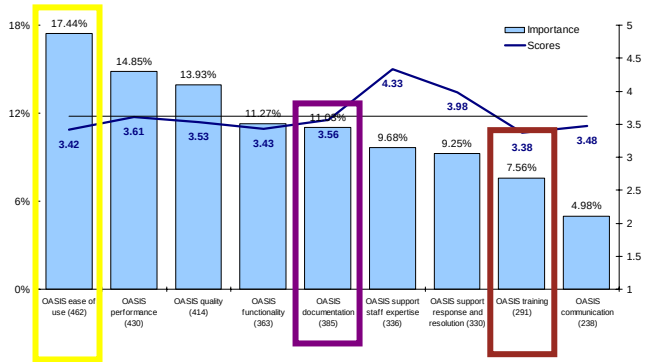
ADAPT 3.64



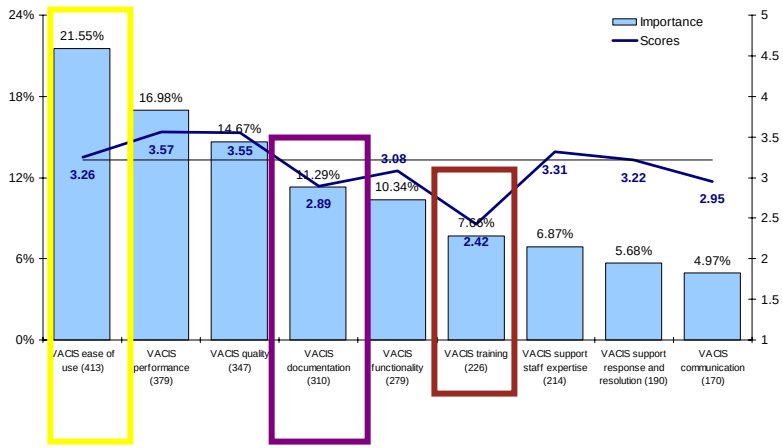
APECS 3.64



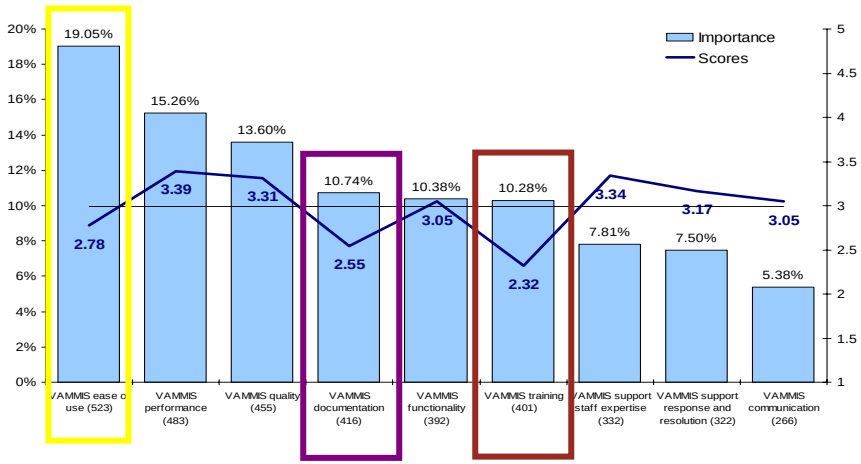
OASIS 3.62



VACIS 3.22



VAMMIS 2.99



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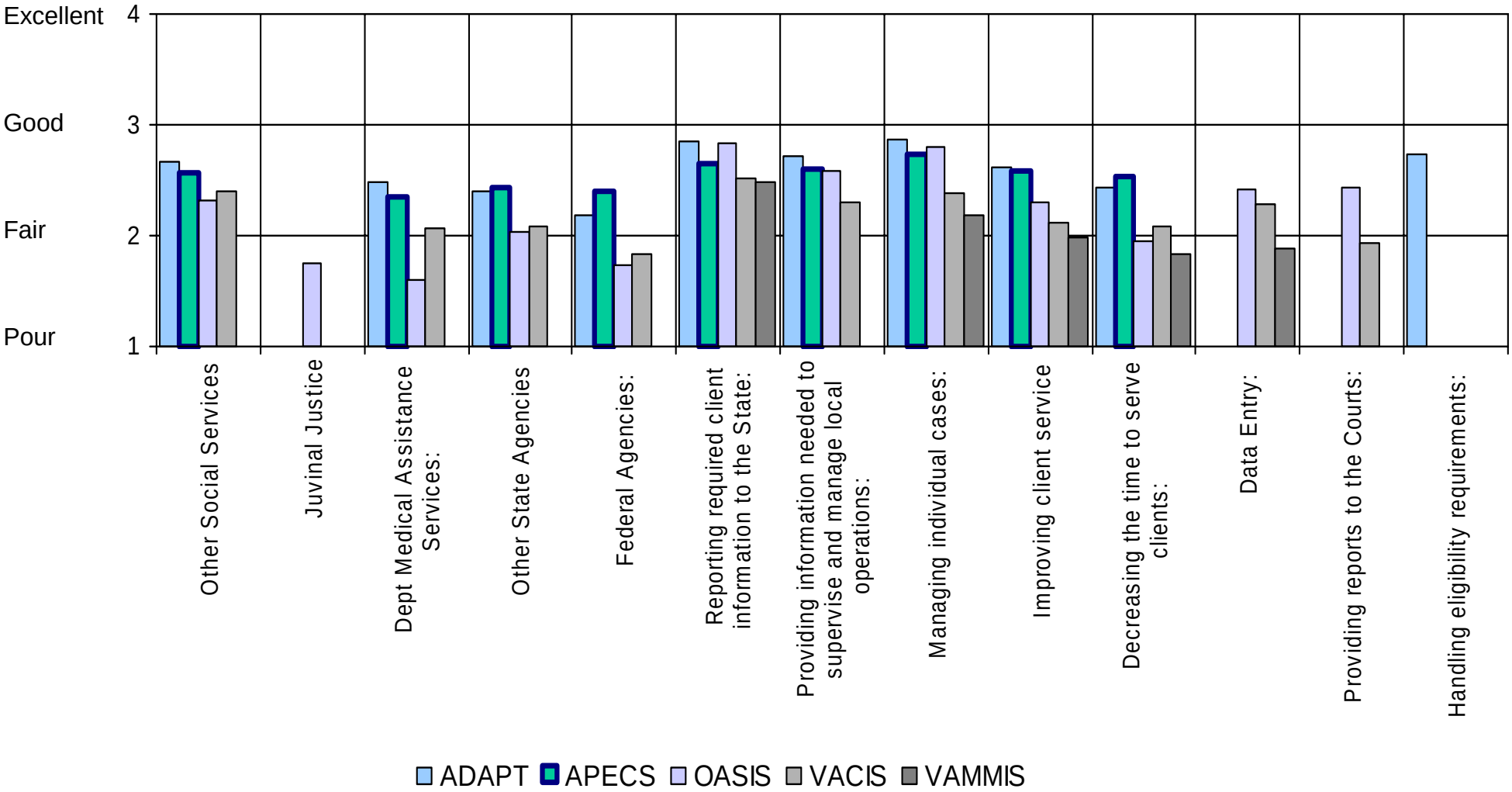
Summary - Additional questions



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ADAPT Results

Respondent Profile

Analysis

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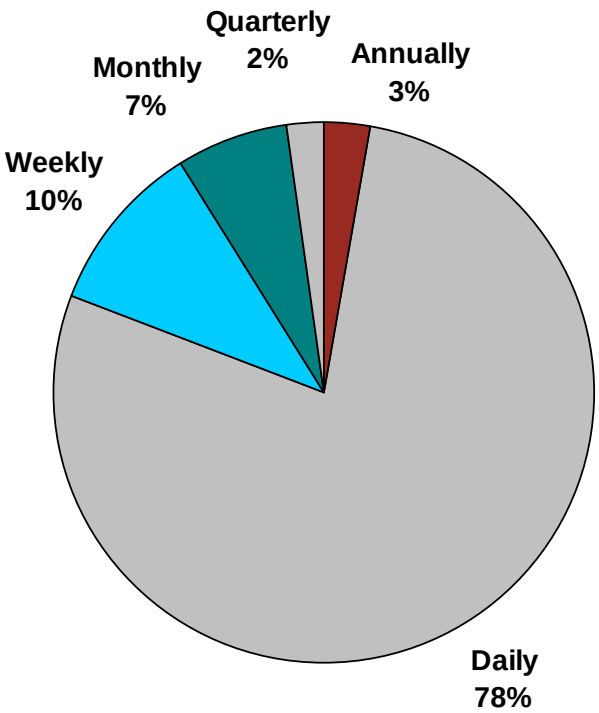
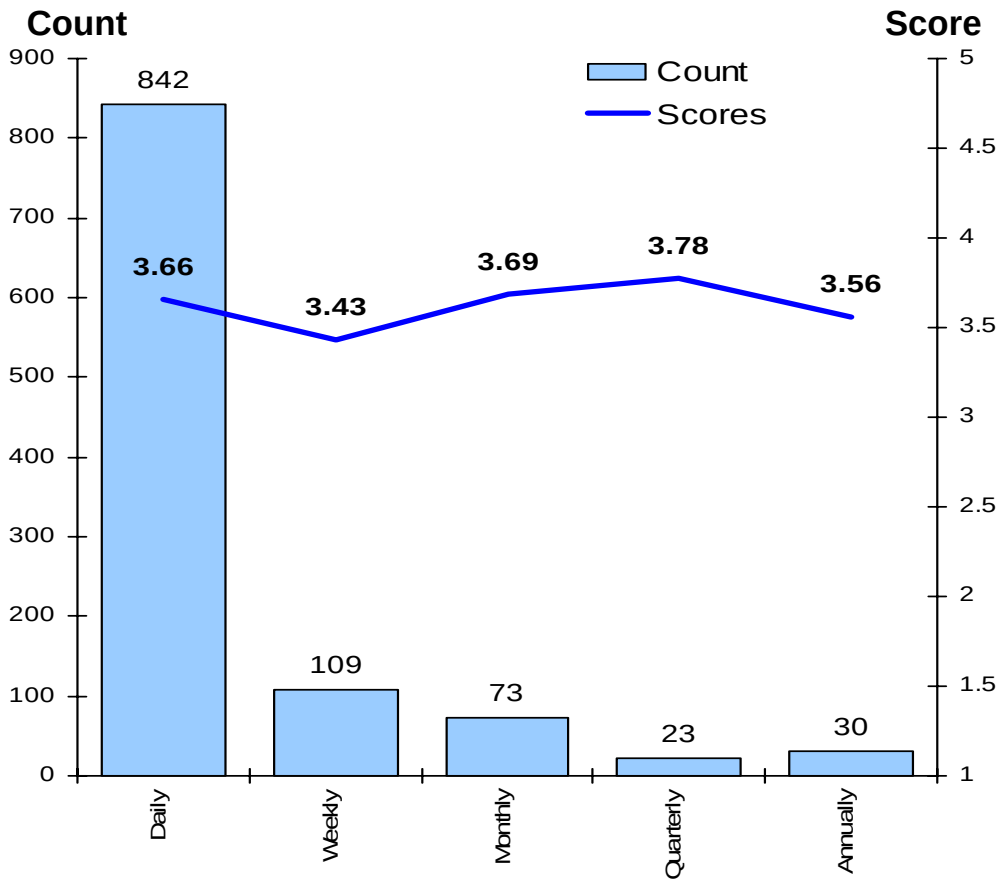
Respondent Profile

On average, how frequently do you use ADAPT?





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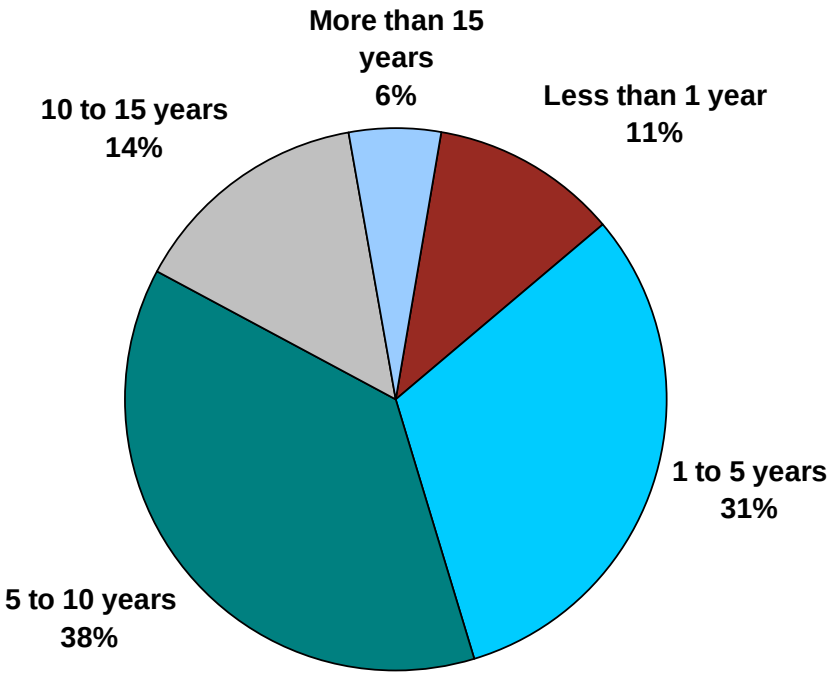
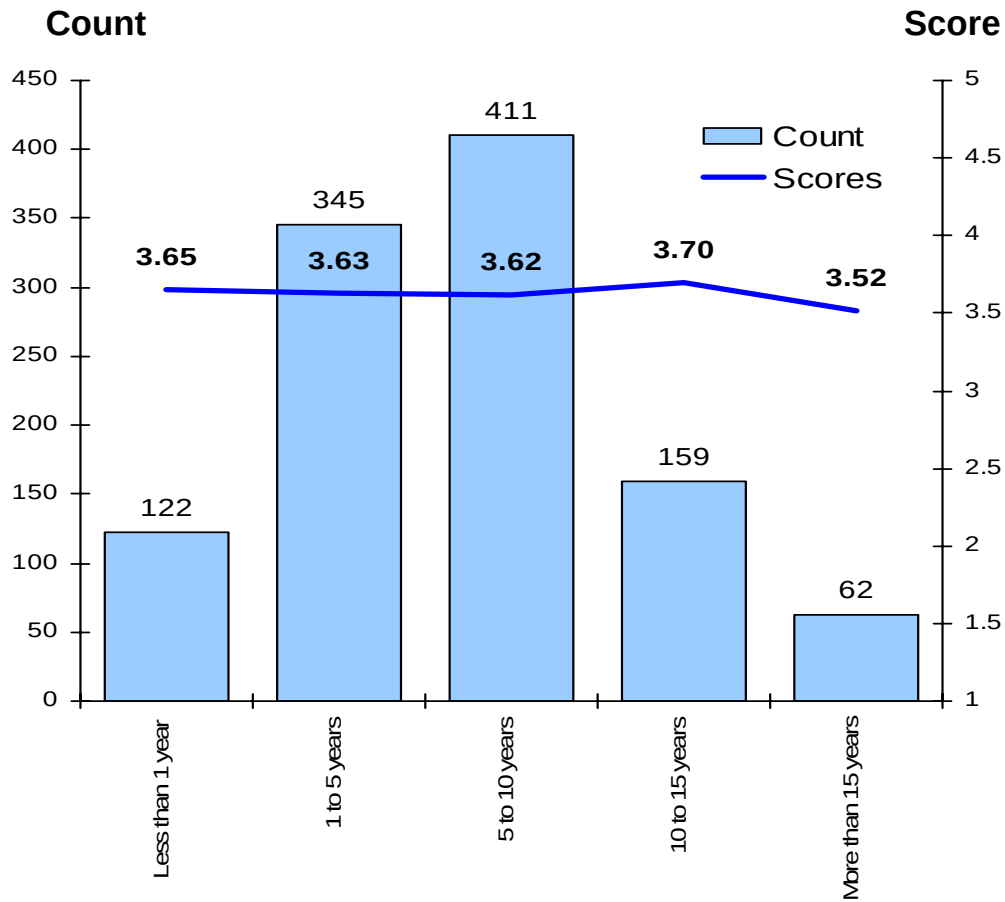
ADAPT Respondent Profile

How long have you been using ADAPT?





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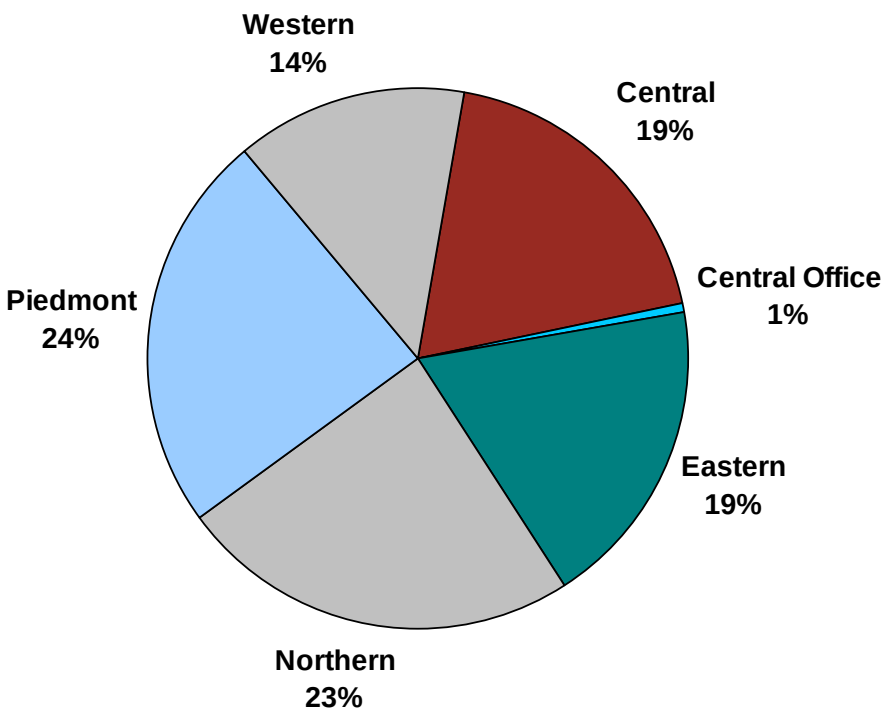
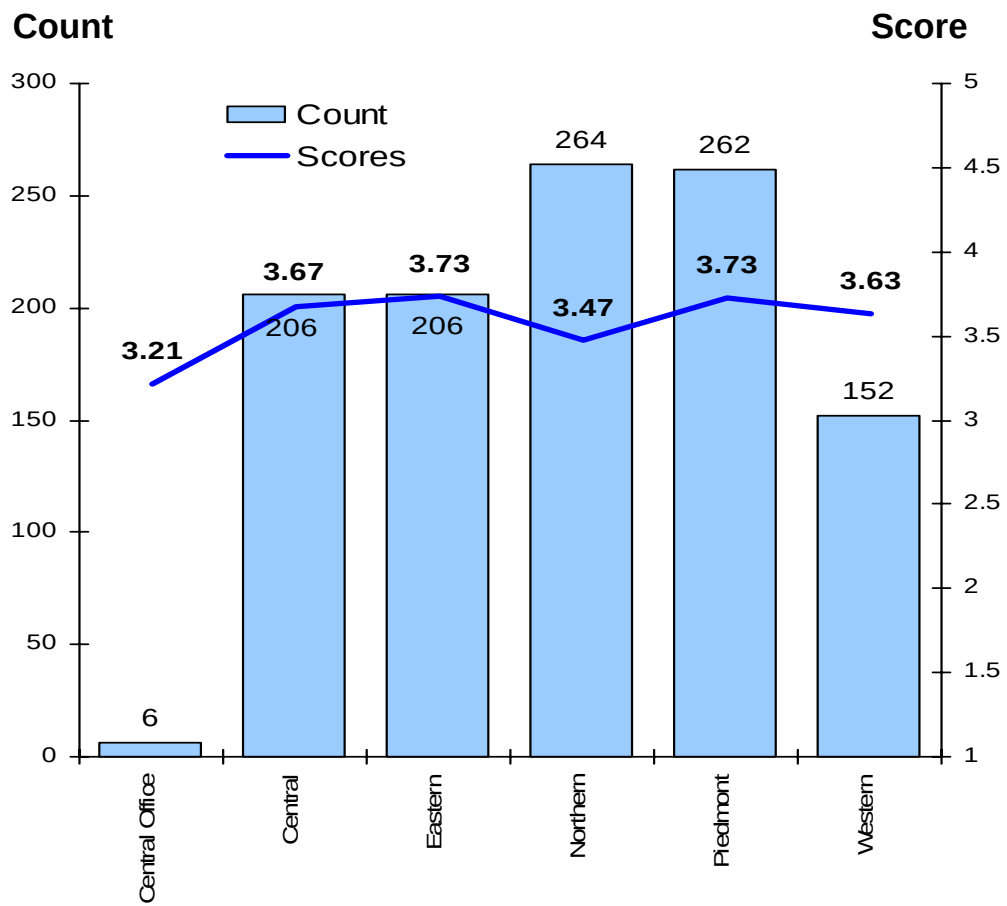
ADAPT Respondent Profile

Region





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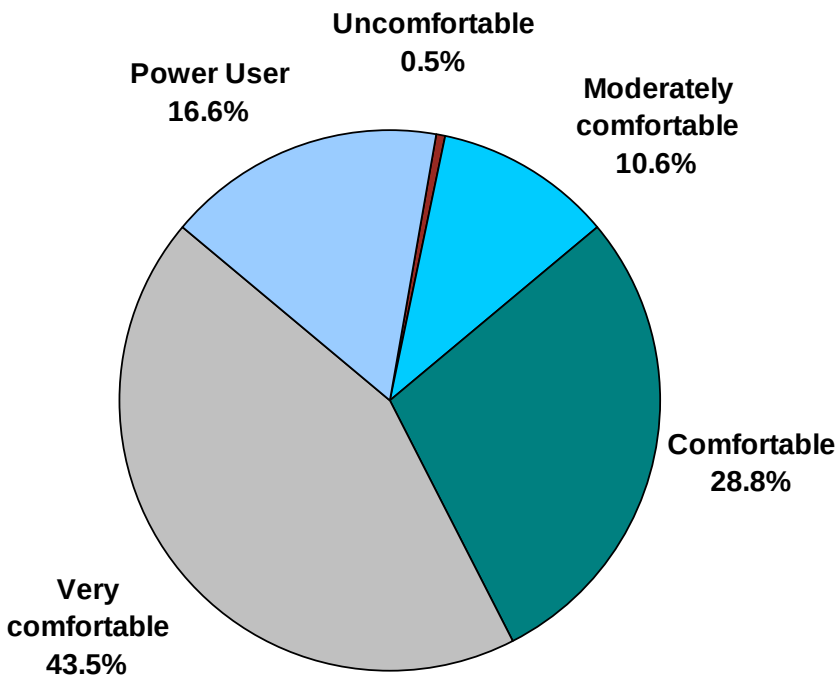
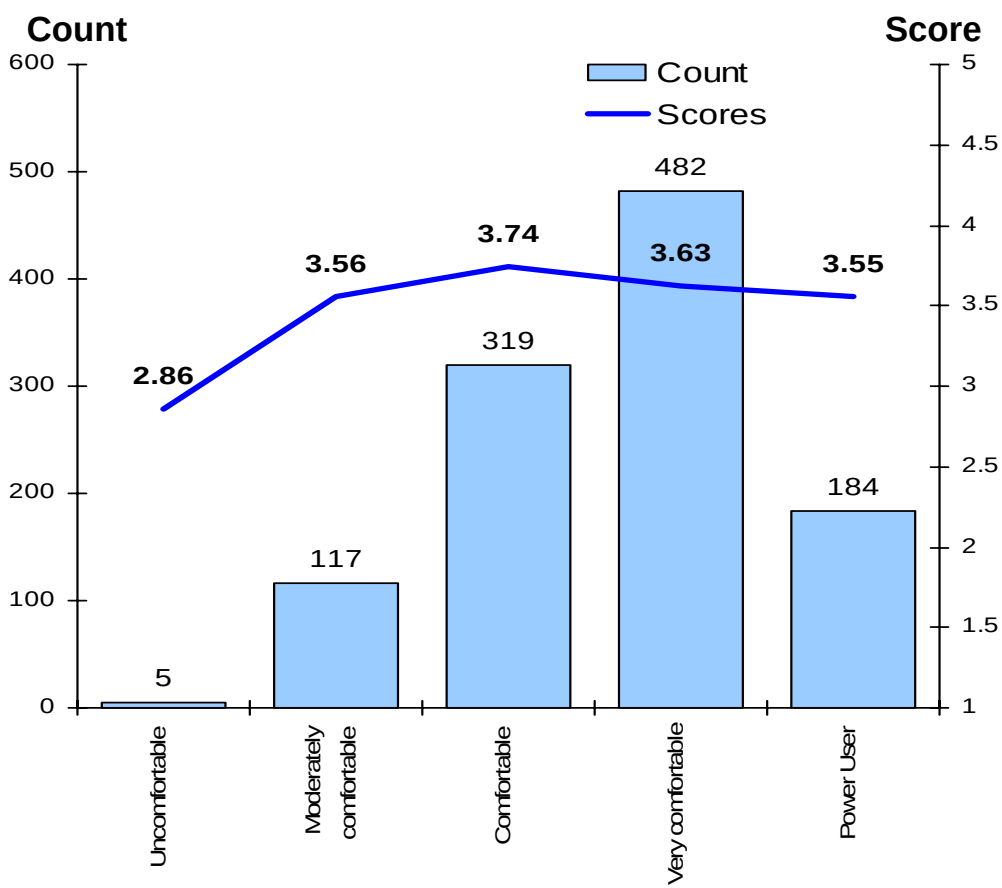
ADAPT Respondent Profile

Computer Proficiency





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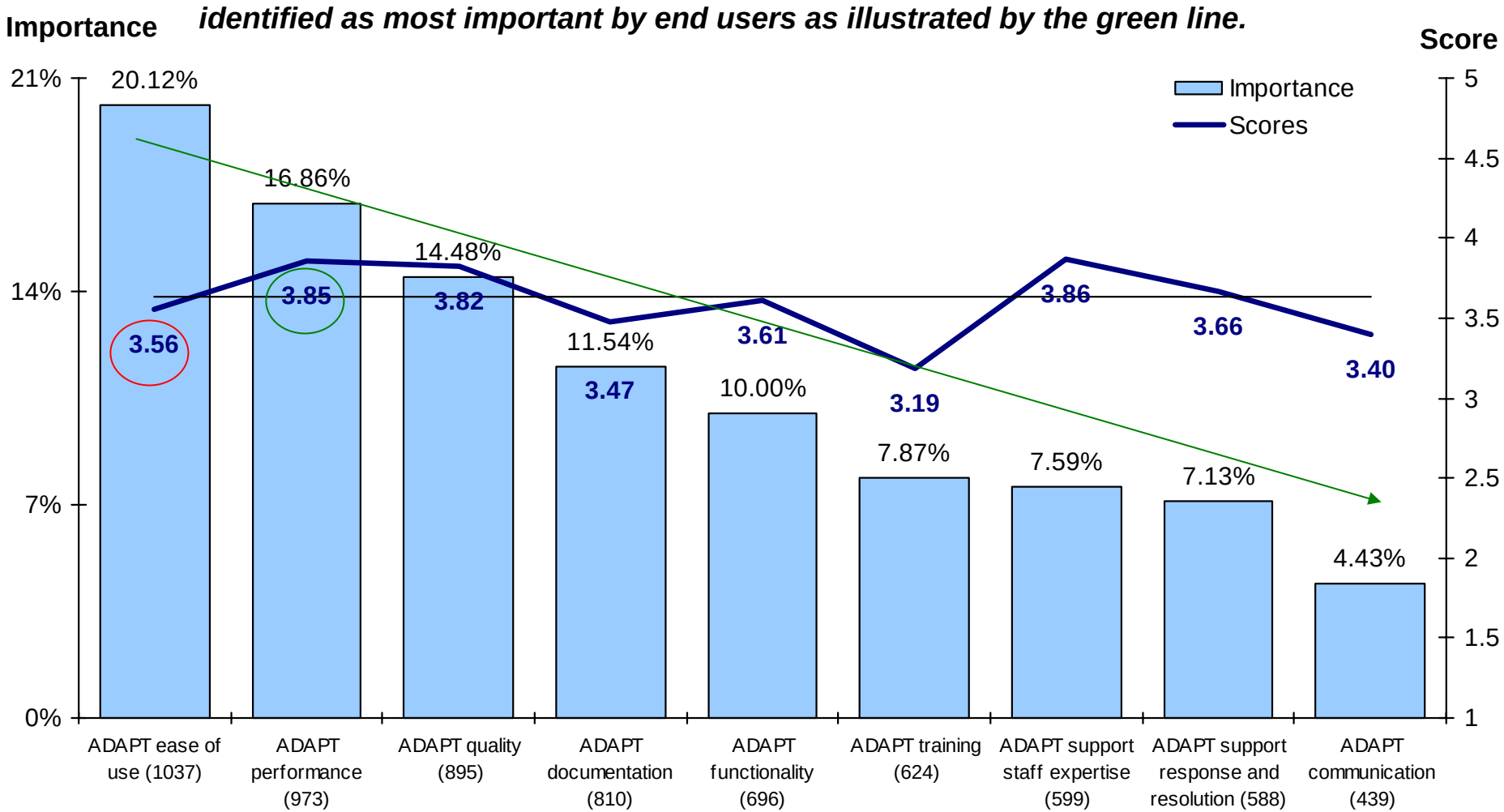
ADAPT Analysis

Overall Composite Score: 3.64 (1109 Respondents)

Overall goal/objective is to achieve the highest satisfaction scores in the areas identified as most important by end users as illustrated by the green line.



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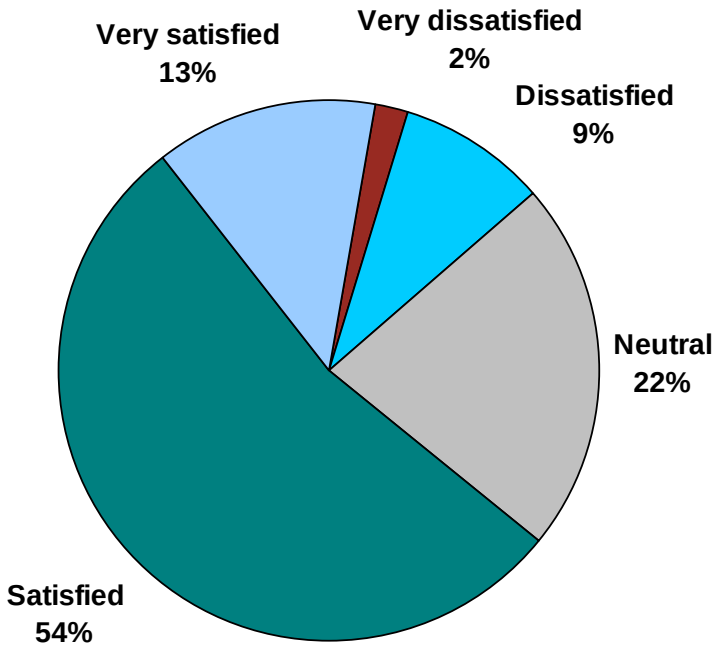
ADAPT Analysis

How would you rate your overall satisfaction with ADAPT? (3.67)



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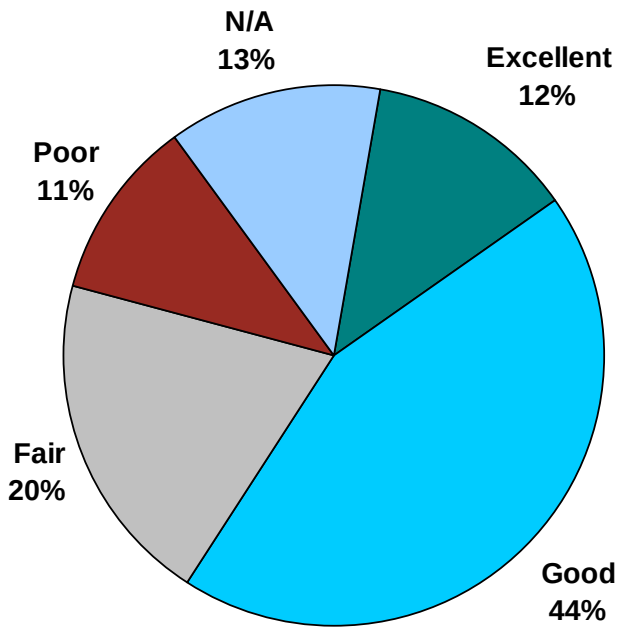
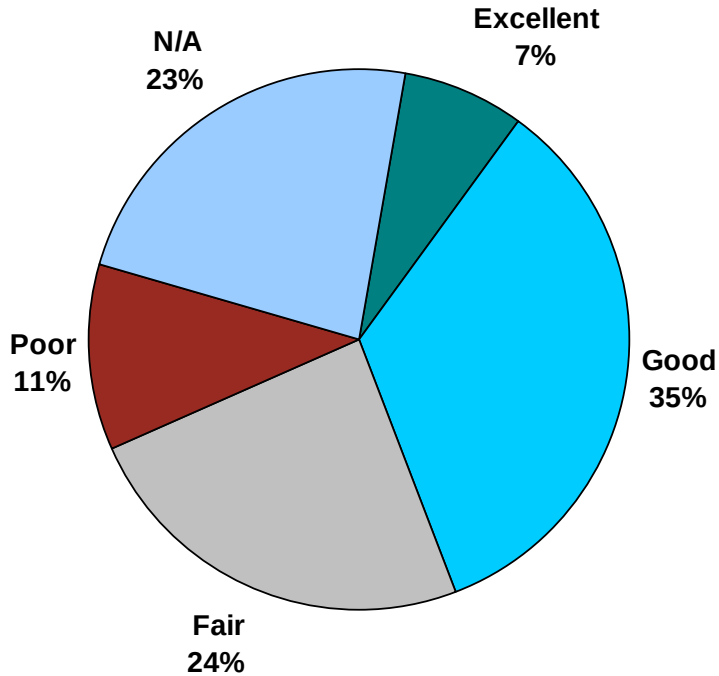
ADAPT – Additional Information

How would you rate the ability of ADAPT to provide access to information needed to manage cases that may be located in the following other program's or organization's systems?

Other social services programs:



Dept Medical Assistance services



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ADAPT – Additional Information

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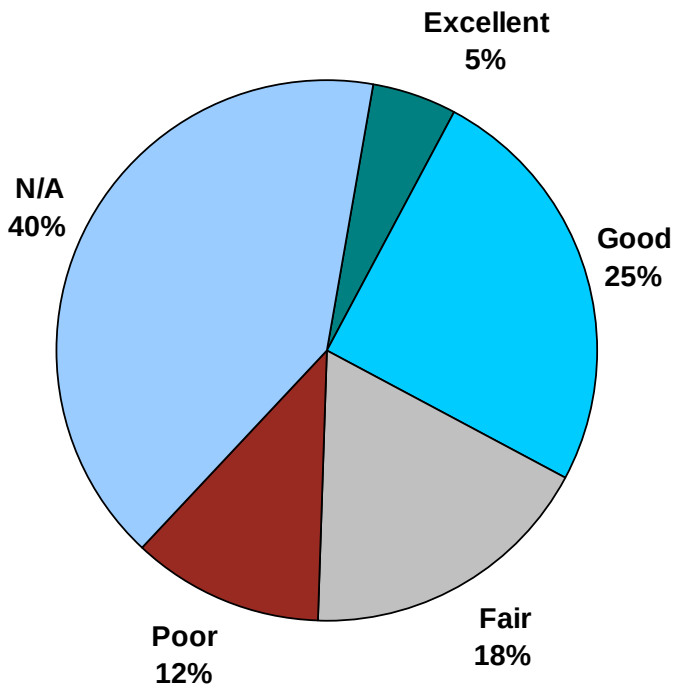
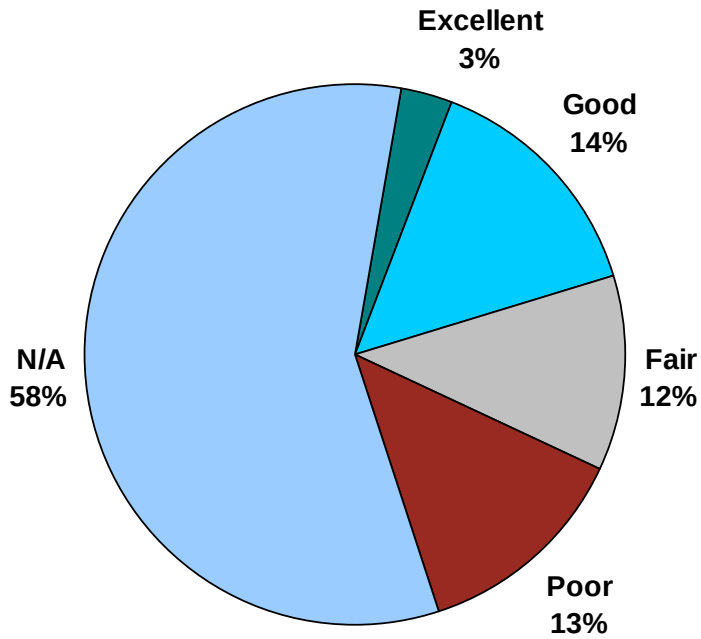
Other State Agencies:



Federal Agencies:



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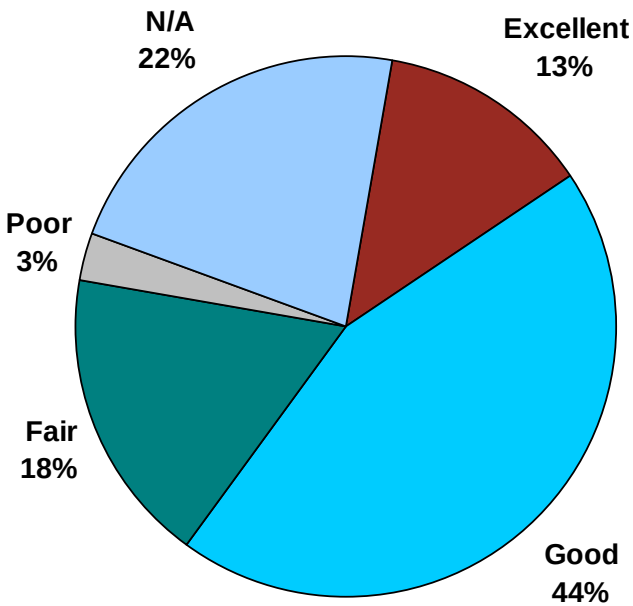
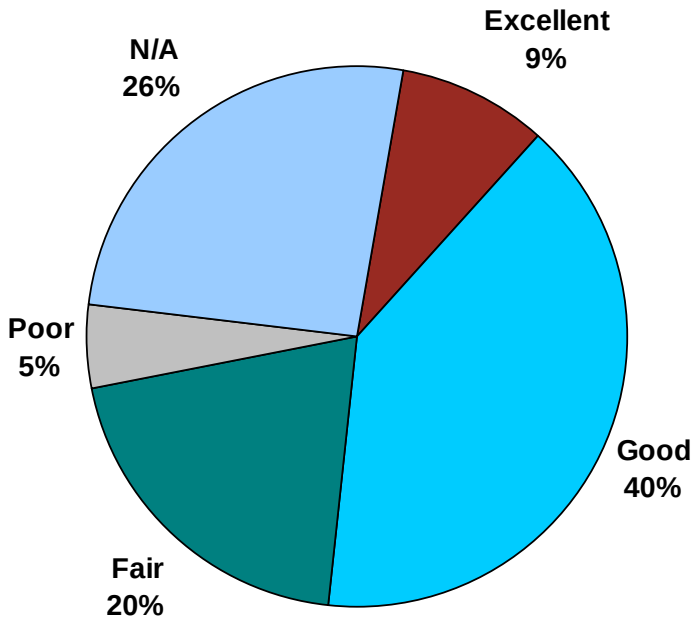
ADAPT – Additional Information

How would you rate ADAPT's ability to facilitate the following activities?

Reporting required client information to the State:



Providing information needed to supervise and manage local operations:



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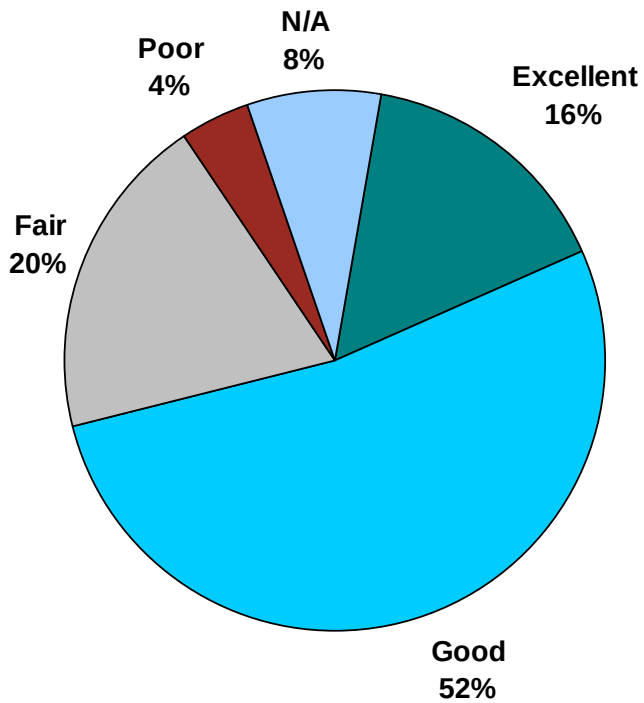
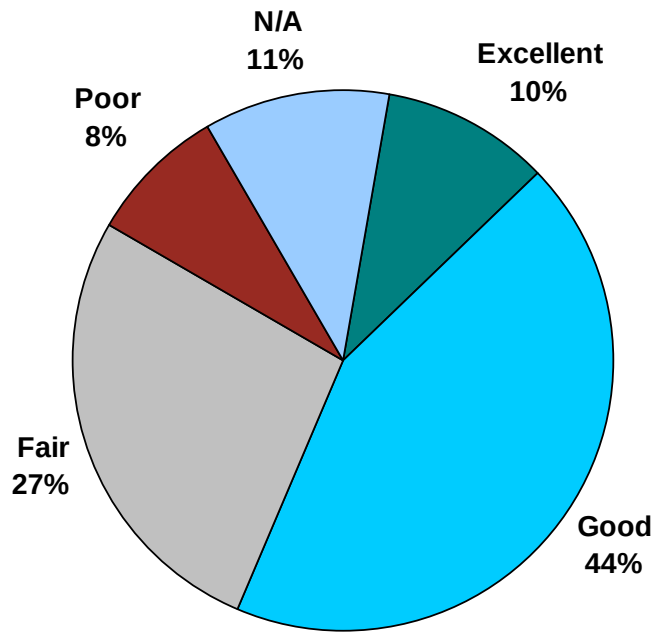
ADAPT – Additional Information

How would you rate ADAPT's ability to facilitate the following activities?

Managing individual cases:



Improving client service



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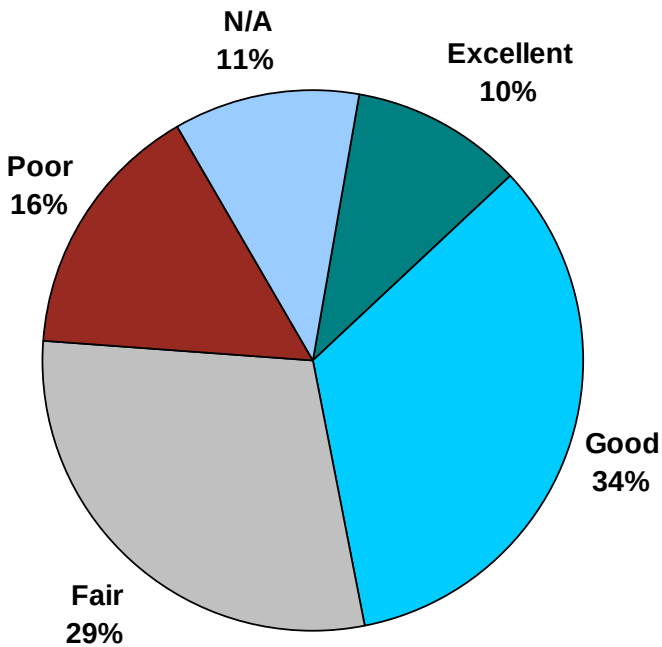
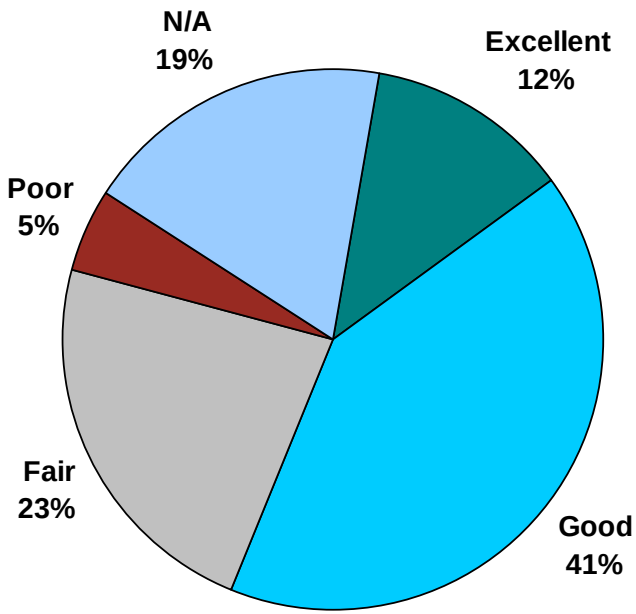
ADAPT – Additional Information

How would you rate ADAPT's ability to facilitate the following activities?

Decreasing the time to serve clients:



Handling eligibility requirements:



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APECS Results

Respondent Profile

Analysis

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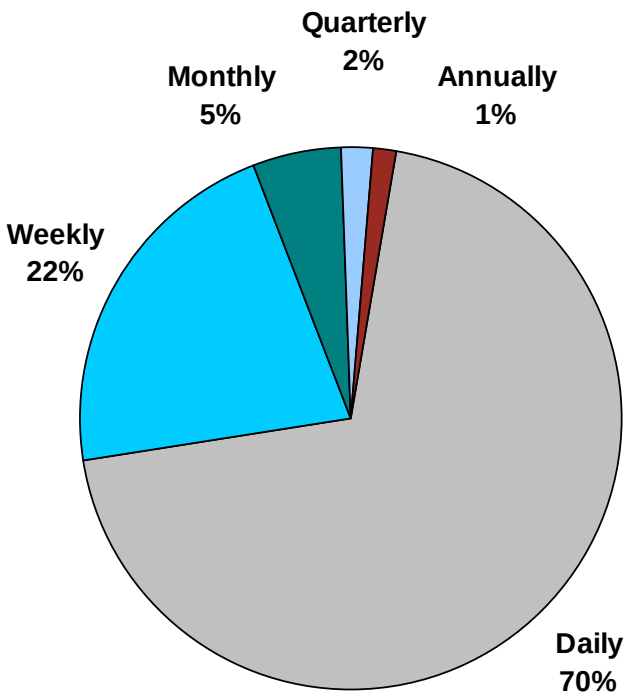
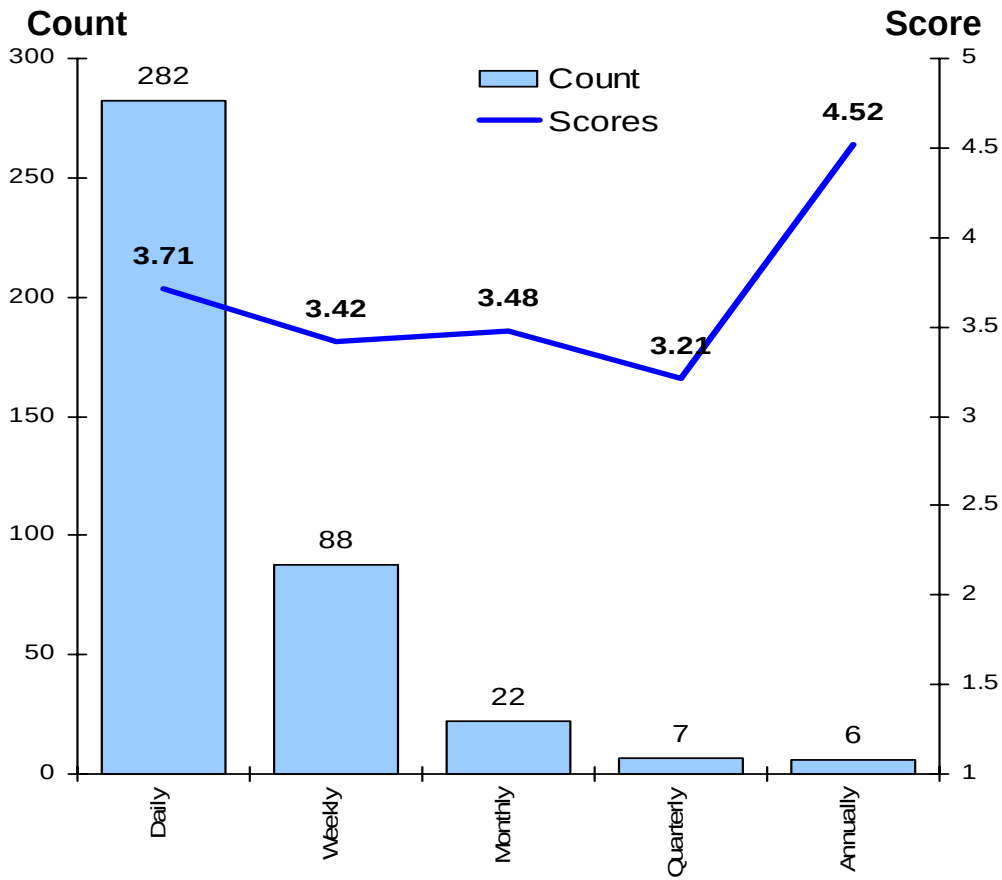
APECS Respondent Profile

On average, how frequently do you use APECS?





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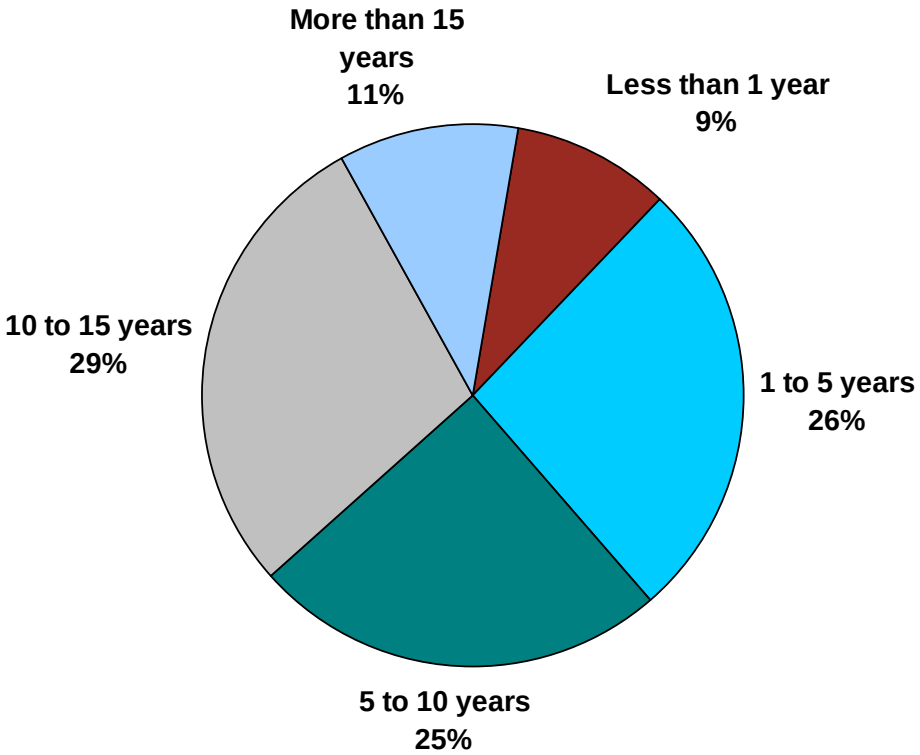
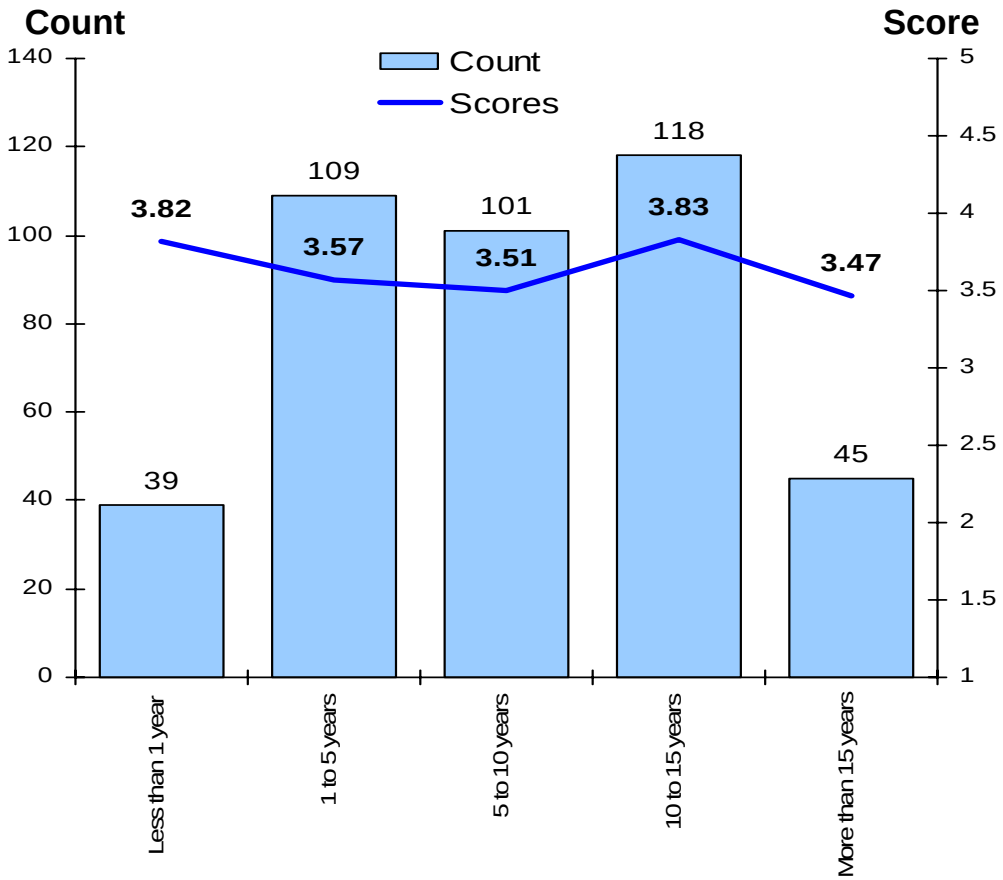
APECS Respondent Profile

How long have you been using APECS?





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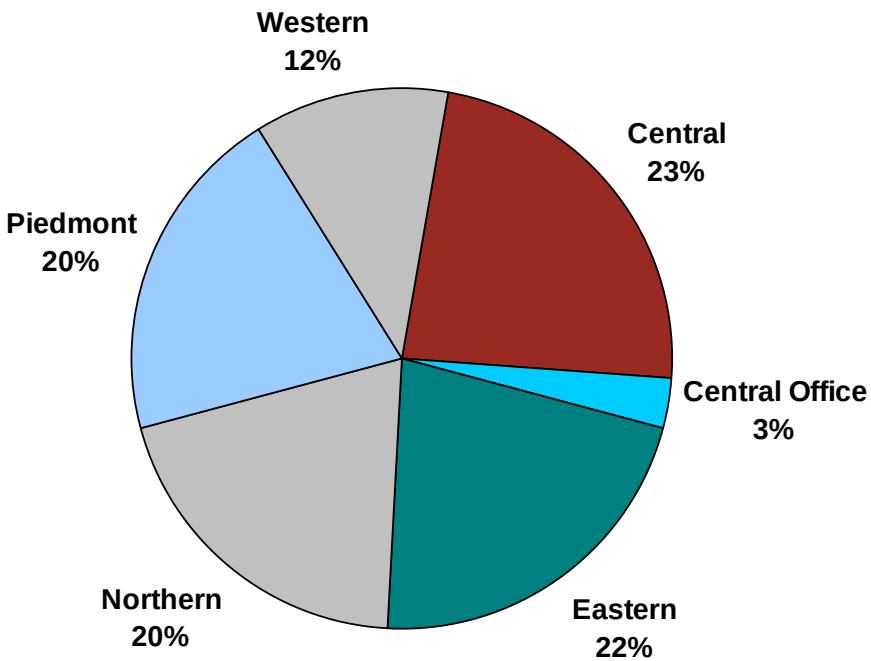
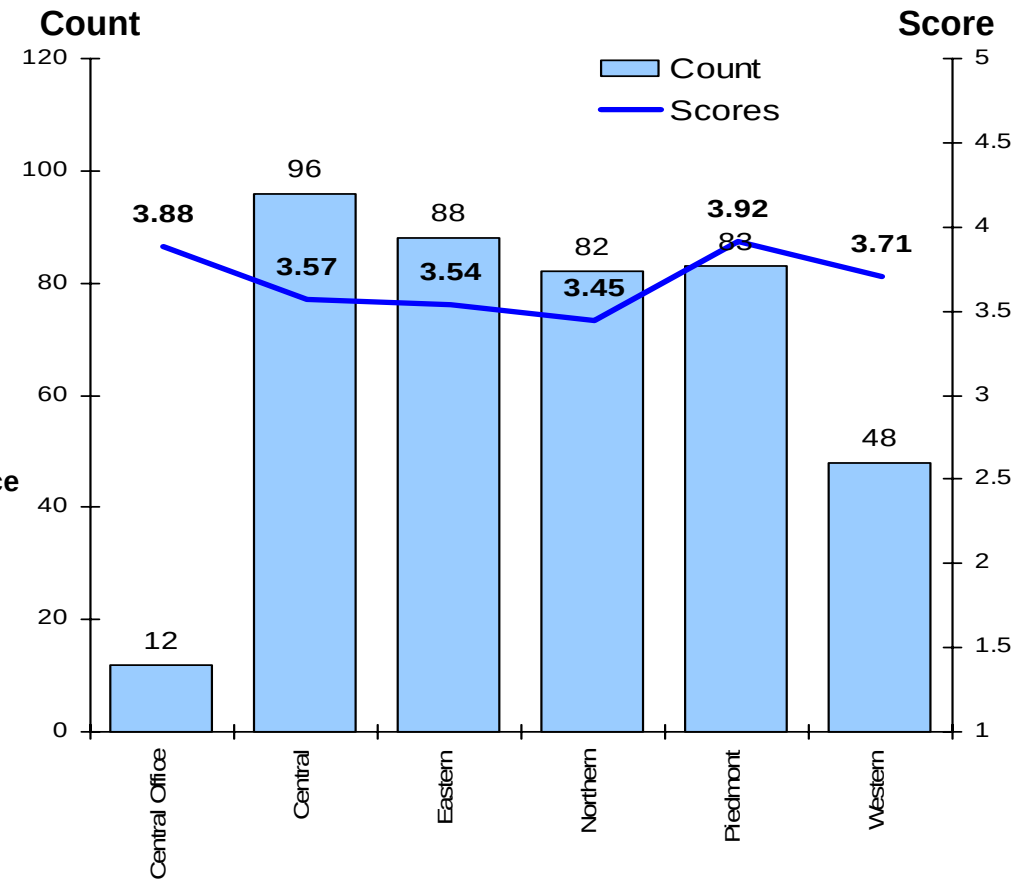
APECS Respondent Profile

Region





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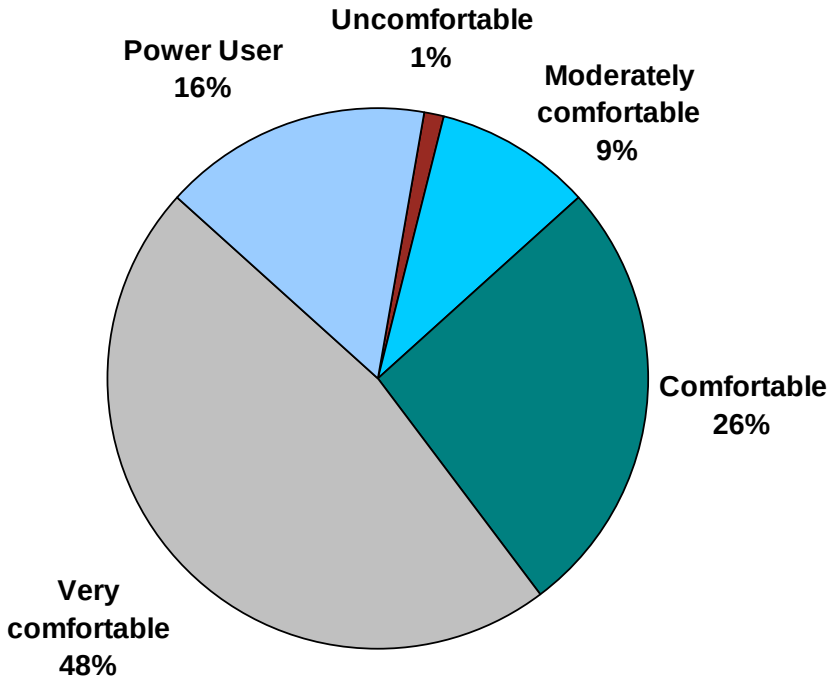
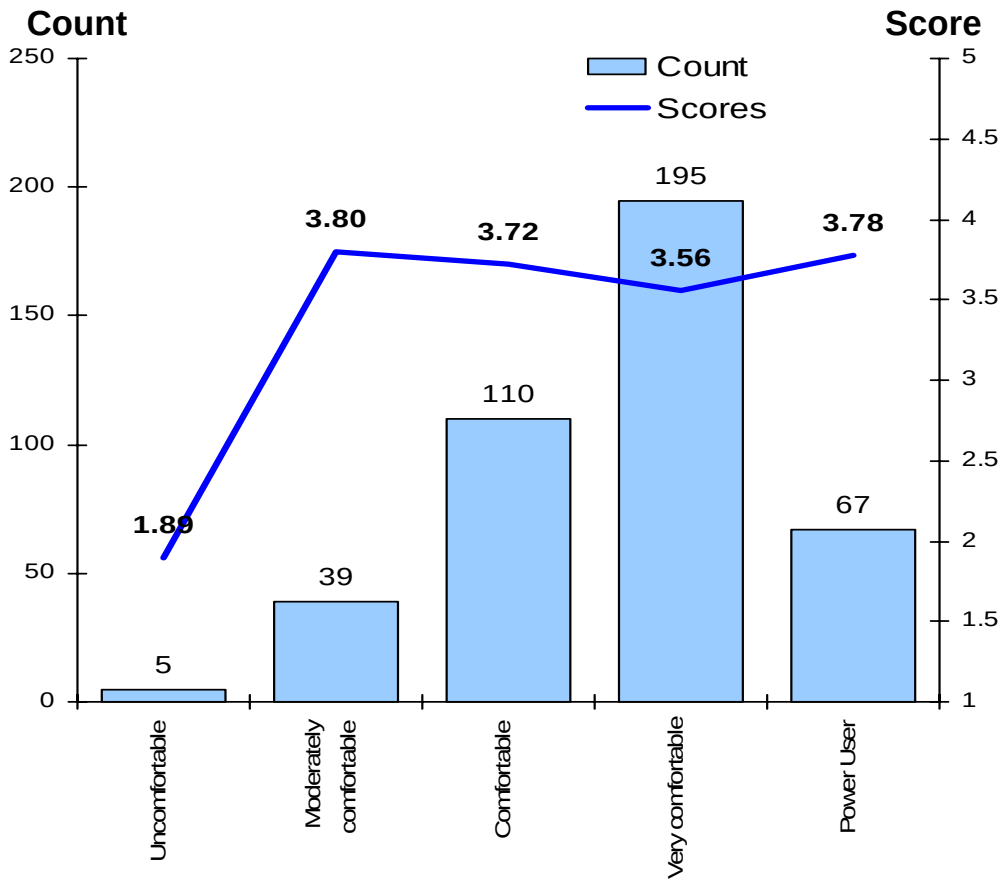
APECS Respondent Profile

Computer Proficiency





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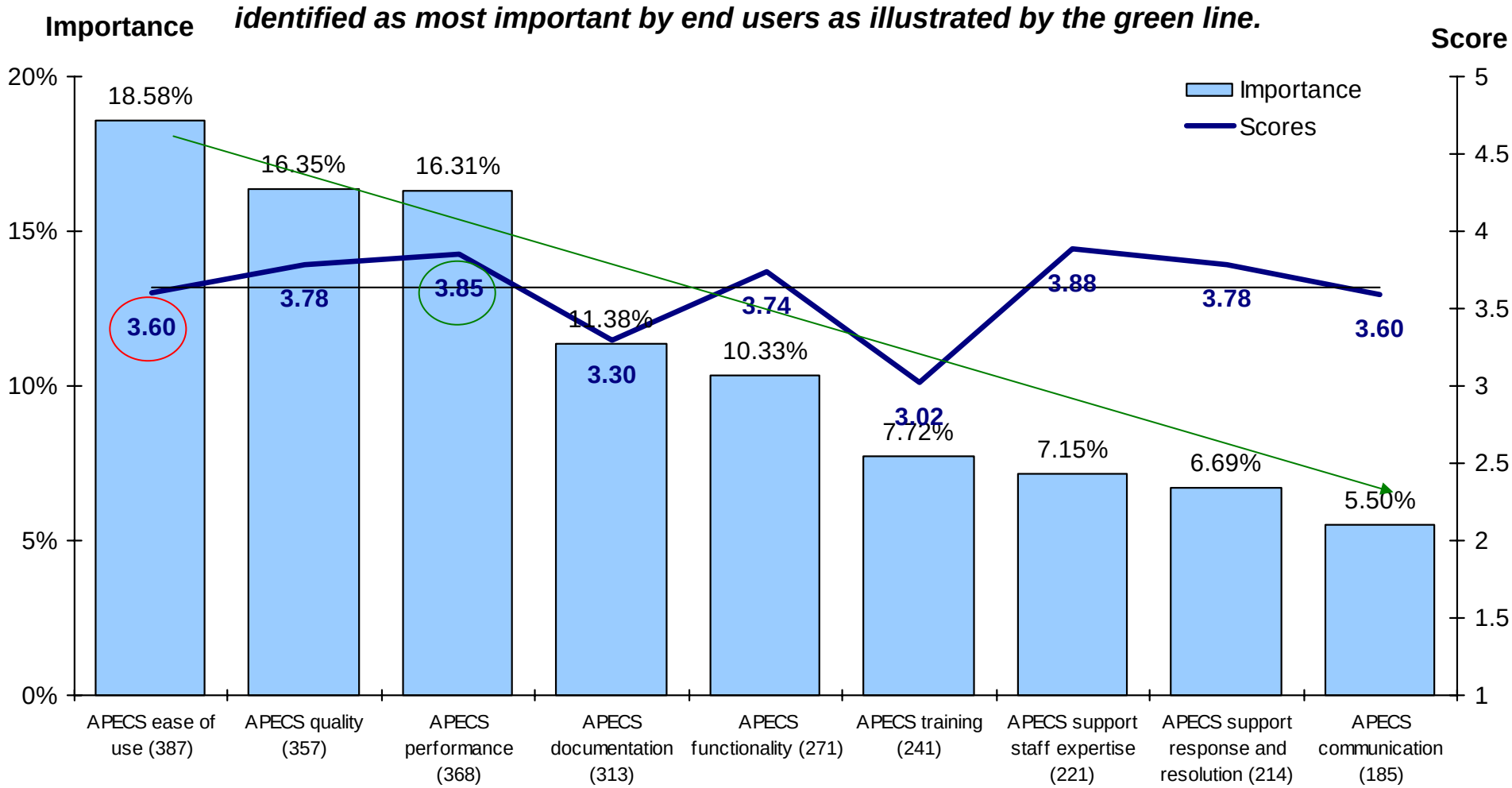
APECS Analysis

Overall Composite Score: 3.64 (417 Respondents)

Overall goal/objective is to achieve the highest satisfaction scores in the areas identified as most important by end users as illustrated by the green line.



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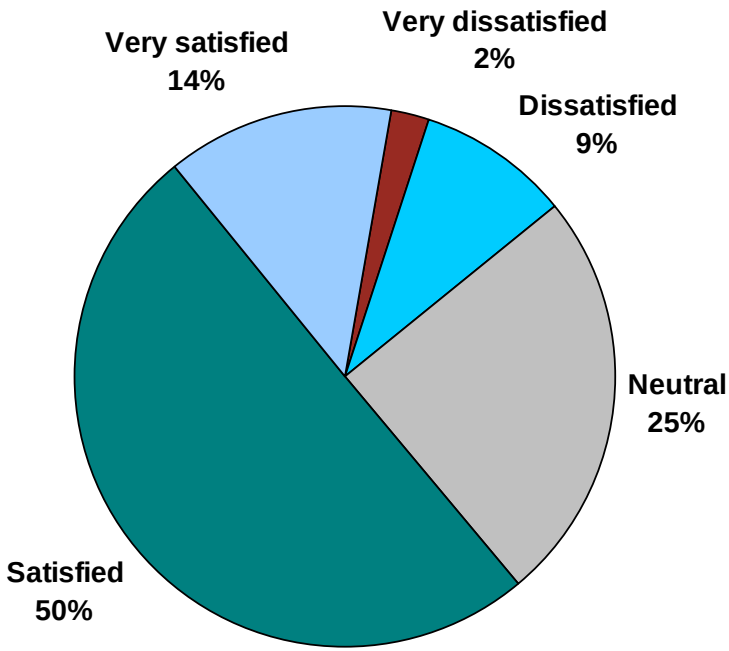
APECS Analysis

How would you rate your overall satisfaction with APECS? (3.64)



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APECS – Additional Information

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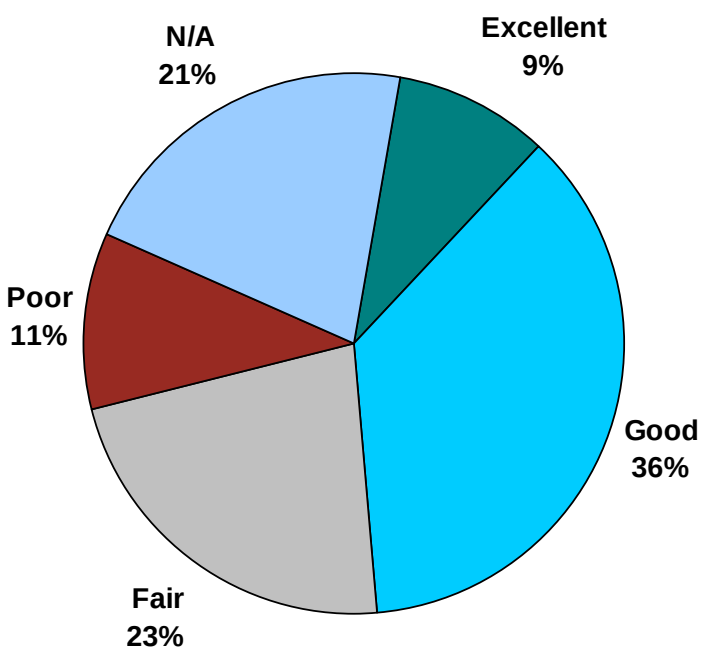
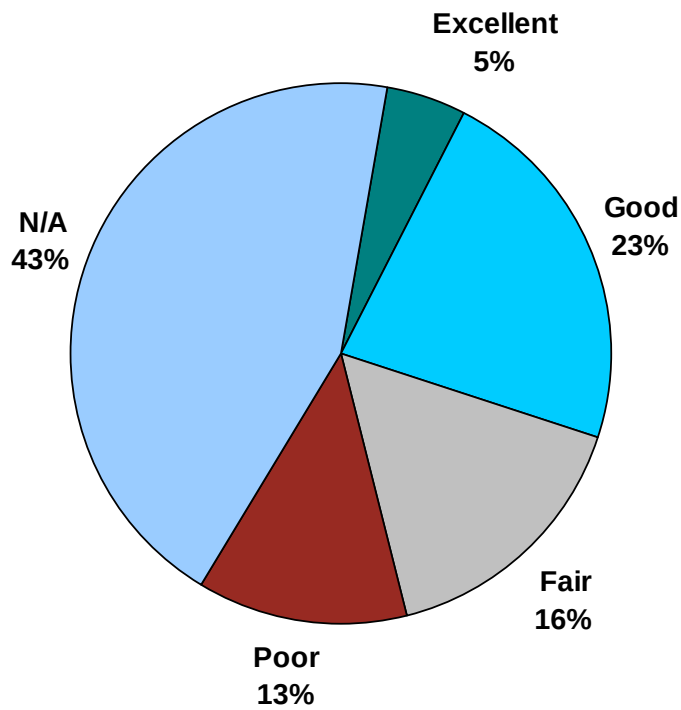
Other social services programs:



Dept Medical Assistance services



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APECS – Additional Information

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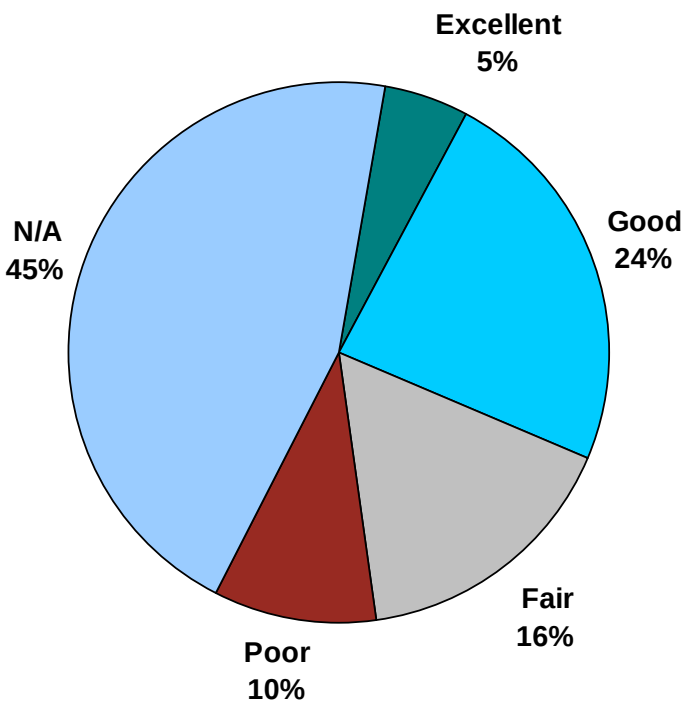
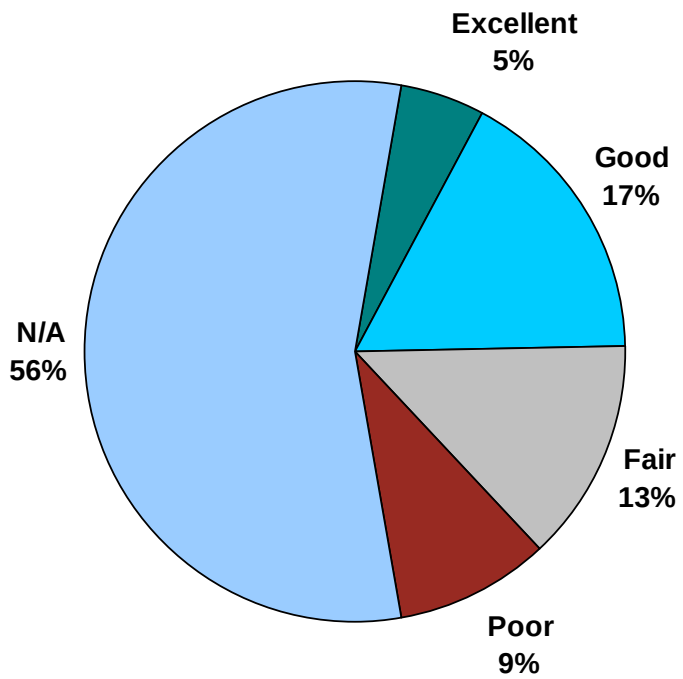


Federal Agencies:



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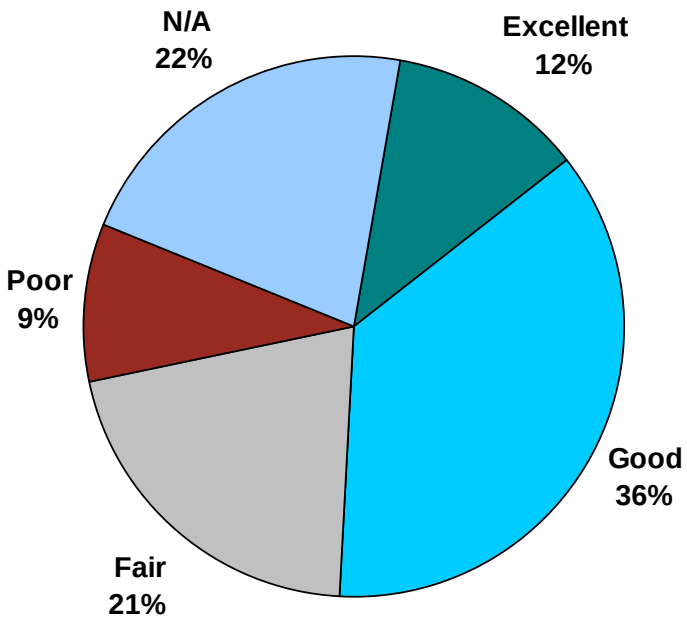
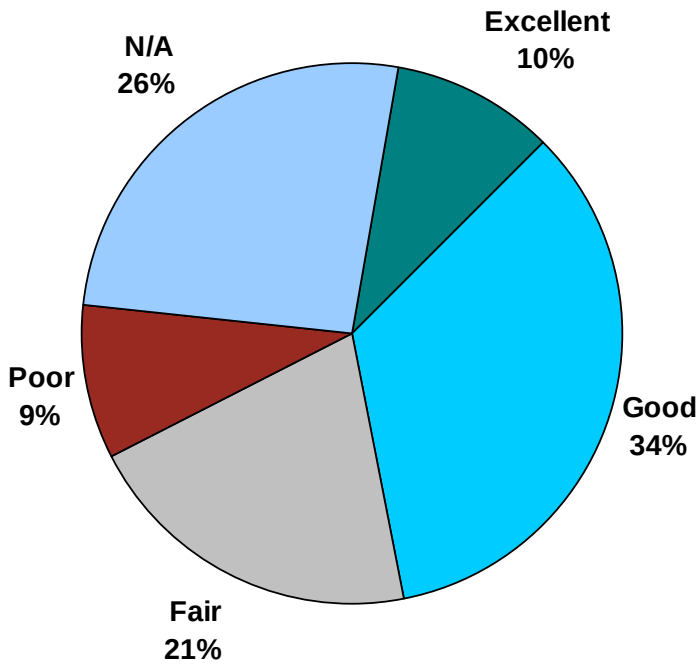
APECS – Additional Information

How would you rate APECS's ability to facilitate the following activities?

Reporting required client information to the State:



Providing information needed to supervise and manage local operations:



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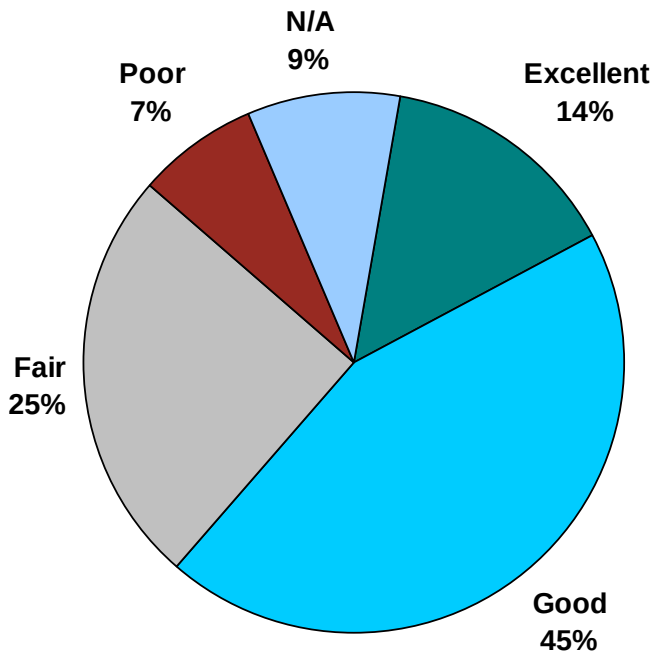
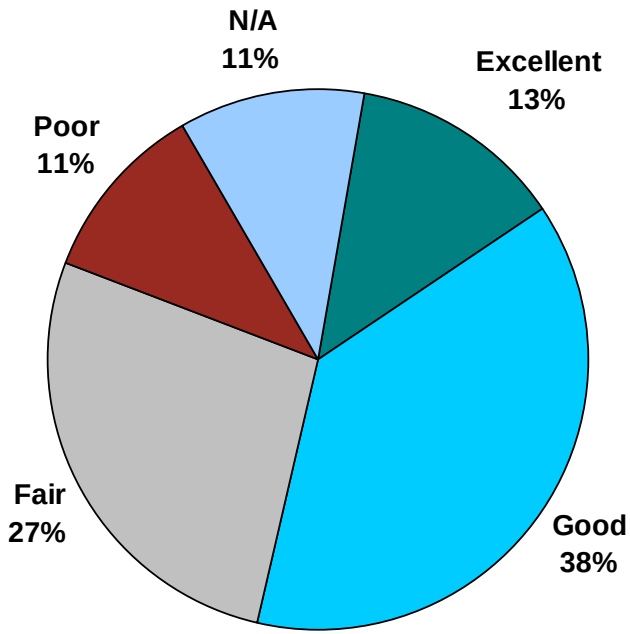
APECS – Additional Information

How would you rate APECS's ability to facilitate the following activities?

Managing individual cases:



Improving client service



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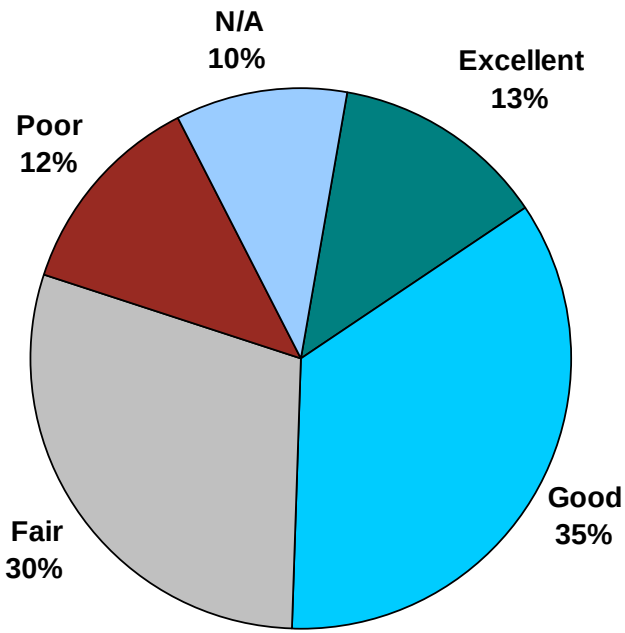
APECS – Additional Information

How would you rate APECS's ability to facilitate the following activities?

Decreasing the time to serve clients:



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OASIS Results

Respondent Profile

Analysis

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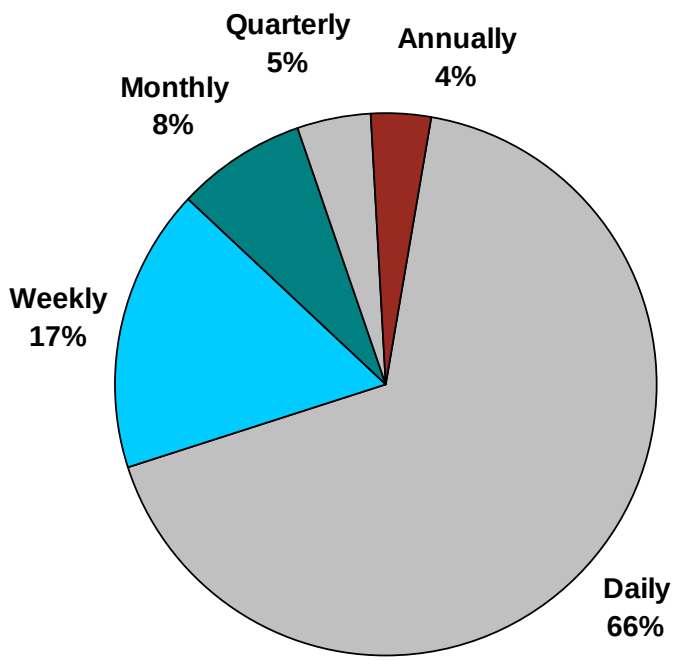
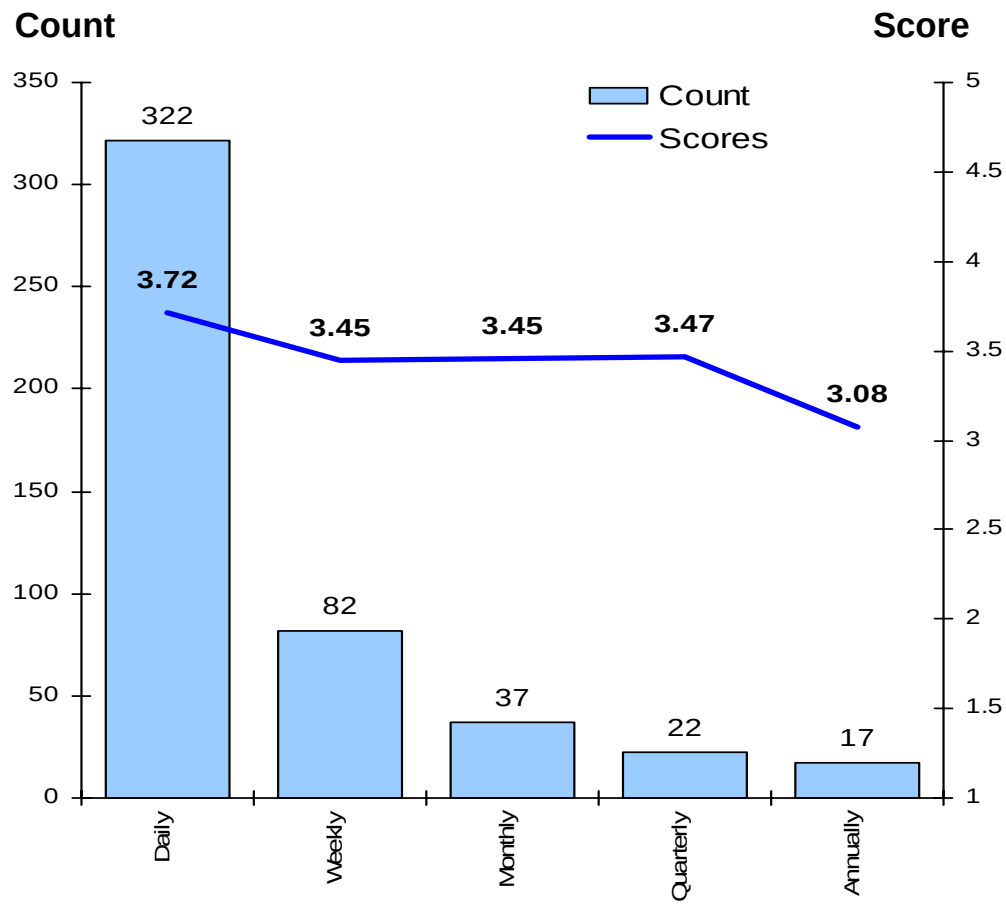
OASIS Respondent Profile

On average, how frequently do you use OASIS?





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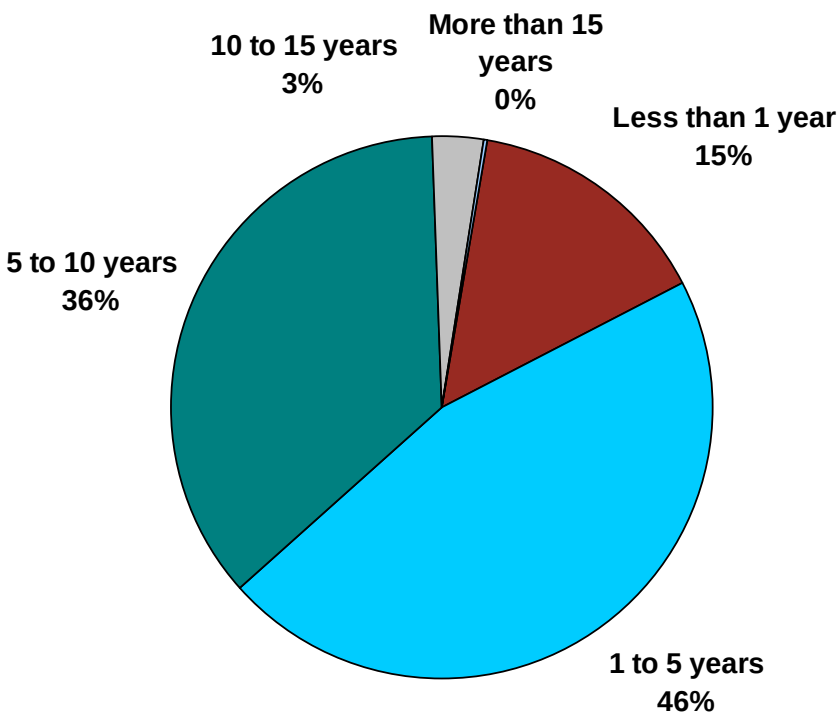
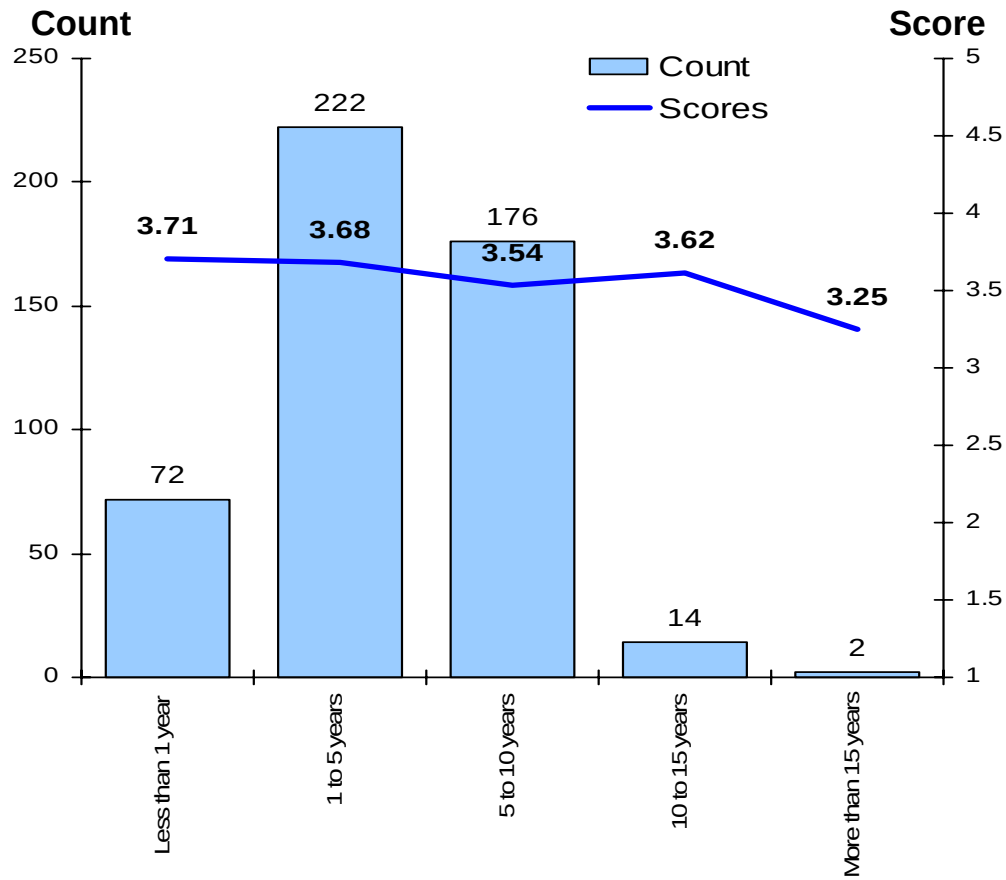
OASIS Respondent Profile

How long have you been using OASIS?





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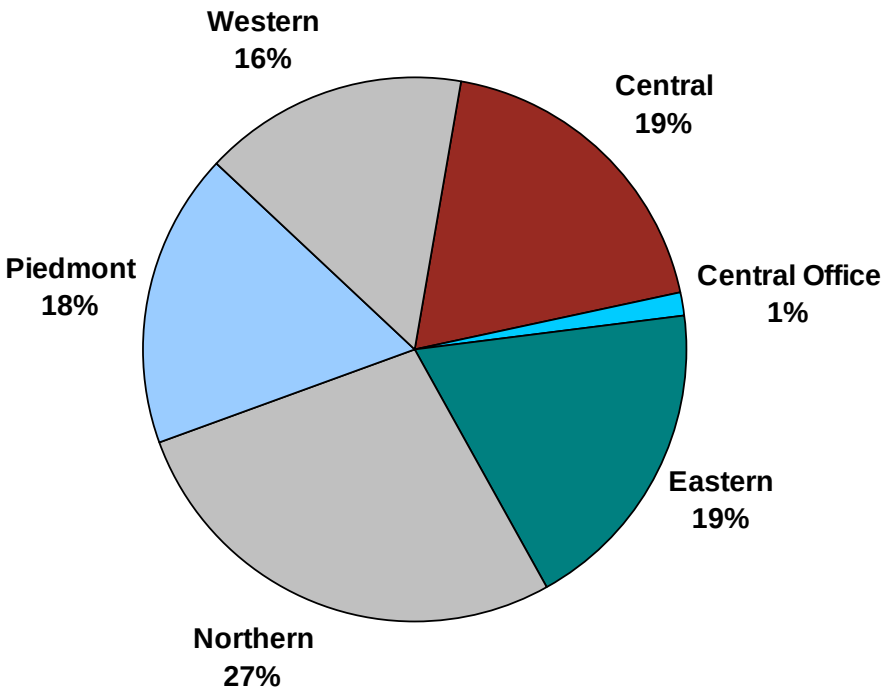
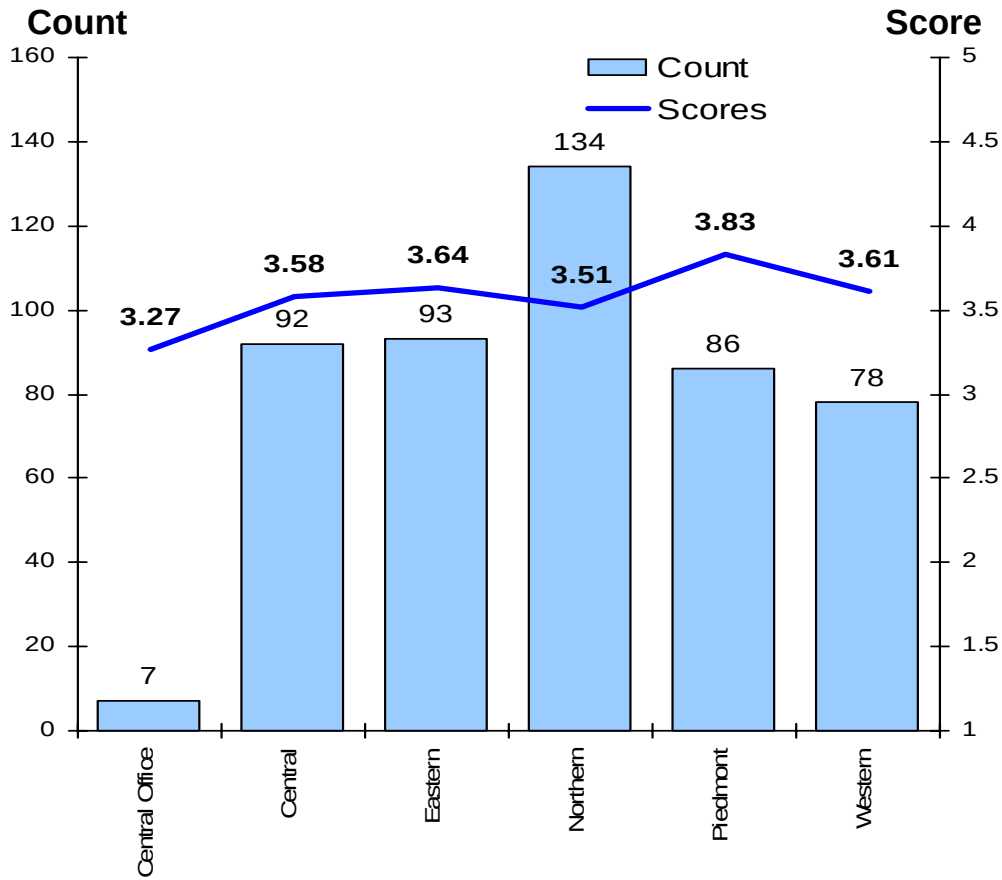
OASIS Respondent Profile

Region





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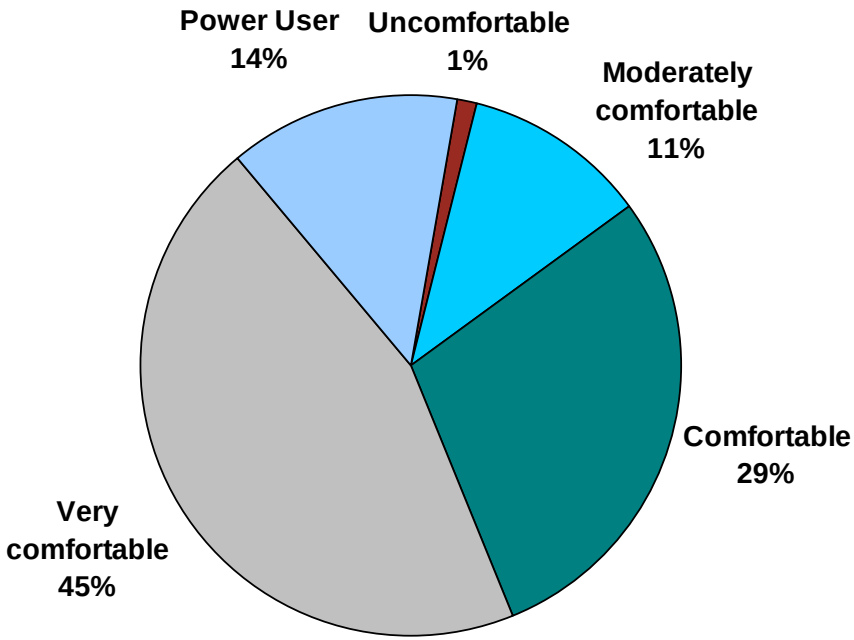
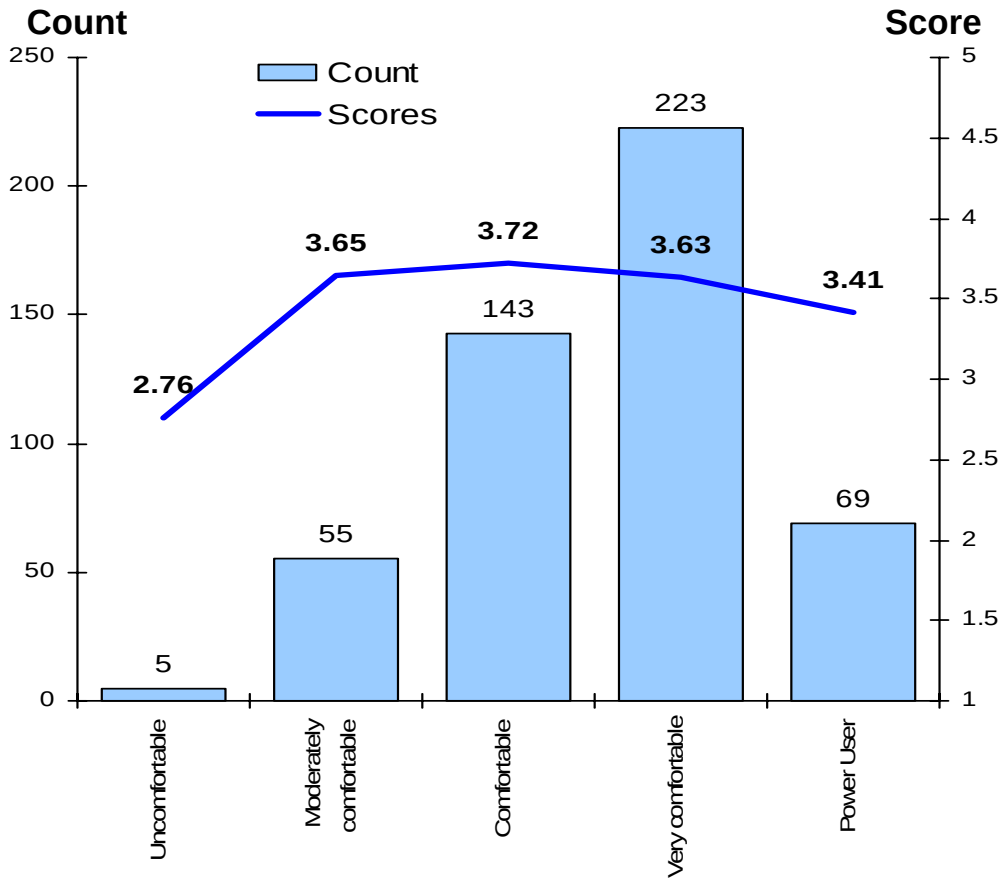
OASIS Respondent Profile

Computer Proficiency





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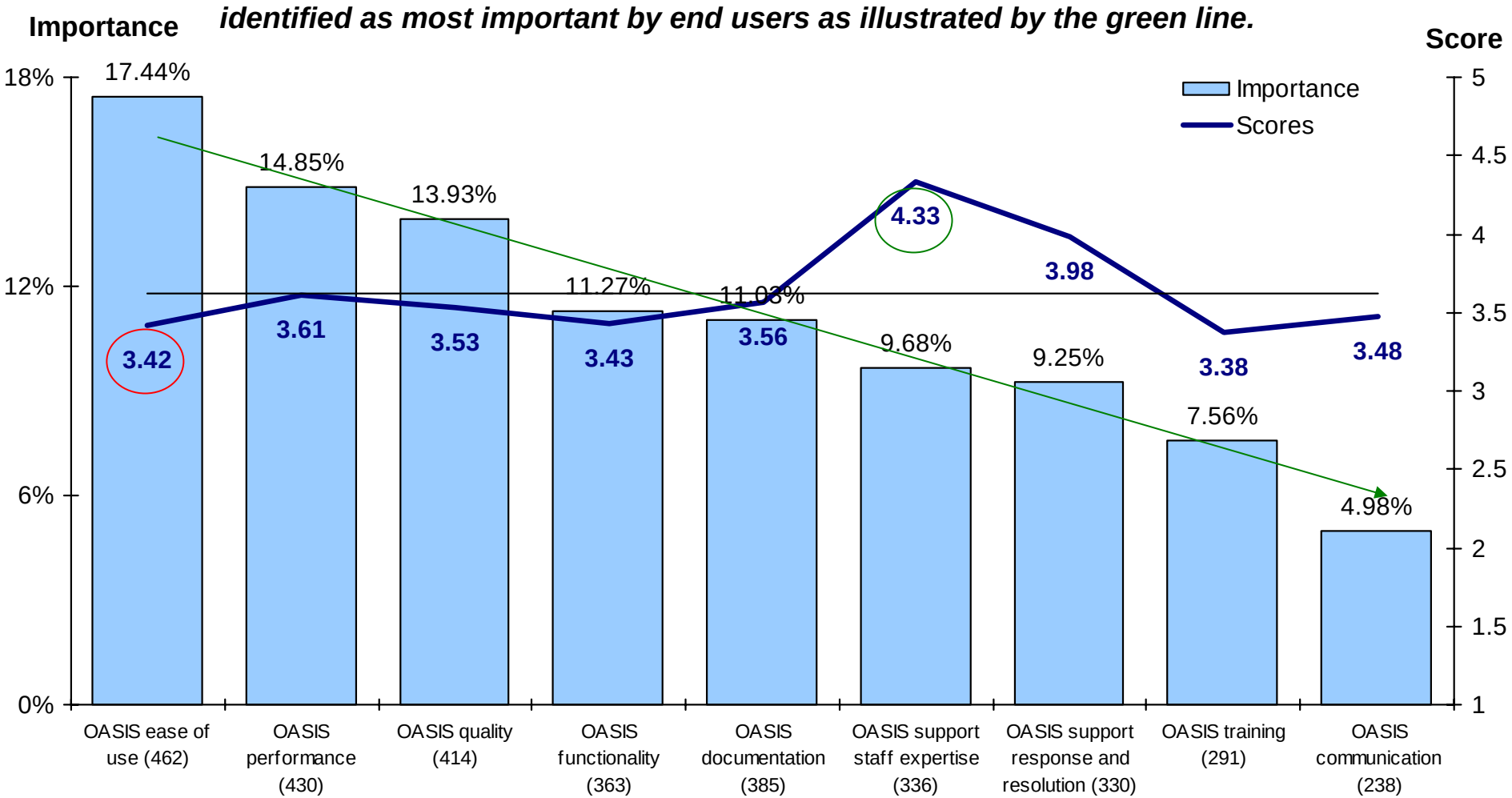
OASIS Analysis

Overall Composite Score: 3.62 (499 Respondents)

Overall goal/objective is to achieve the highest satisfaction scores in the areas identified as most important by end users as illustrated by the green line.



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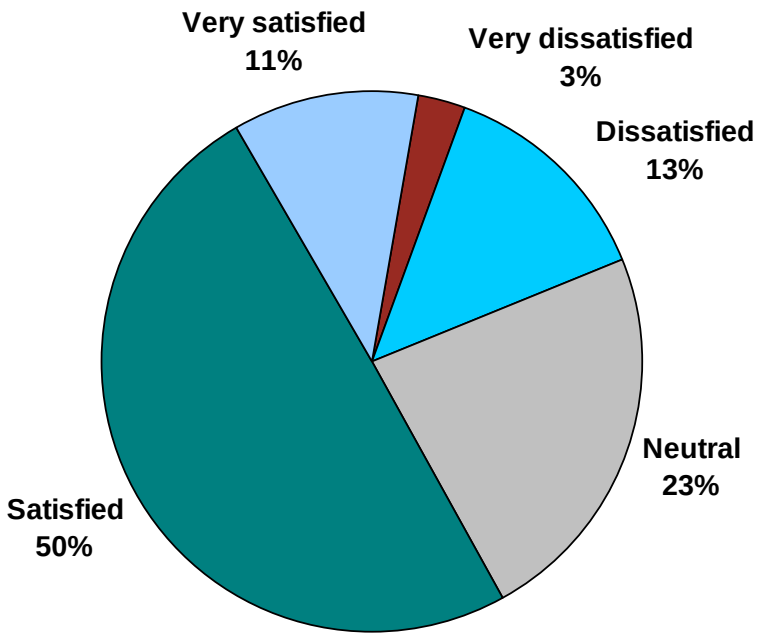
OASIS Analysis

How would you rate your overall satisfaction with OASIS? (3.53)



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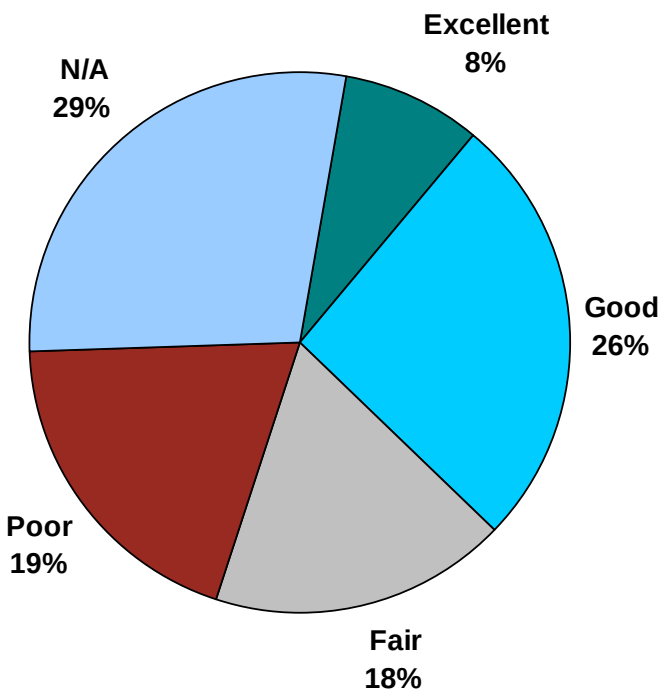
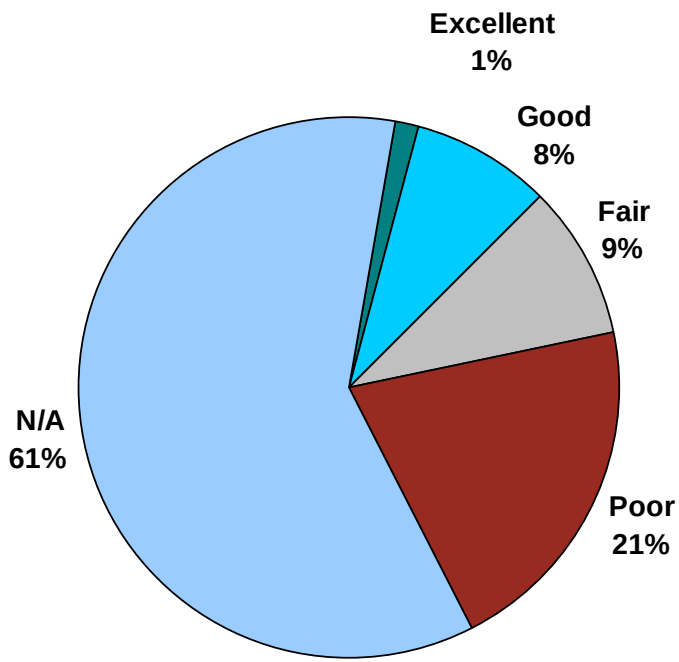
OASIS – Additional Information

How would you rate the ability of OASIS to provide access to information needed to manage cases that may be located in the following other program's or organization's systems?

Other social services programs:



Juvenile Justice:



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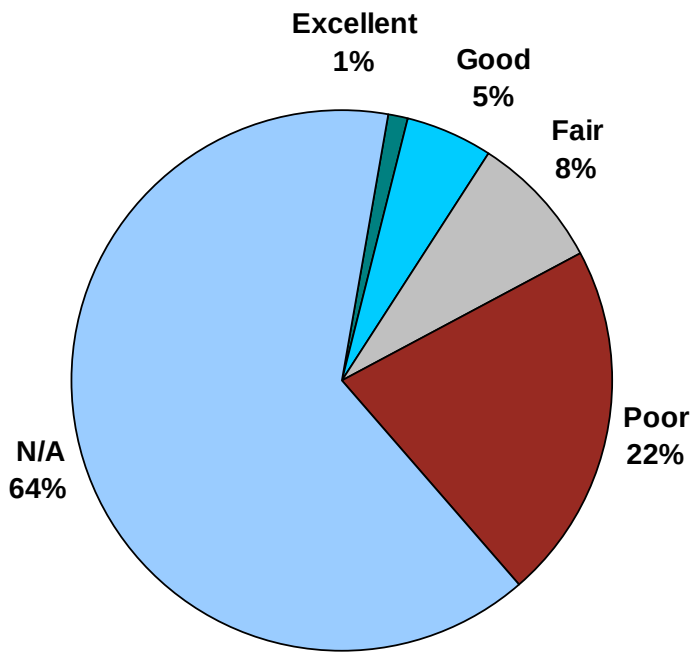
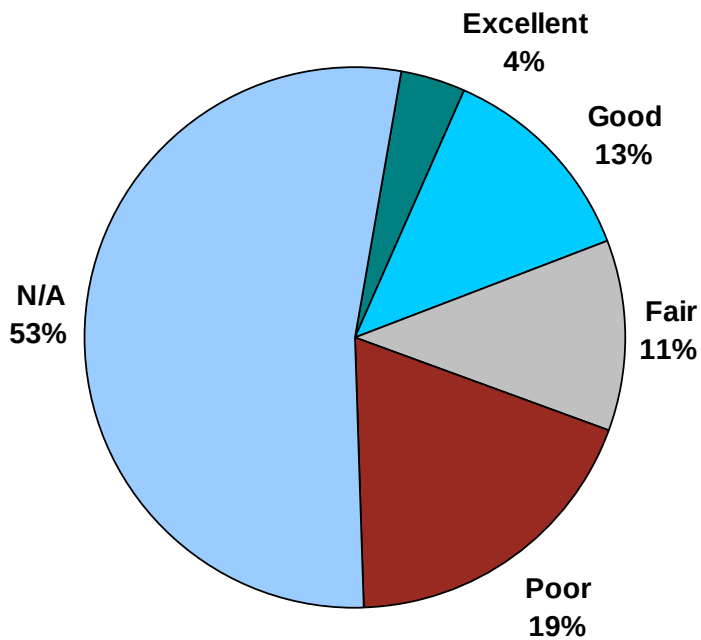
OASIS – Additional Information

How would you rate the ability of OASIS to provide access to information needed to manage cases that may be located in the following other program's or organization's systems?

Dept Medical Assistance Services:



Other State Agencies:



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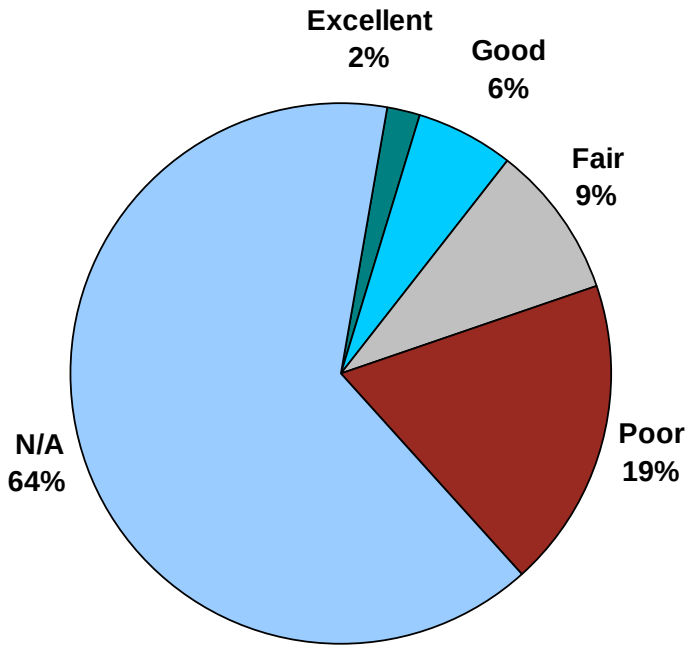
OASIS – Additional Information

How would you rate the ability of OASIS to provide access to information needed to manage cases that may be located in the following other program's or organization's systems?

Federal Agencies:



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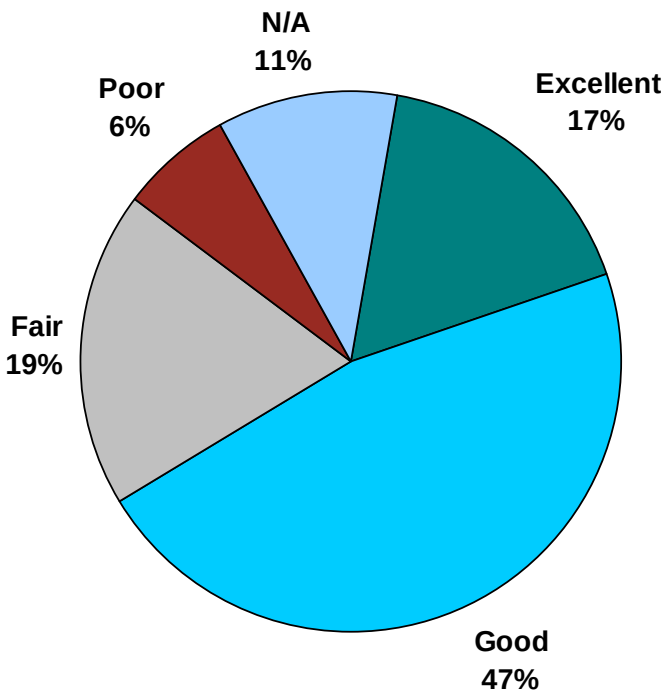
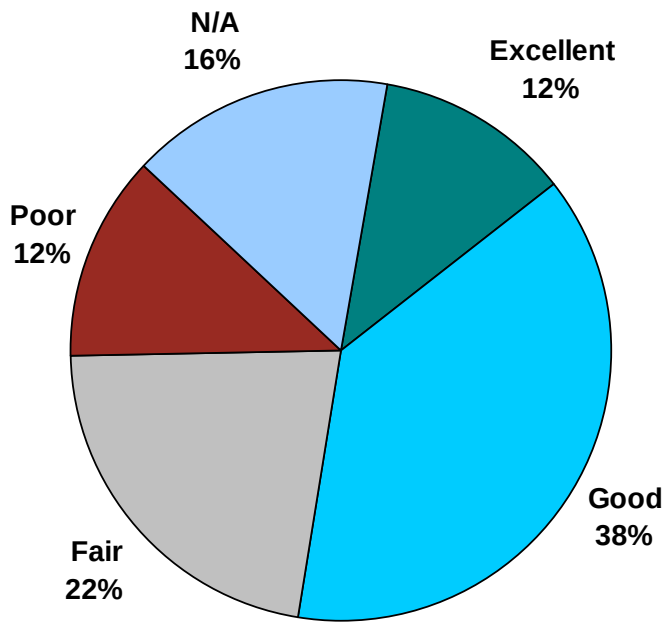
OASIS – Additional Information

How would you rate OASIS's ability to facilitate the following activities?

Reporting required client information to the State:



Providing information needed to supervise and manage local operations:



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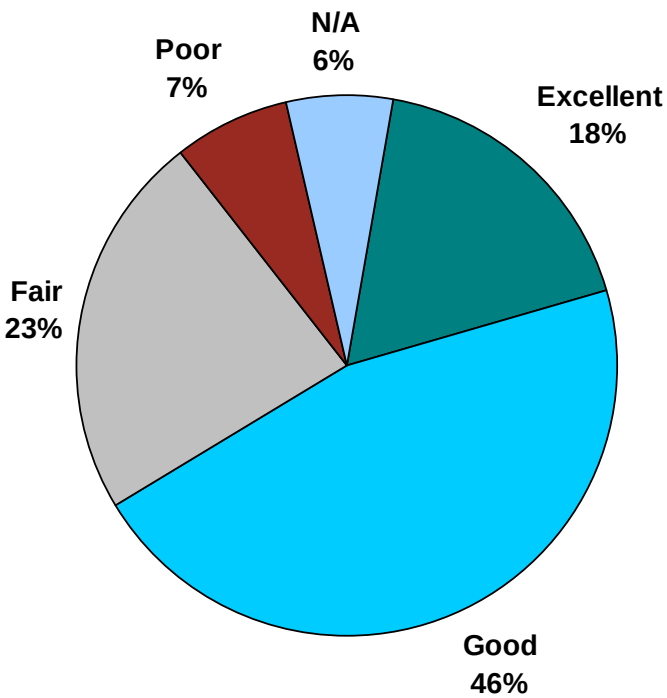
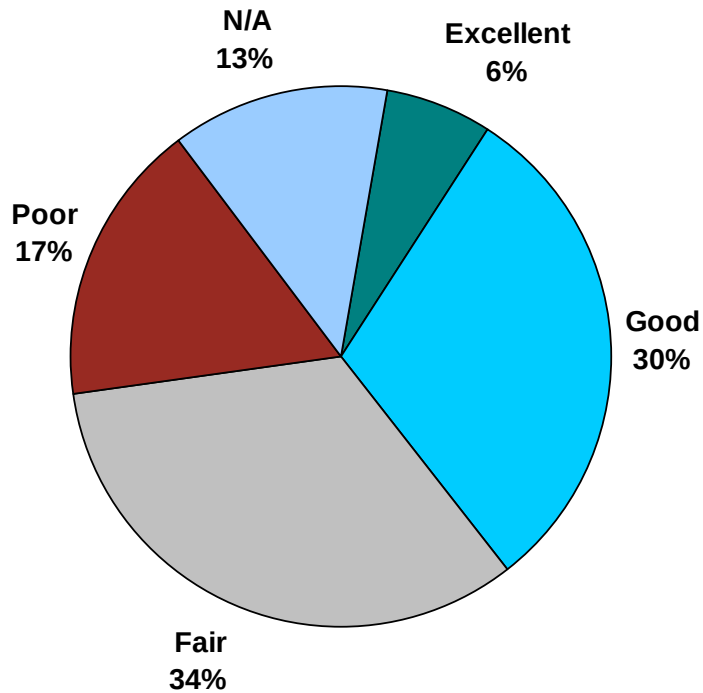
OASIS – Additional Information

How would you rate OASIS's ability to facilitate the following activities?

Managing individual cases:



Improving client service



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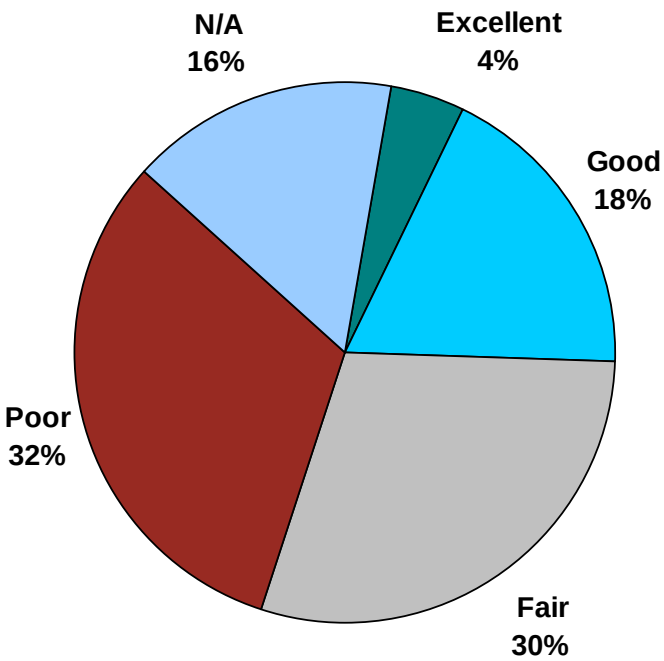
OASIS – Additional Information

How would you rate OASIS's ability to facilitate the following activities?

Decreasing the time to serve clients:



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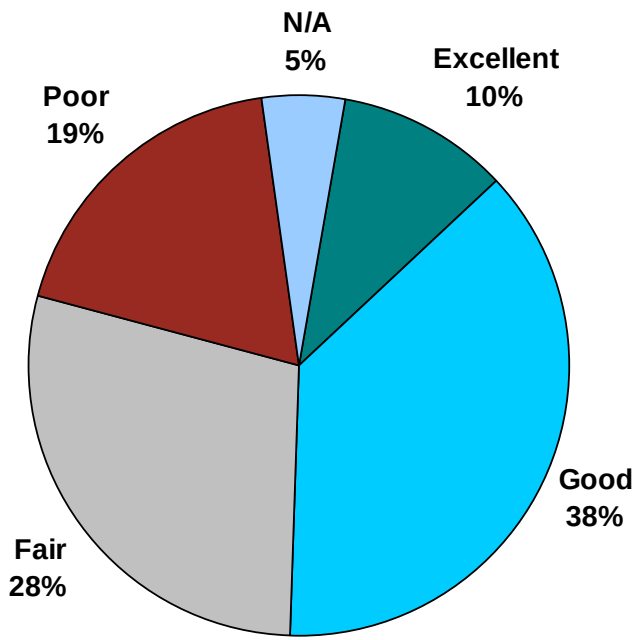

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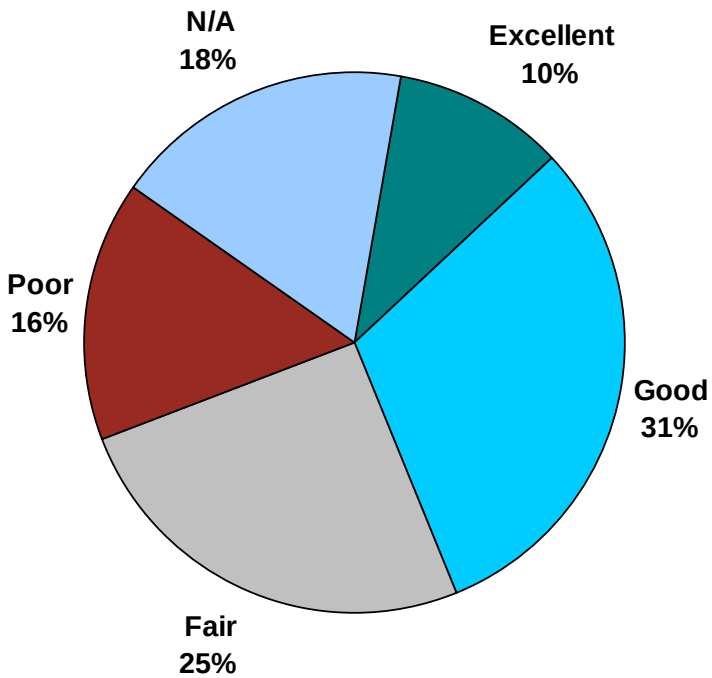
OASIS – Additional Information

How would you rate OASIS's ability to facilitate the following activities?

Providing reports to the Courts:



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VACIS Results

Respondent Profile

Analysis

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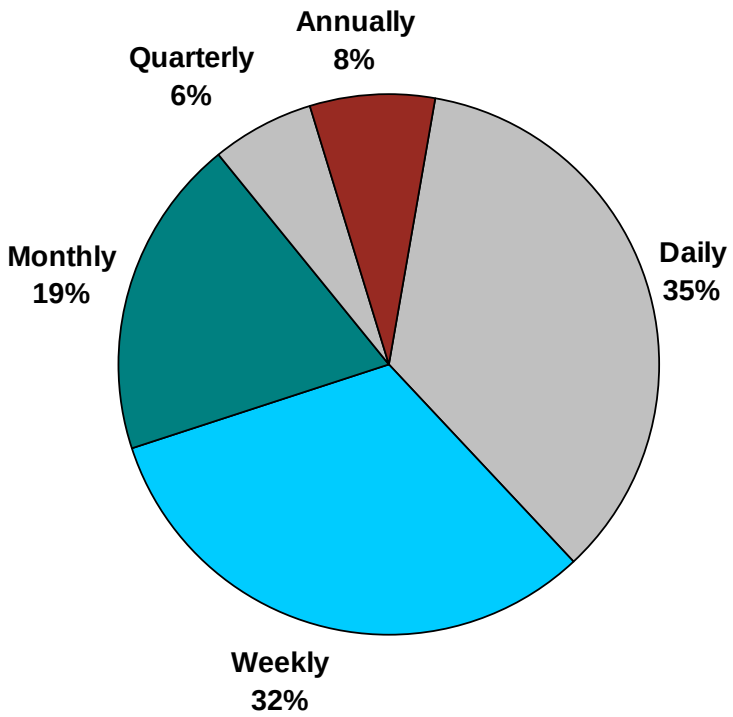
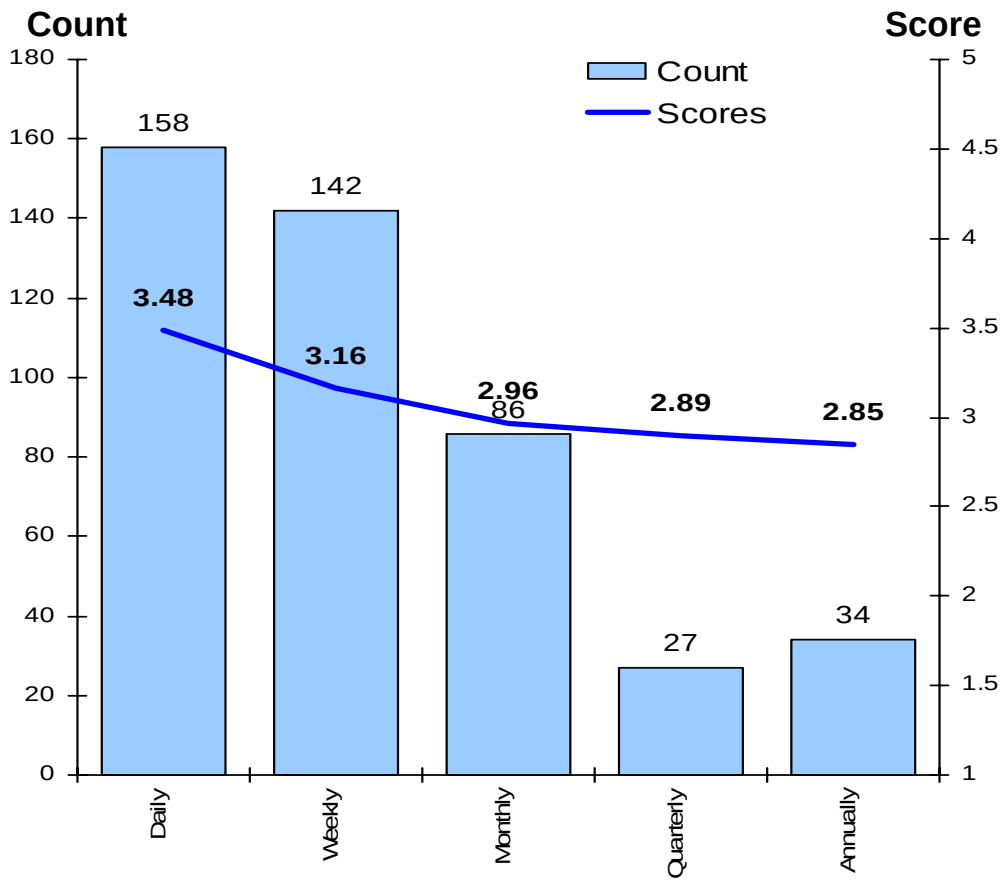
VACIS Respondent Profile

On average, how frequently do you use VACIS?





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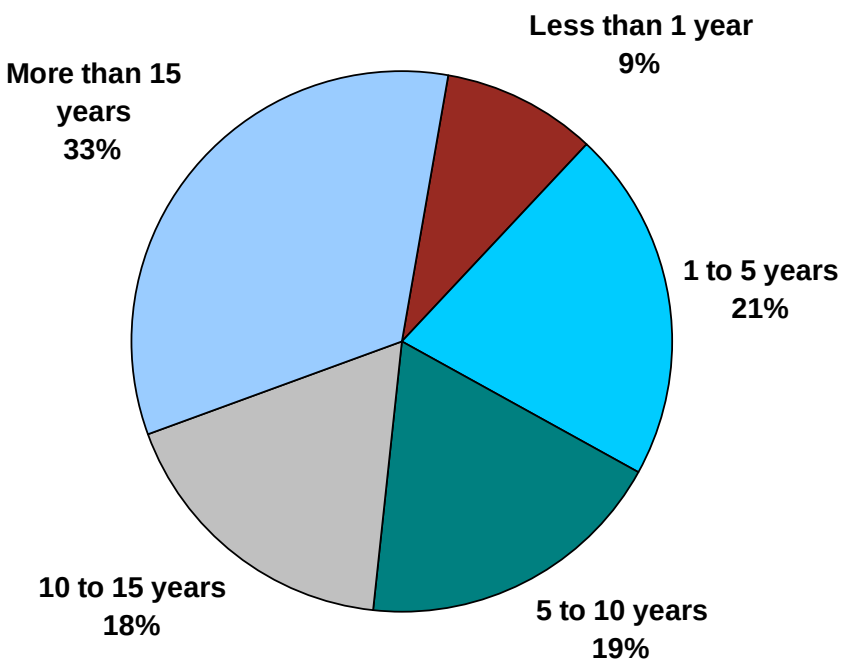
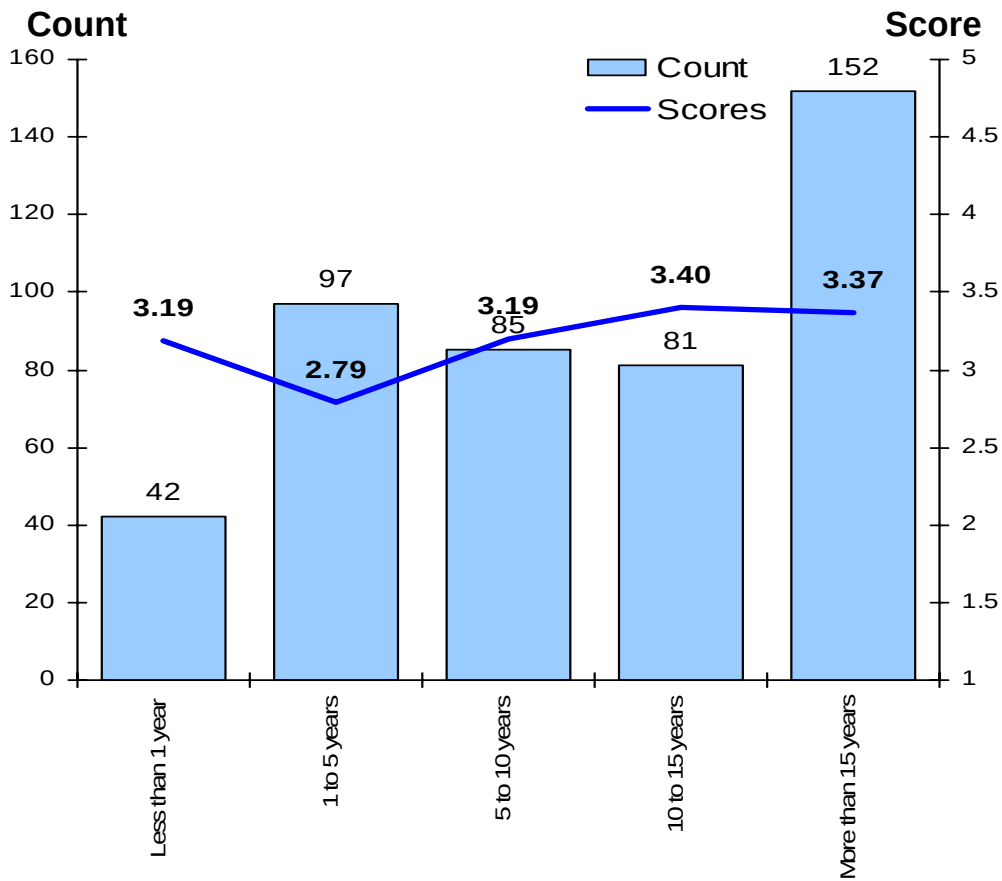
VACIS Respondent Profile

How long have you been using VACIS?





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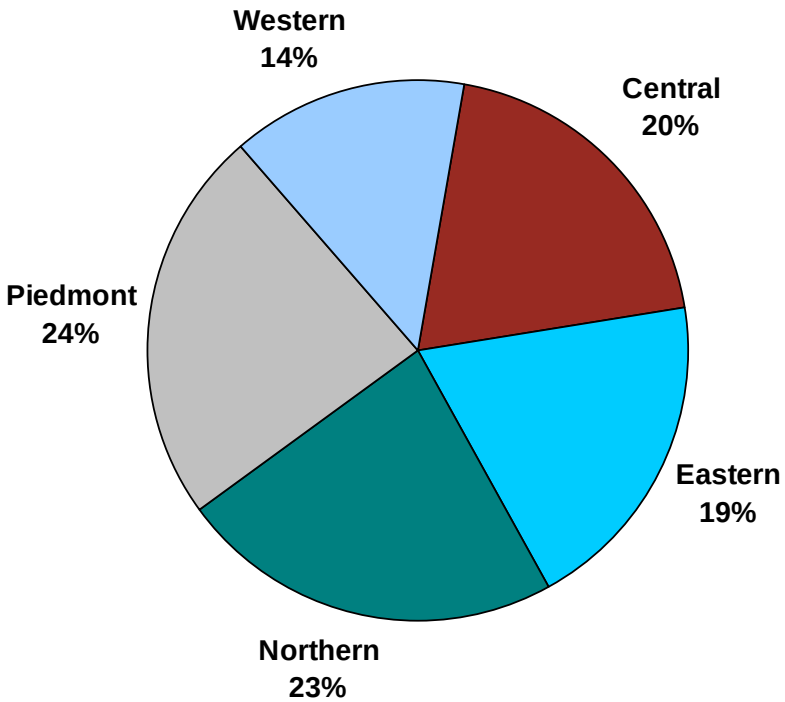
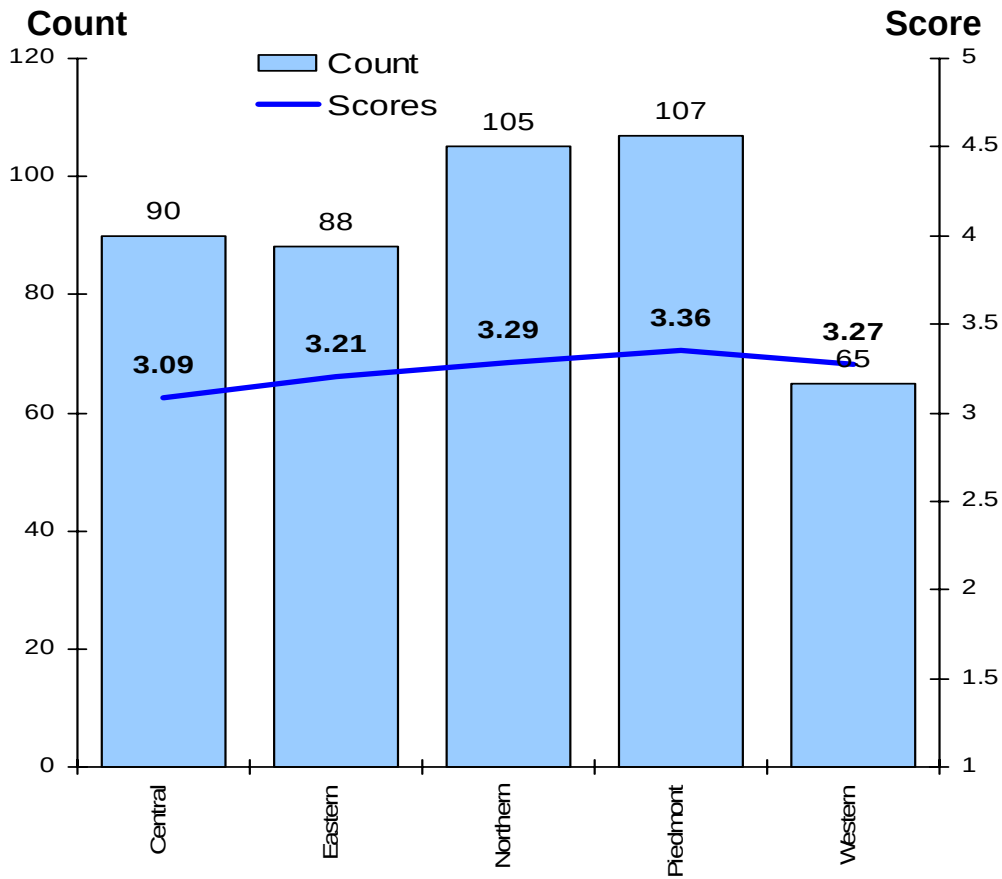
VACIS Respondent Profile

Region





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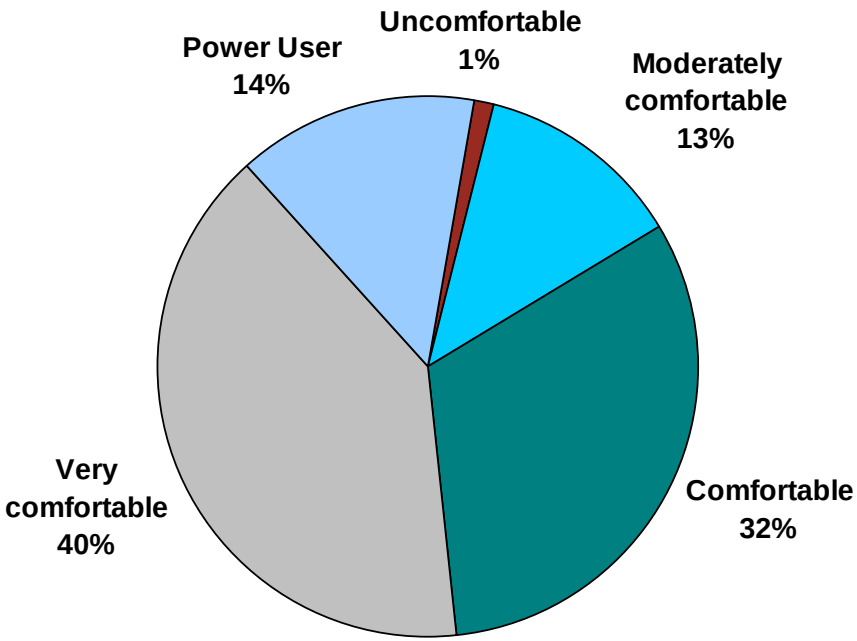
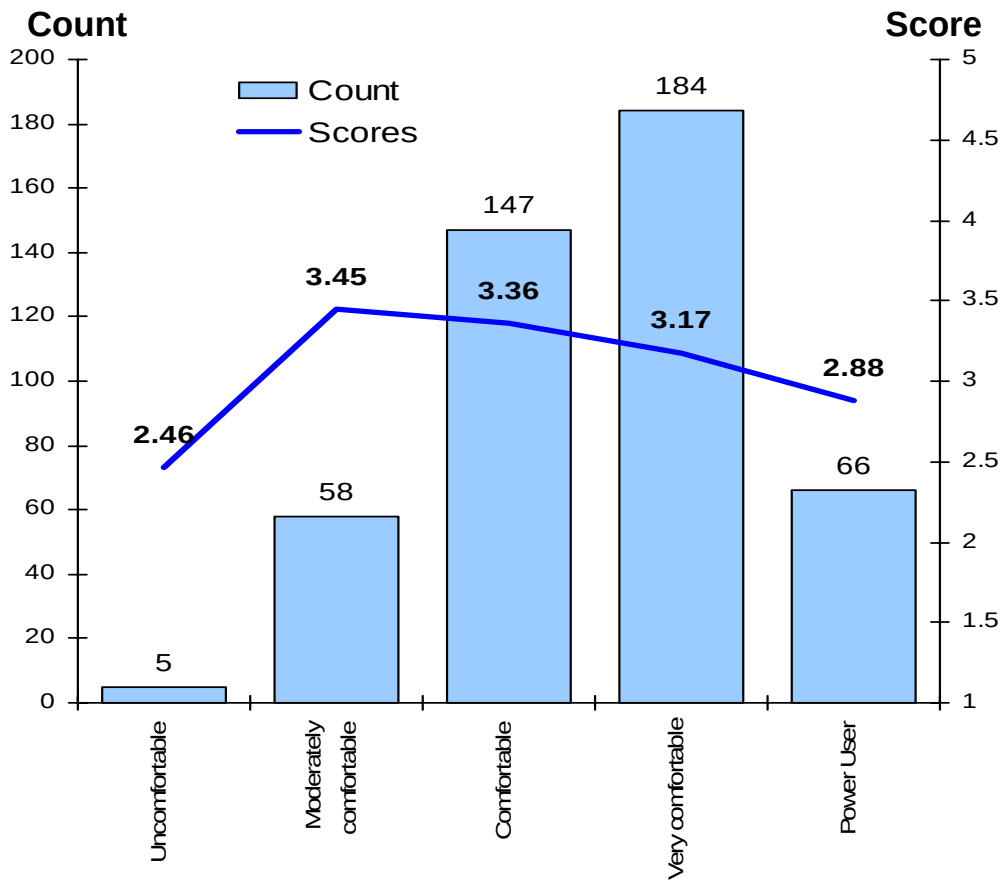
VACIS Respondent Profile

Computer Proficiency





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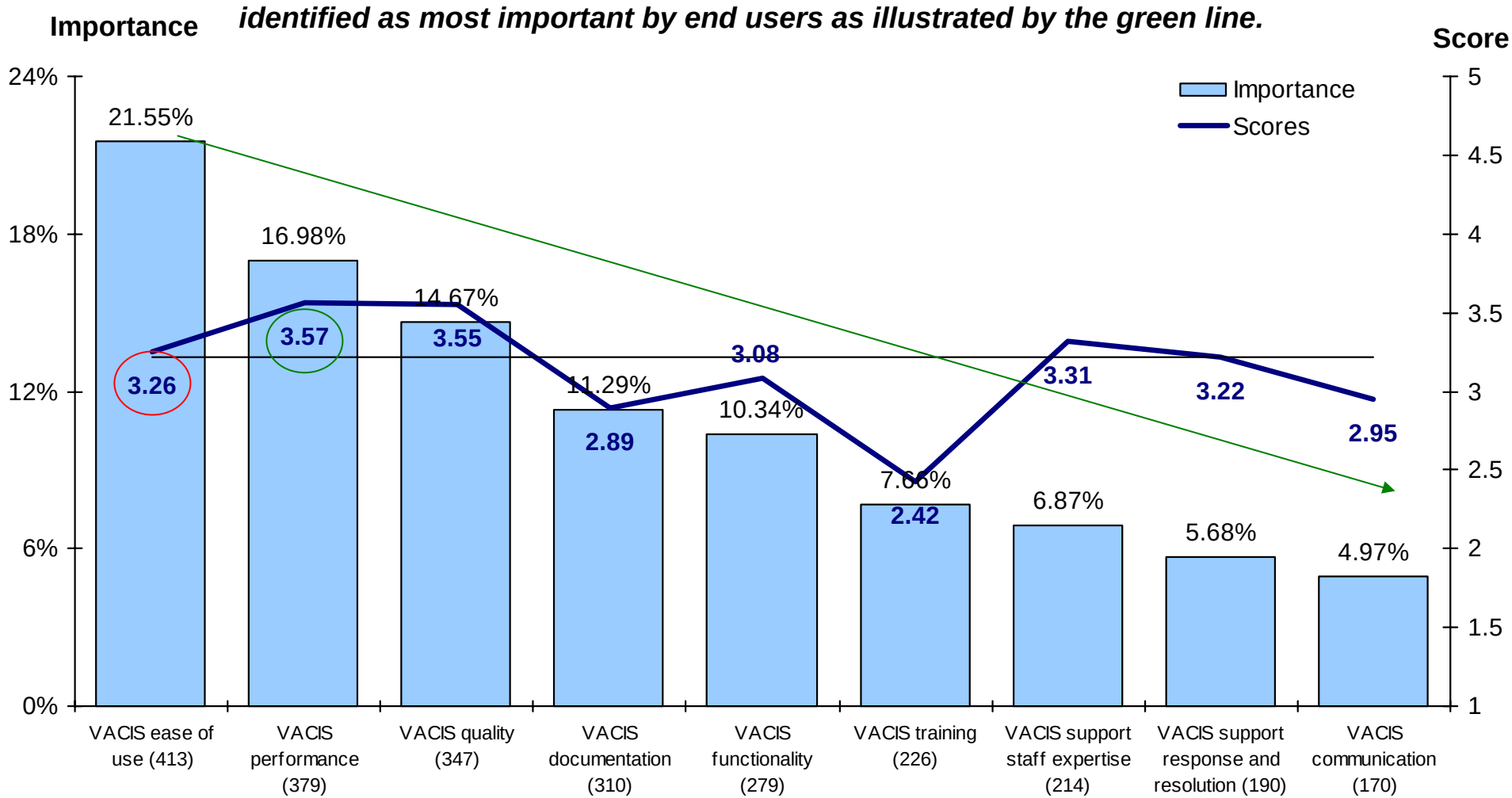
VACIS Analysis

Overall Composite Score: 3.22 (465 Respondents)

Overall goal/objective is to achieve the highest satisfaction scores in the areas identified as most important by end users as illustrated by the green line.



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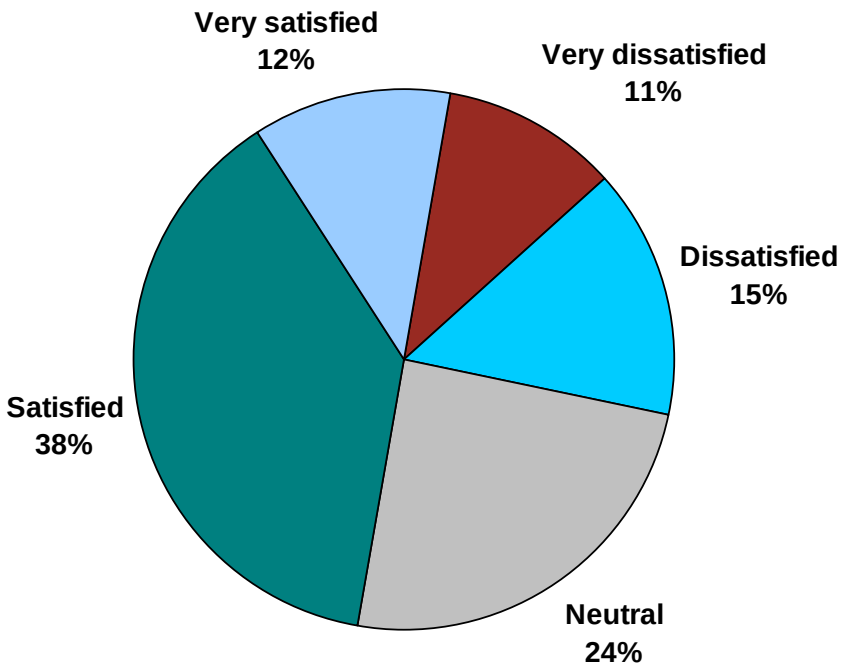
VACIS Analysis

How would you rate your overall satisfaction with VACIS? (3.25)



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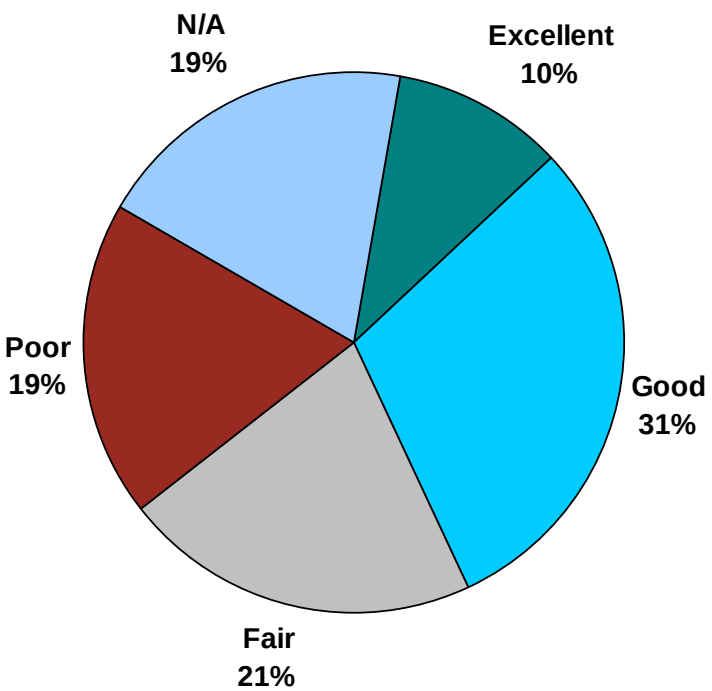
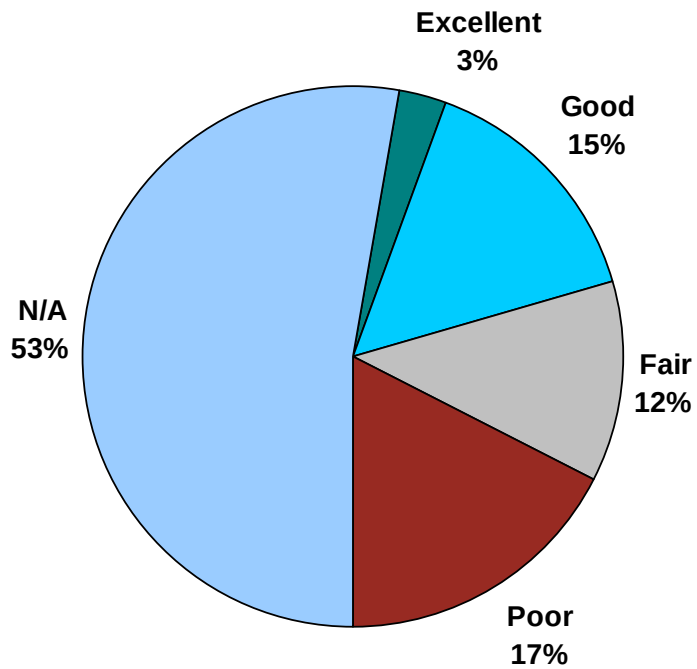
VACIS – Additional Information

How would you rate the ability of VACIS to provide access to information needed to manage cases that may be located in the following other program's or organization's systems?

Other social services programs:



Dept Medical Assistance services



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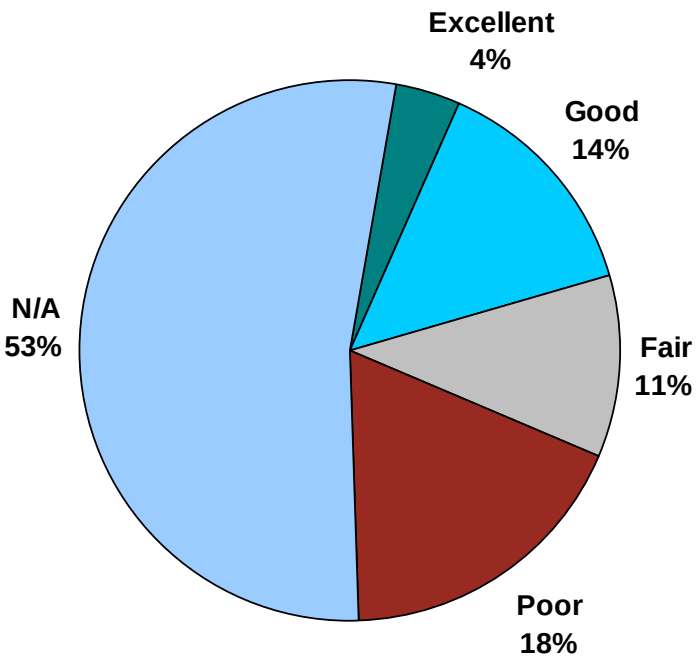
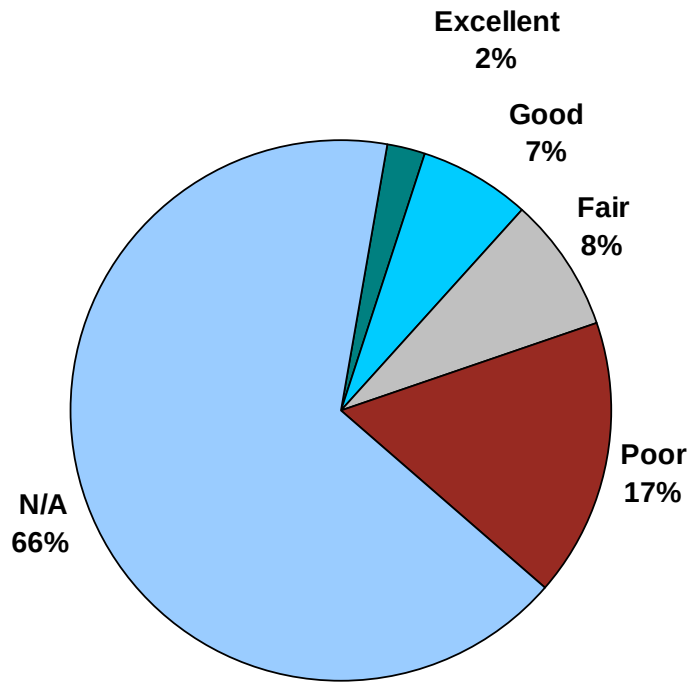
VACIS – Additional Information

How would you rate the ability of VACIS to provide access to information needed to manage cases that may be located in the following other program's or organization's systems?

Other State Agencies:



Federal Agencies:



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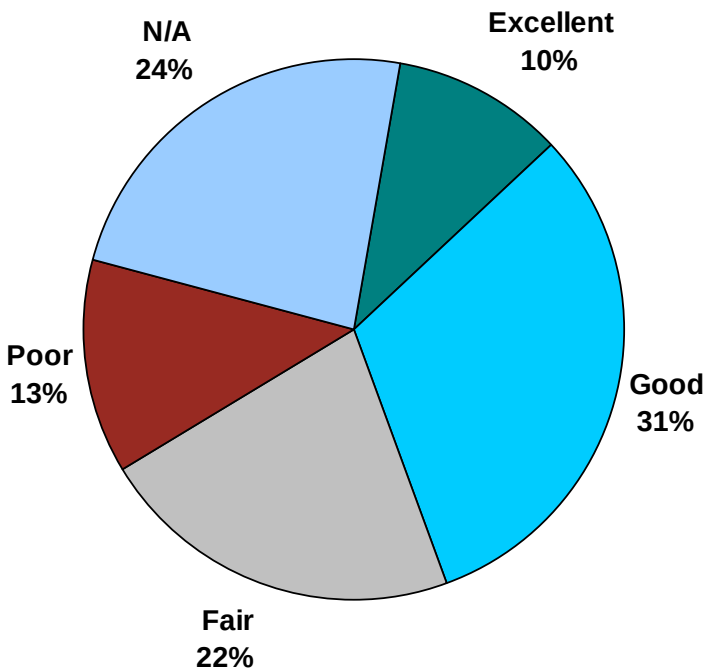
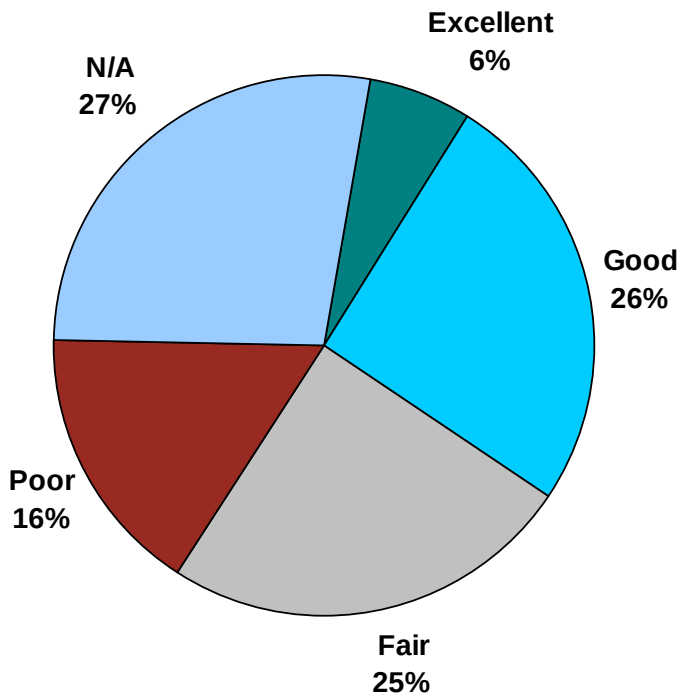
VACIS – Additional Information

How would you rate VACIS's ability to facilitate the following activities?

Reporting required client information to the State:



Providing information needed to supervise and manage local operations:



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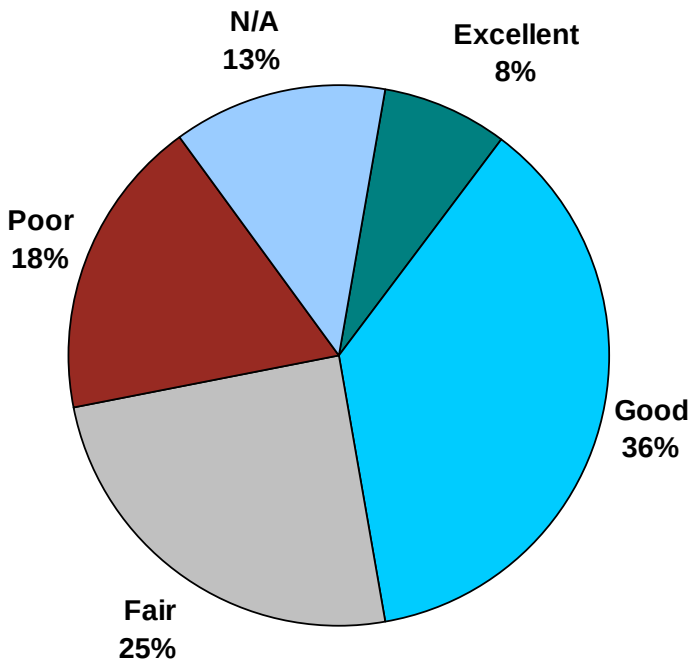
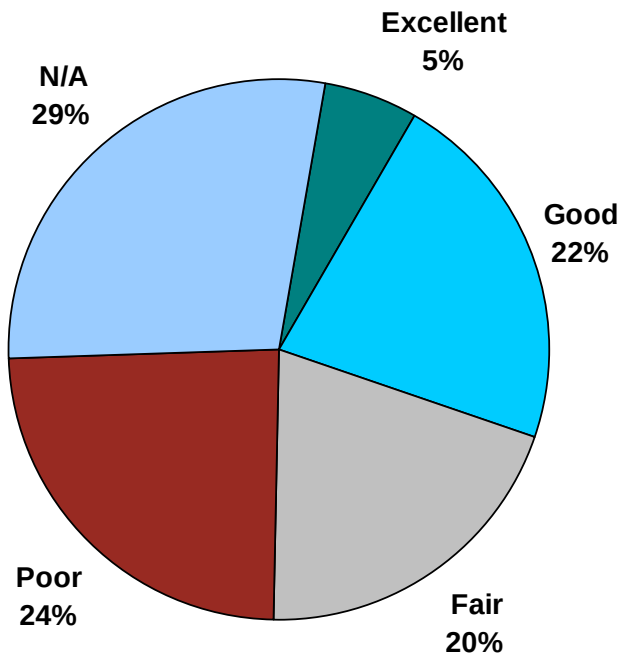
VACIS – Additional Information

How would you rate VACIS's ability to facilitate the following activities?

Managing individual cases:



Improving client service



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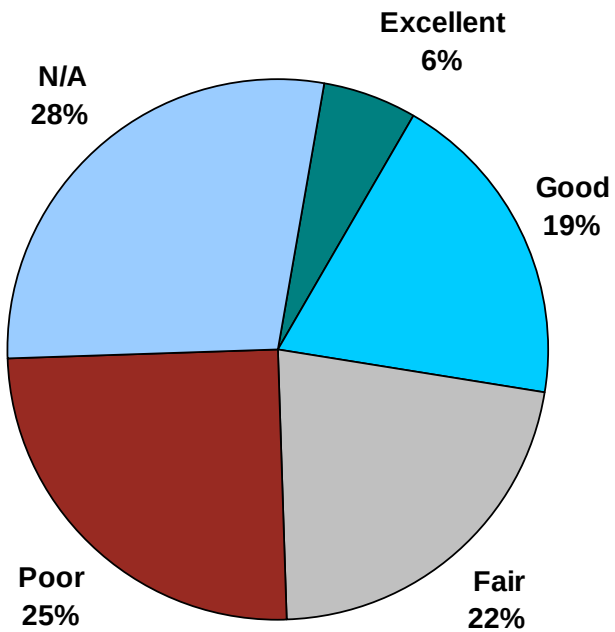
VACIS – Additional Information

How would you rate VACIS's ability to facilitate the following activities?

Decreasing the time to serve clients:



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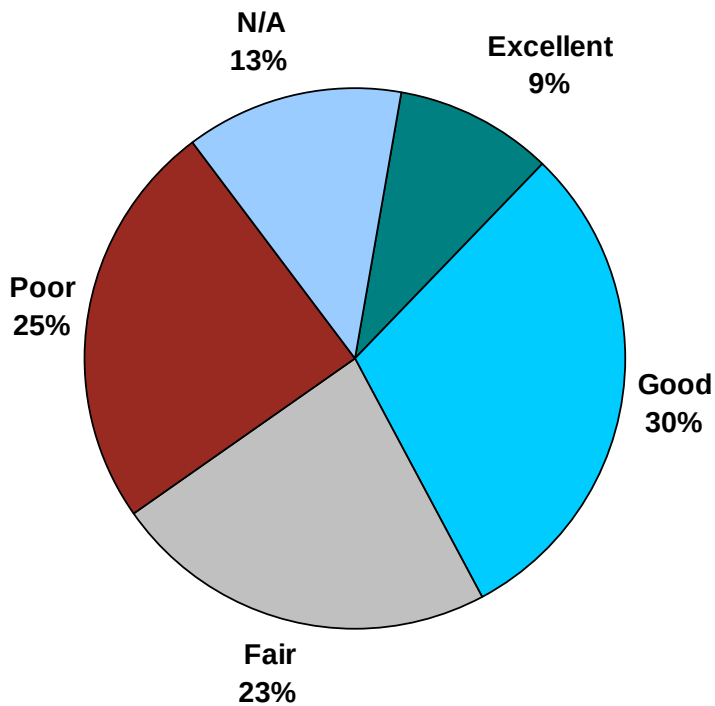

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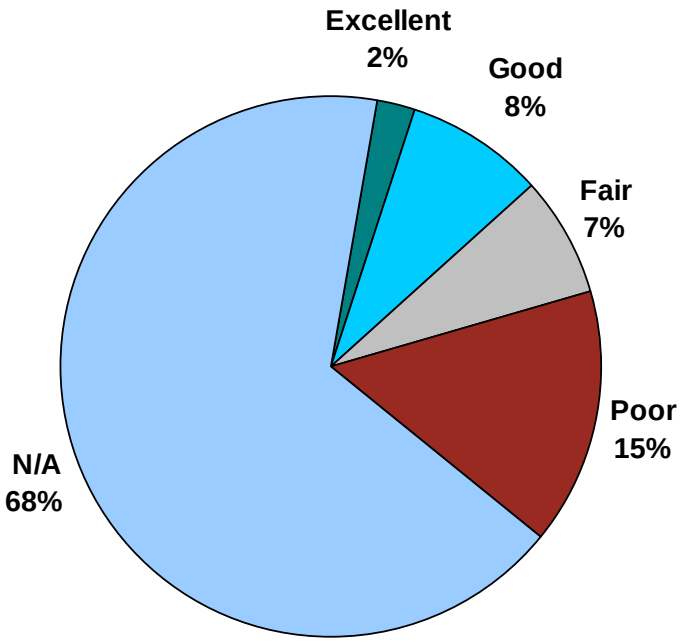
VACIS – Additional Information

How would you rate VACIS's ability to facilitate the following activities?

Providing reports to the Courts:



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VAMMIS Results

Respondent Profile

Analysis

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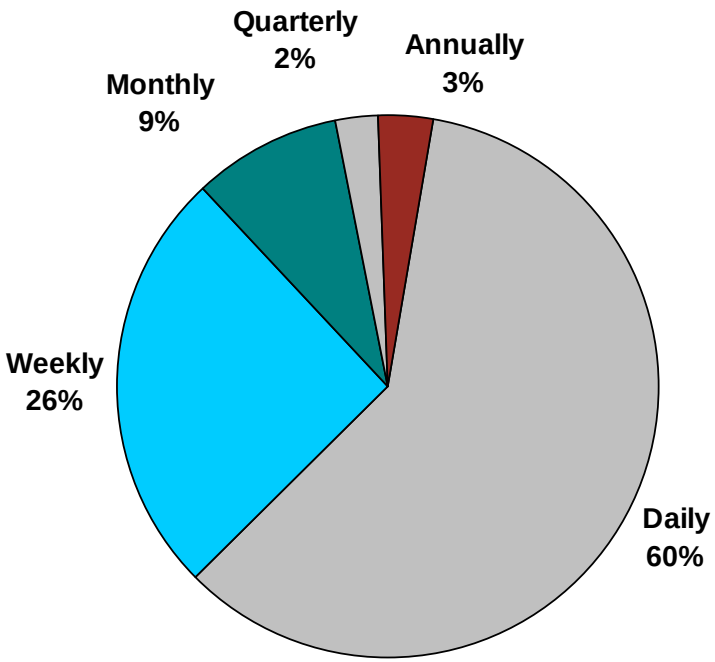
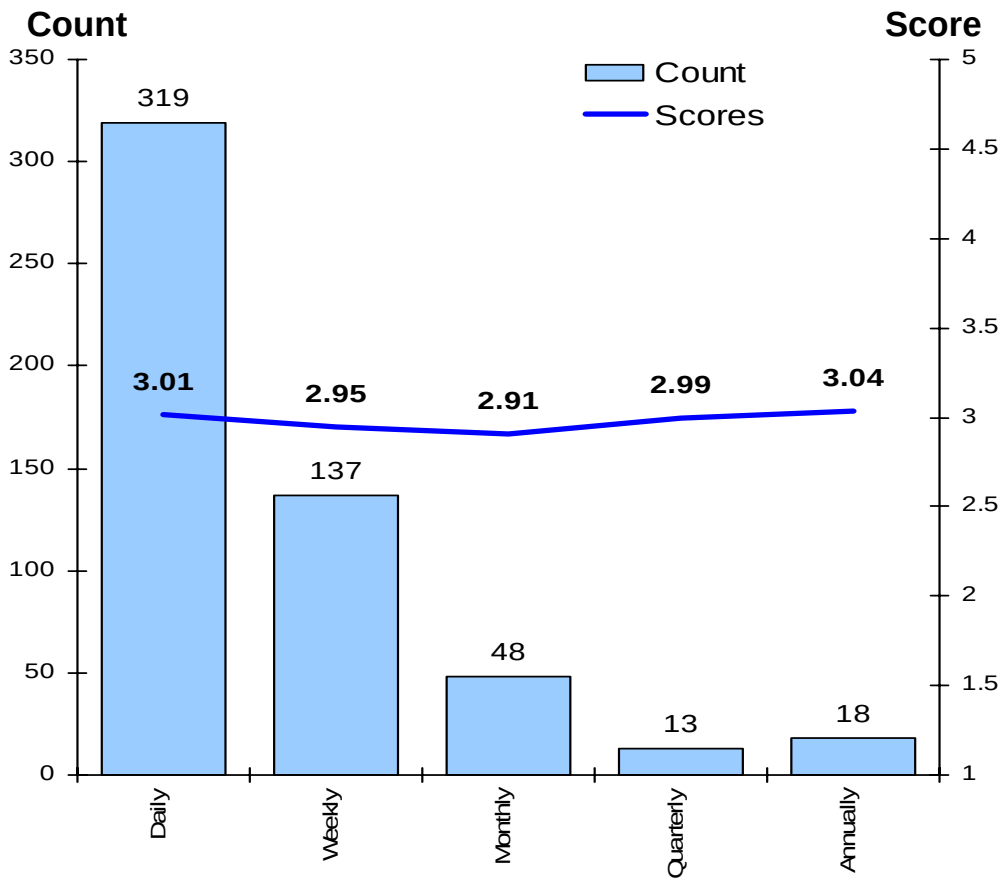
VAMMIS Respondent Profile

On average, how frequently do you use VAMMIS?





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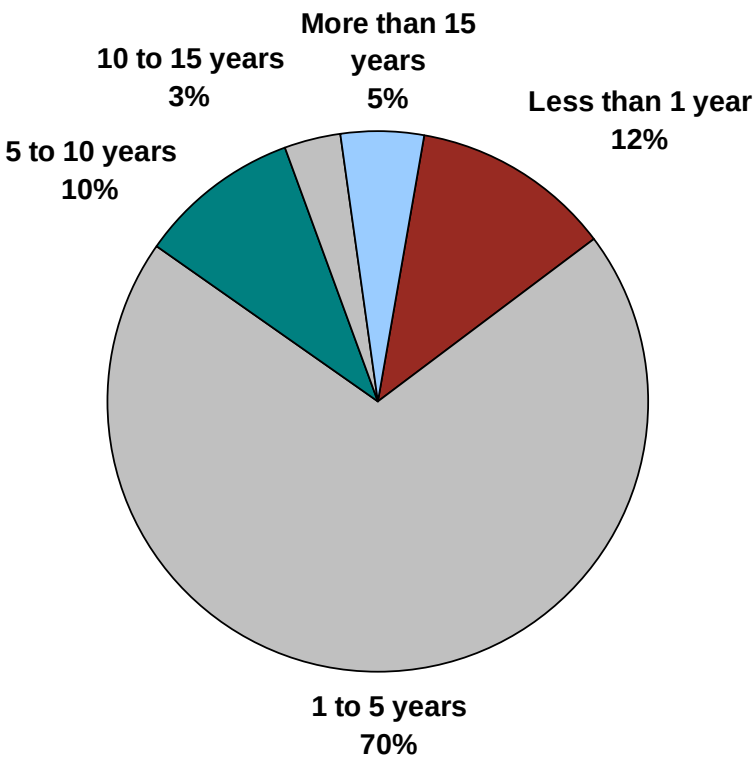
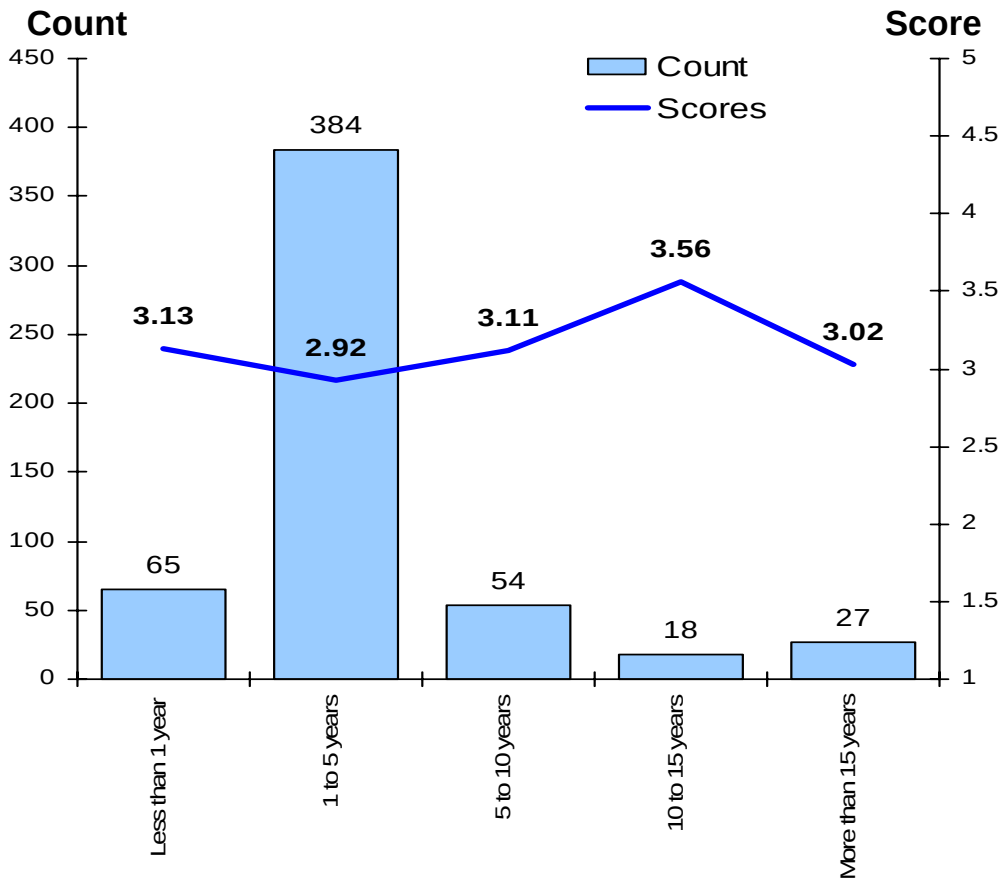
VAMMIS Respondent Profile

How long have you been using VAMMIS?





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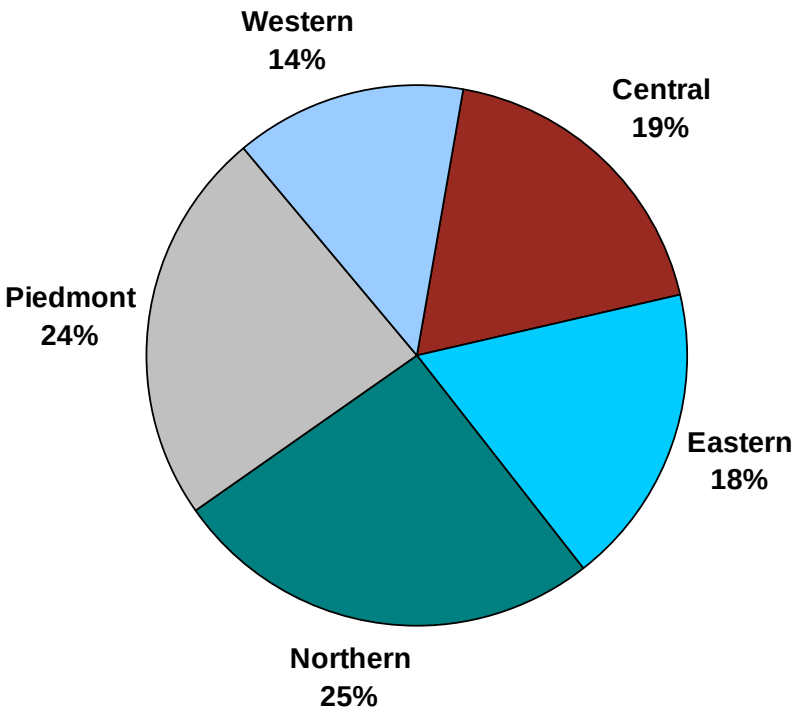
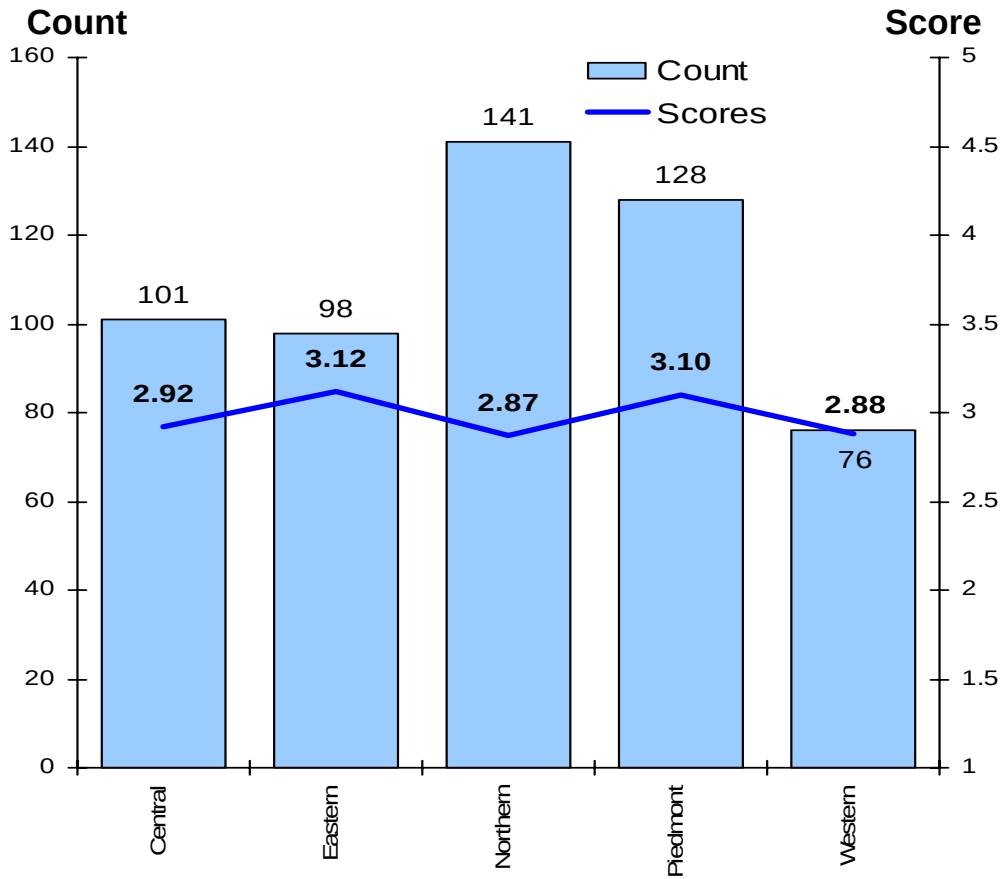
VAMMIS Respondent Profile

Region





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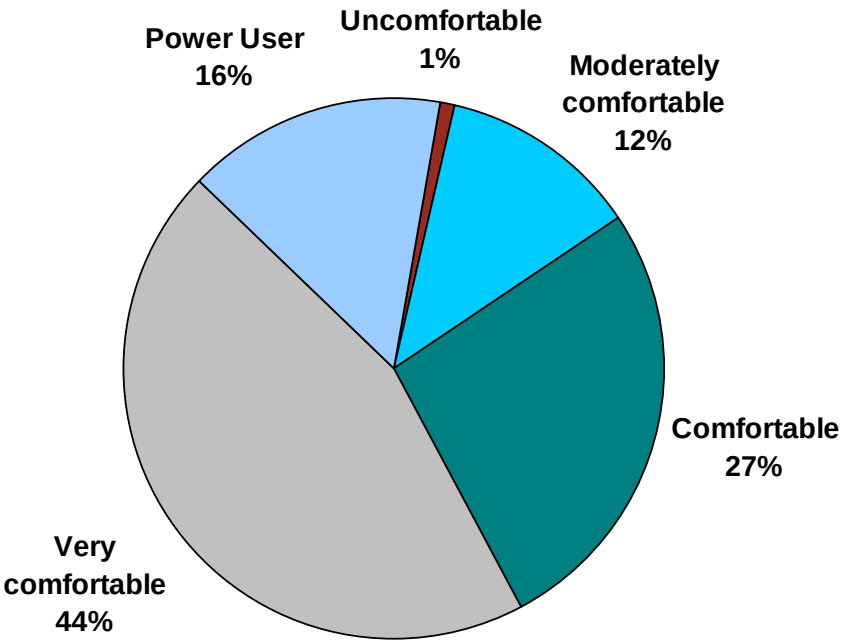
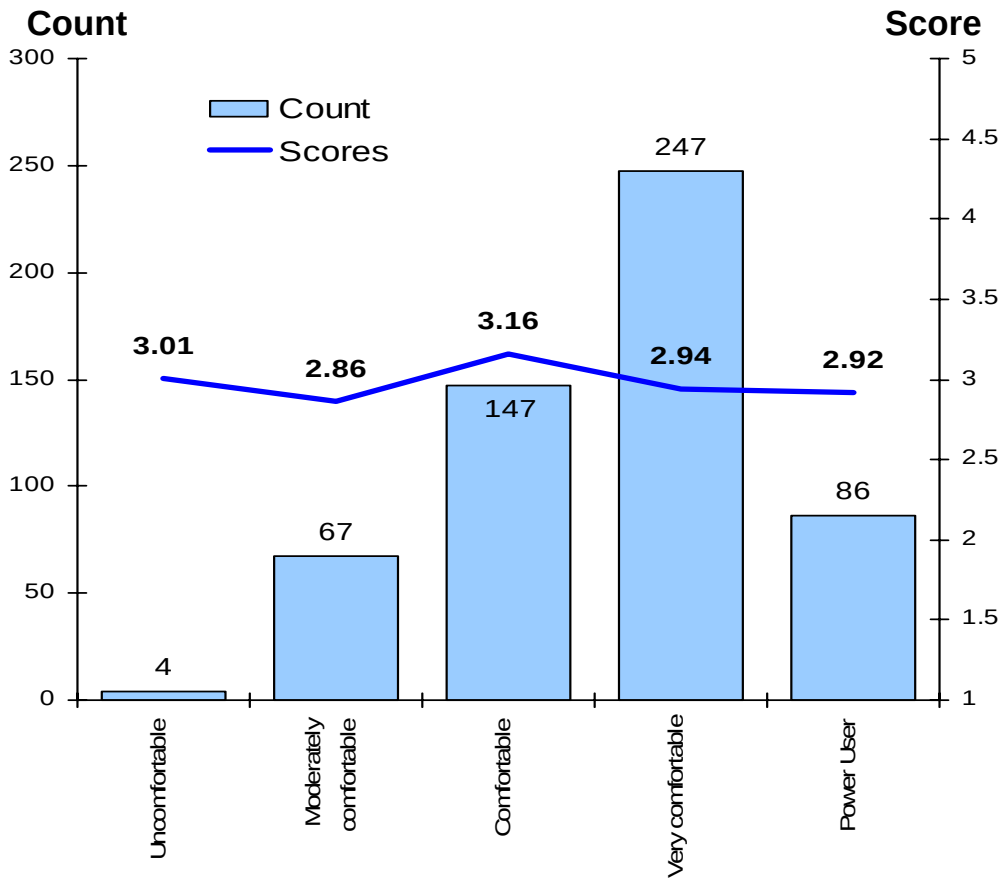
VAMMIS Respondent Profile

Computer Proficiency





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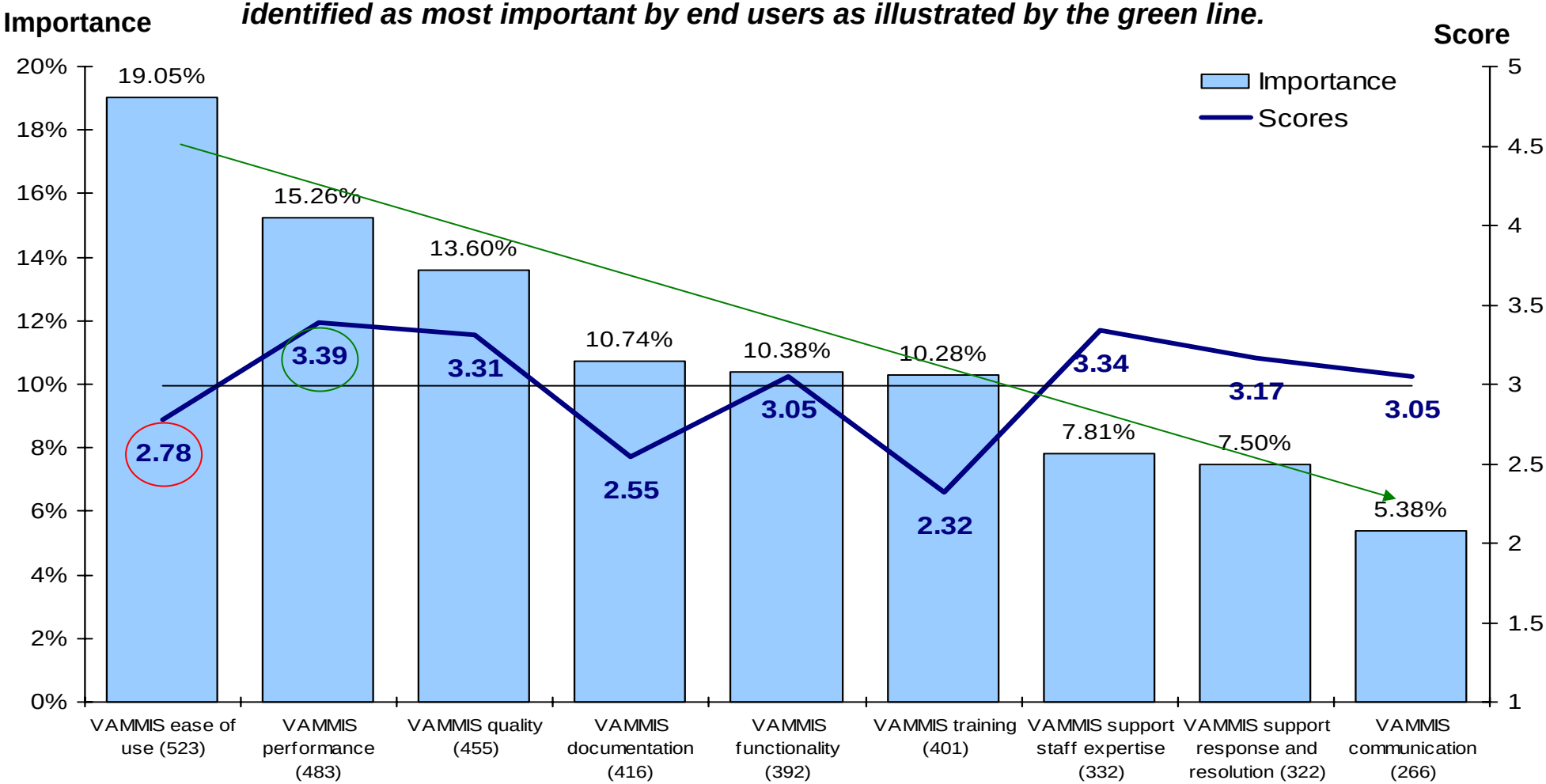
VAMMIS Analysis

Overall Composite Score: 2.99 (553 Respondents)

Overall goal/objective is to achieve the highest satisfaction scores in the areas identified as most important by end users as illustrated by the green line.



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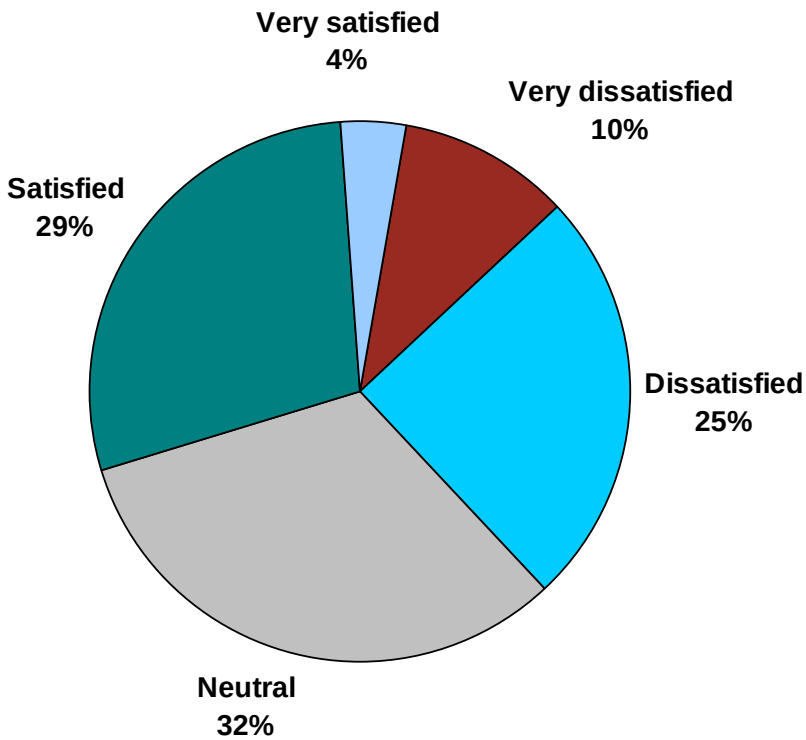
VAMMIS Analysis

How would you rate your overall satisfaction with VAMMIS? (2.91)



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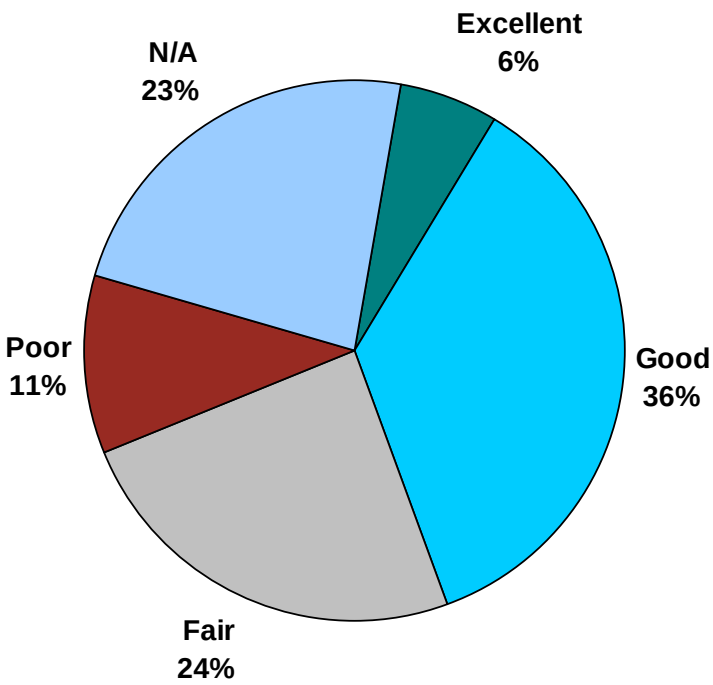
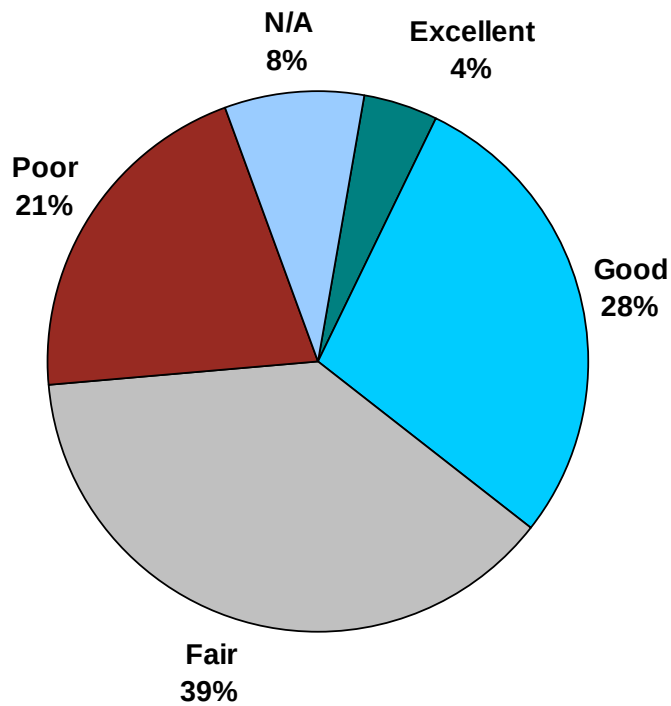
VAMMIS – Additional Information

How would you rate VAMMIS's ability to facilitate the following activities?

Reporting required client information to the State:



Managing individual cases:



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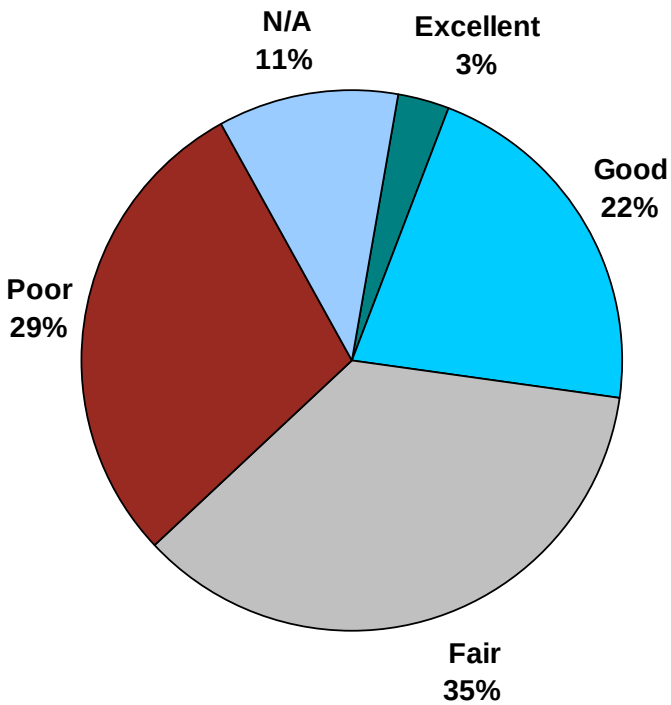
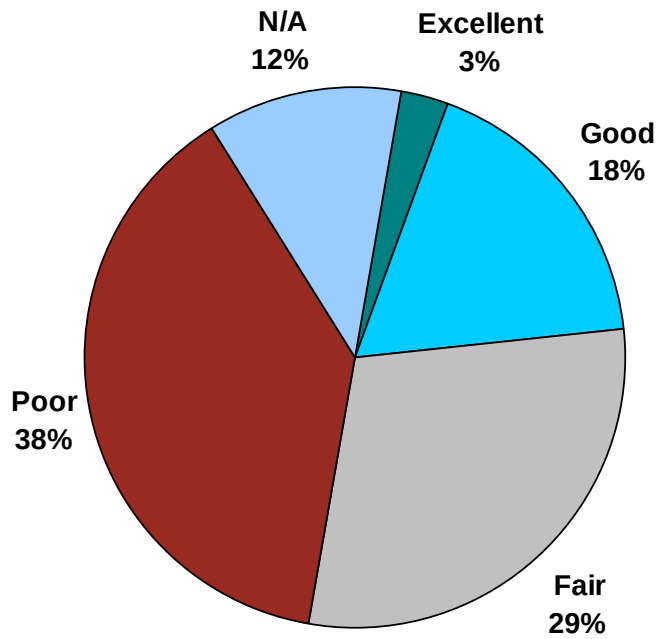
VAMMIS – Additional Information

How would you rate VAMMIS's ability to facilitate the following activities?

Improving client service:



Decreasing the time to serve clients:



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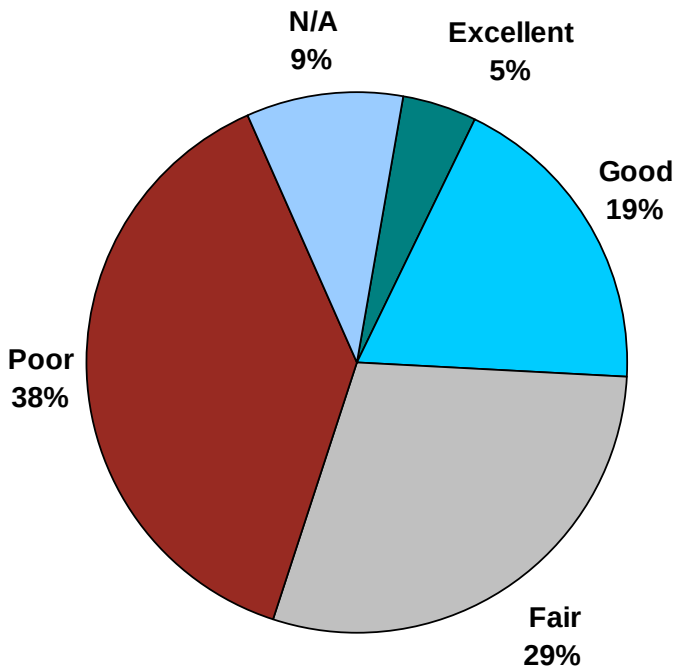
VAMMIS – Additional Information

How would you rate VAMMIS's ability to facilitate the following activities?

Data Entry:



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Appendix: ADAPT

Detailed breakdown by:

Job Classification

Length working with VSSS

Region

Program Unit

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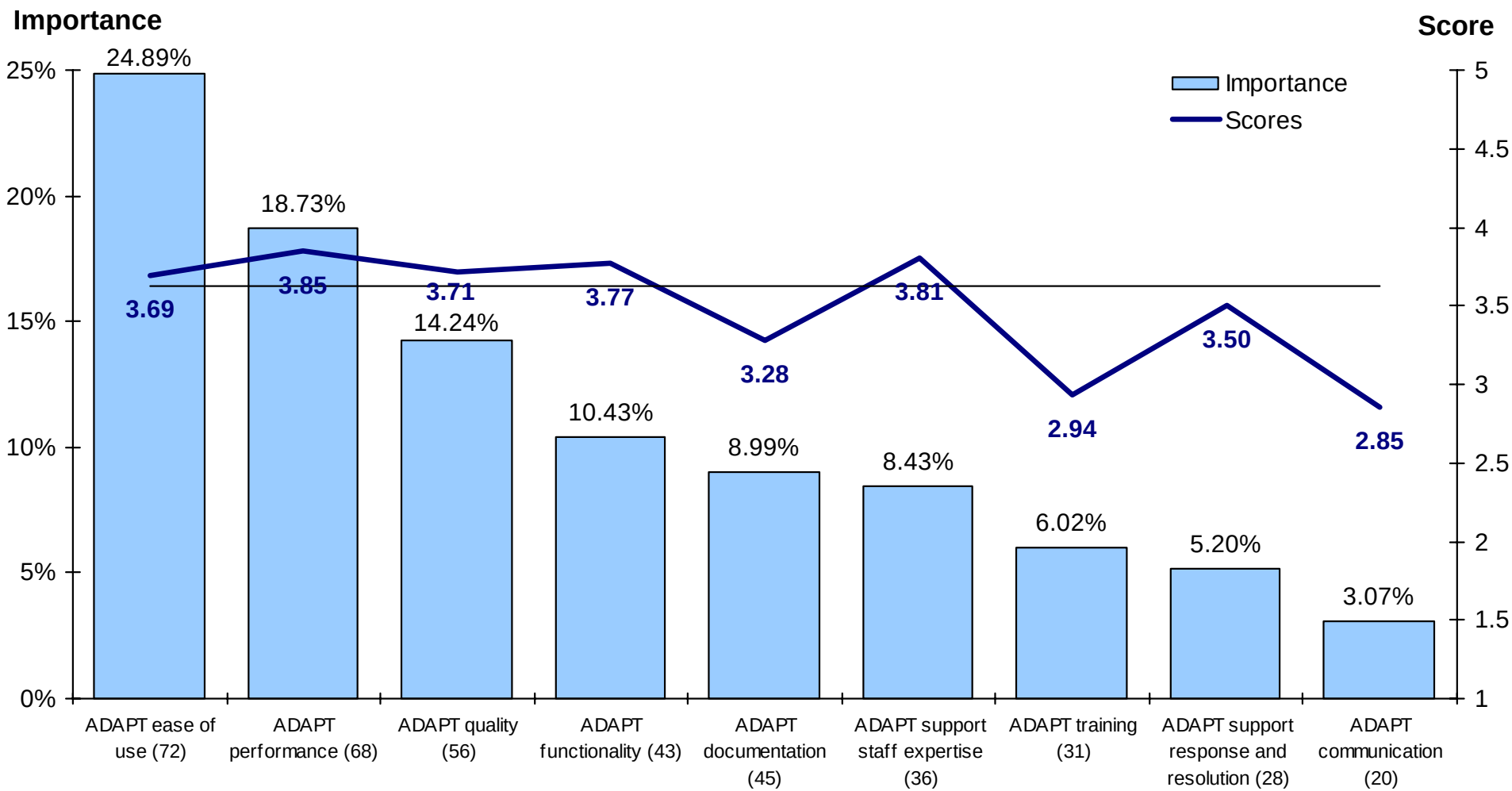
Appendix: ADAPT

Job Classification: Administrative/Financial Services Support Worker (3.62,77)



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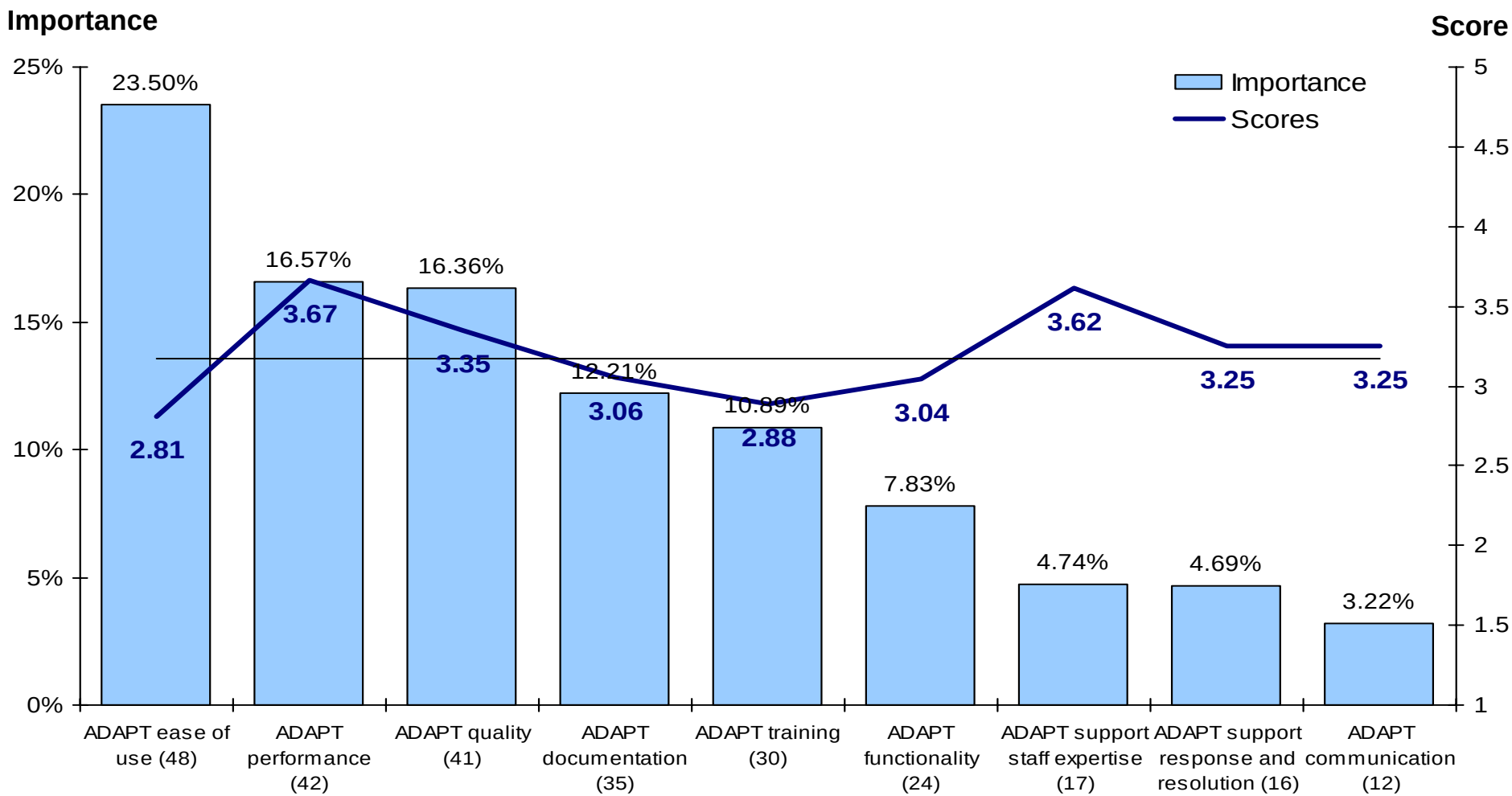
Appendix: ADAPT

Job Classification: Child Support Enforcement Worker (3.17,50)



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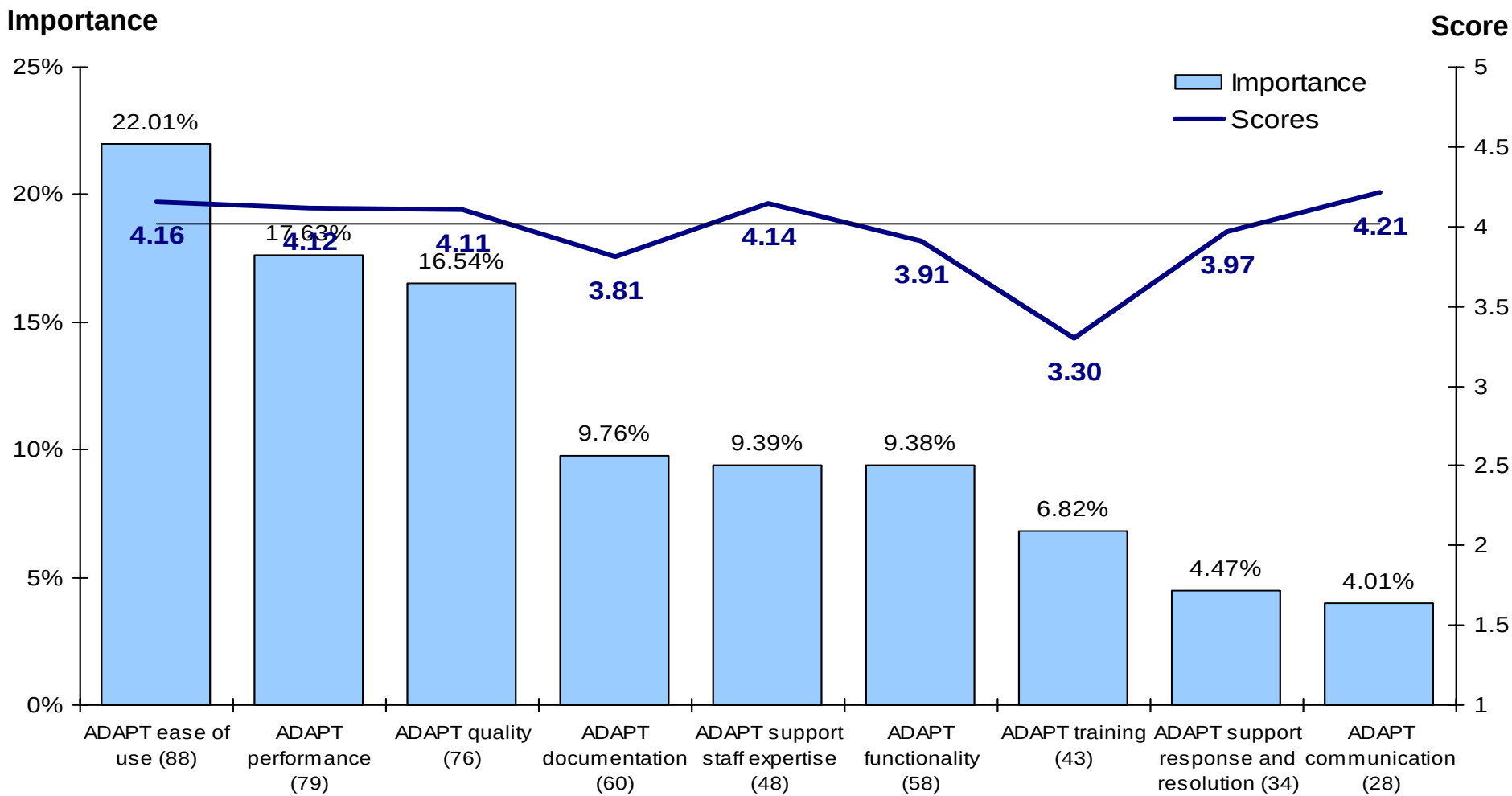
Appendix: ADAPT

Job Classification: Clerical Worker (4.02,93)



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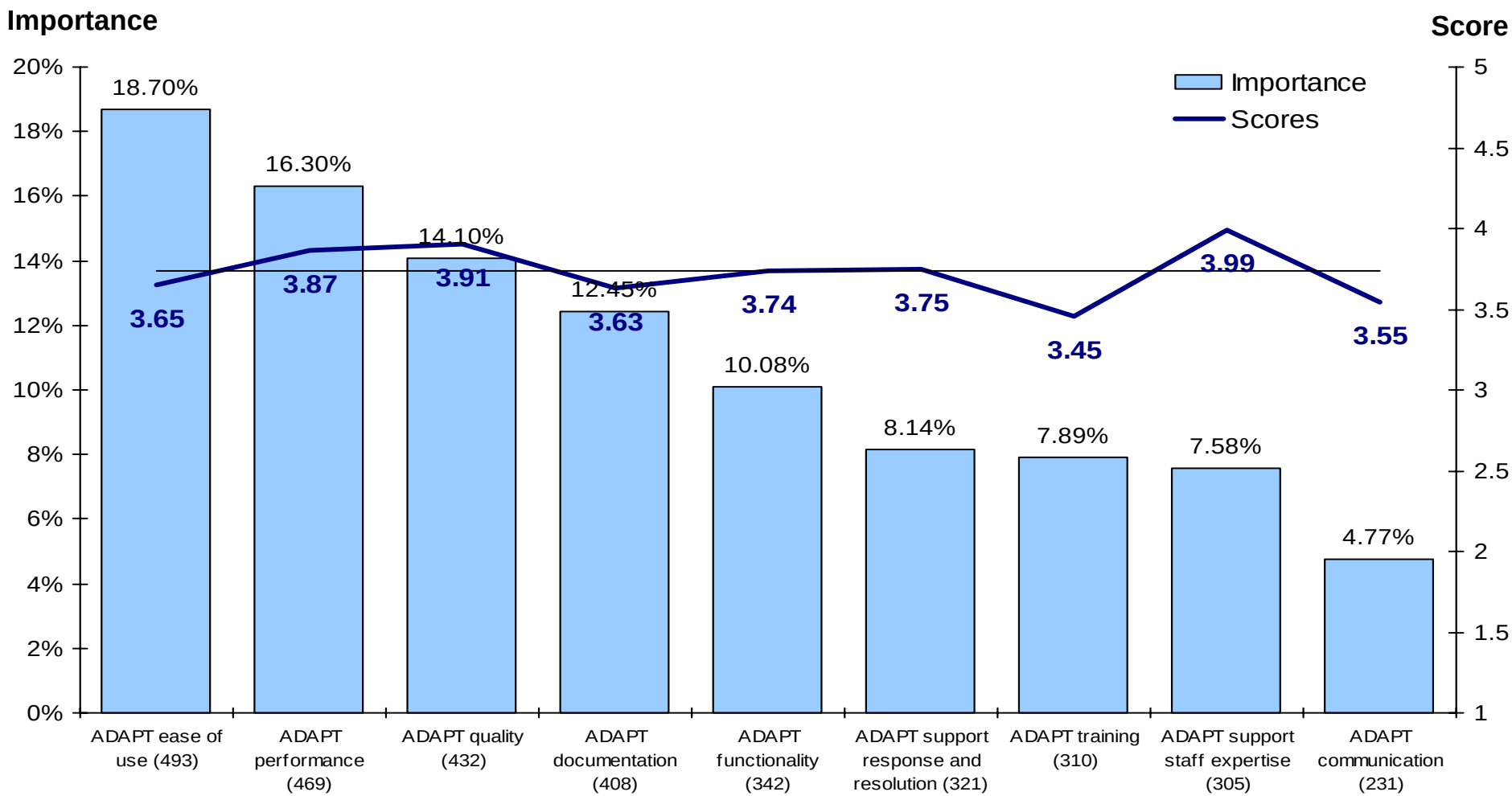
Appendix: ADAPT

Job Classification: Eligibility/Benefits Worker (3.74,524)



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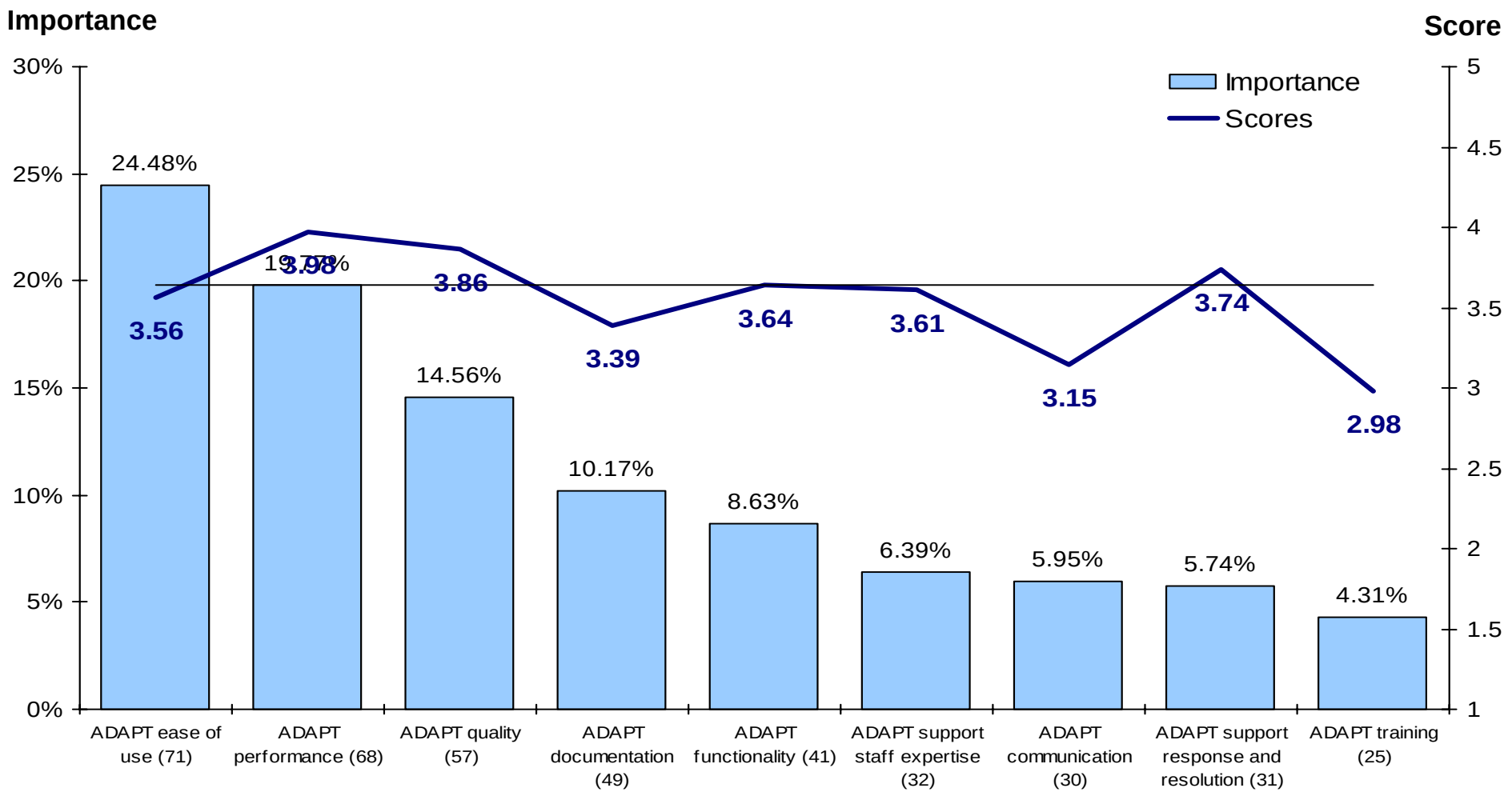
Appendix: ADAPT

Job Classification: Employment Services Worker (3.64,75)



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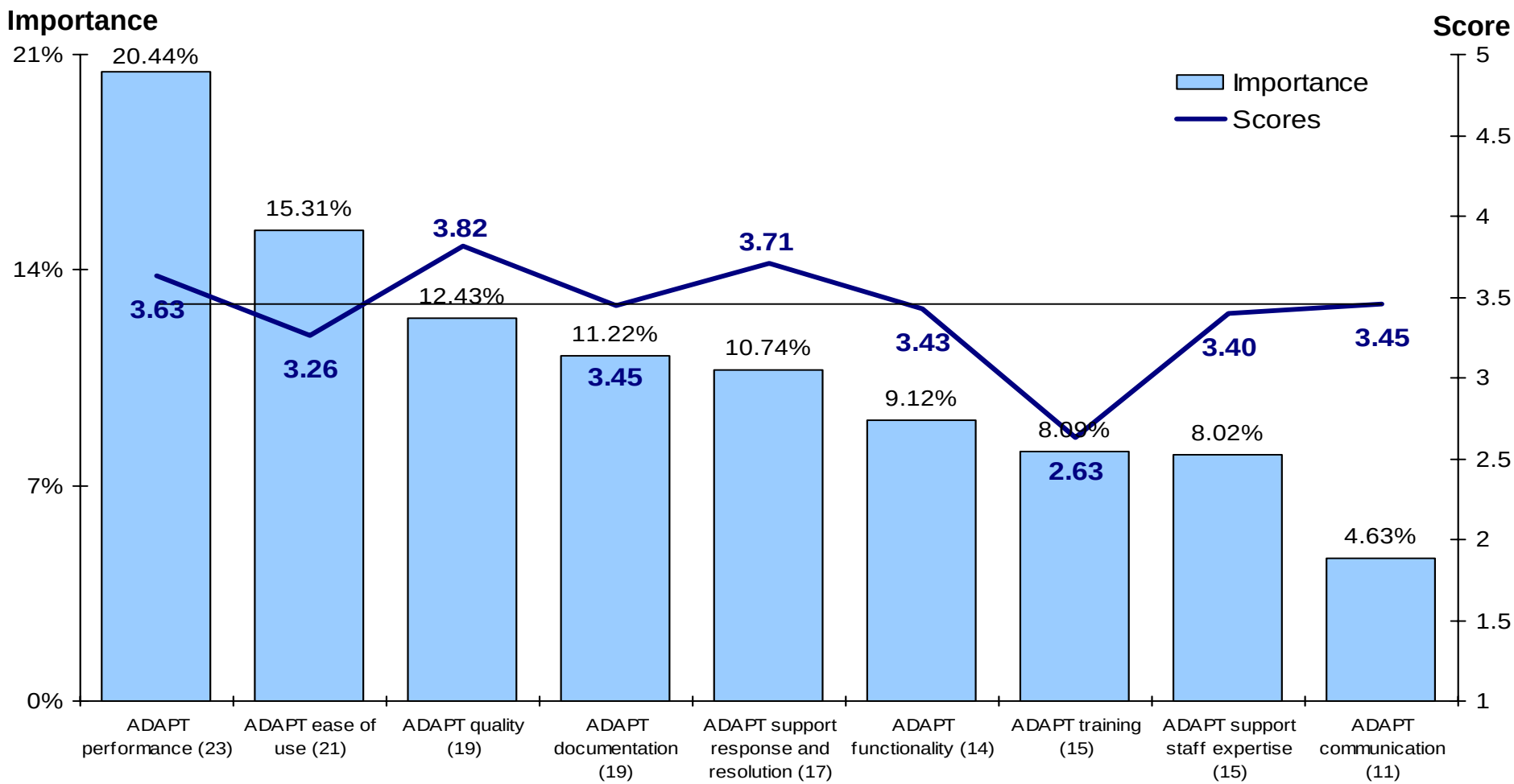
Appendix: ADAPT

Job Classification: Fraud Worker (3.46,25)



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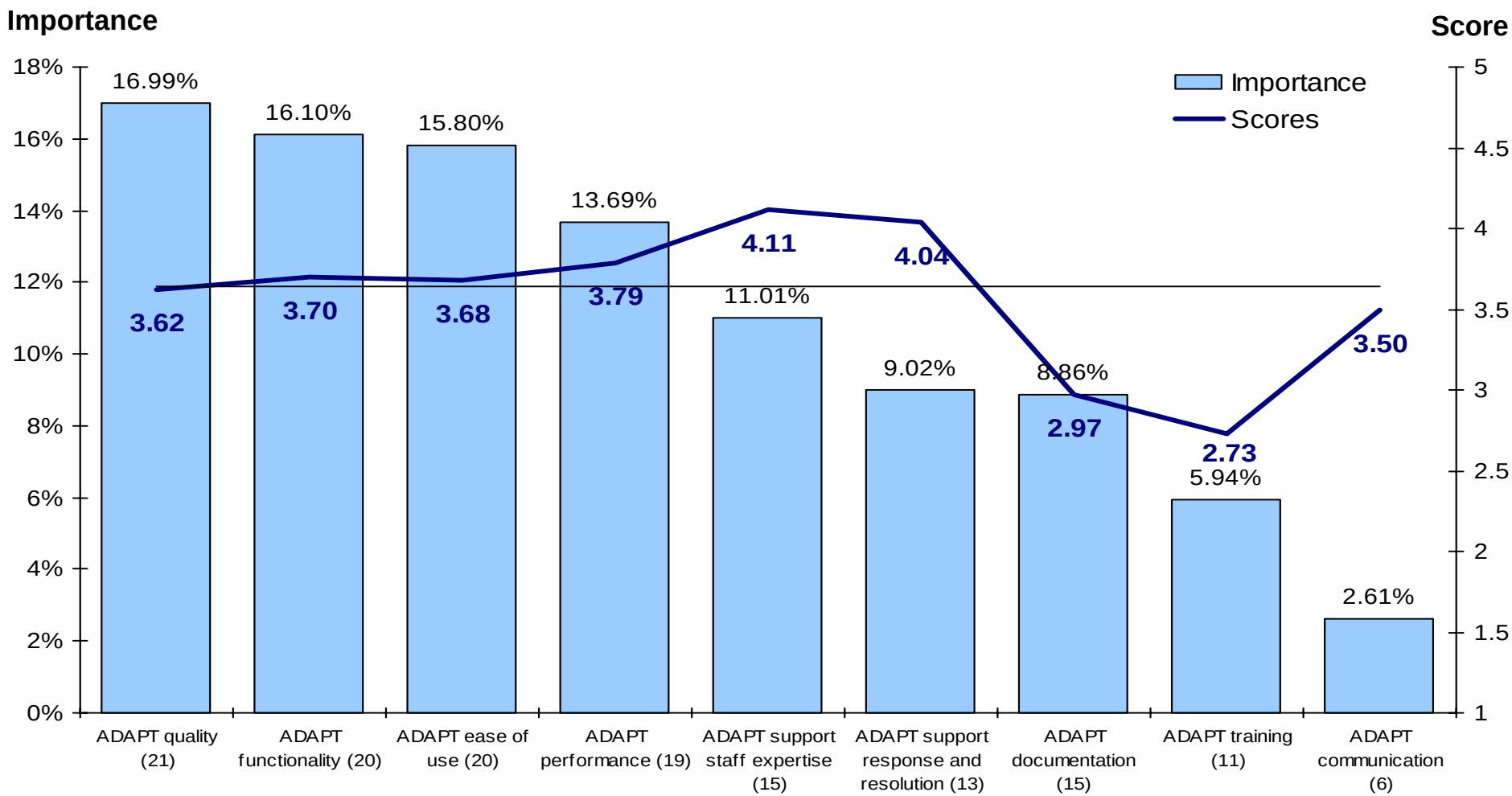
Appendix: ADAPT

Job Classification: IT Professional (3.64,23)



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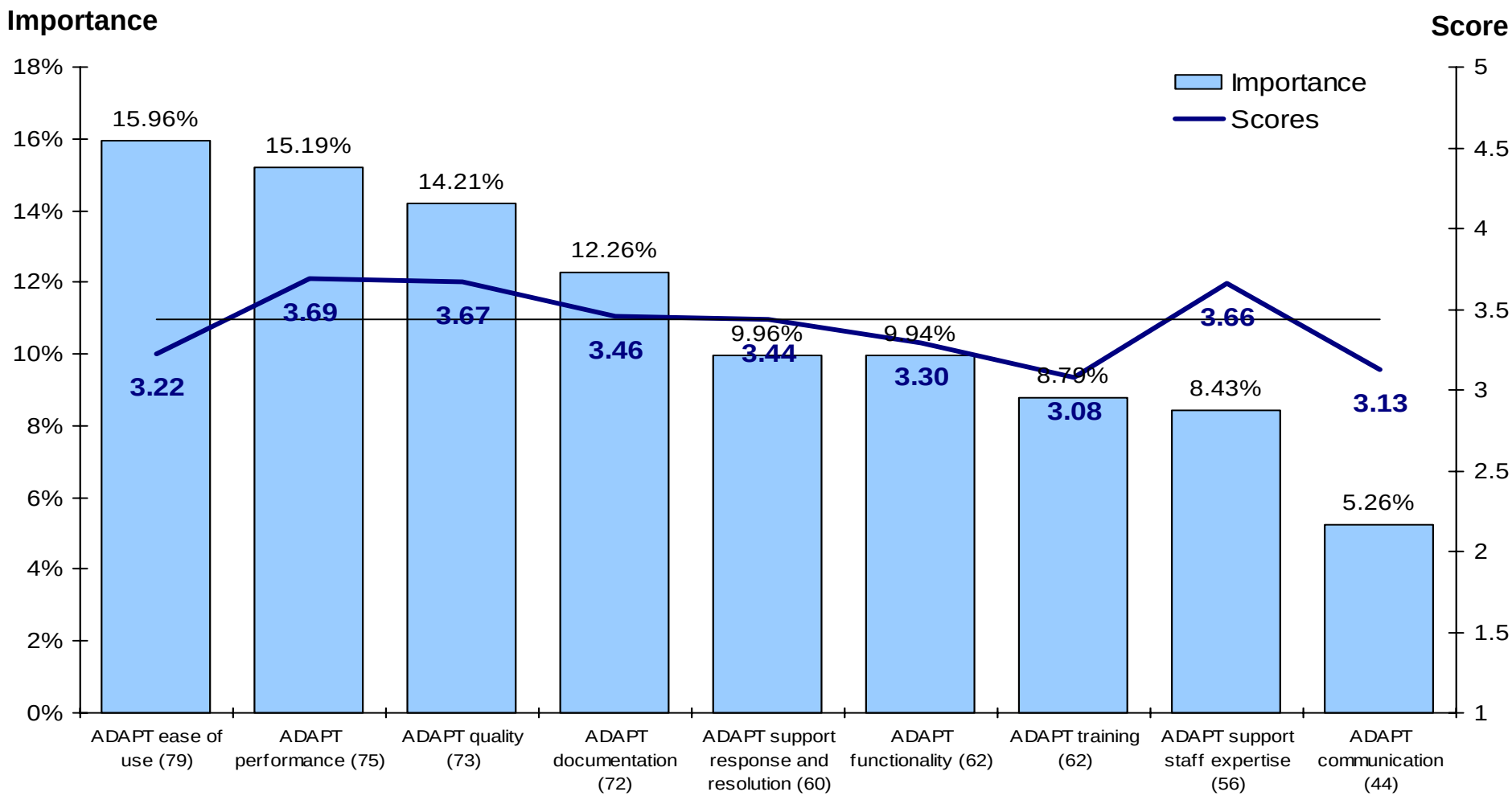
Appendix: ADAPT

Job Classification: Program Supervisor (3.43,83)



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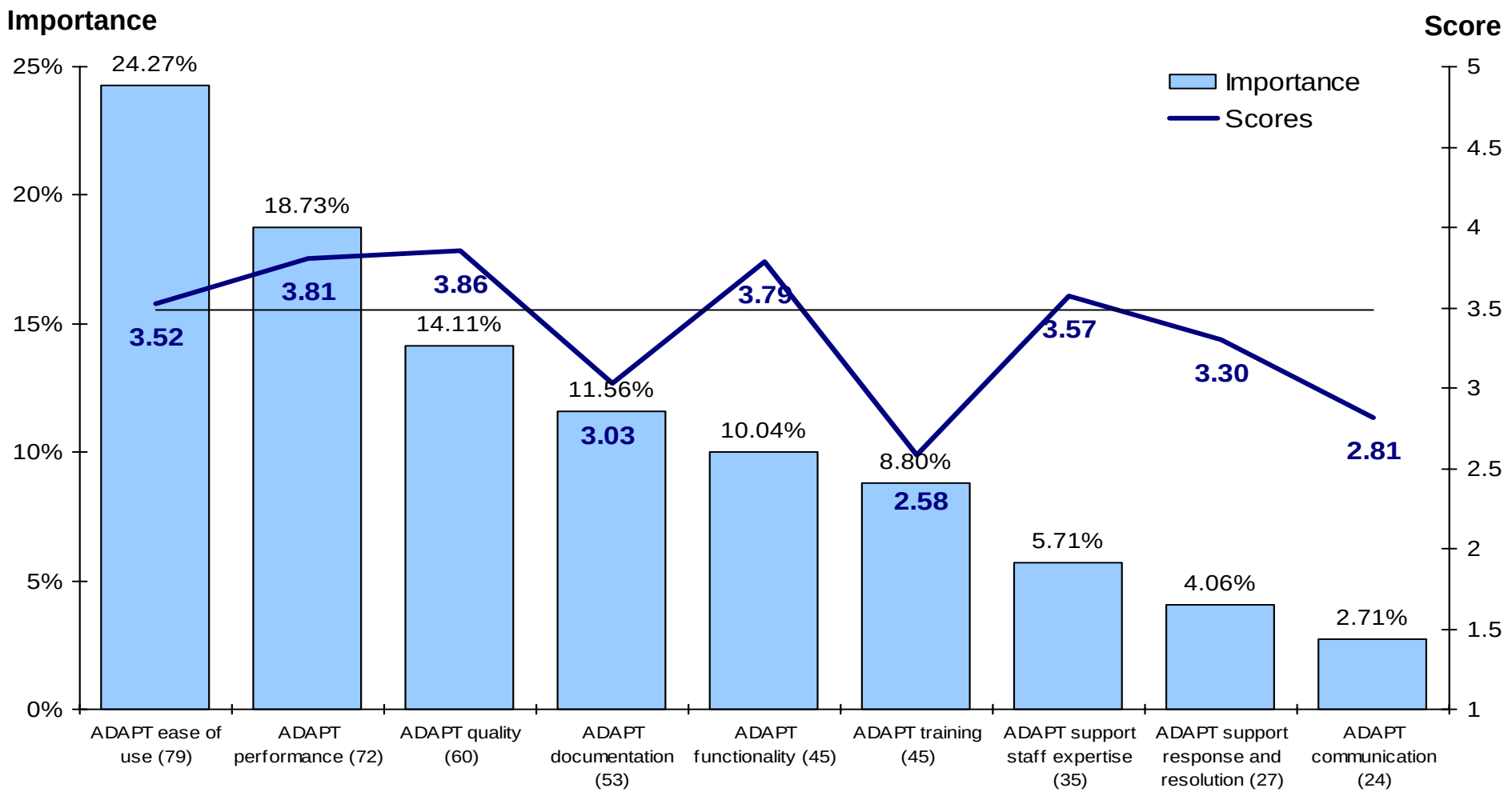
Appendix: ADAPT

Job Classification: Service/Social Worker (3.48,87)



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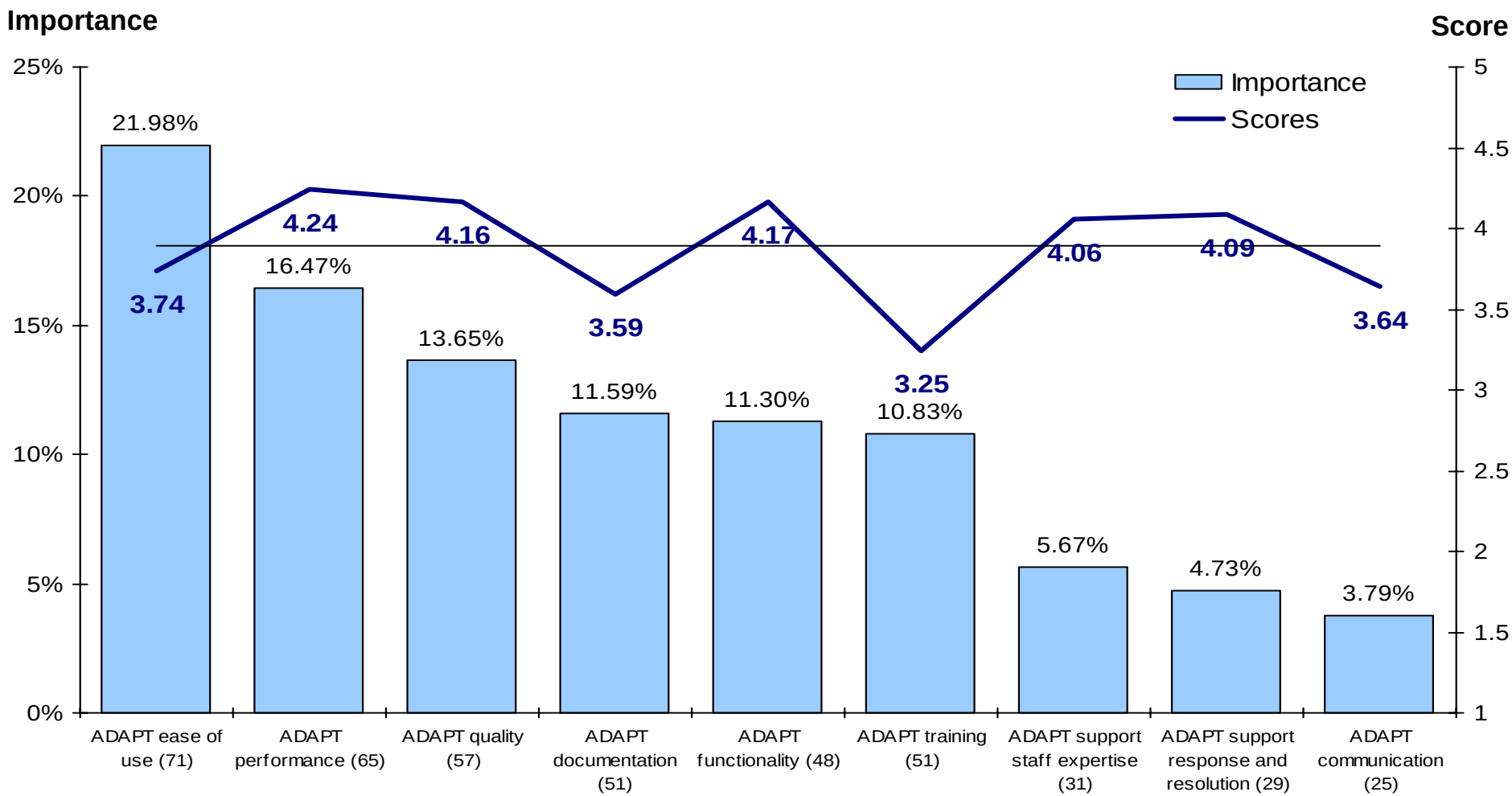
Appendix: ADAPT

Length: Less than 1 year (3.89,77)



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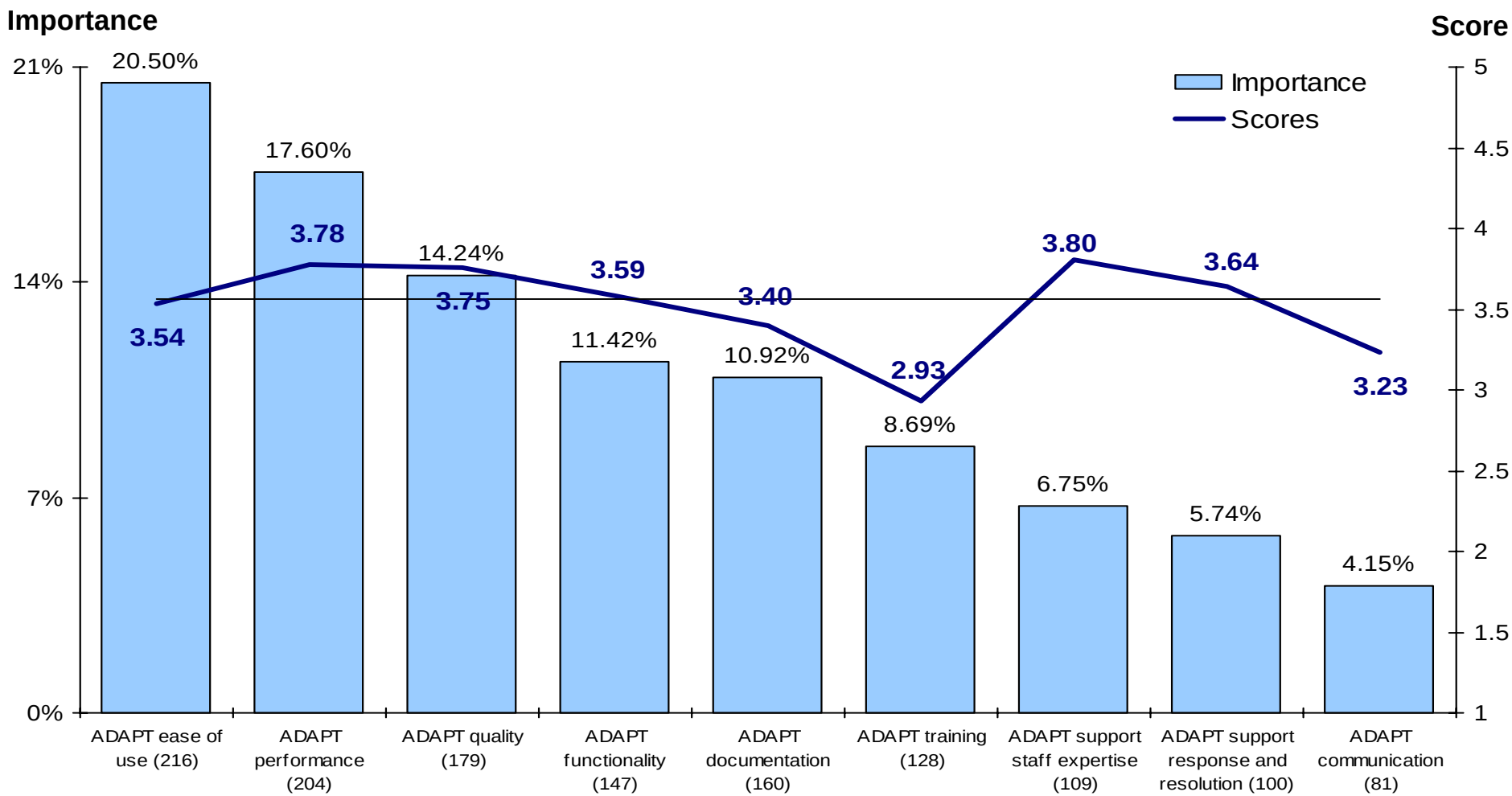
Appendix: ADAPT

Length: 1 to 5 years (3.56,234)



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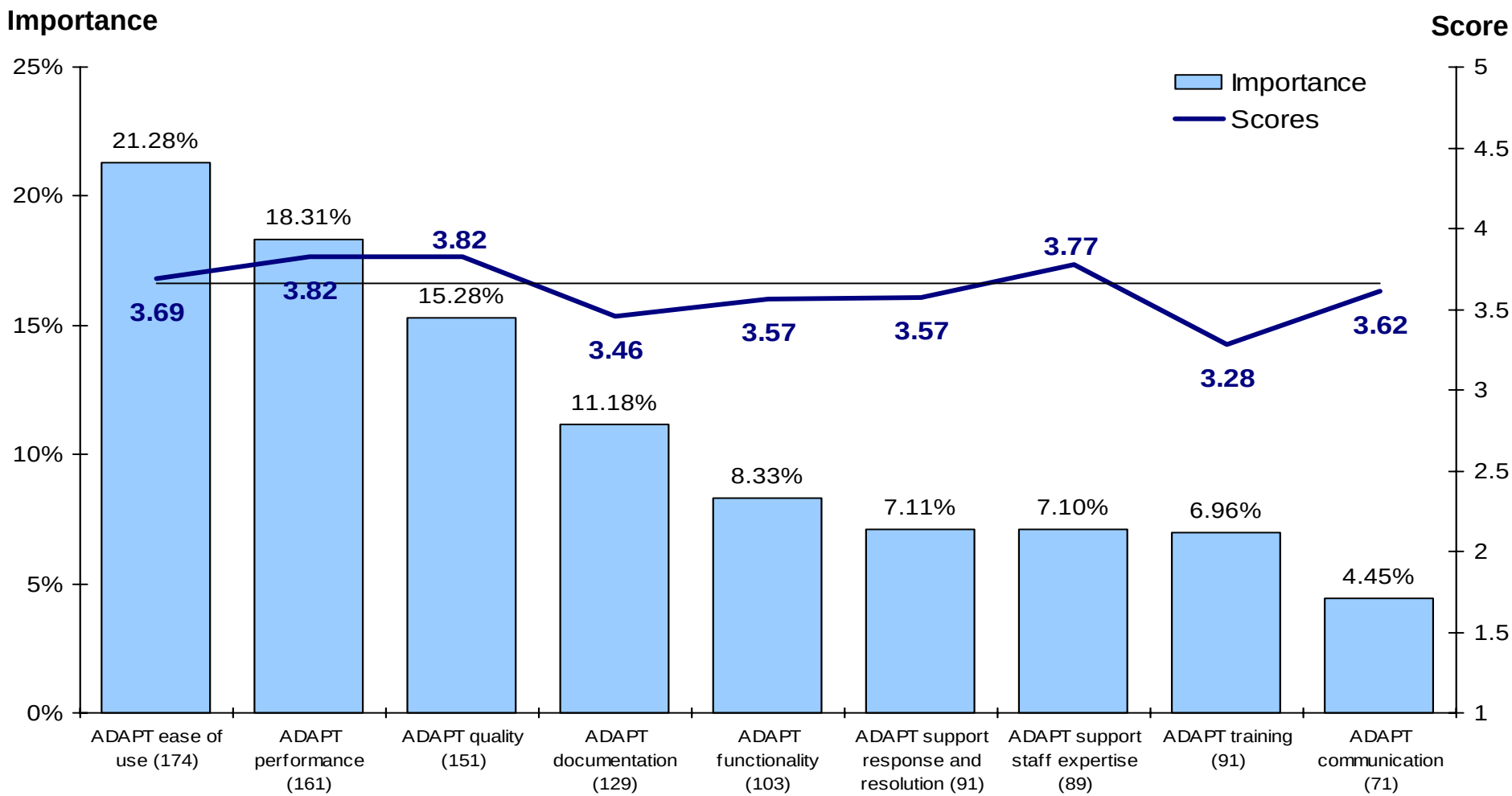
Appendix: ADAPT

Length: 5 to 10 years (3.66,186)



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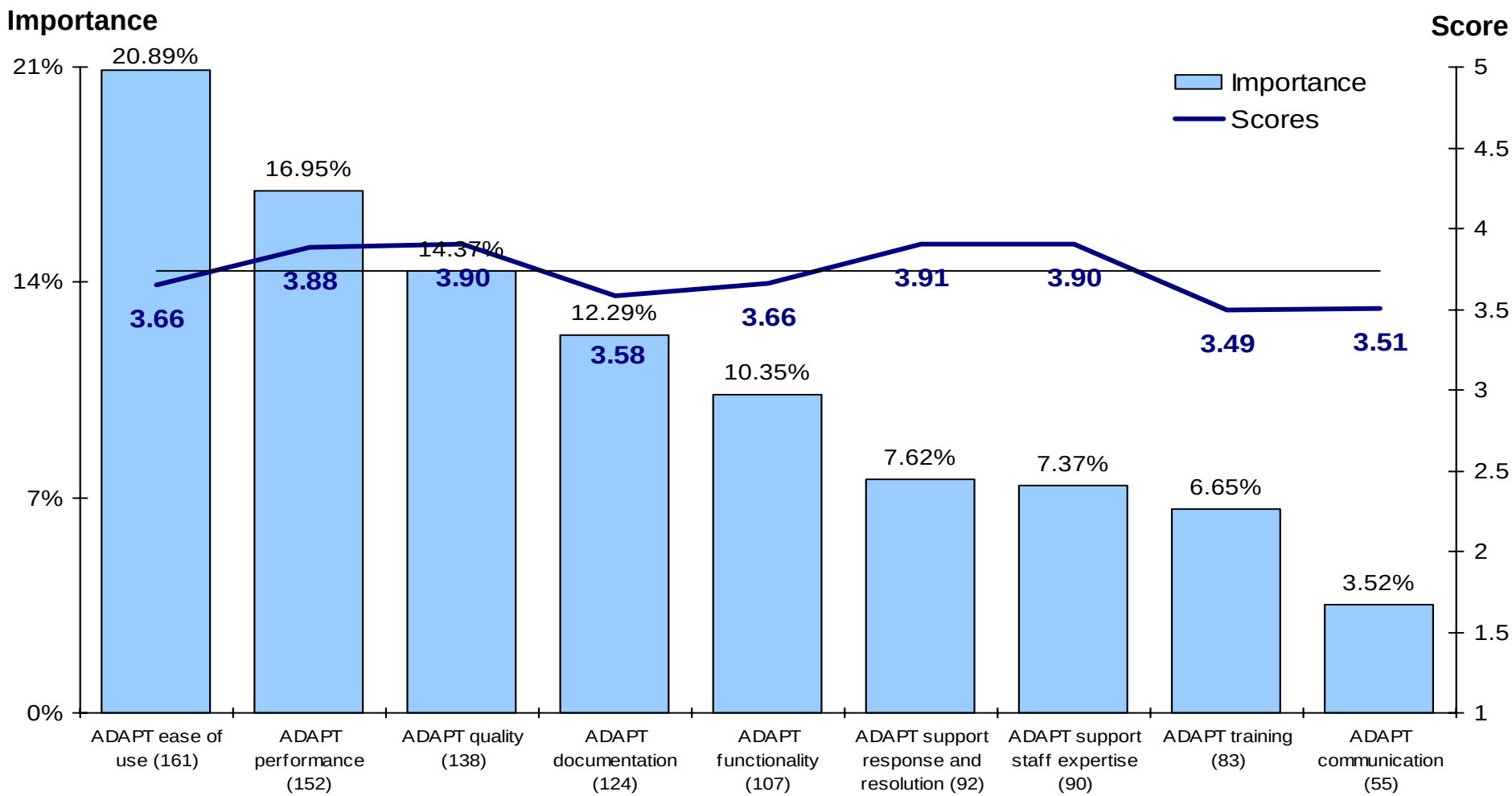
Appendix: ADAPT

Length: 10 to 15 years (3.74,170)



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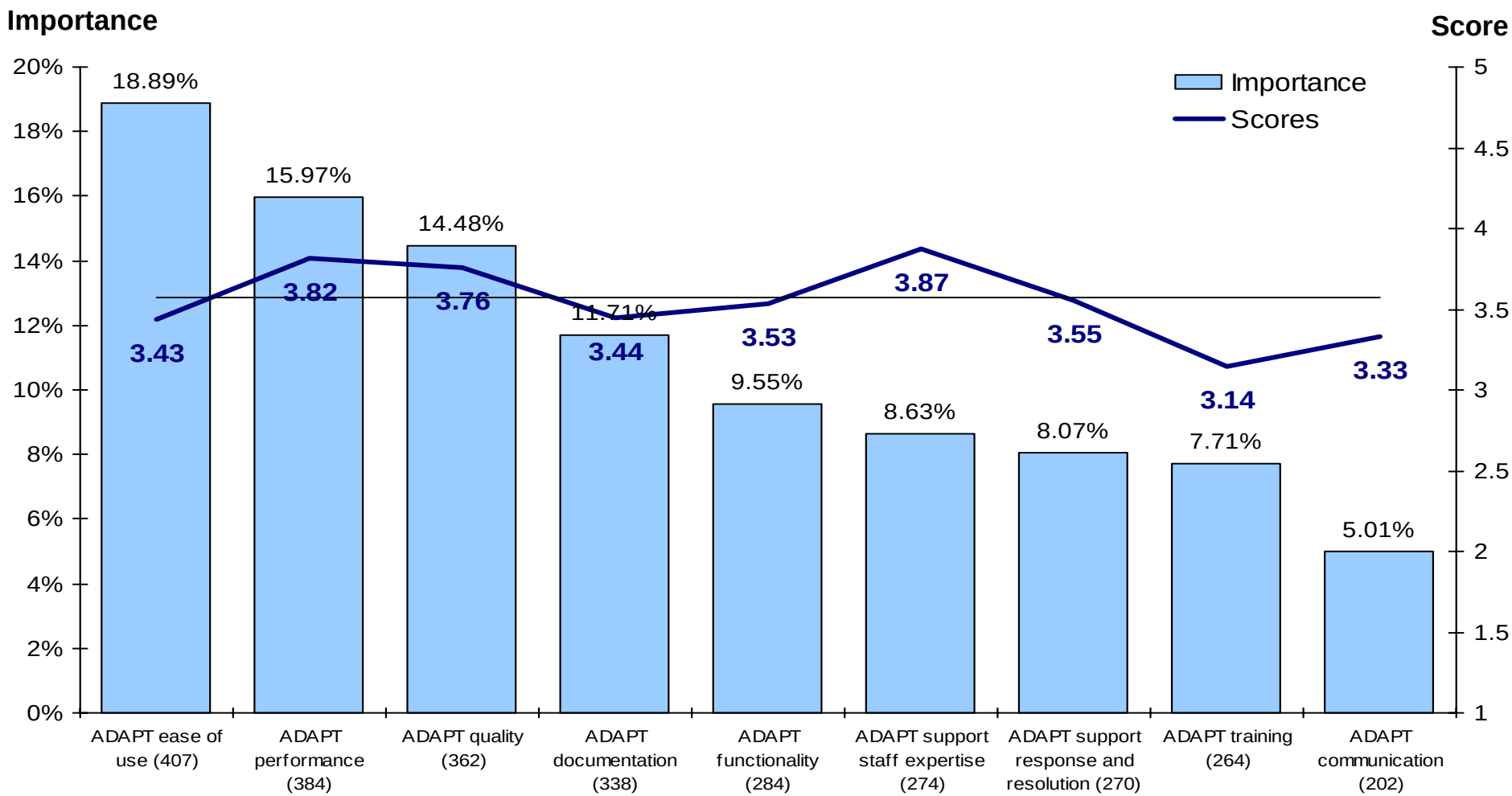
Appendix: ADAPT

Length: More than 15 years (3.57,434)



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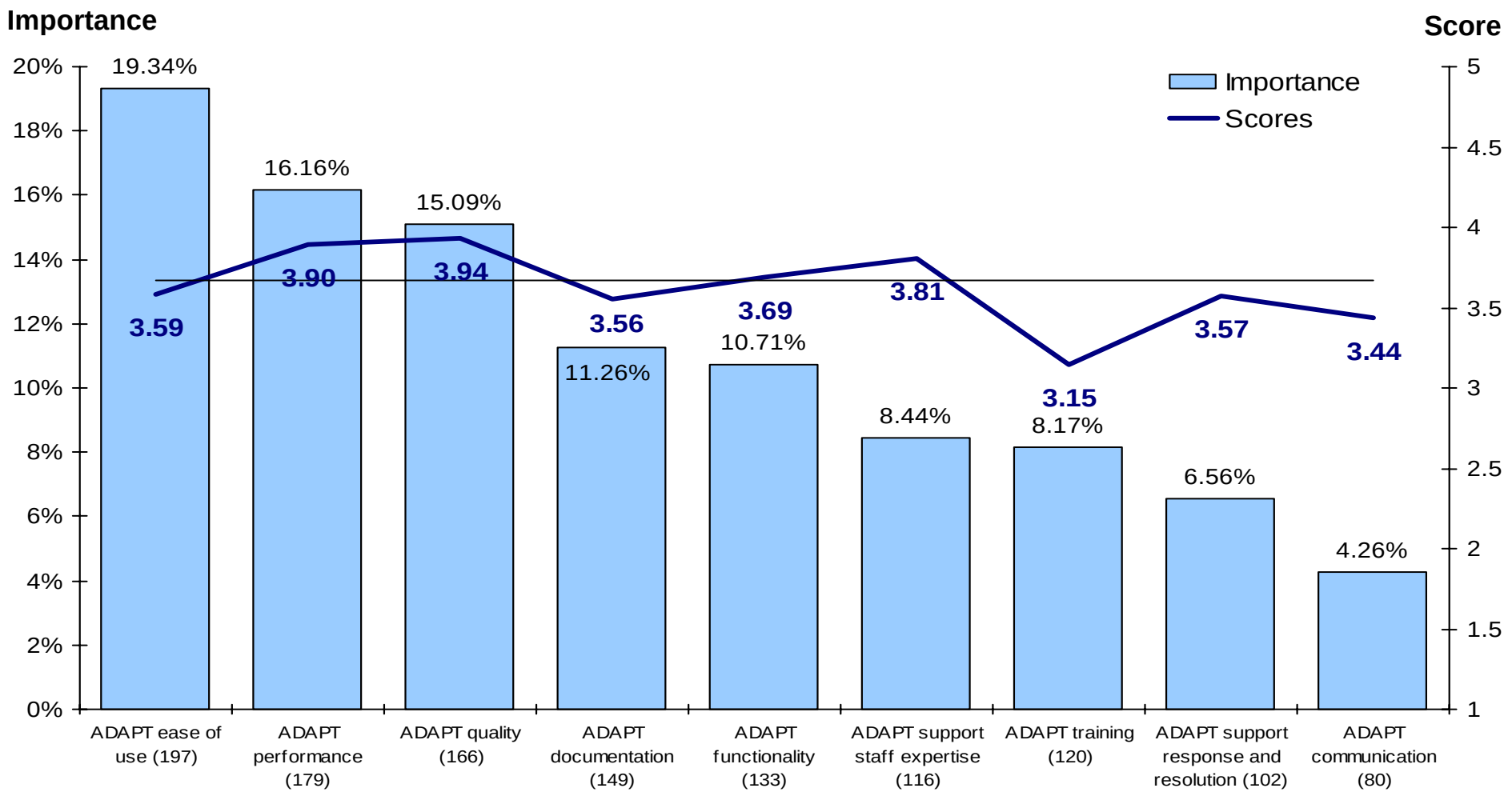
Appendix: ADAPT

Region: Central (3.67,206)



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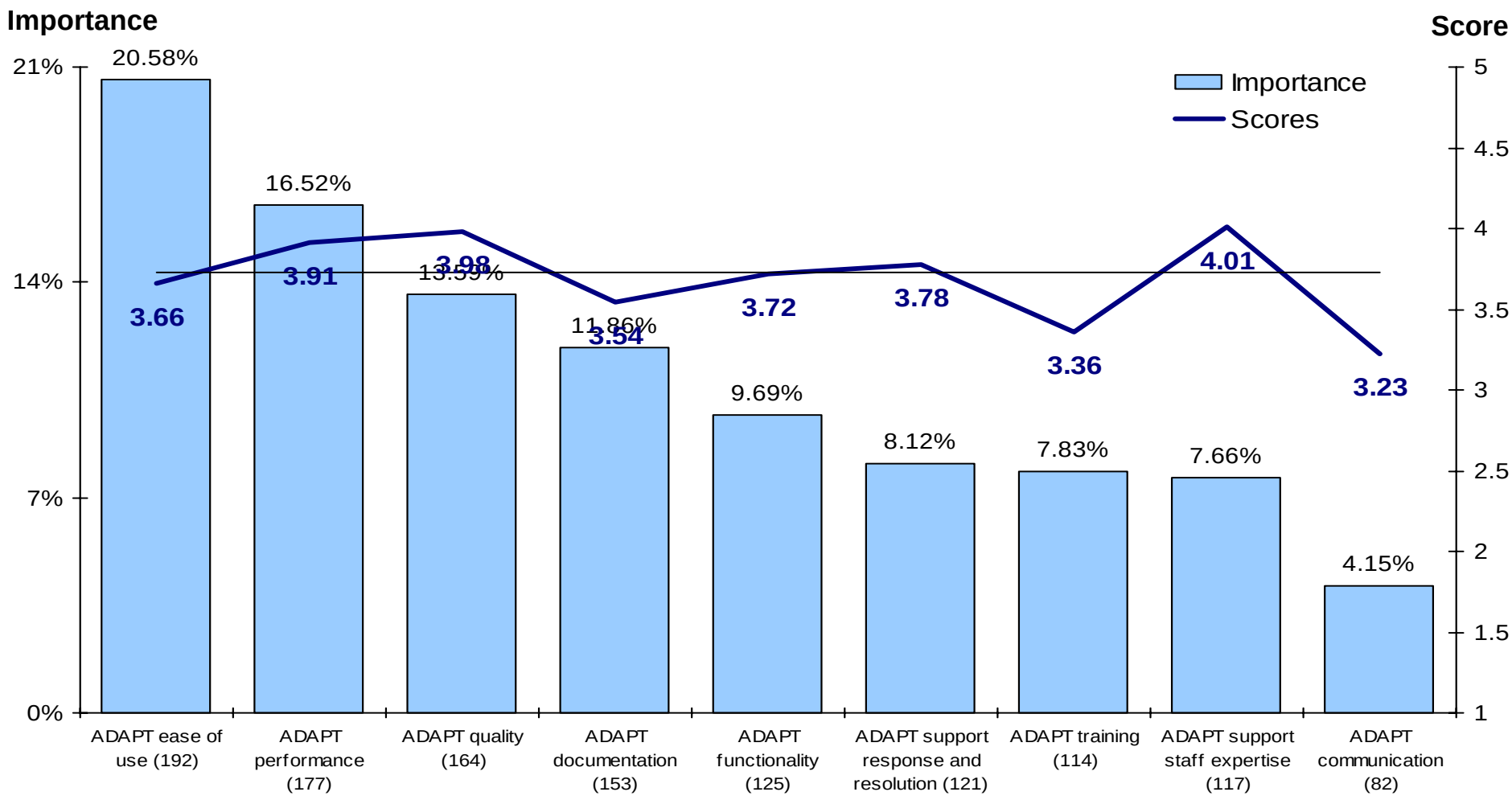
Appendix: ADAPT

Region: Eastern (3.73,206)



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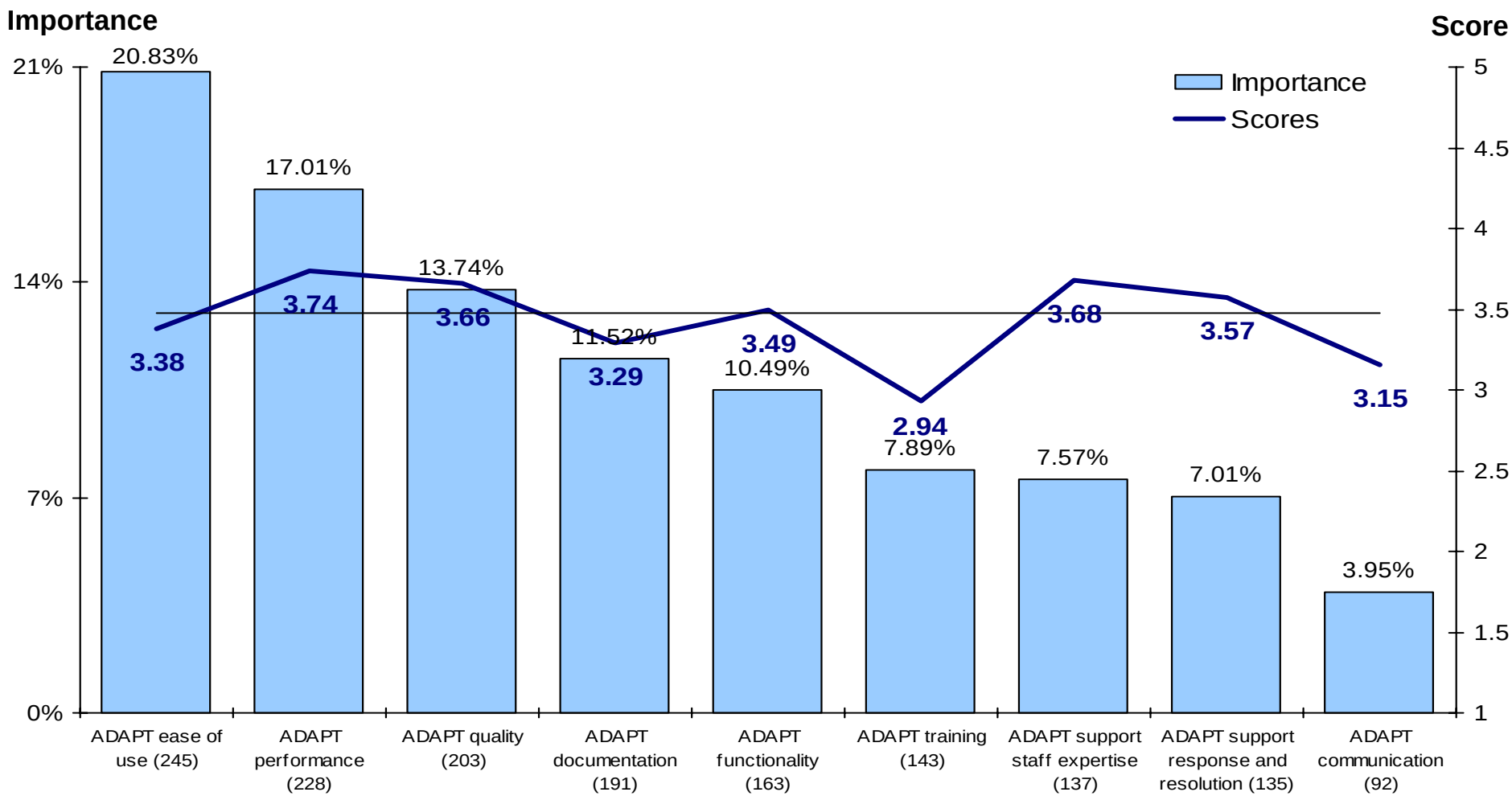
Appendix: ADAPT

Region: Northern (3.47,264)



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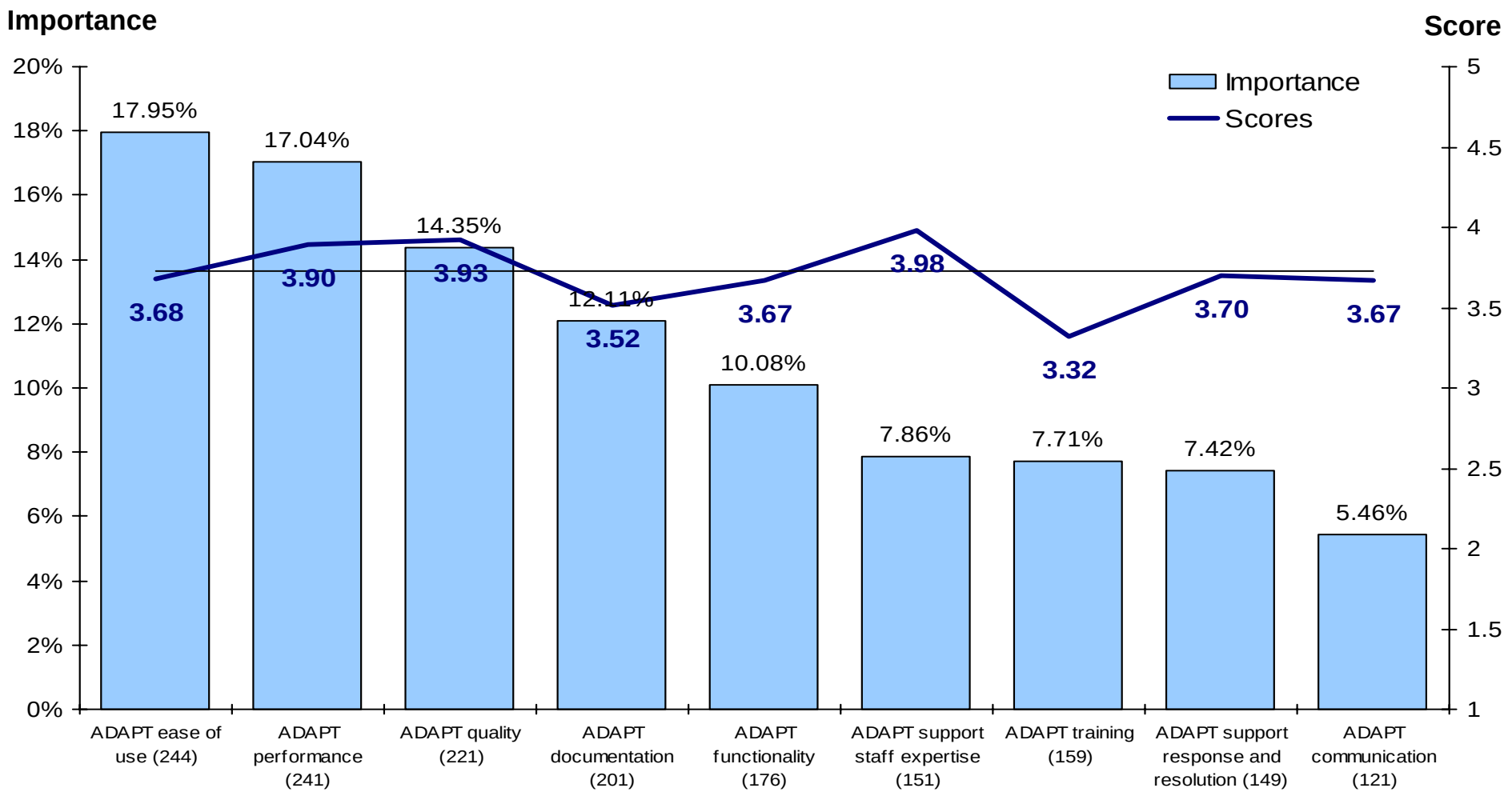
Appendix: ADAPT

Region: Piedmont (3.73,262)



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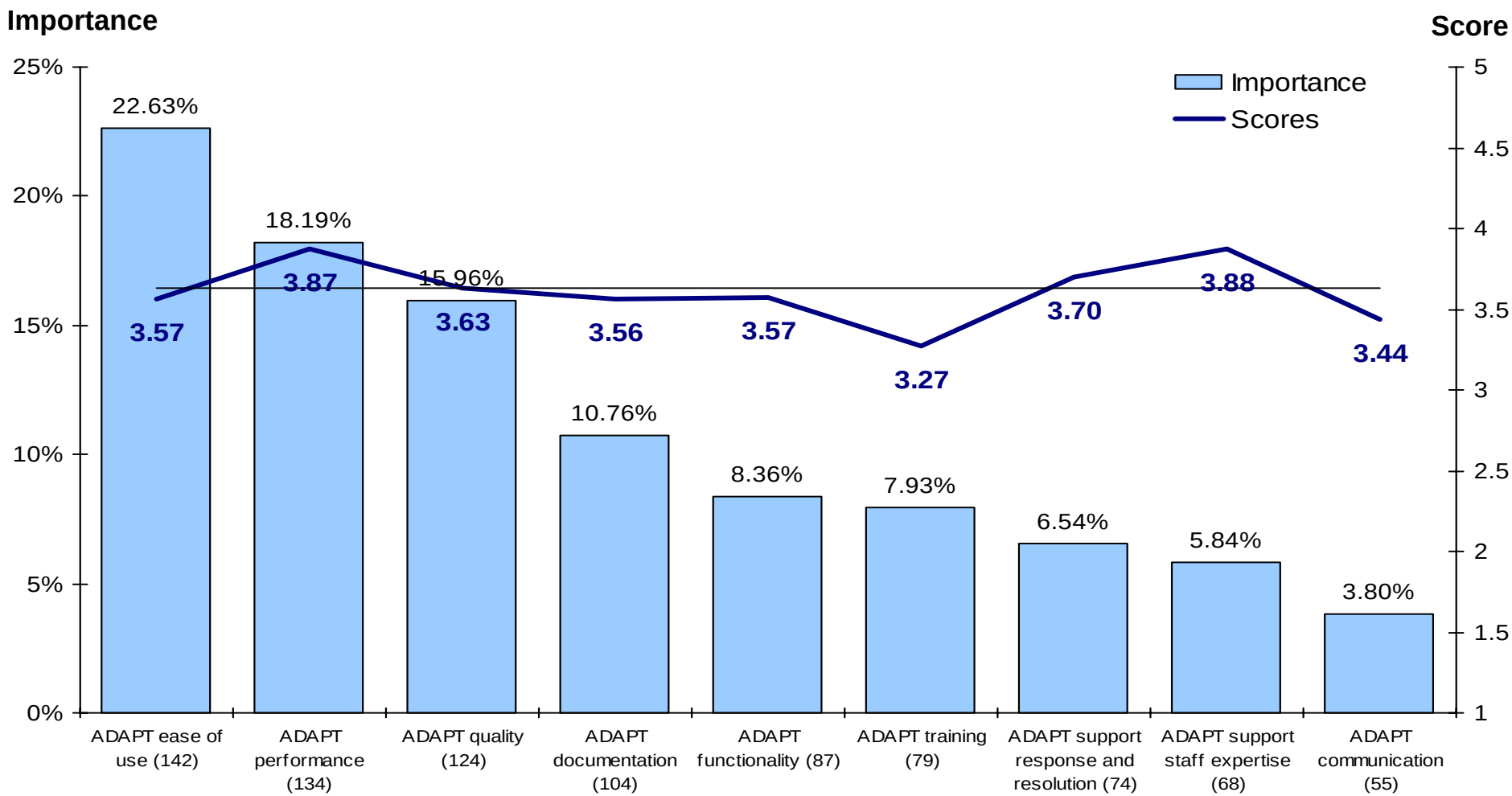
Appendix: ADAPT

Region: Western (3.63,152)



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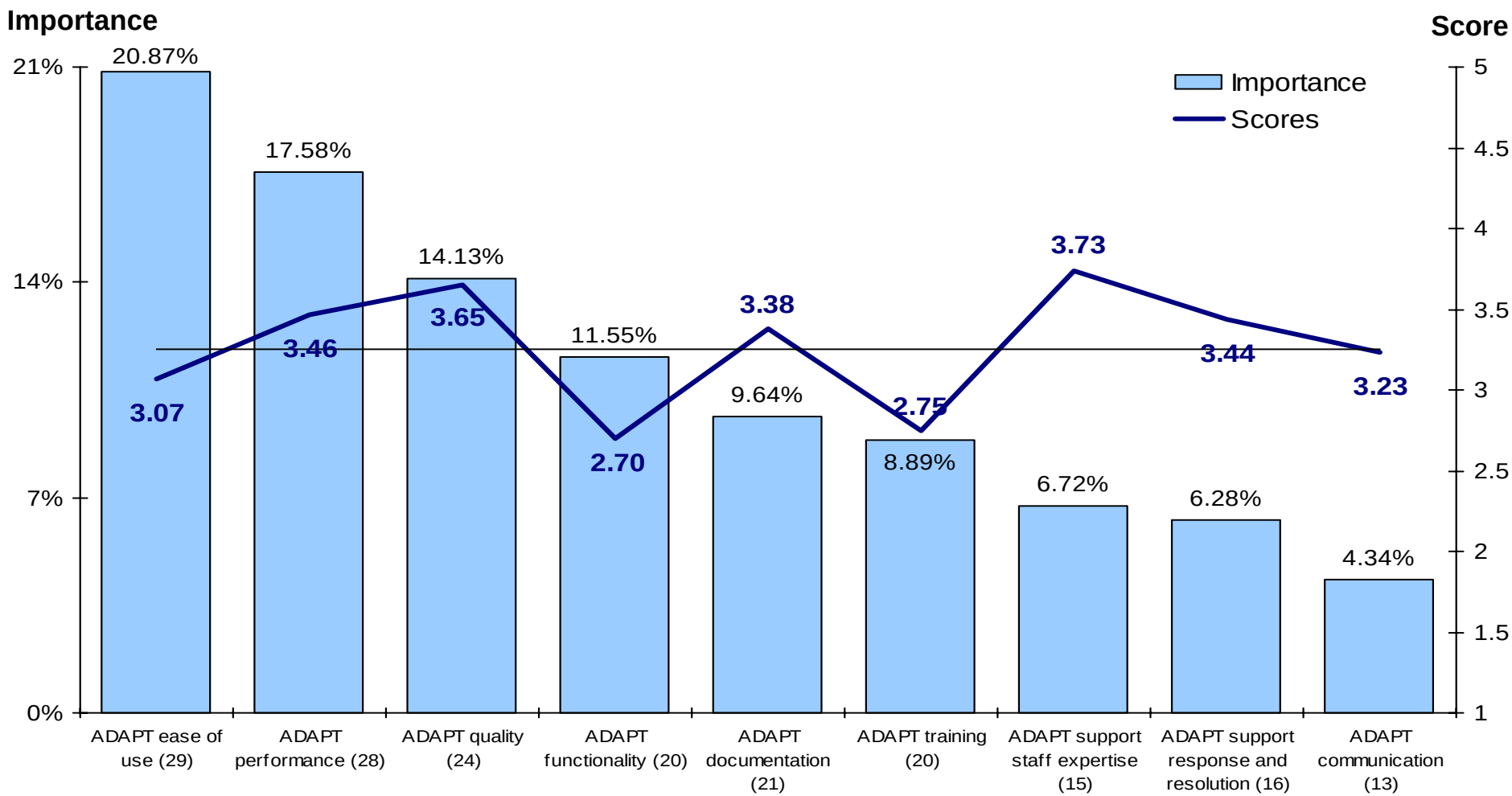
Appendix: ADAPT

Program Unit: Adoptions (3.25,31)



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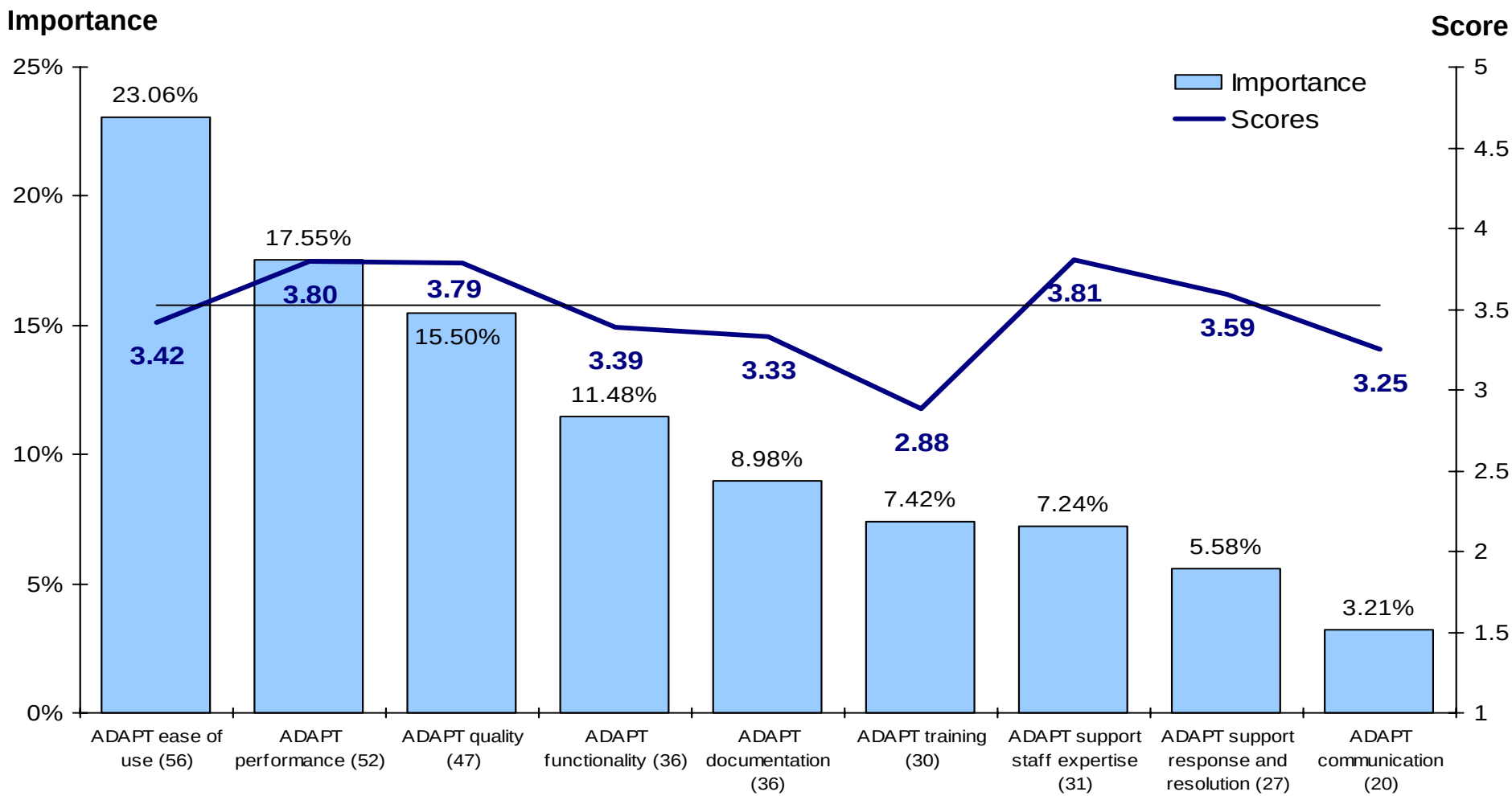
Appendix: ADAPT

Program Unit: Adult Protective Services (3.52,61)



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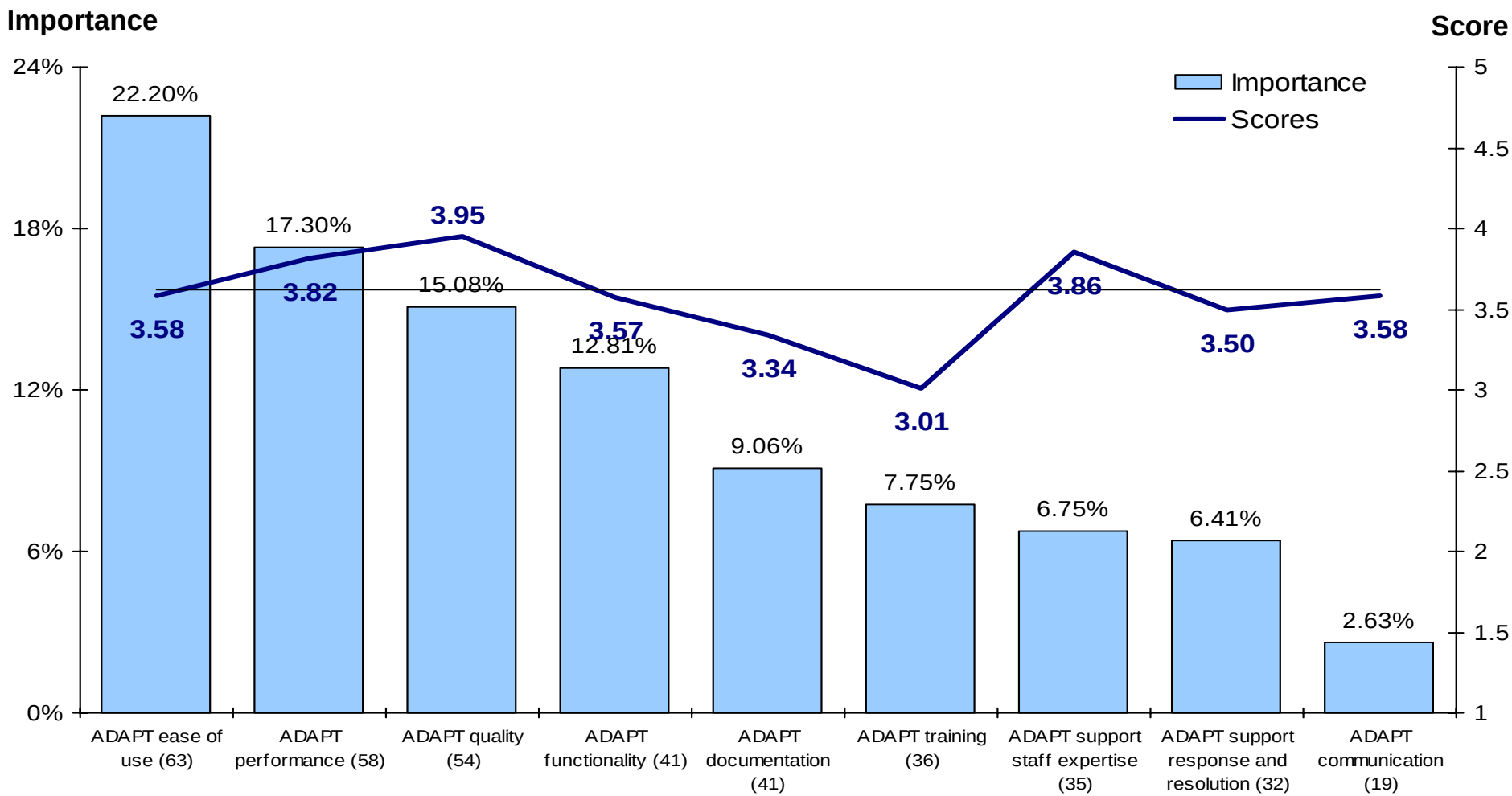
Appendix: ADAPT

Program Unit: Adult Services (3.62,71)



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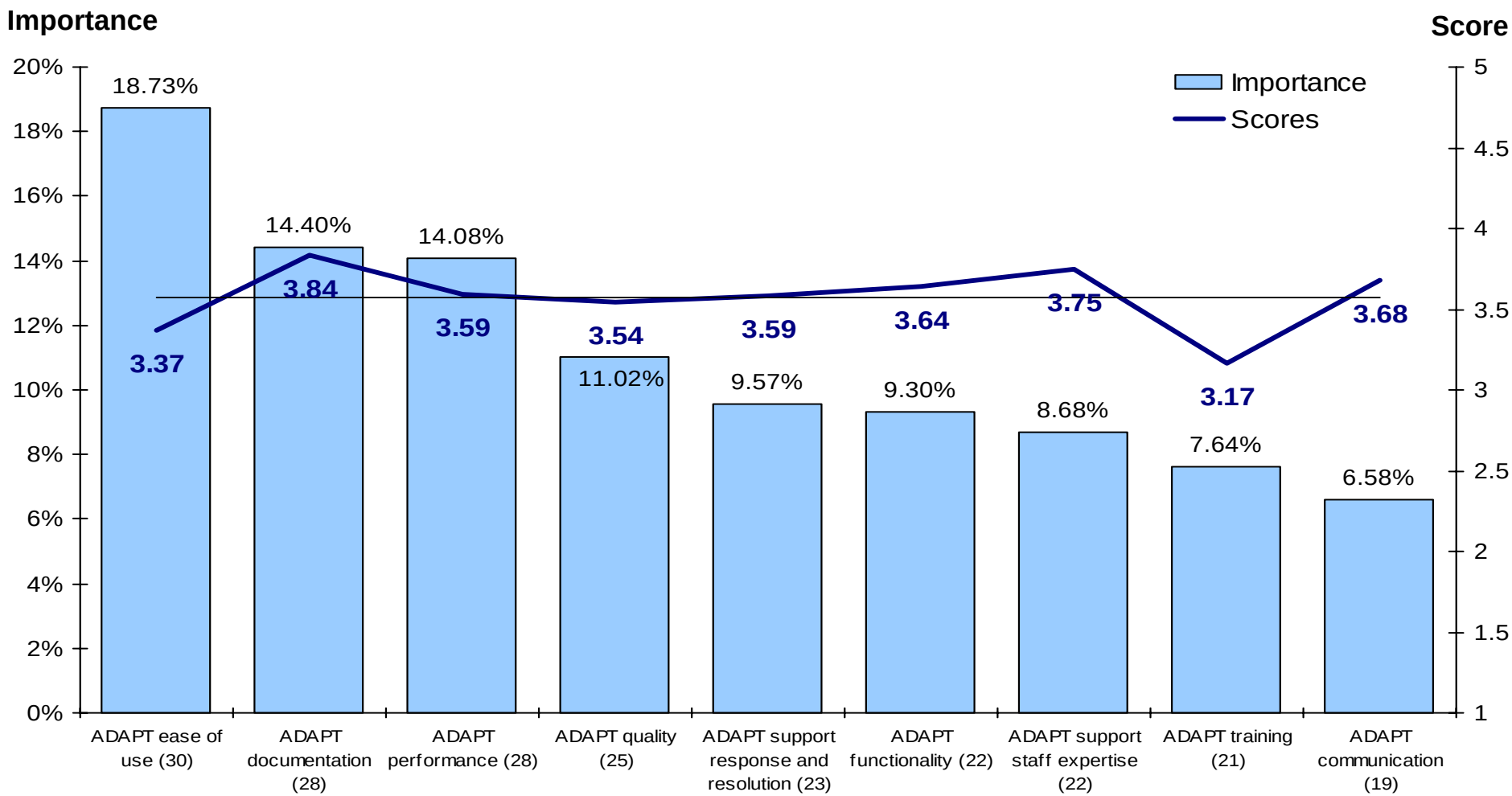
Appendix: ADAPT

Program Unit: Appeals and Fair Hearings (3.57,30)



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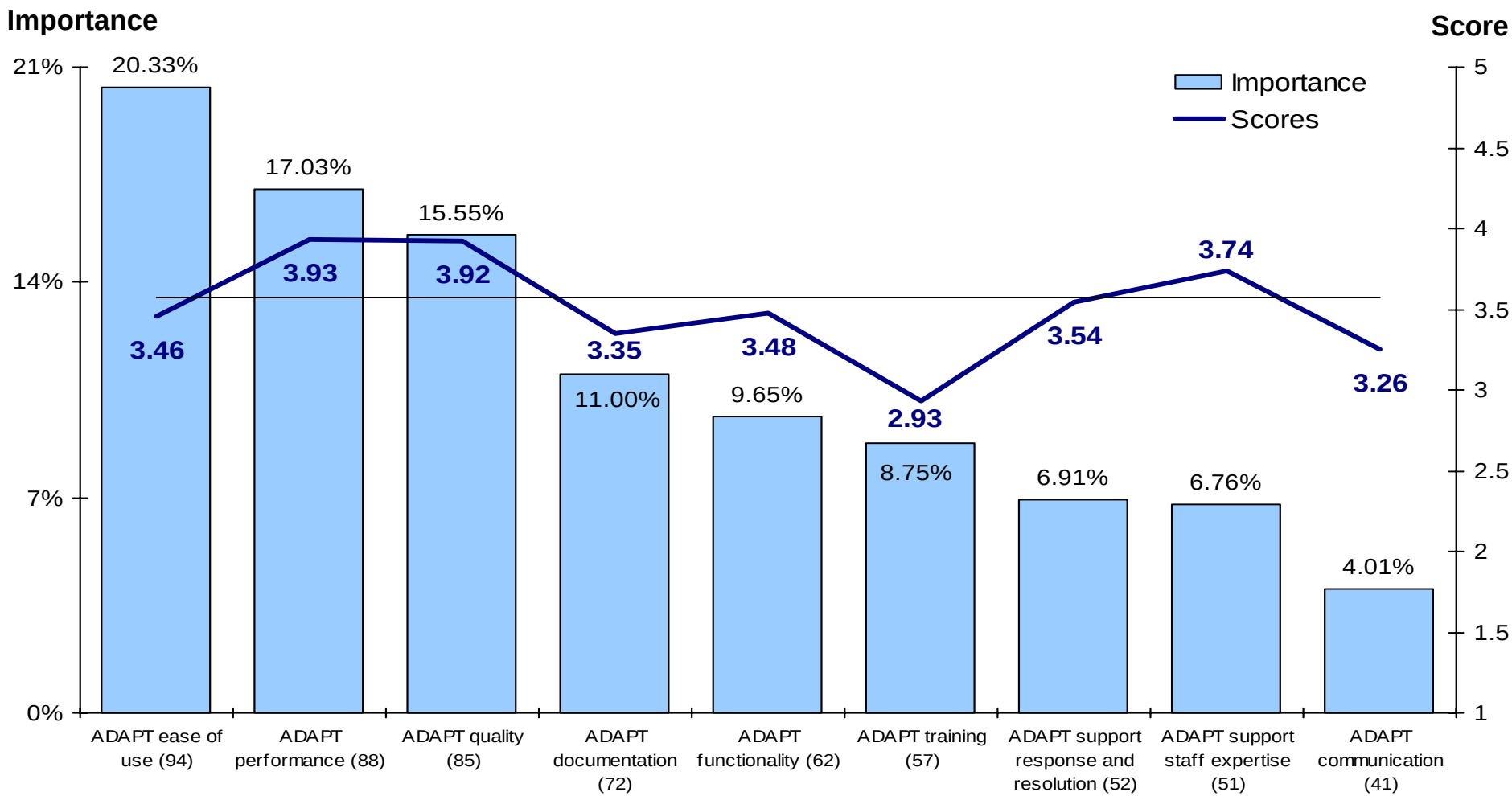
Appendix: ADAPT

Program Unit: Child Care Program (3.57,97)



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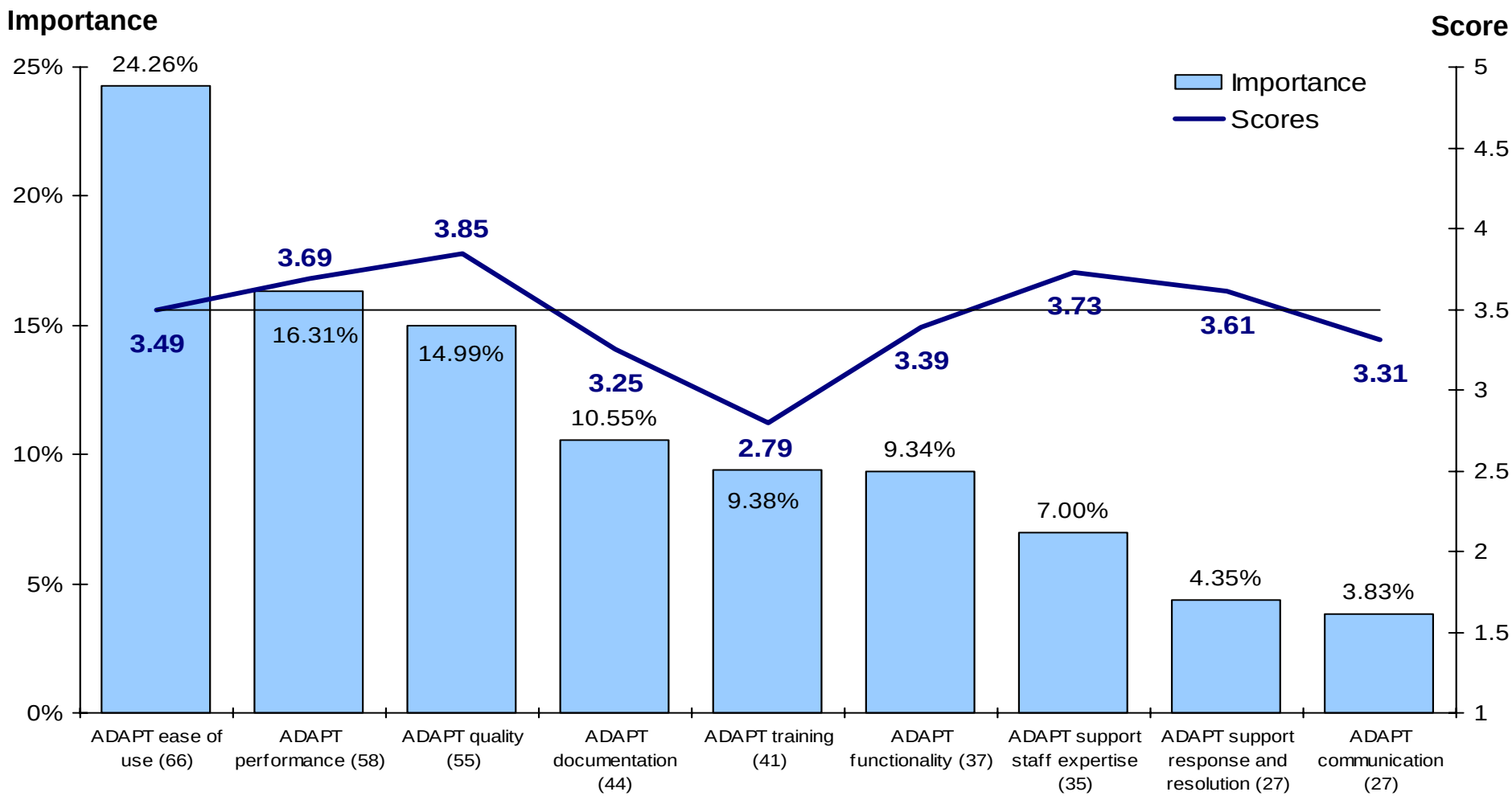
Appendix: ADAPT

Program Unit: Child Protective Services (CPS) (3.49,71)



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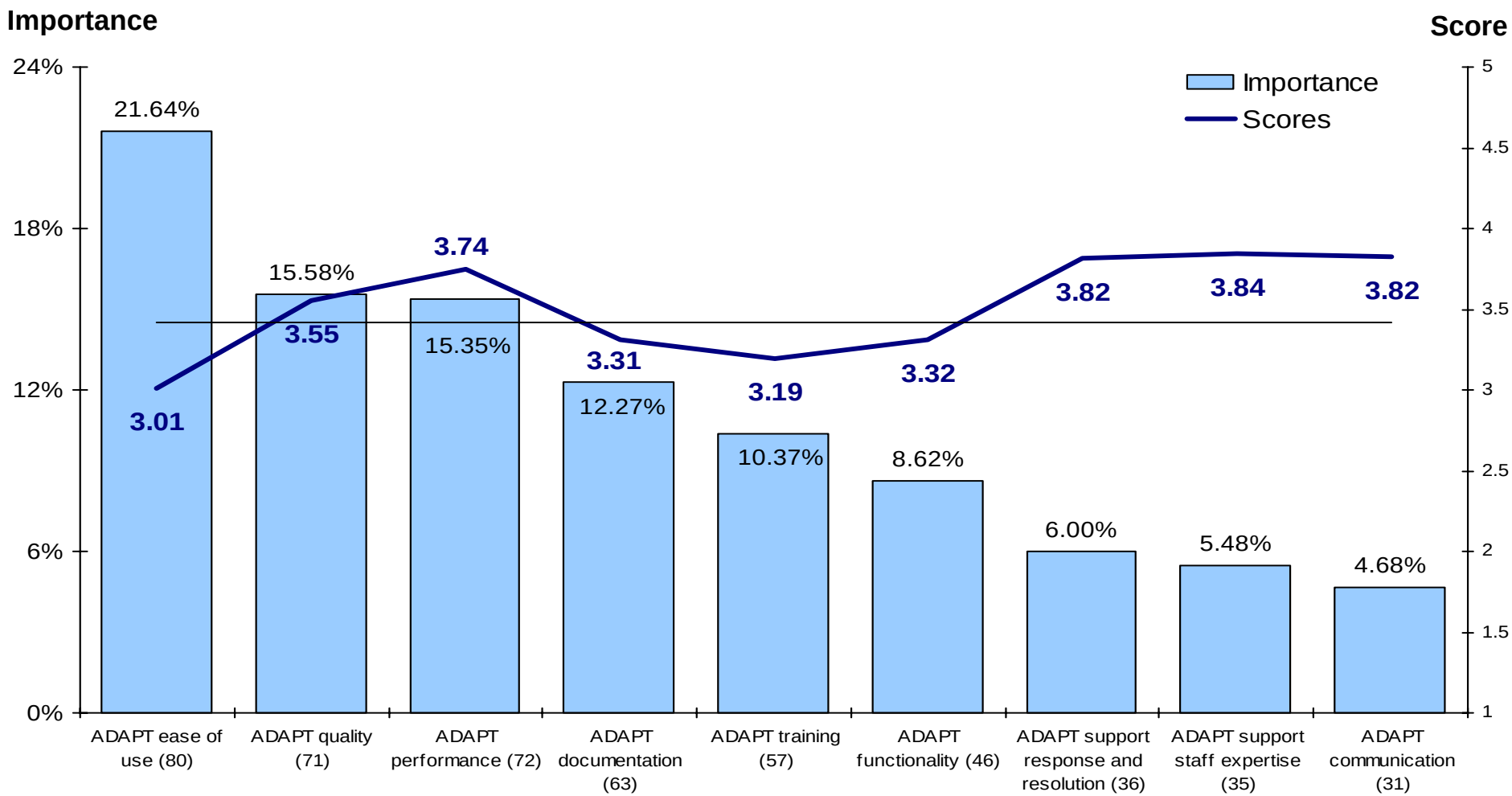
Appendix: ADAPT

Program Unit: Child Support Enforcement (3.42,85)



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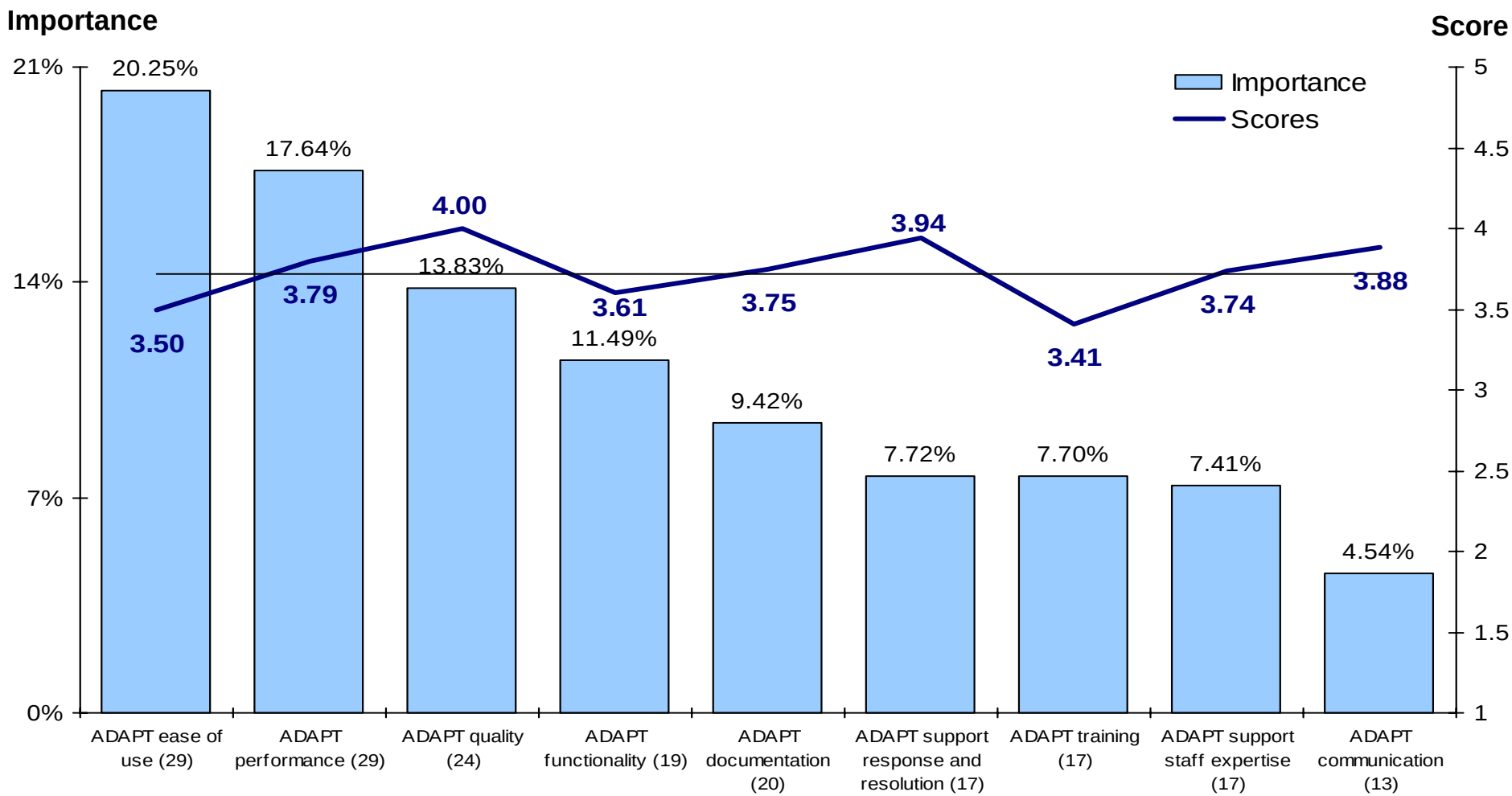
Program Unit: Community Services (3.72,31)



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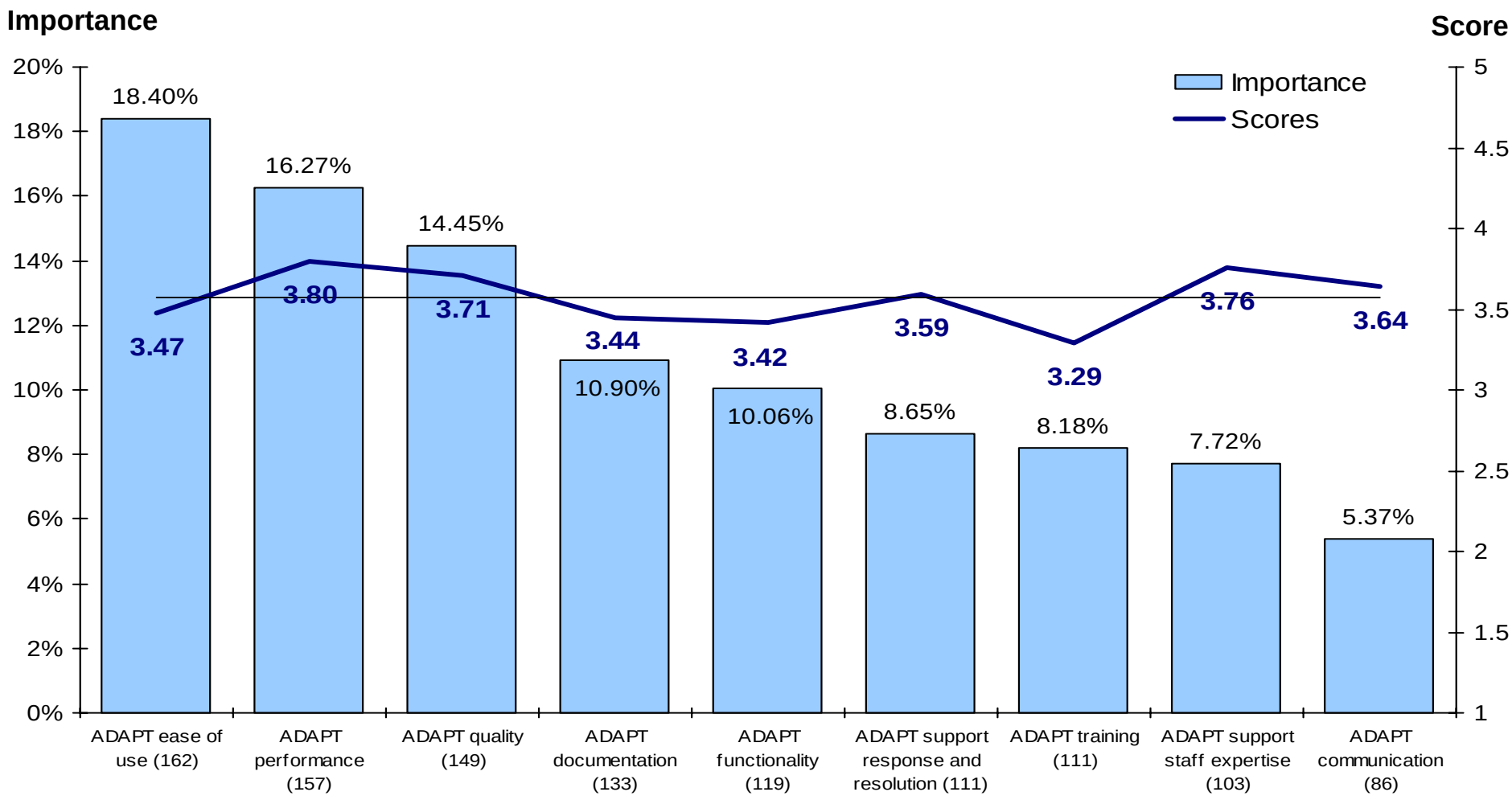
Appendix: ADAPT

Program Unit: Energy Assistance (3.58,167)



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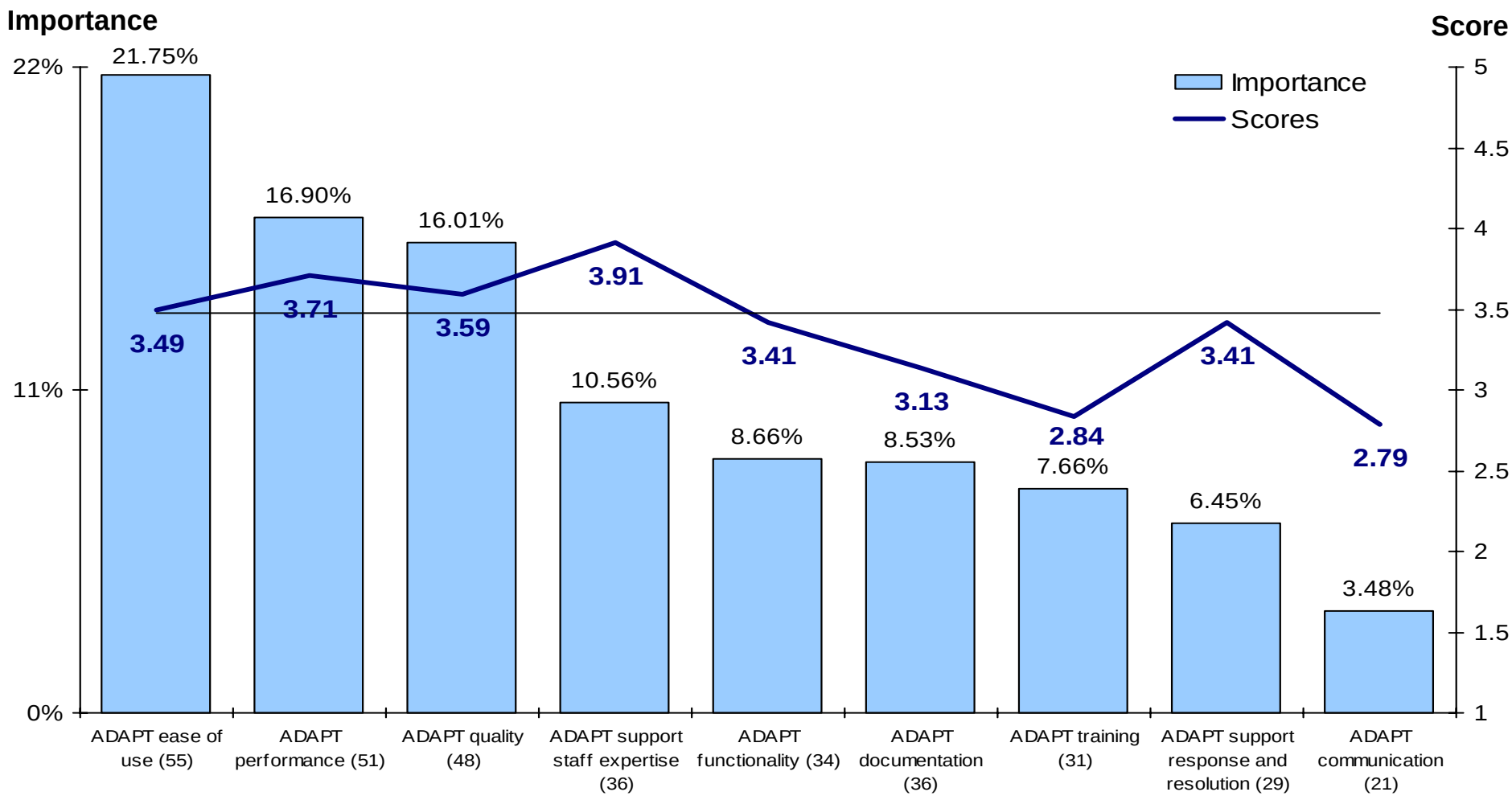
Appendix: ADAPT

Program Unit: Financial Management (3.47,59)



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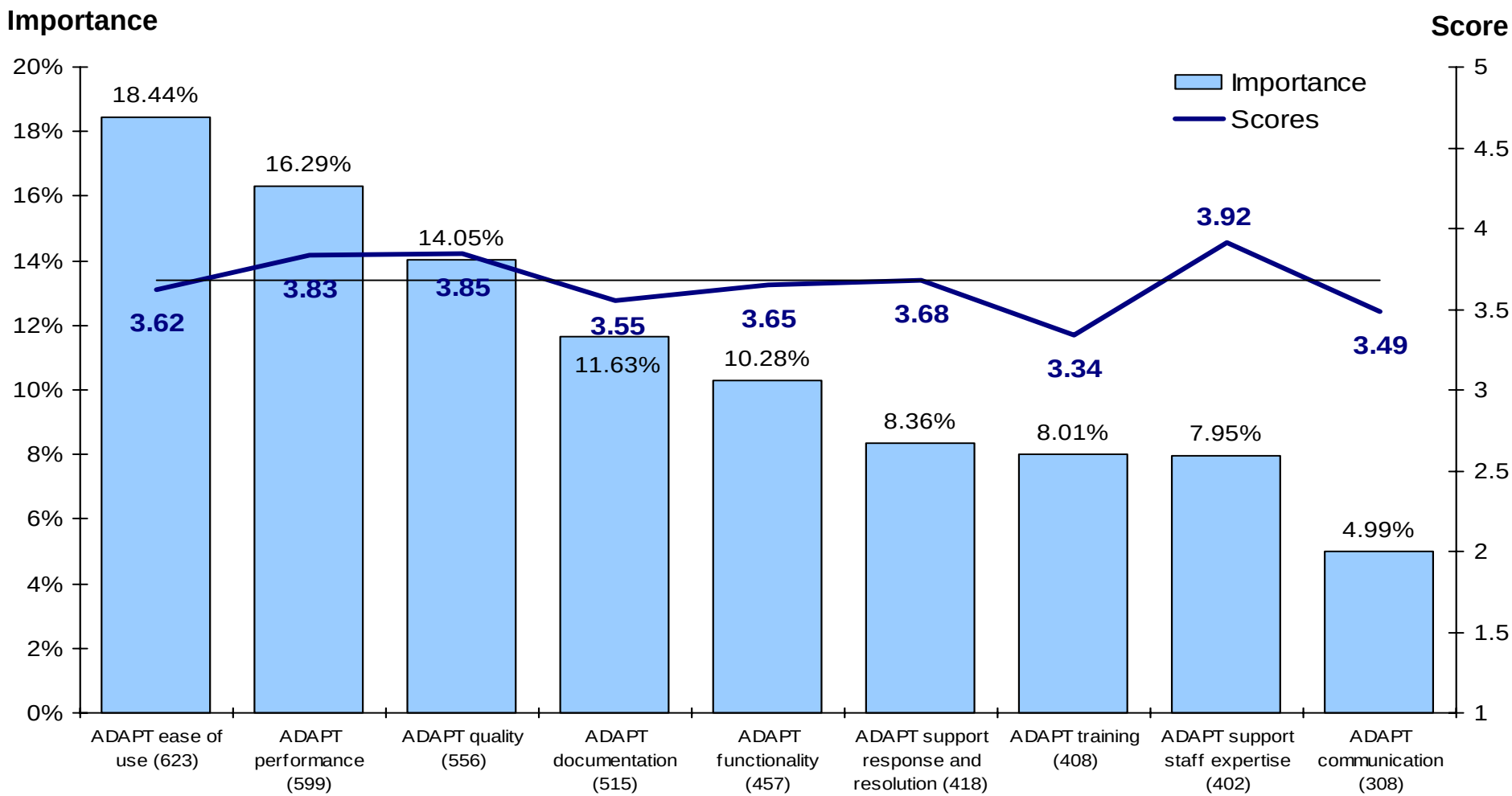
Appendix: ADAPT

Program Unit: Food Stamps (3.68,661)



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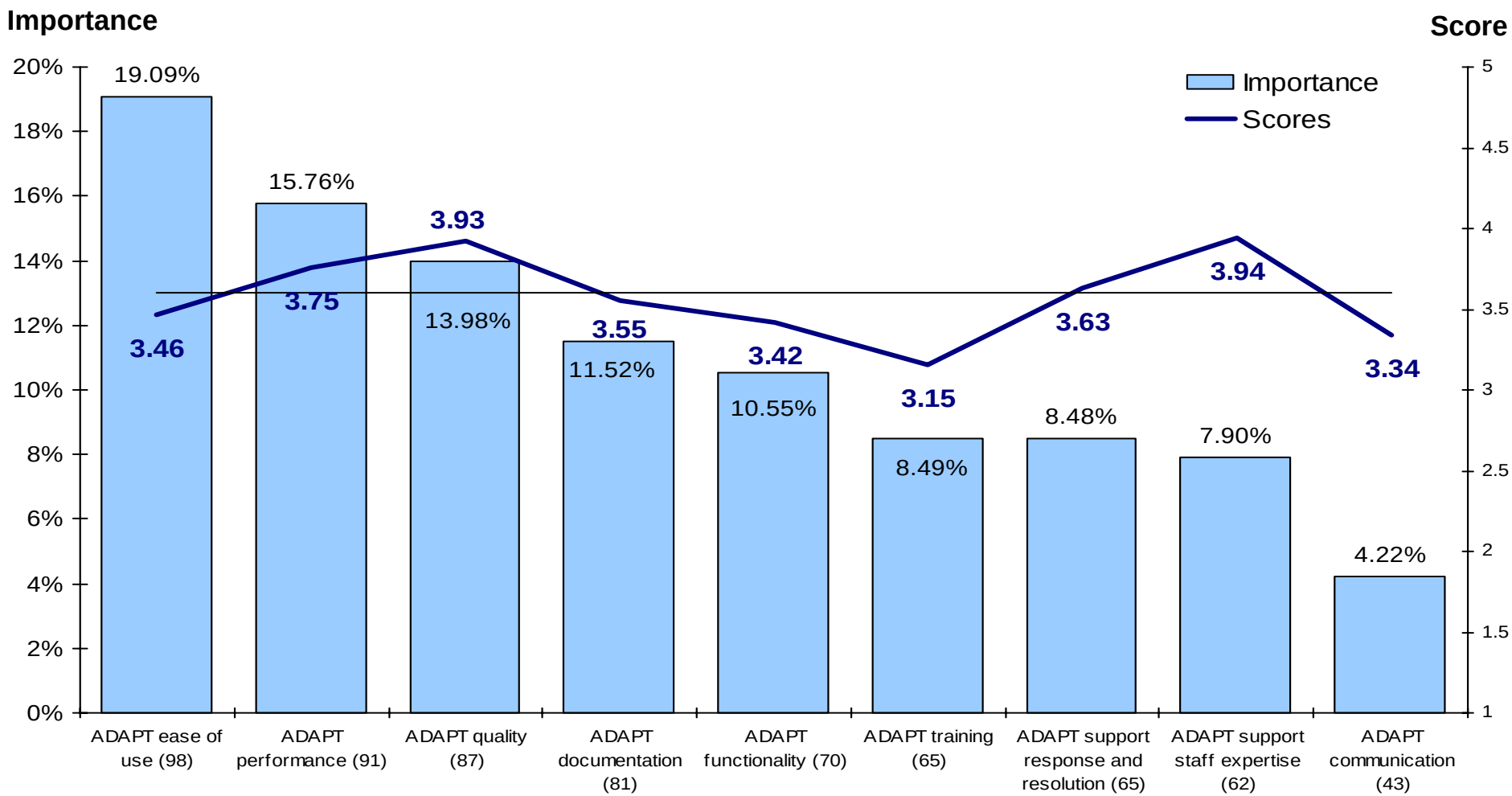
Appendix: ADAPT

Program Unit: Foster Care (3.6,104)



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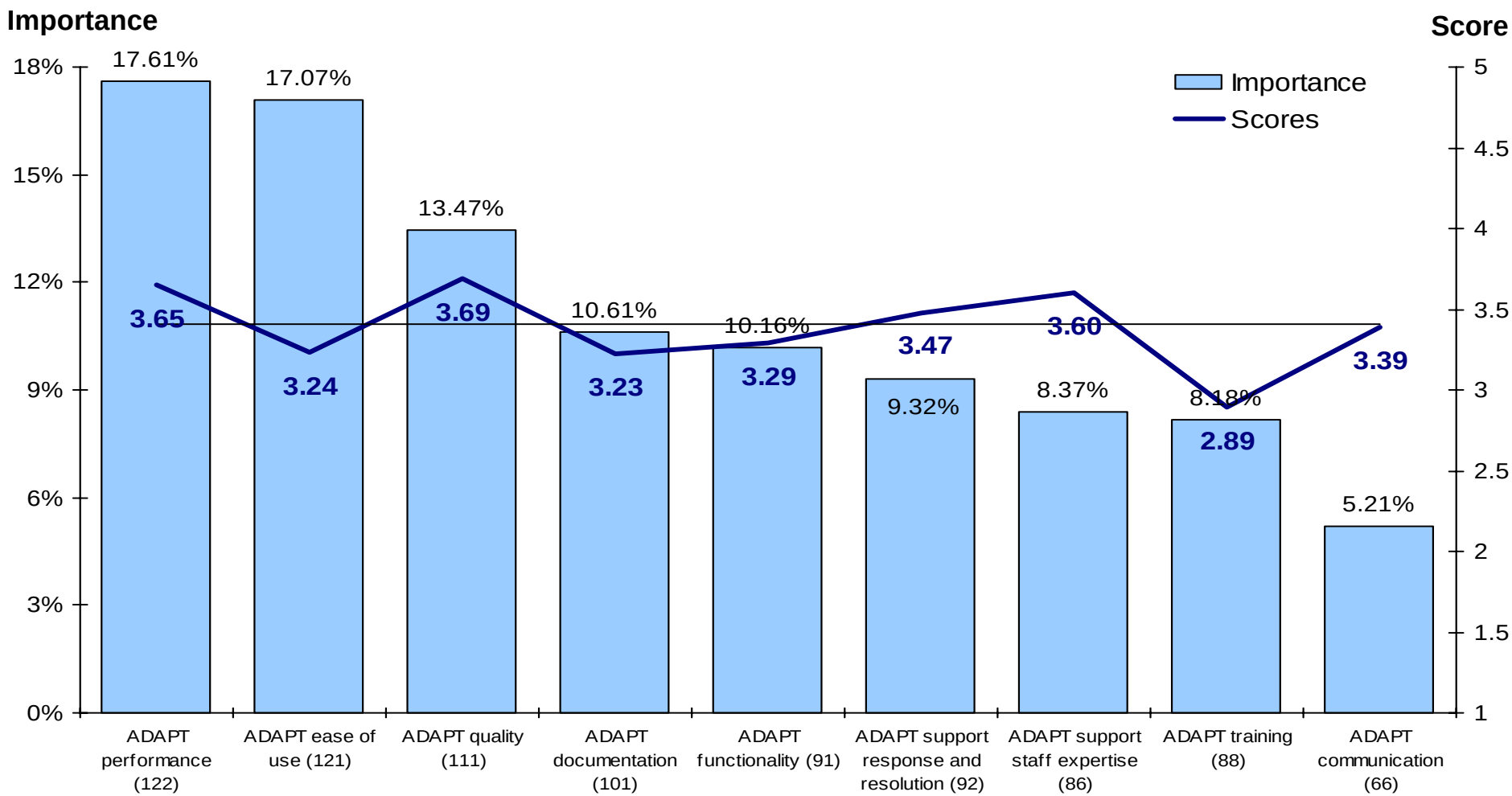
Appendix: ADAPT

Program Unit: Fraud (3.41,131)



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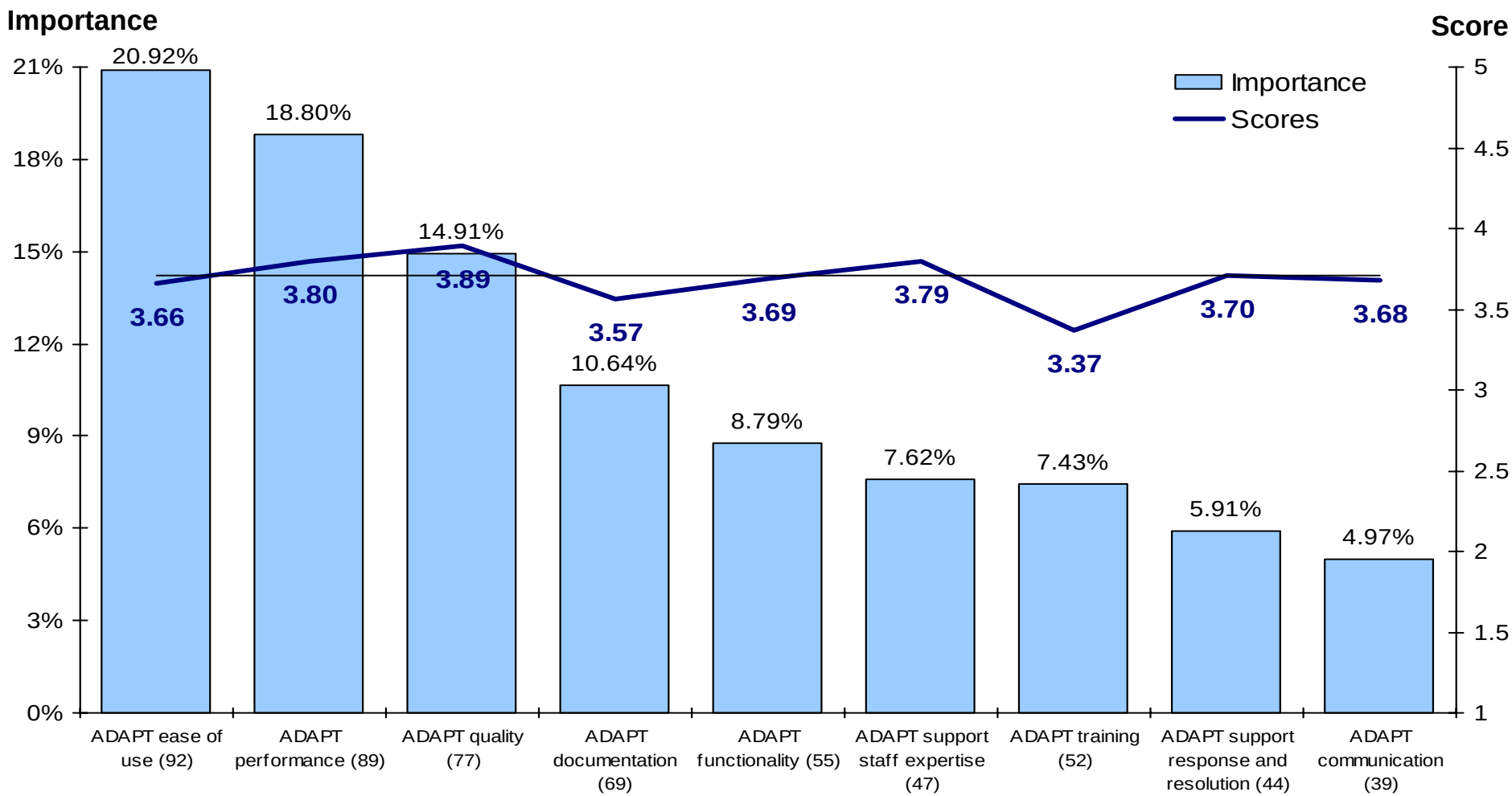
Program Unit: General Services (3.7,95)



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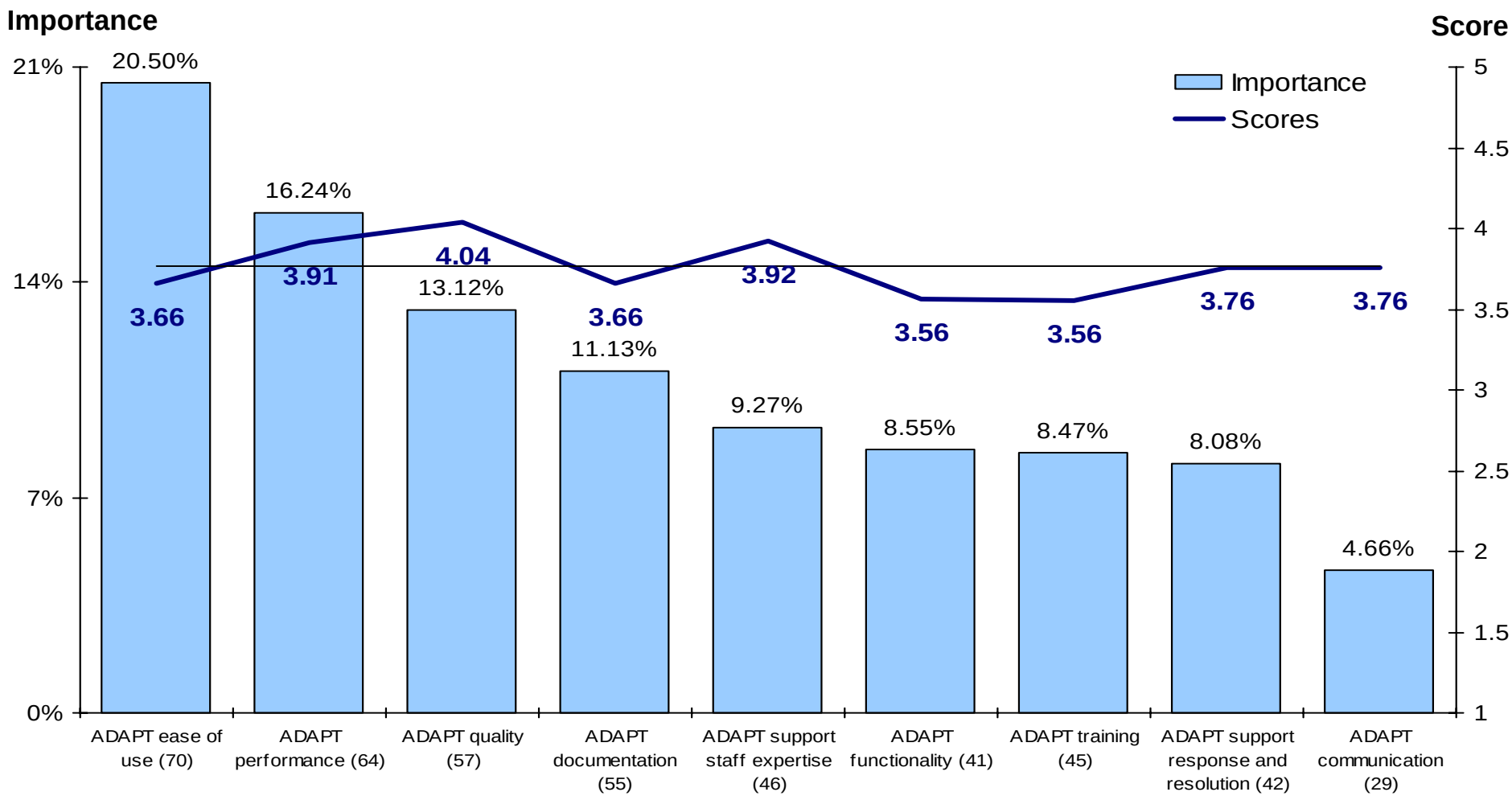
Appendix: ADAPT

Program Unit: Generic Services (3.77,71)



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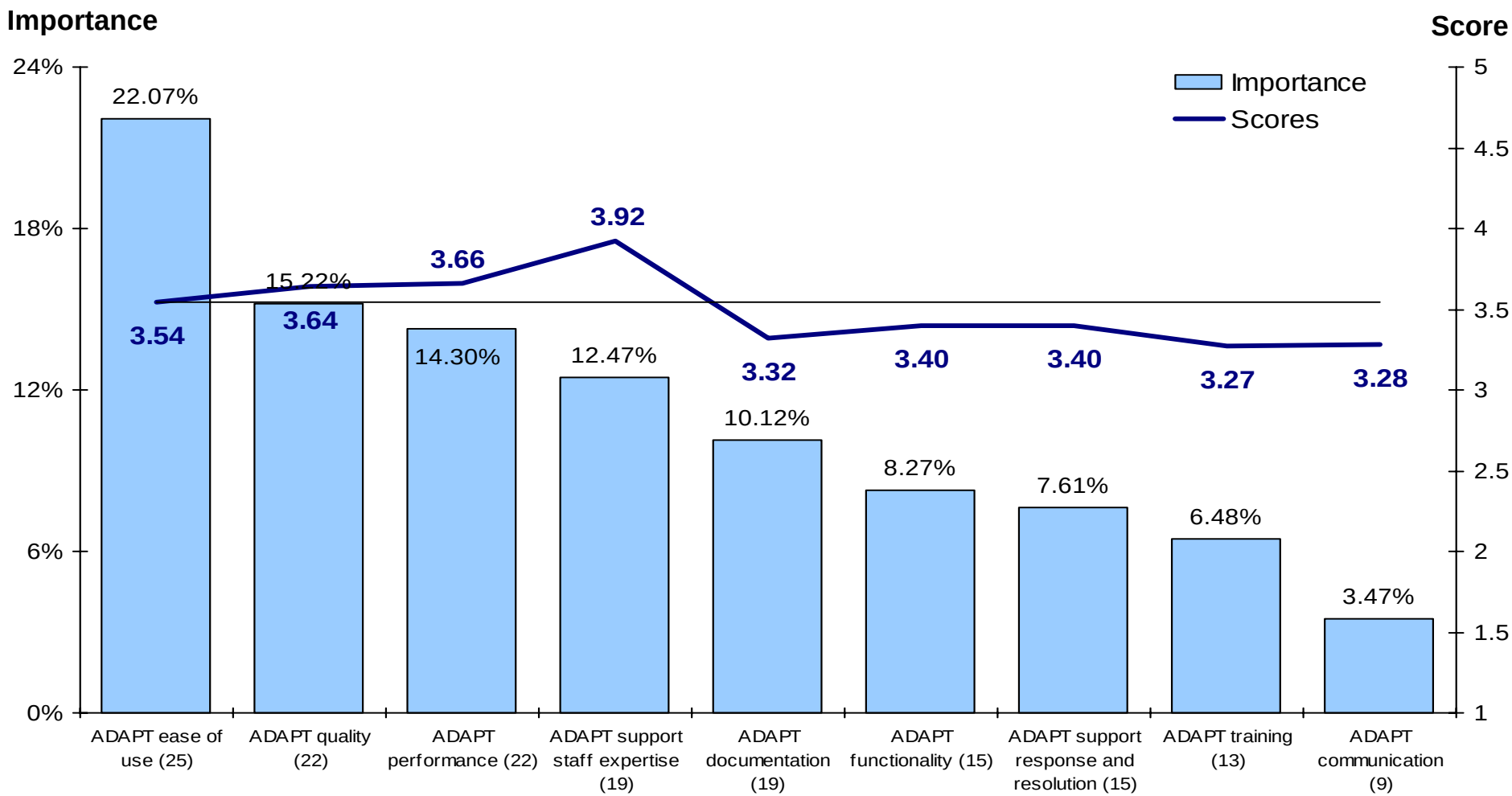
Appendix: ADAPT

Program Unit: Human Resource Management (3.55,27)



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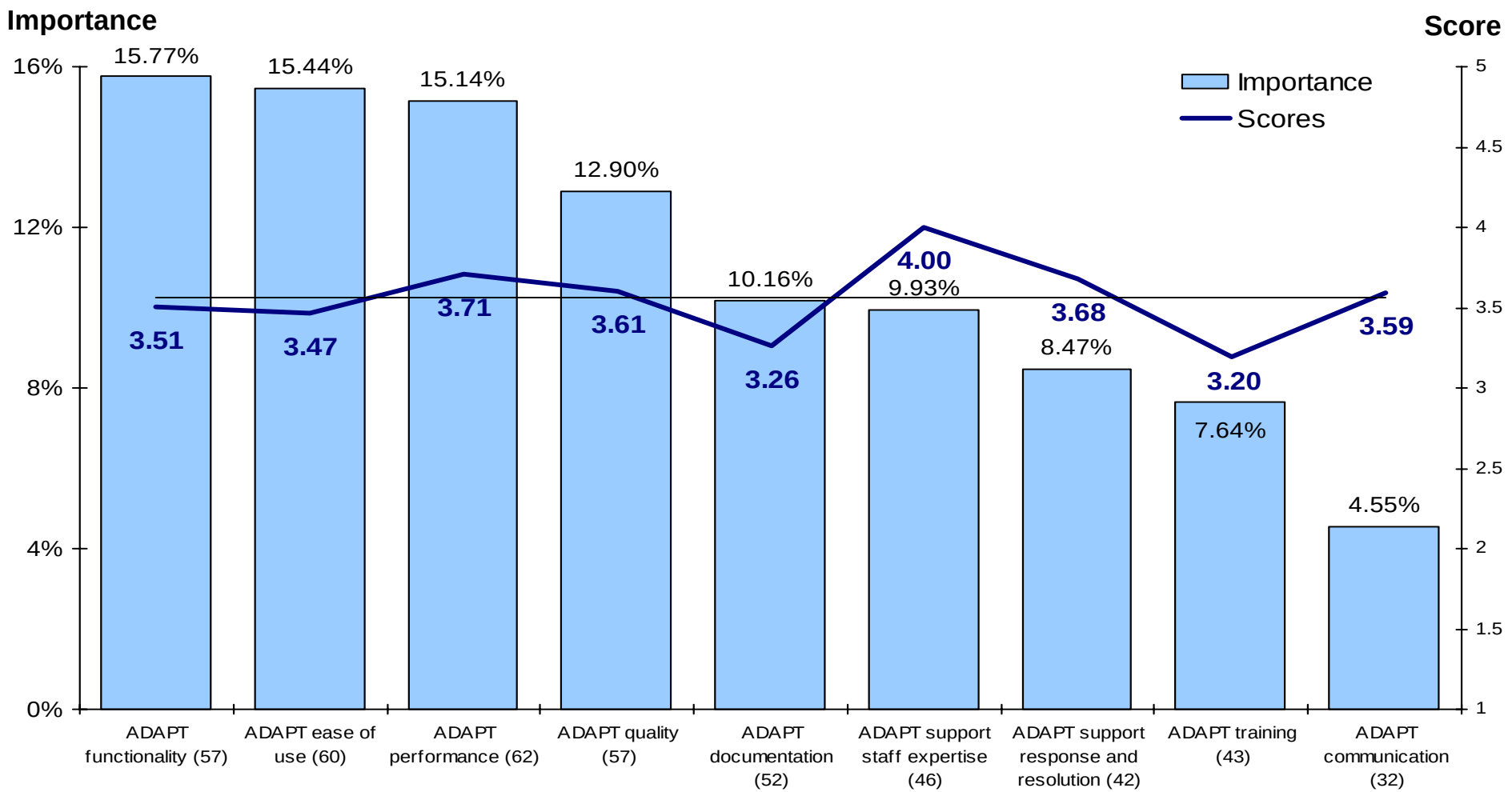
Appendix: ADAPT

Program Unit: Information Systems (3.56,70)



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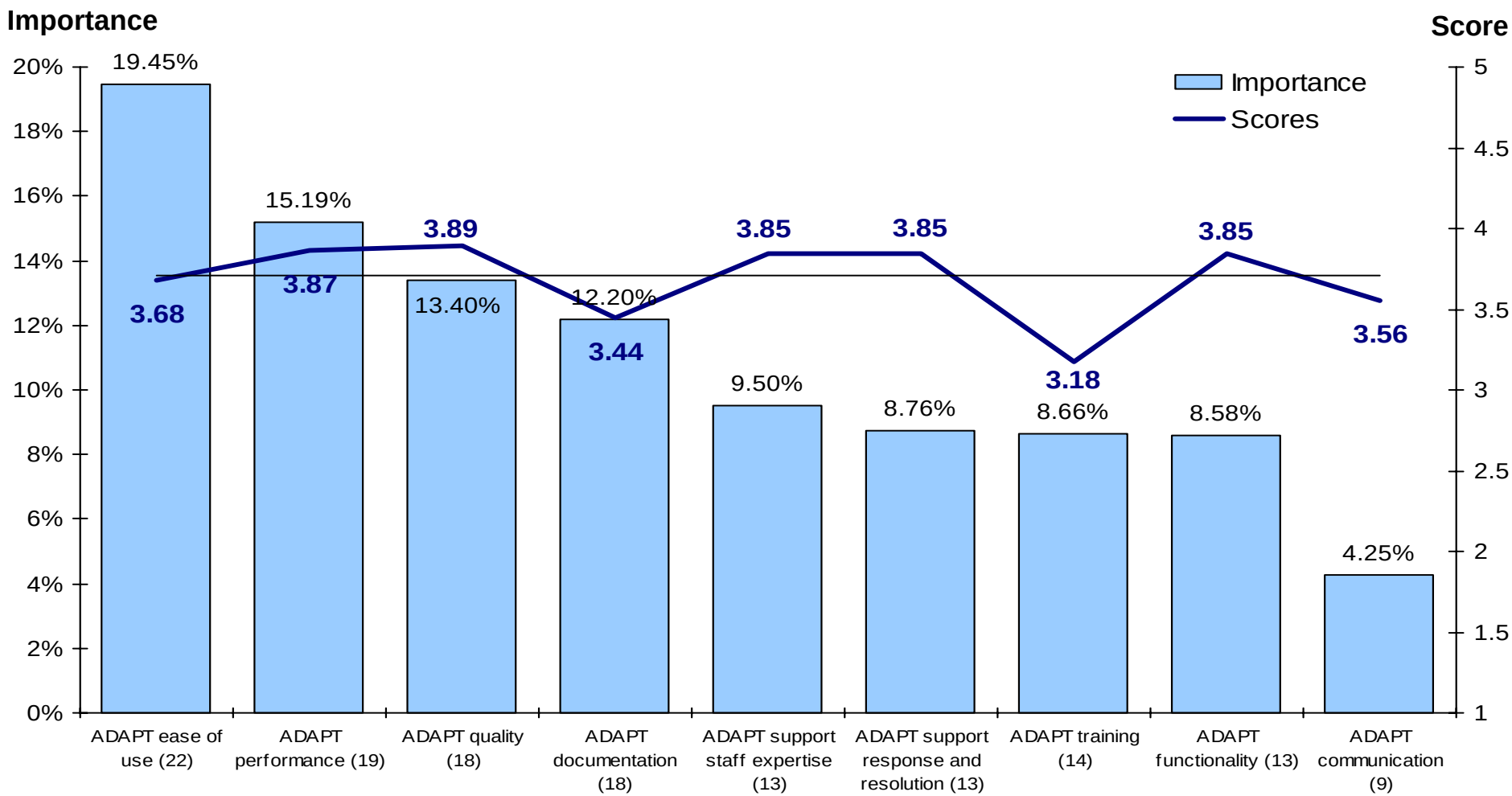
Appendix: ADAPT

Program Unit: Interdepartmental Services (3.7,22)



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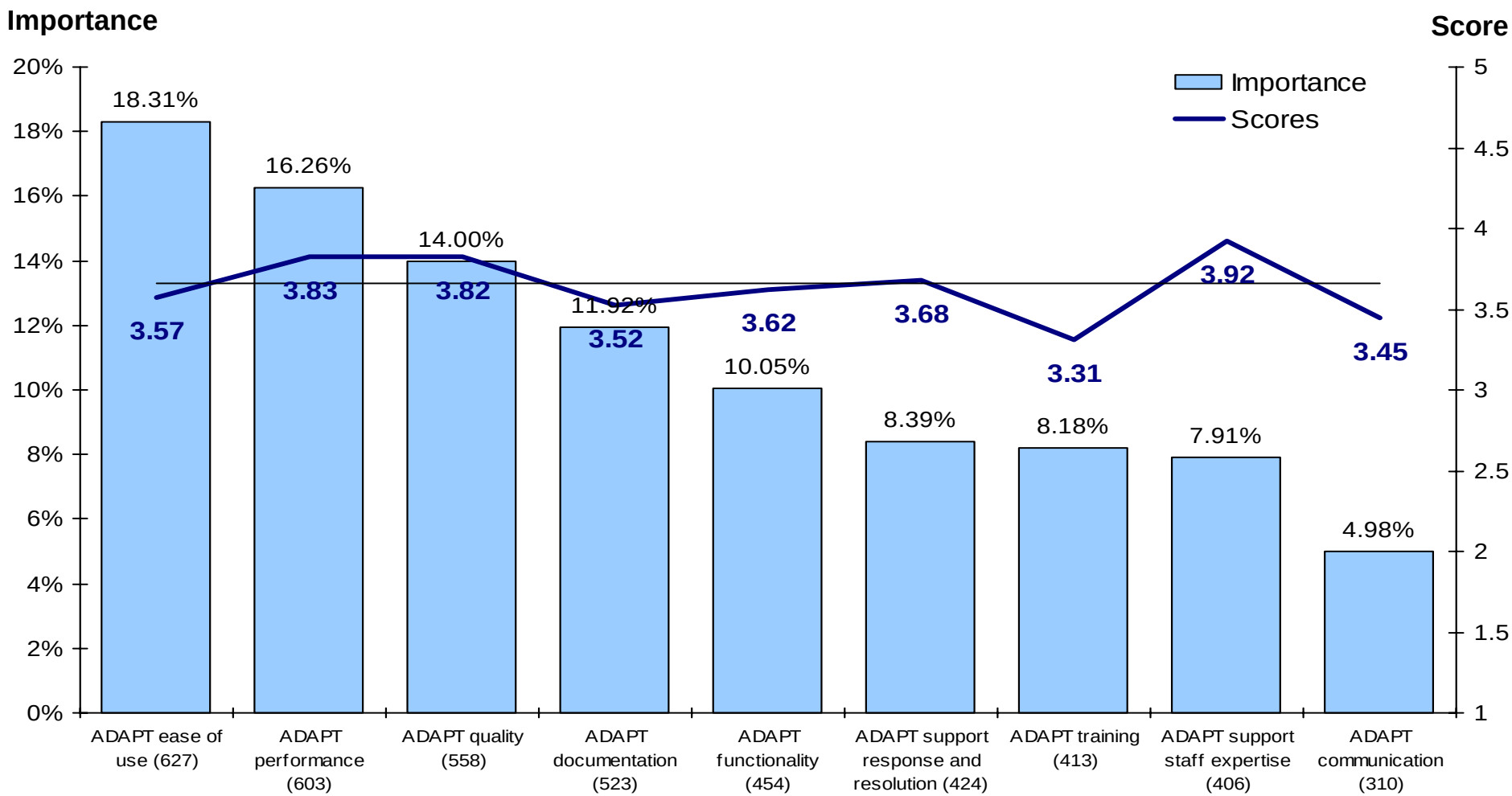
Appendix: ADAPT

Program Unit: Medicaid (3.66,666)



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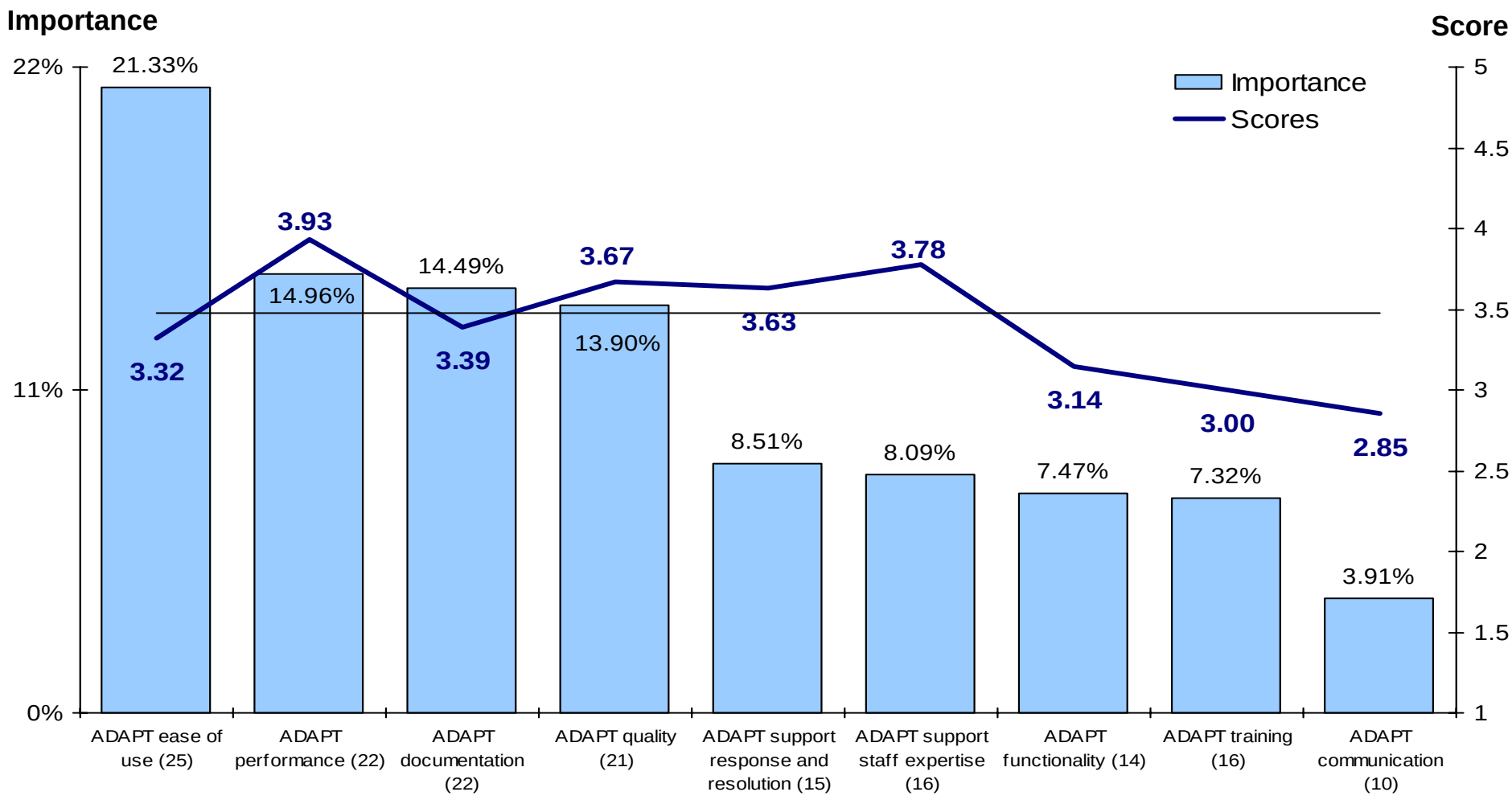
Appendix: ADAPT

Program Unit: Quality Management (3.48,25)



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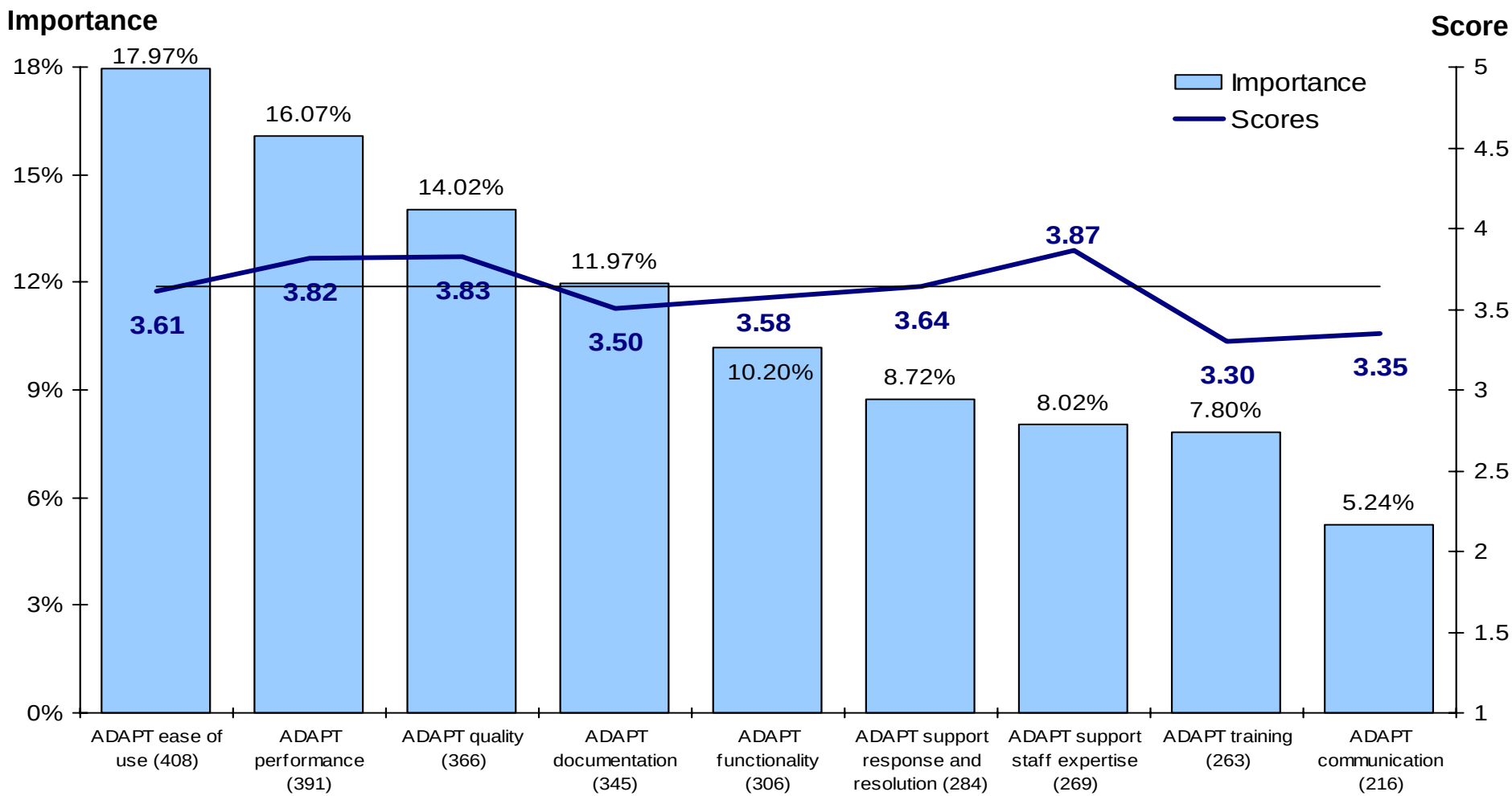
Appendix: ADAPT

Program Unit: TANF (3.64,434)



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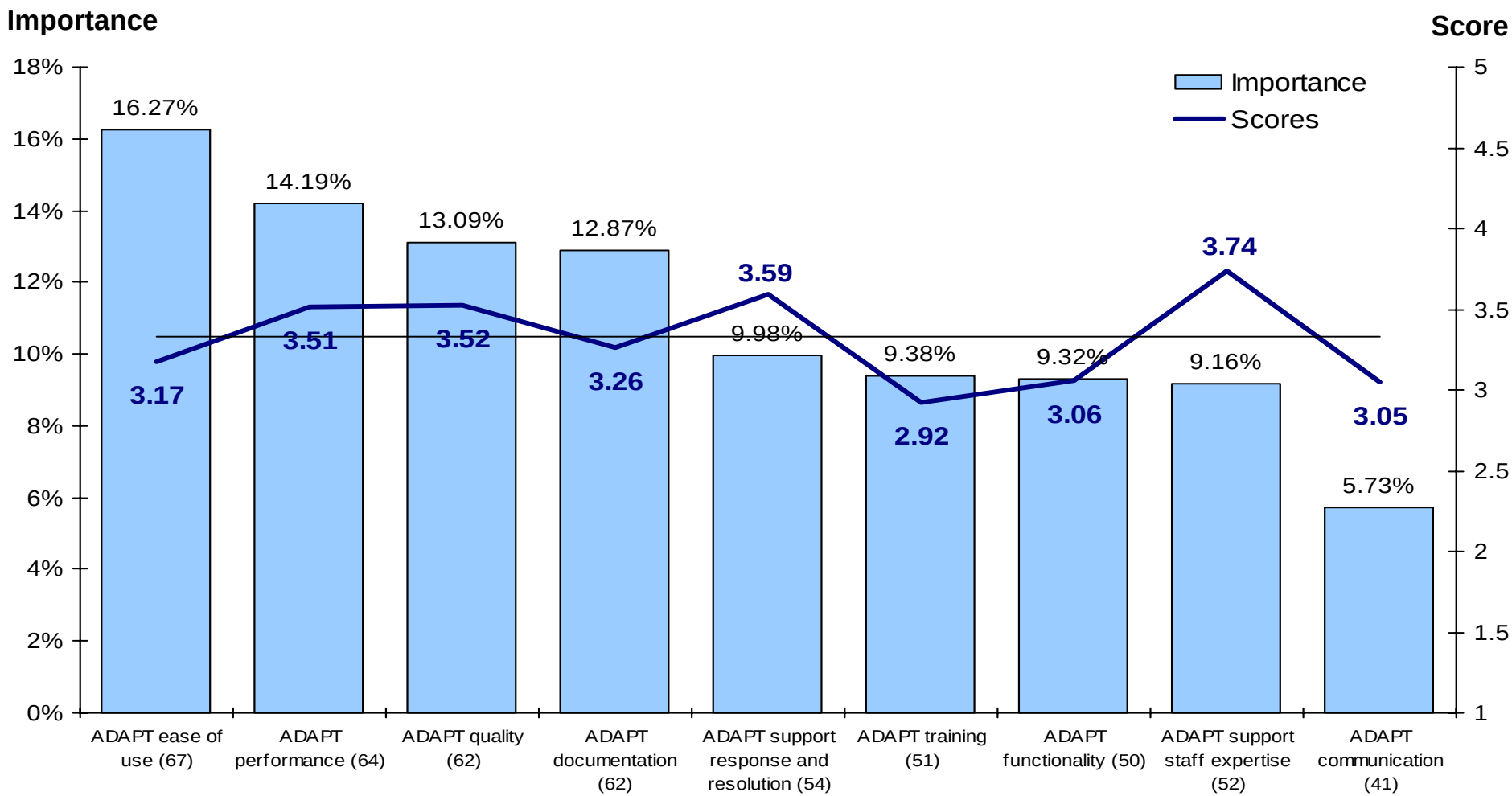
Appendix: ADAPT

Program Unit: Training (3.33,70)



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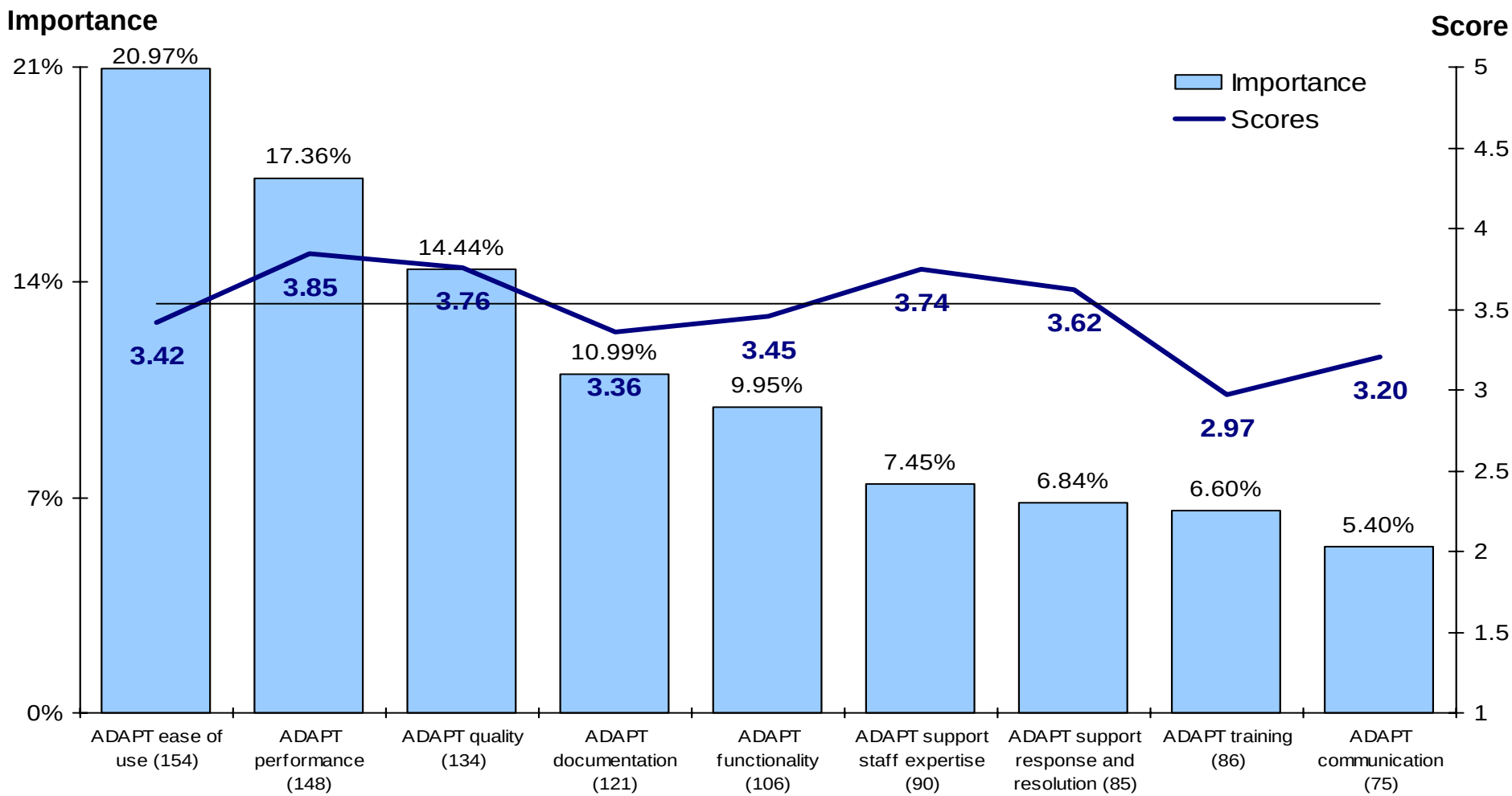
Appendix: ADAPT

Program Unit: VIEW FSET (3.54,165)



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Appendix: APECS

Detailed breakdown by:

Job Classification

Length working with VSSS

Region

Program Unit

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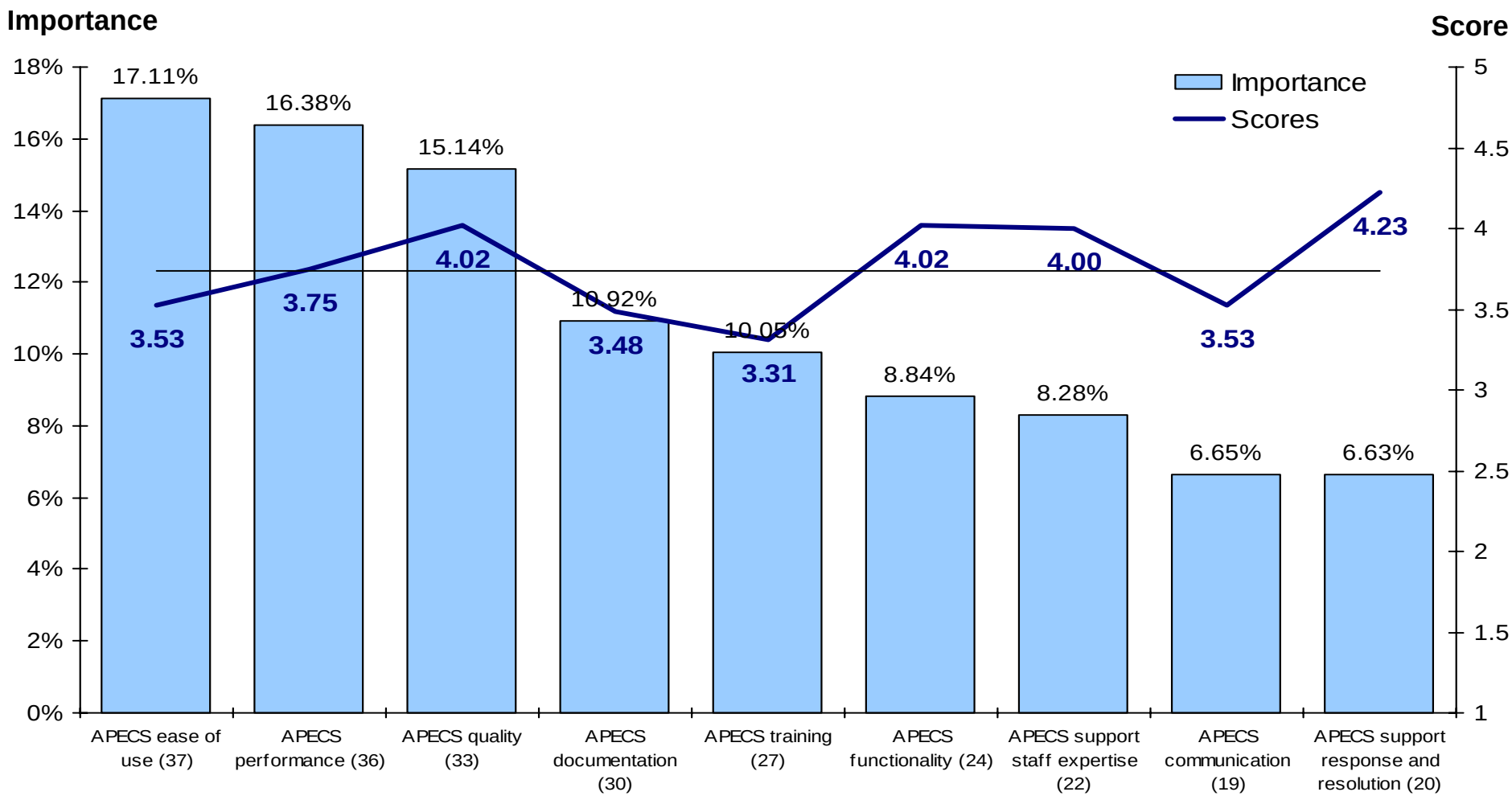
Appendix: APECS

Job Classification: Administrative/Financial Services Support Worker (3.74,39)



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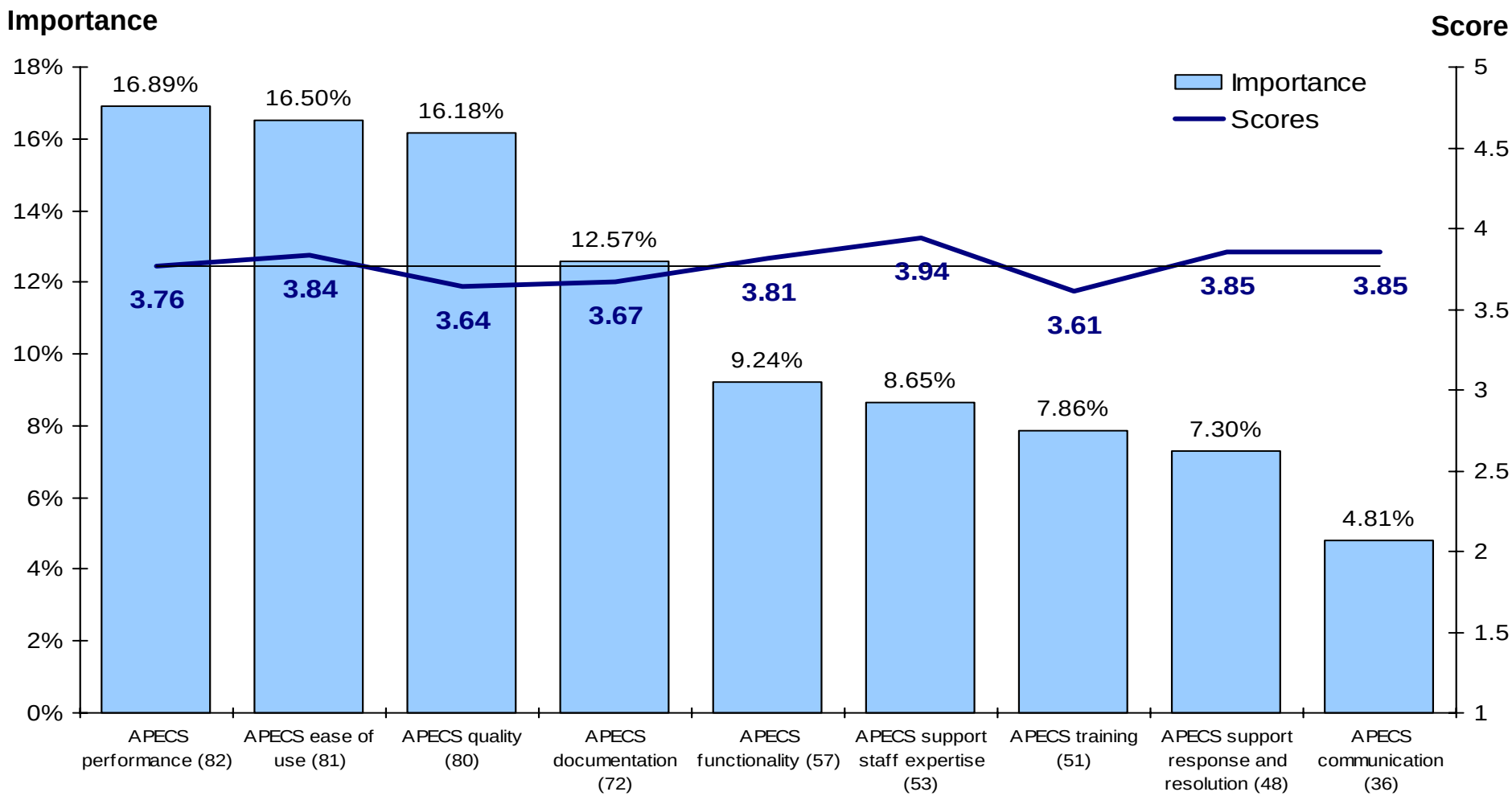
Appendix: APECS

Job Classification: Child Support Enforcement Worker (3.76,86)



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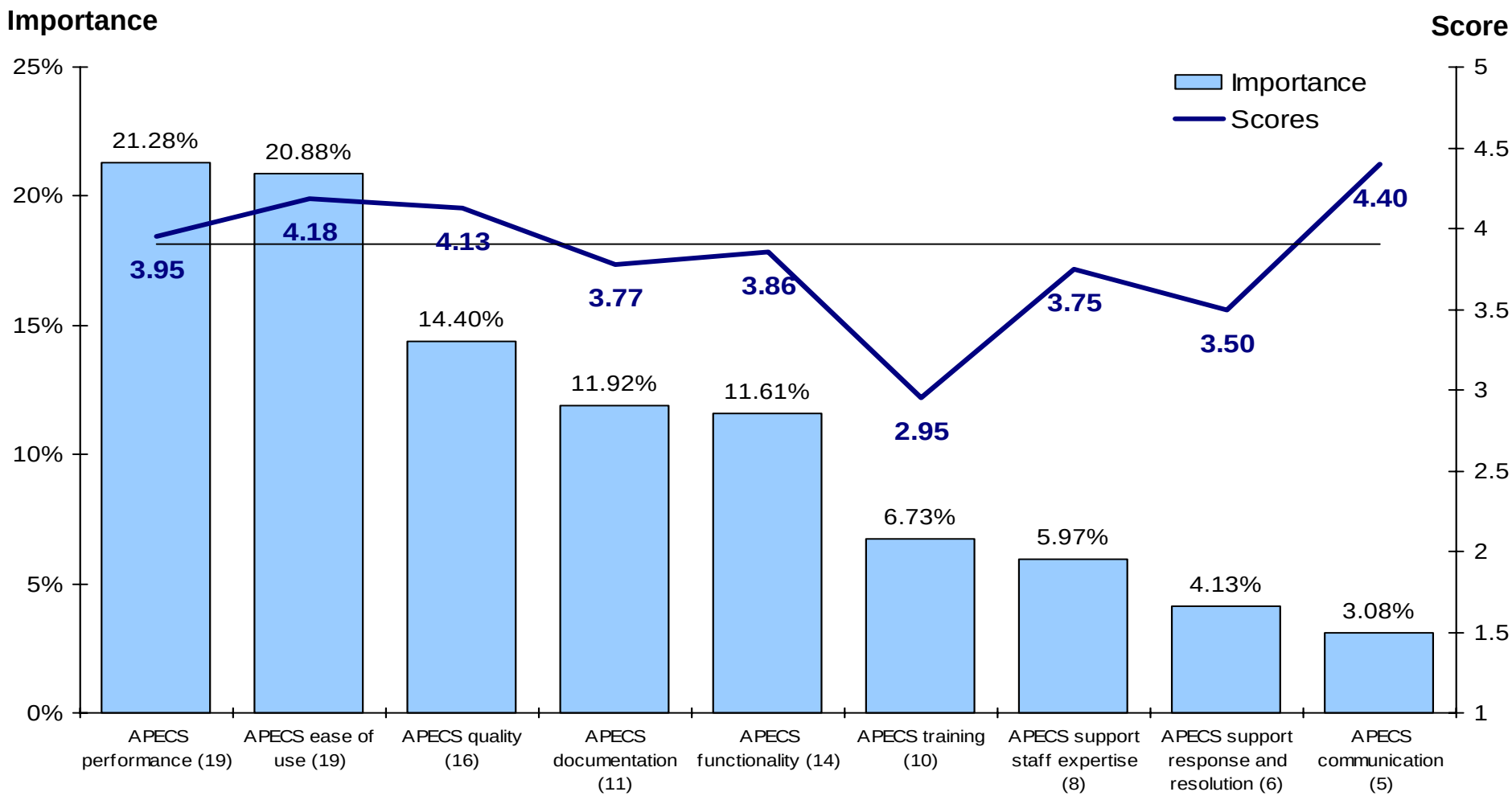
Appendix: APECS

Job Classification: Clerical Worker (3.91,20)



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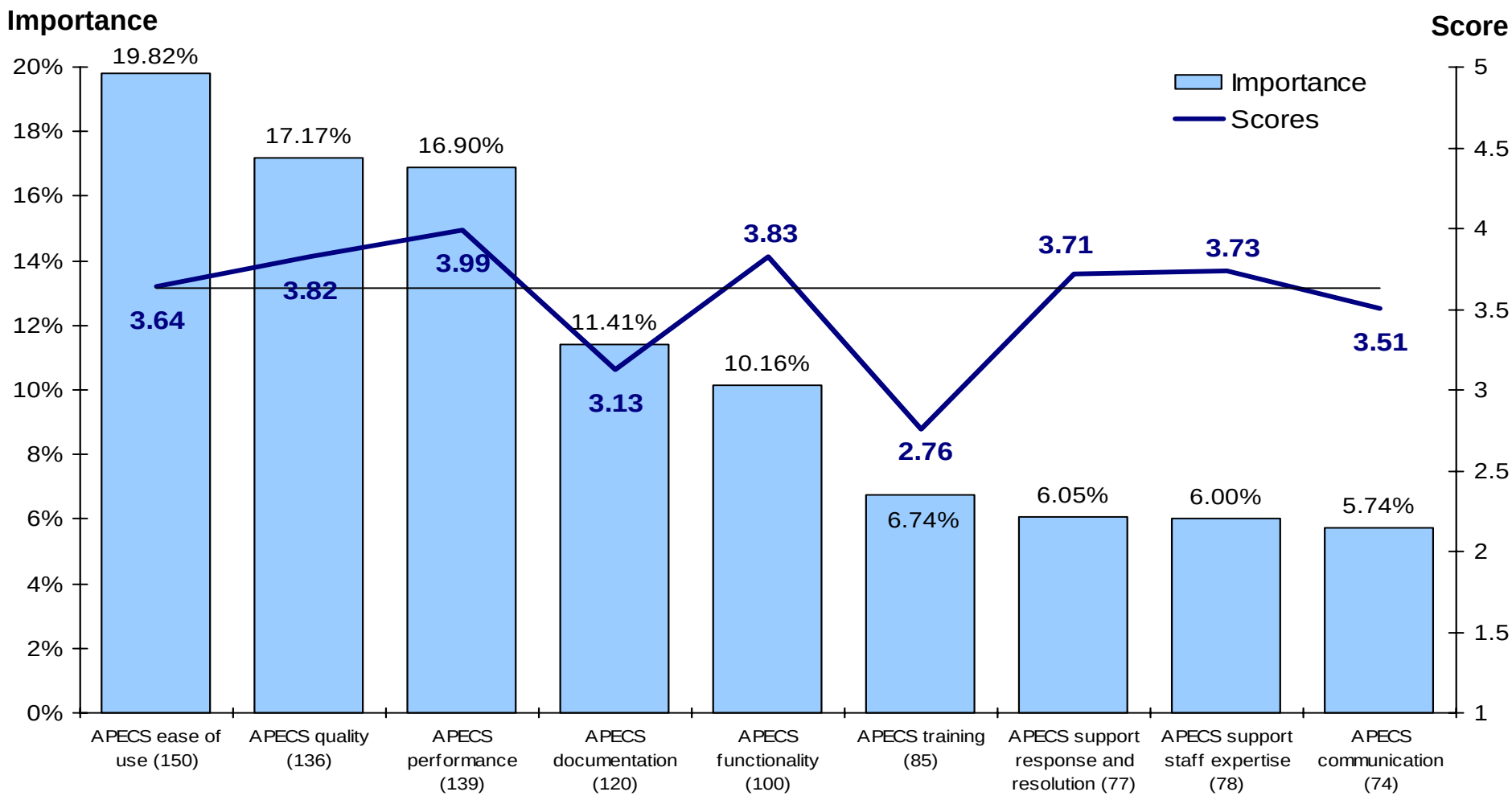
Appendix: APECS

Job Classification: Eligibility/Benefits Worker (3.63,164)



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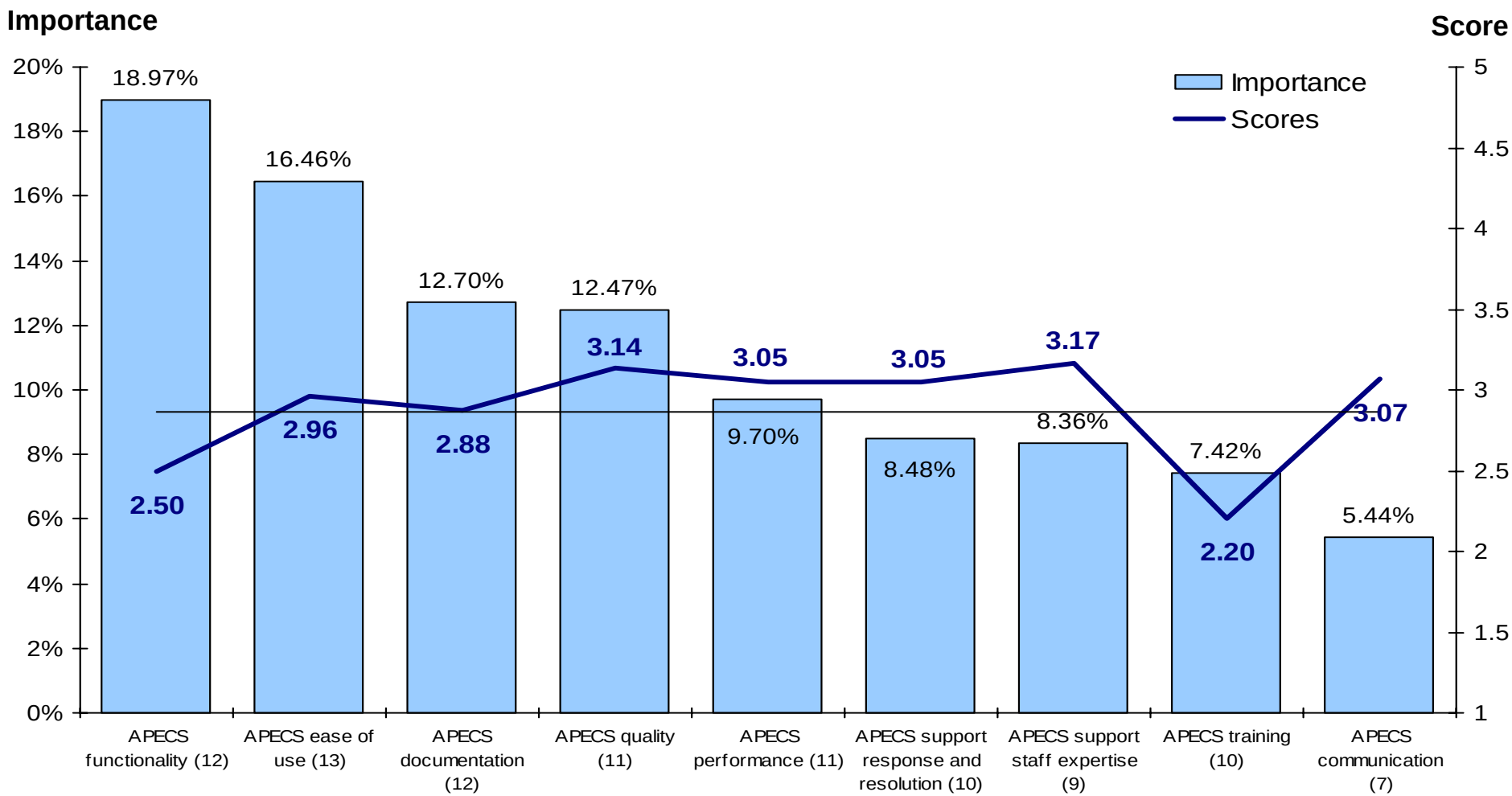
Appendix: APECS

Job Classification: Fraud Worker (2.87,16)



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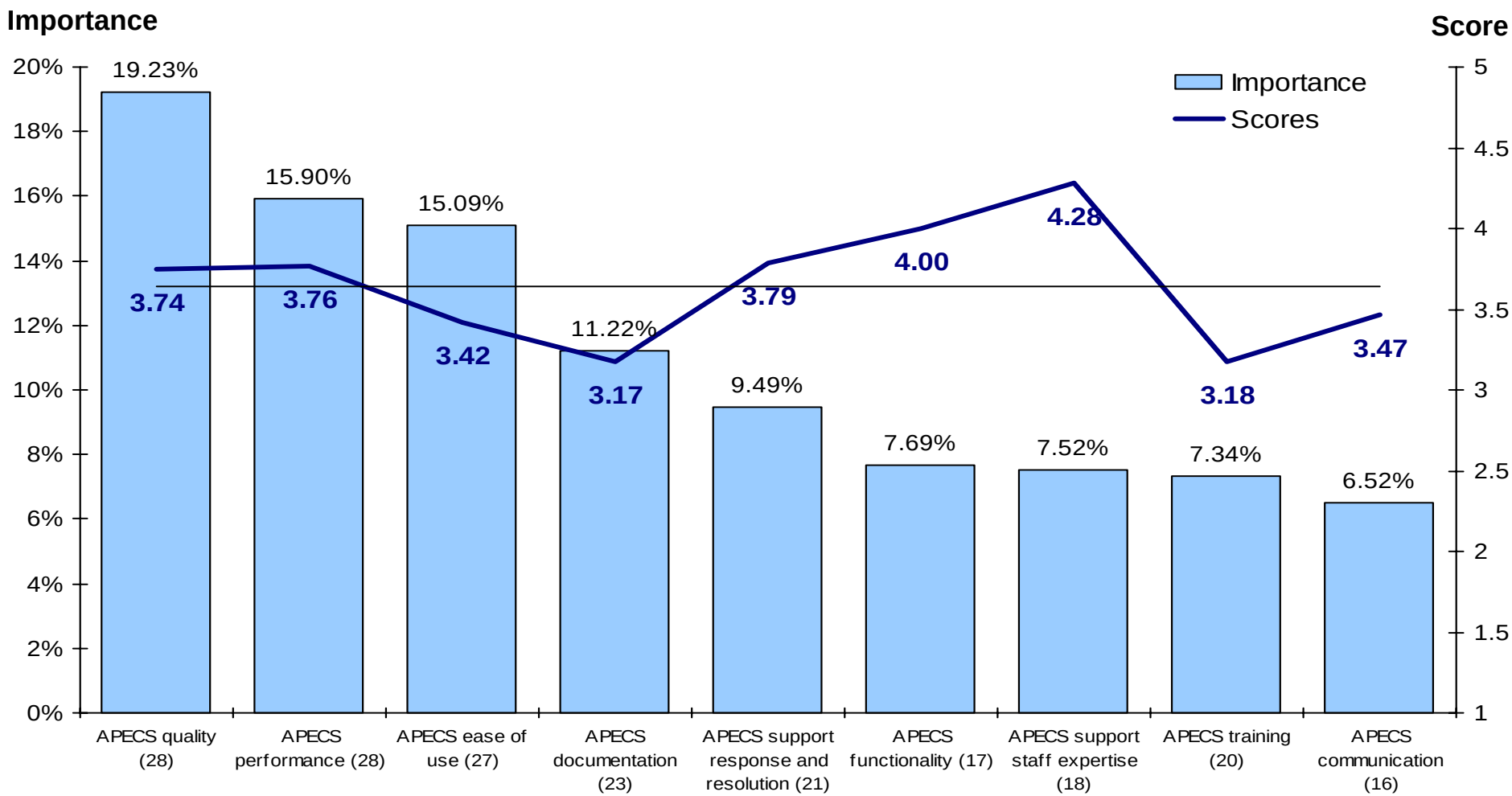
Appendix: APECS

Job Classification: Program Supervisor (3.64,30)



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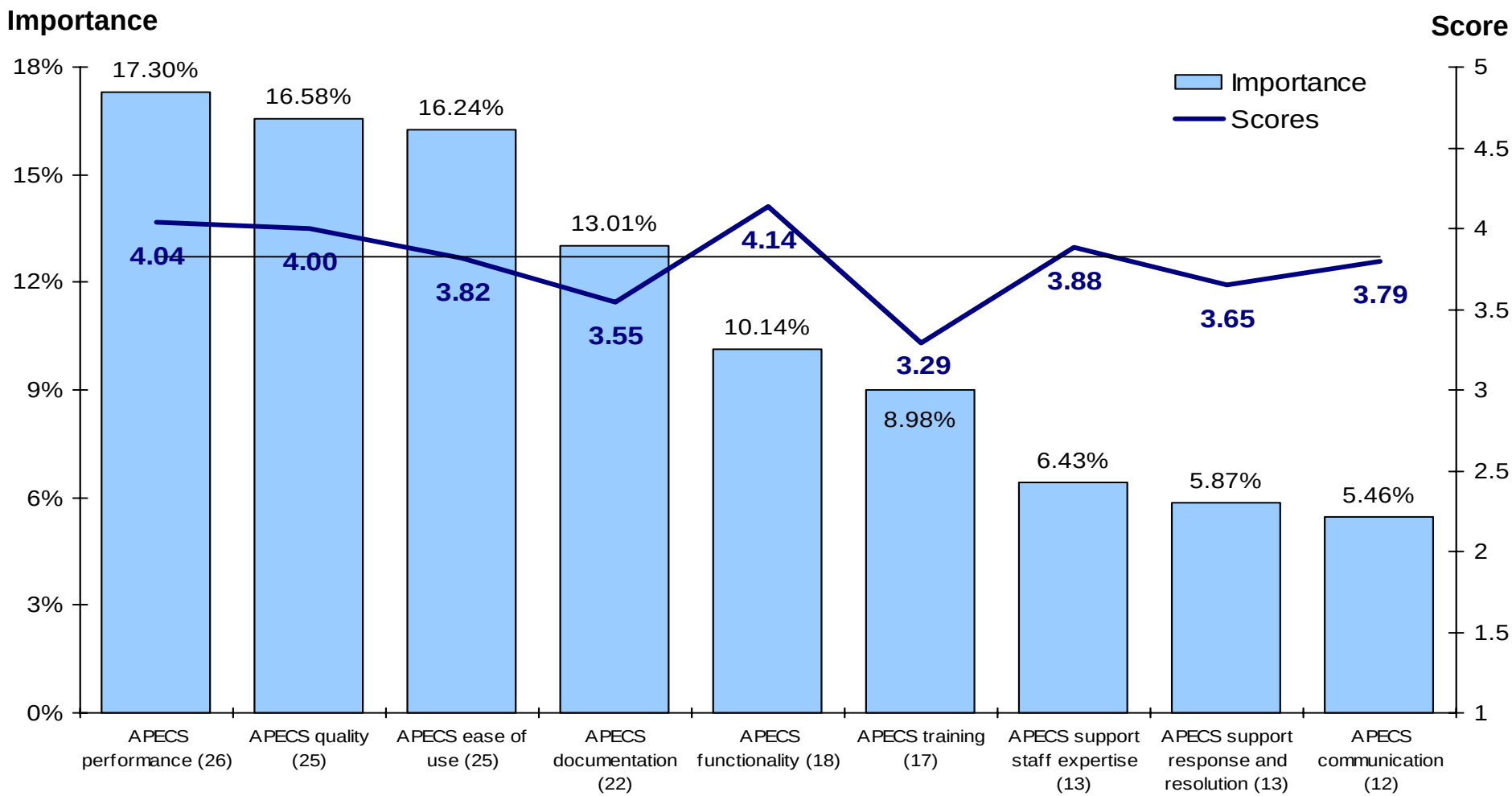
Appendix: APECS

Length: Less than 1 year (3.83,27)



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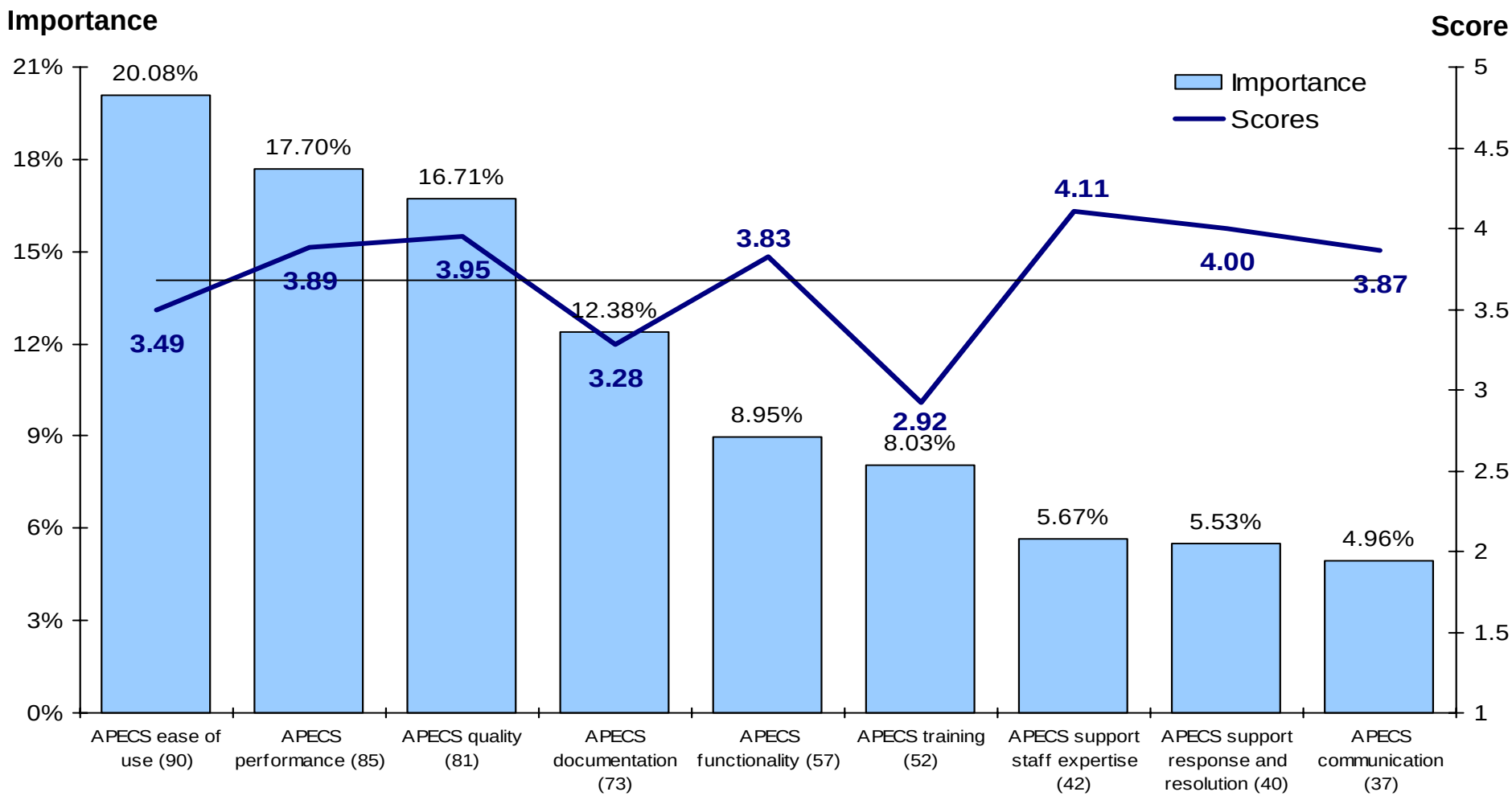
Appendix: APECS

Length: 1 to 5 years (3.68,98)



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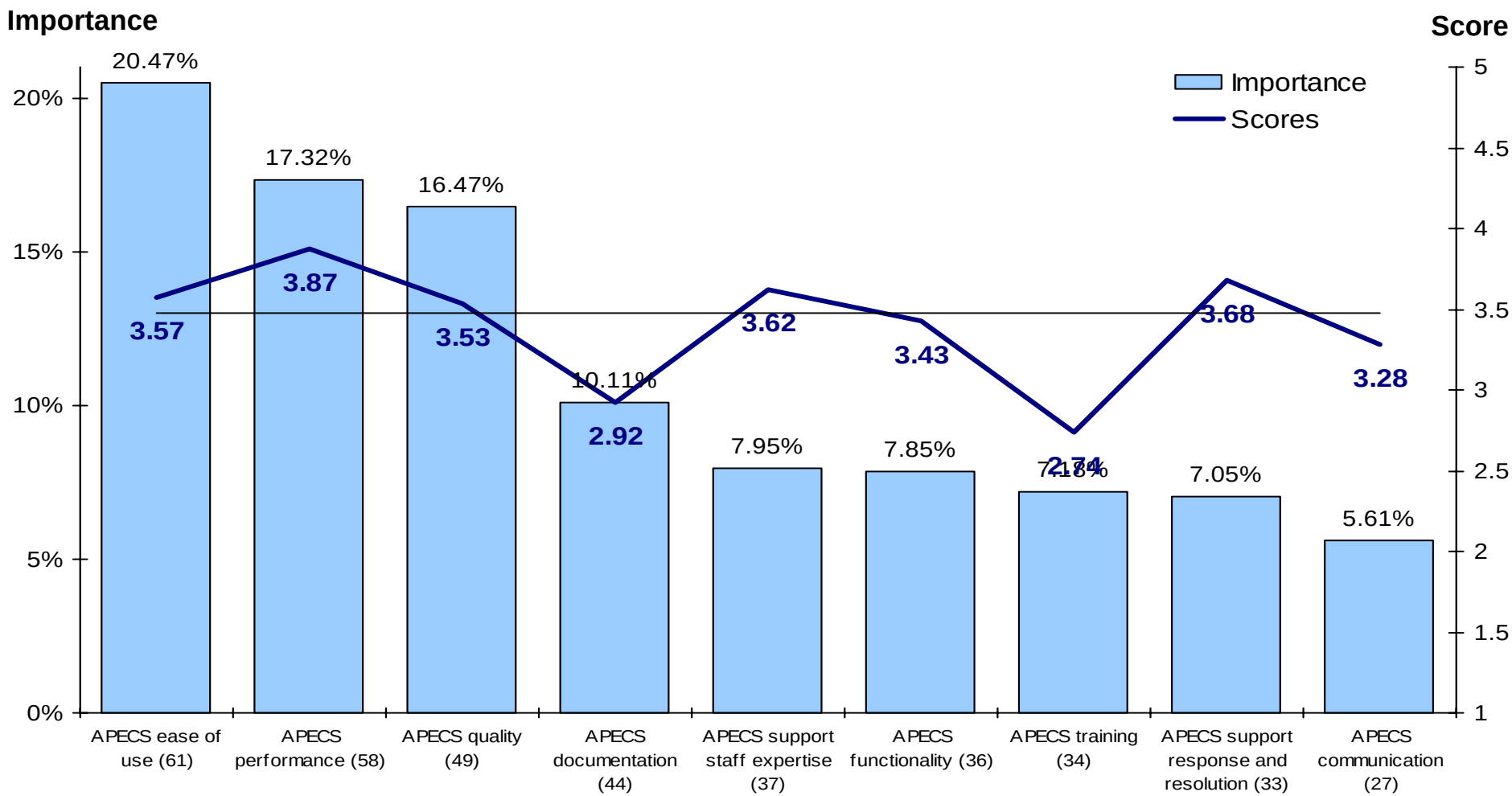
Appendix: APECS

Length: 5 to 10 years (3.48,65)



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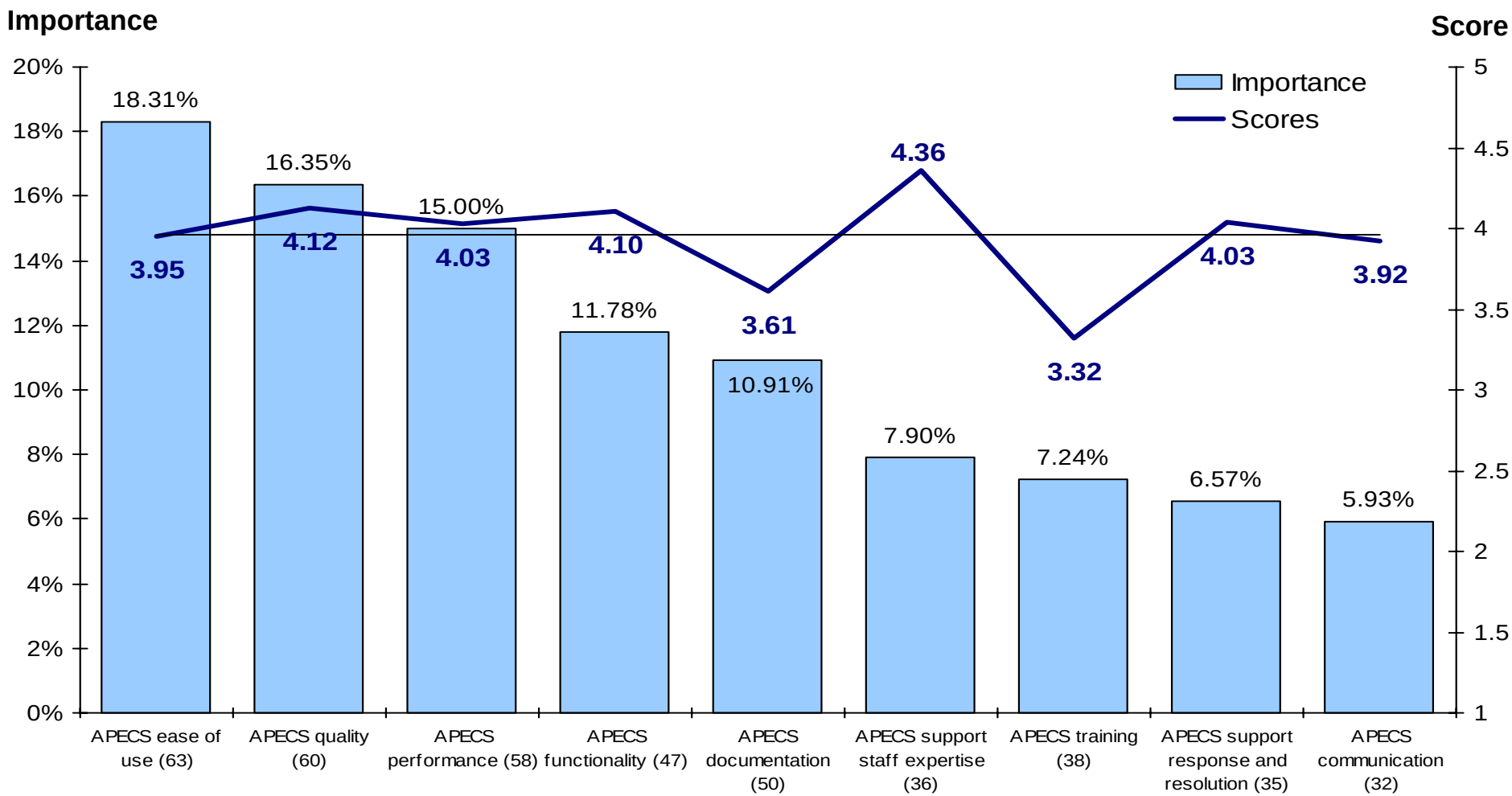
Appendix: APECS

Length: 10 to 15 years (3.96,65)



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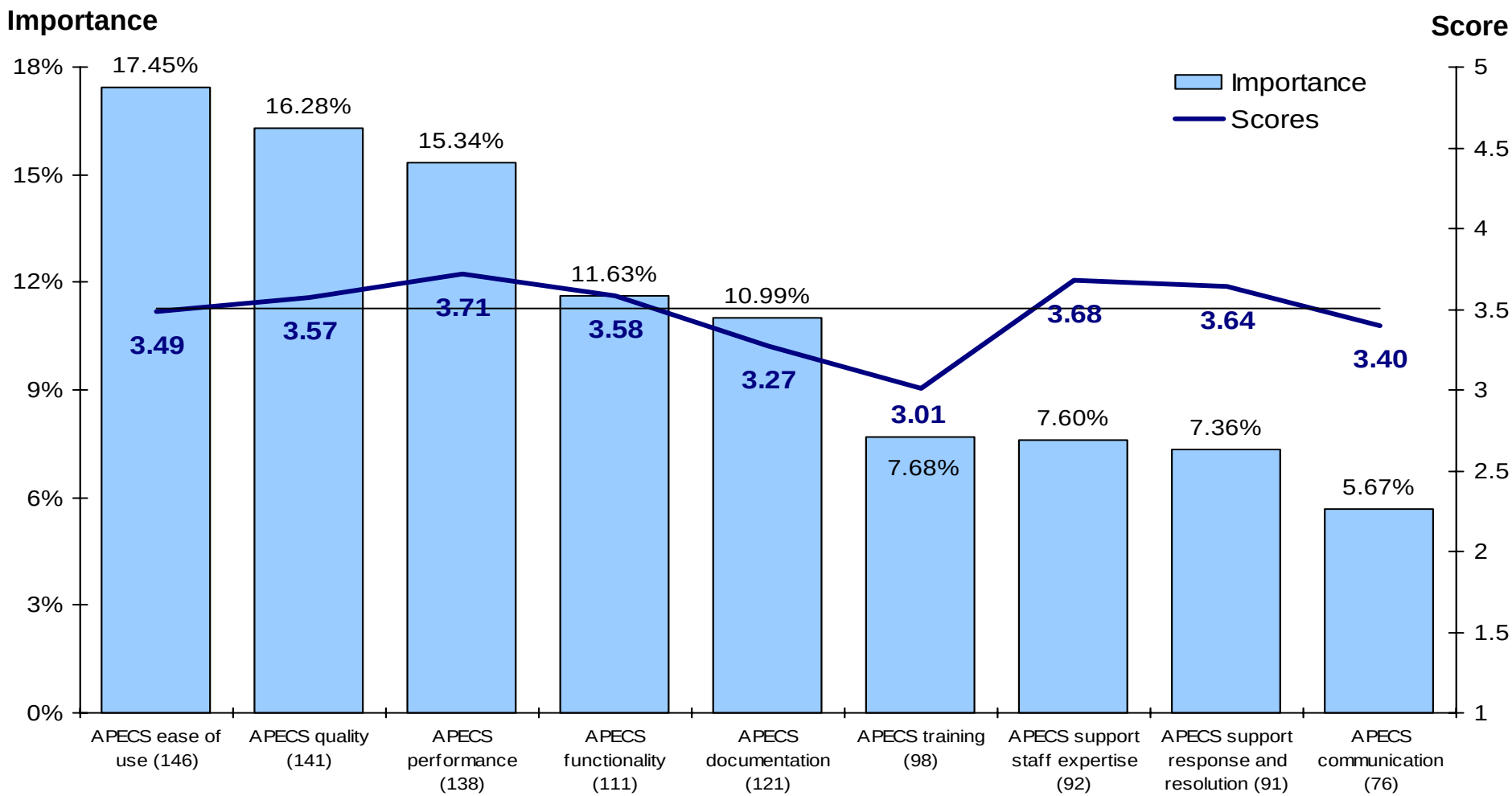
Appendix: APECS

Length: More than 15 years (3.51,159)



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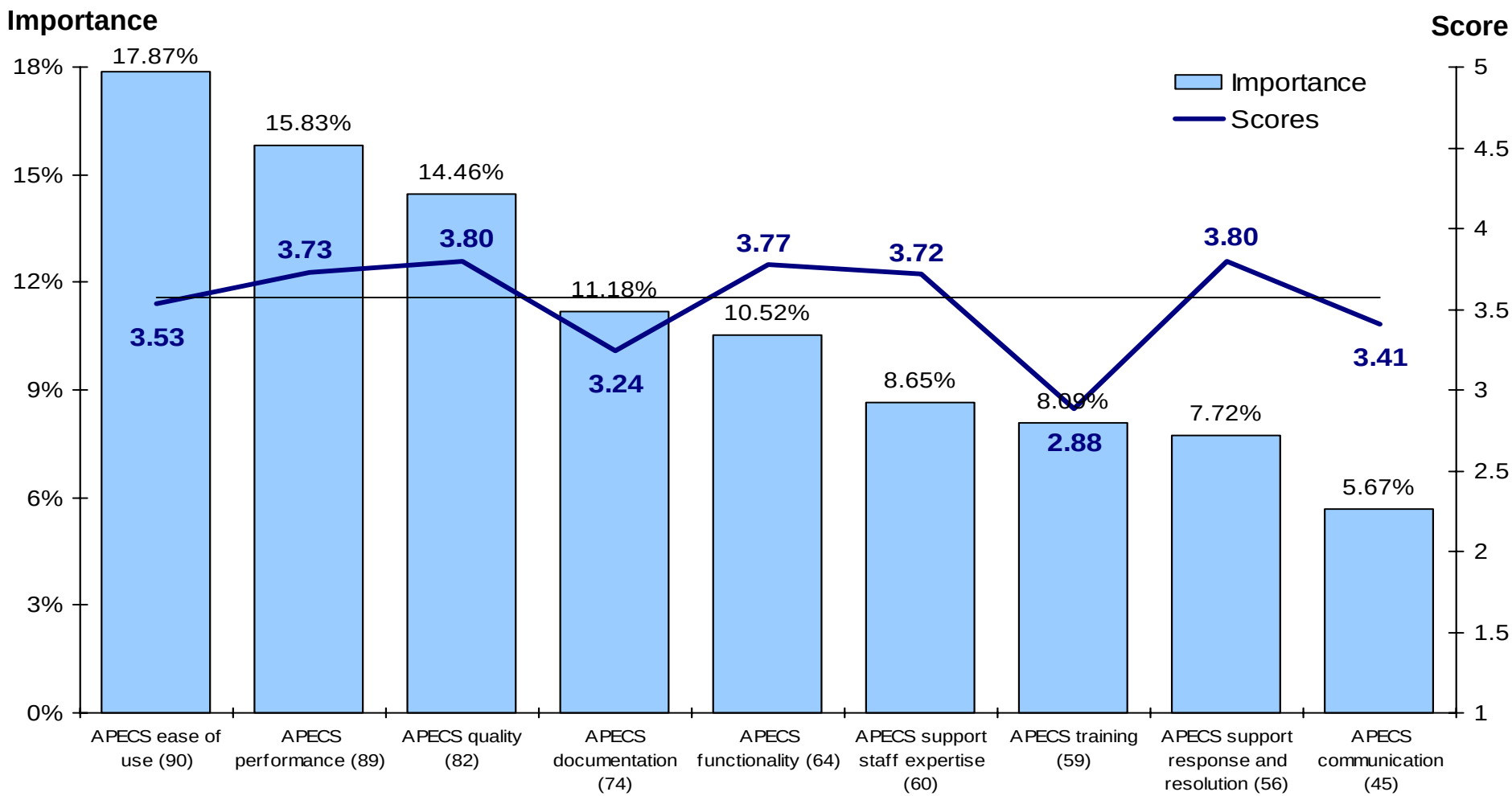
Appendix: APECS

Region: Central (3.57,96)



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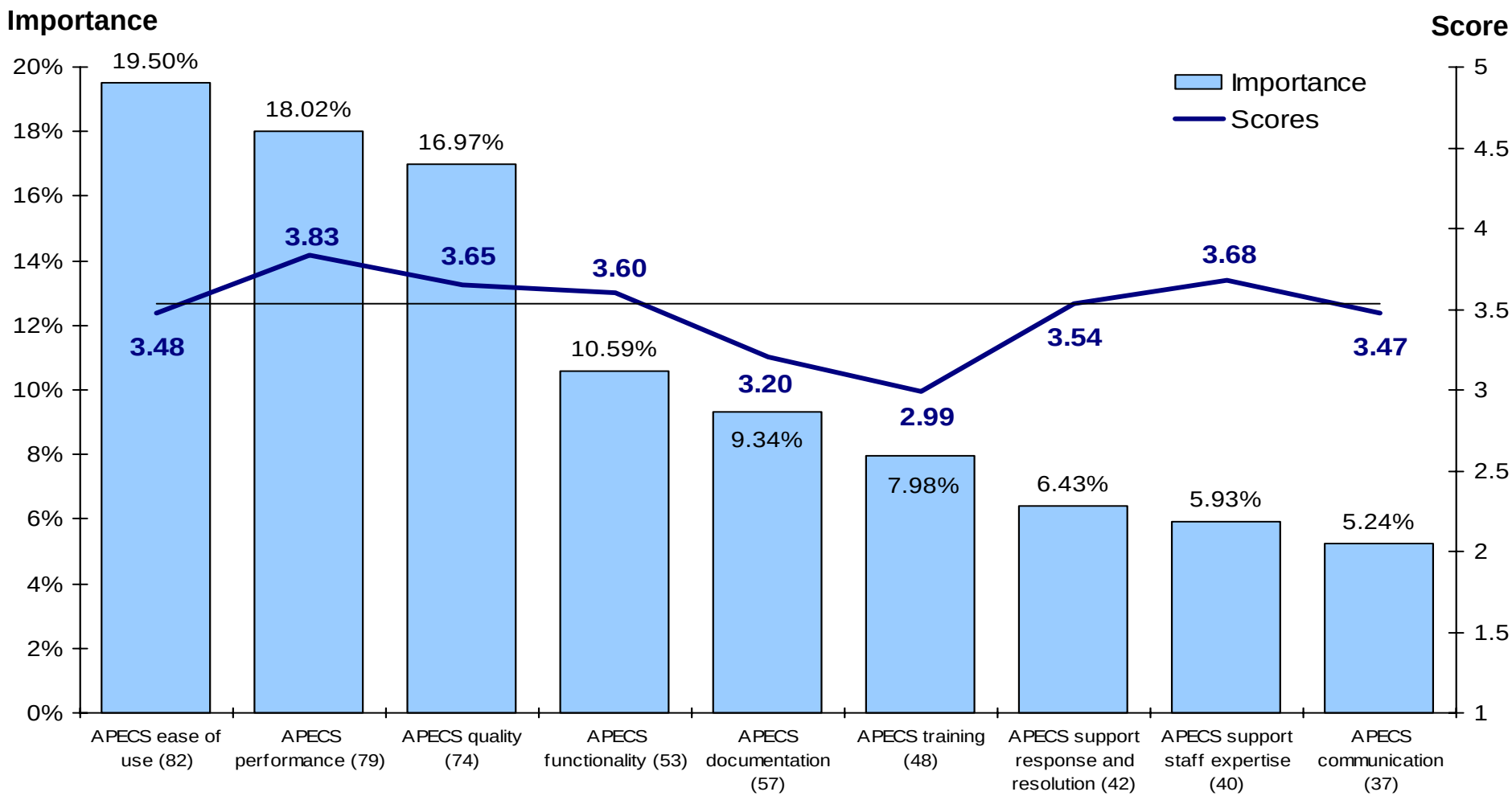
Appendix: APECS

Region: Eastern (3.54,88)



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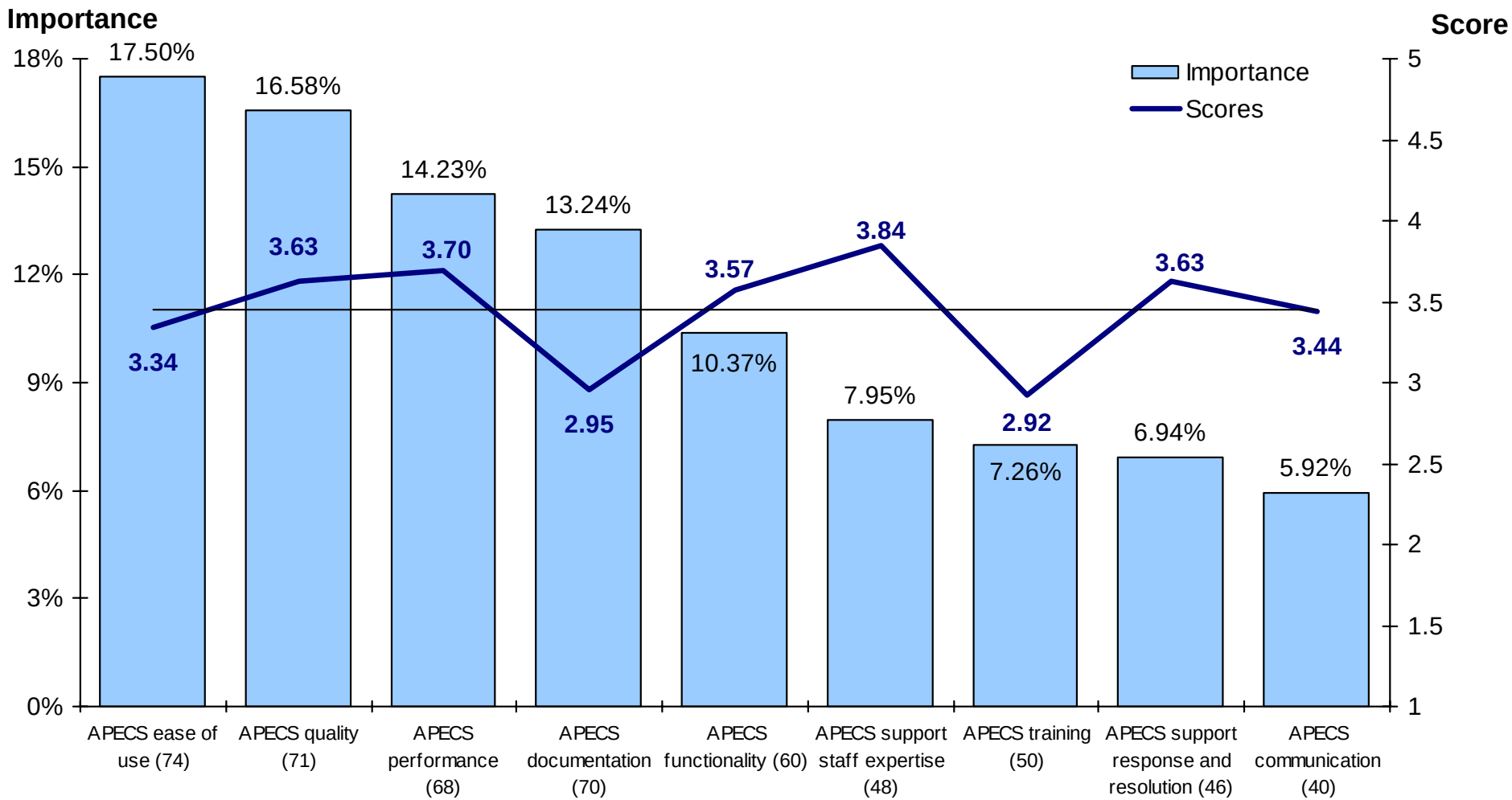
Appendix: APECS

Region: Northern (3.45,82)



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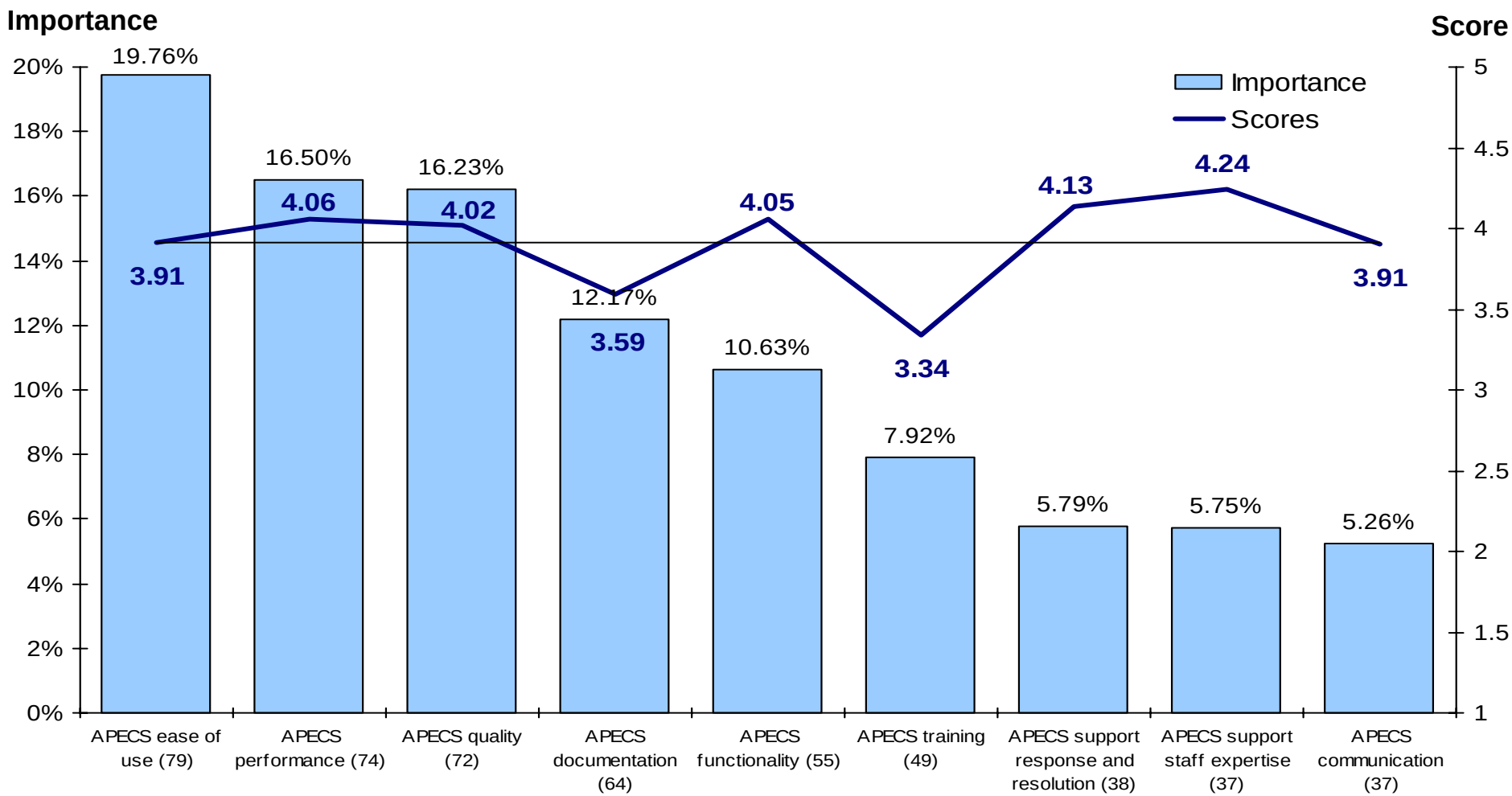
Appendix: APECS

Region: Piedmont (3.92,83)



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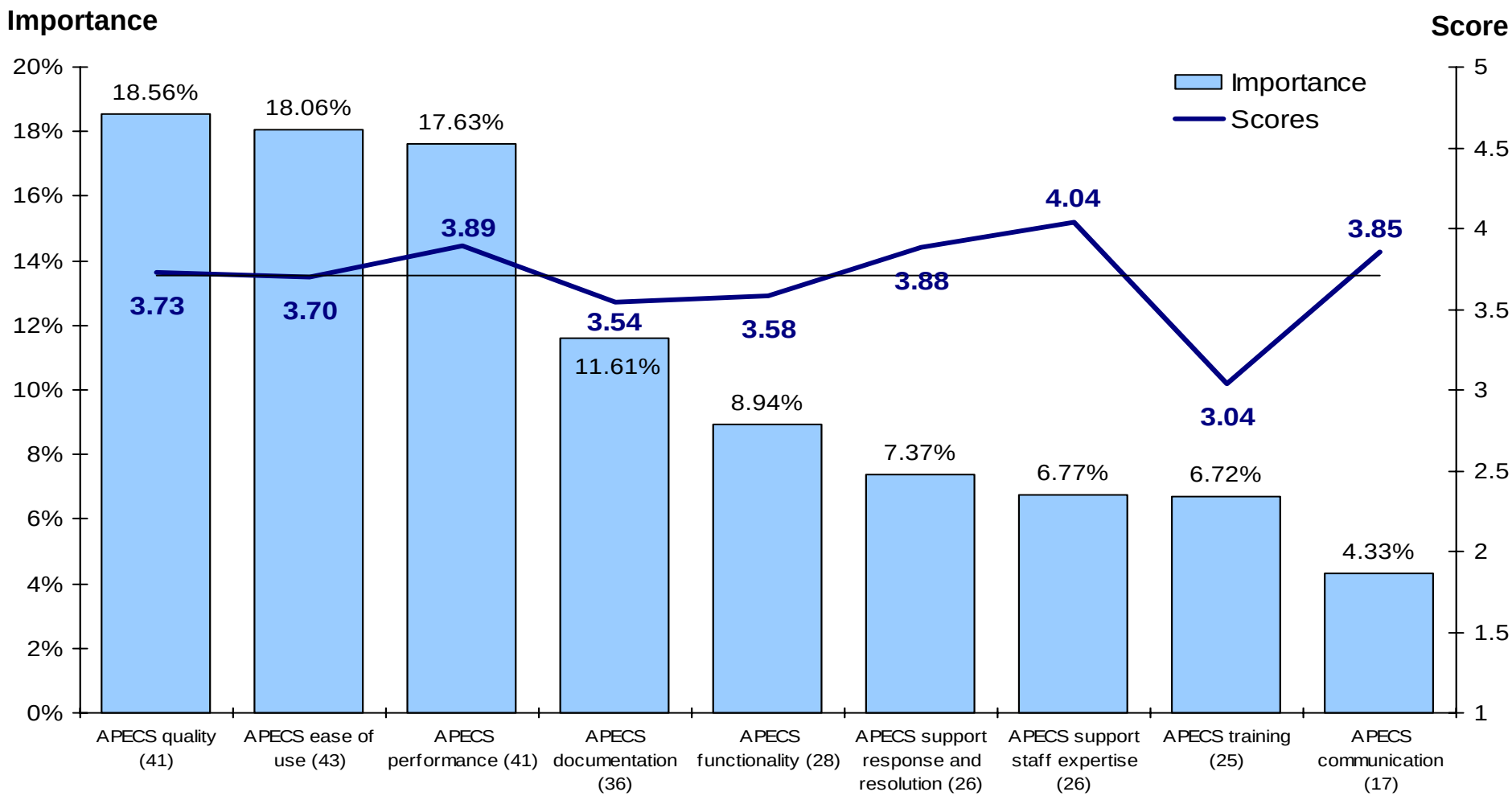
Appendix: APECS

Region: Western (3.71,48)



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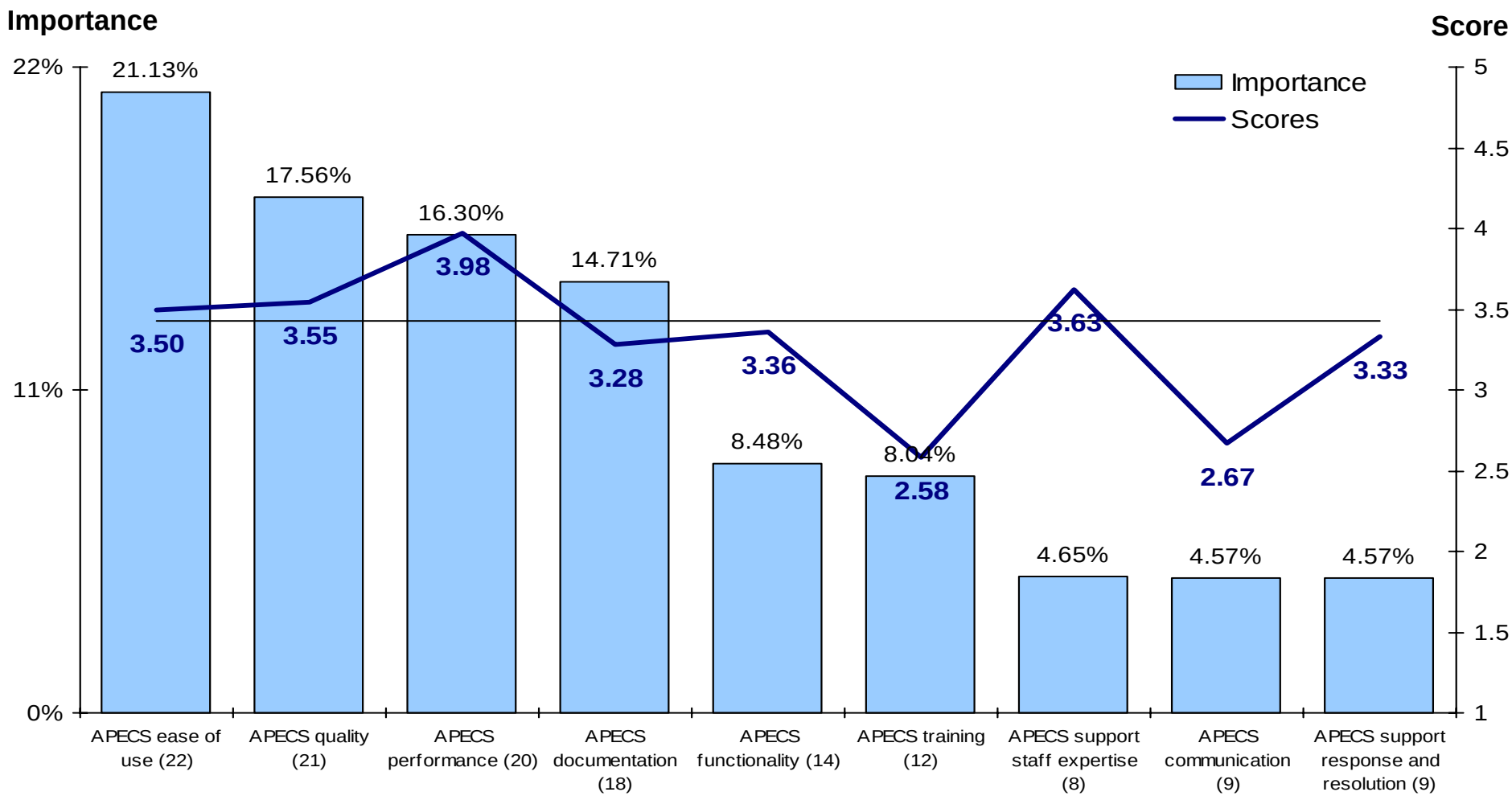
Appendix: APECS

Program Unit: Child Care Program (3.43,24)



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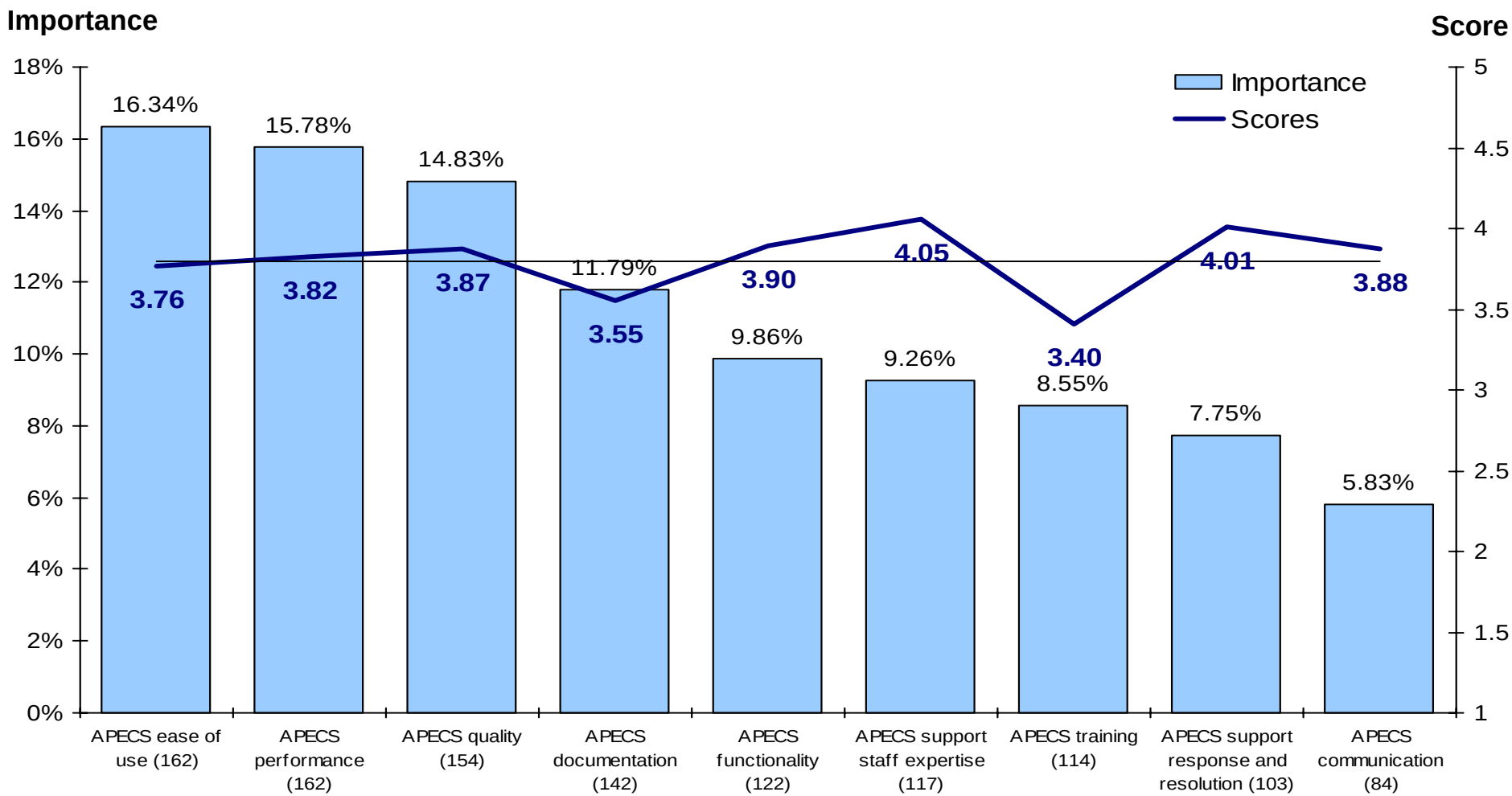
Appendix: APECS

Program Unit: Child Support Enforcement (3.8,170)



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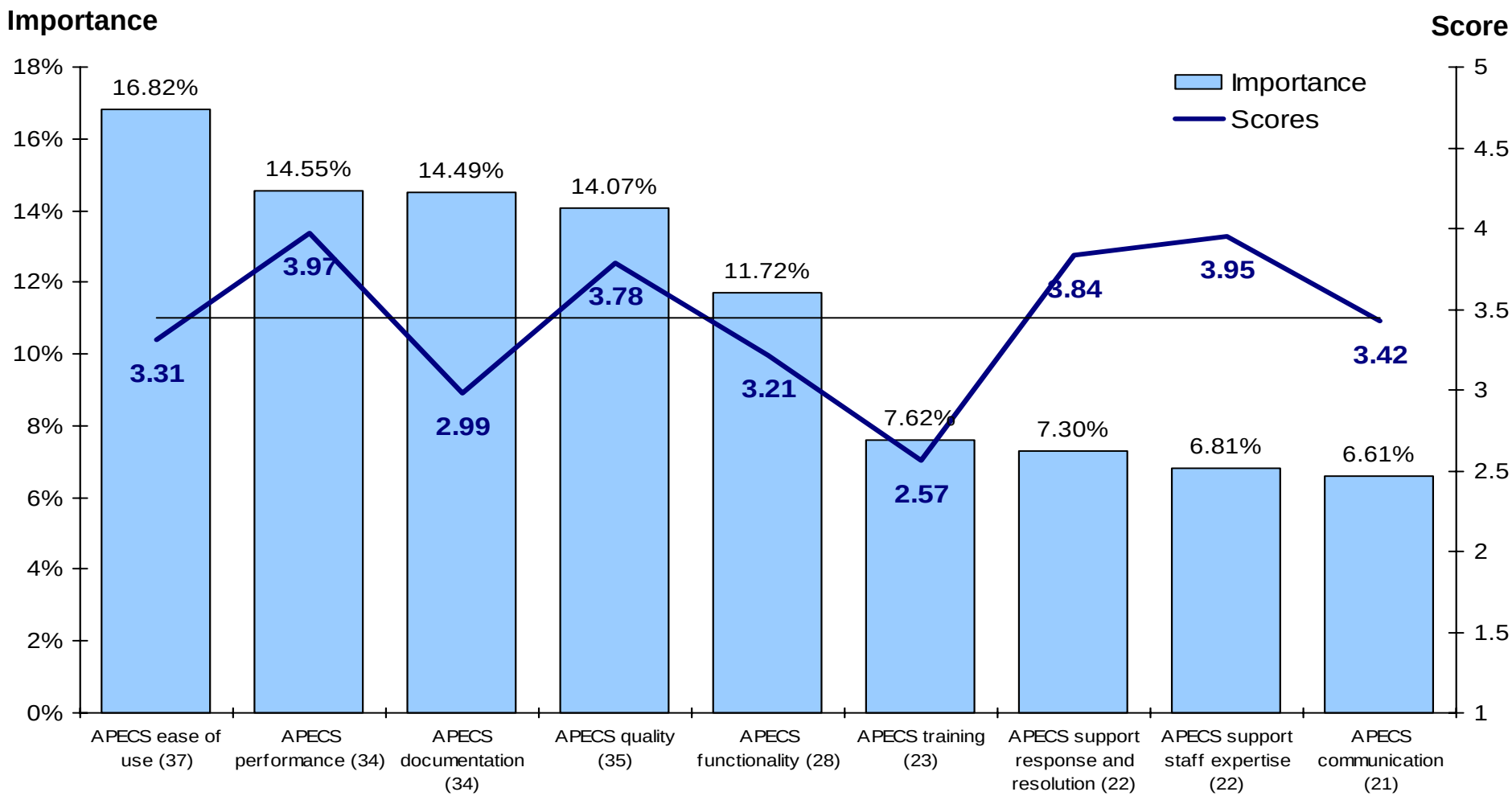
Appendix: APECS

Program Unit: Energy Assistance (3.45,42)



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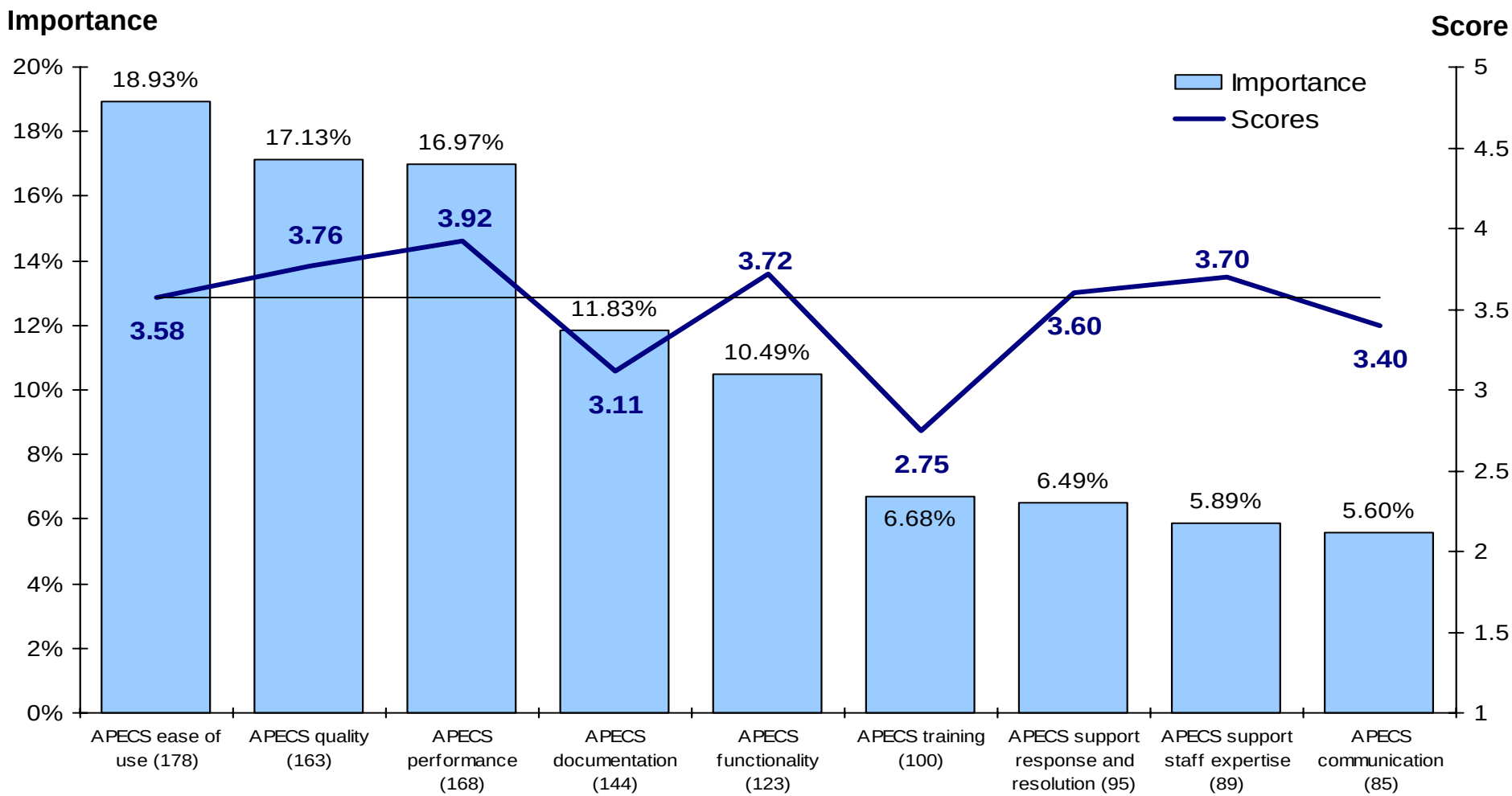
Appendix: APECS

Program Unit: Food Stamps (3.57,194)



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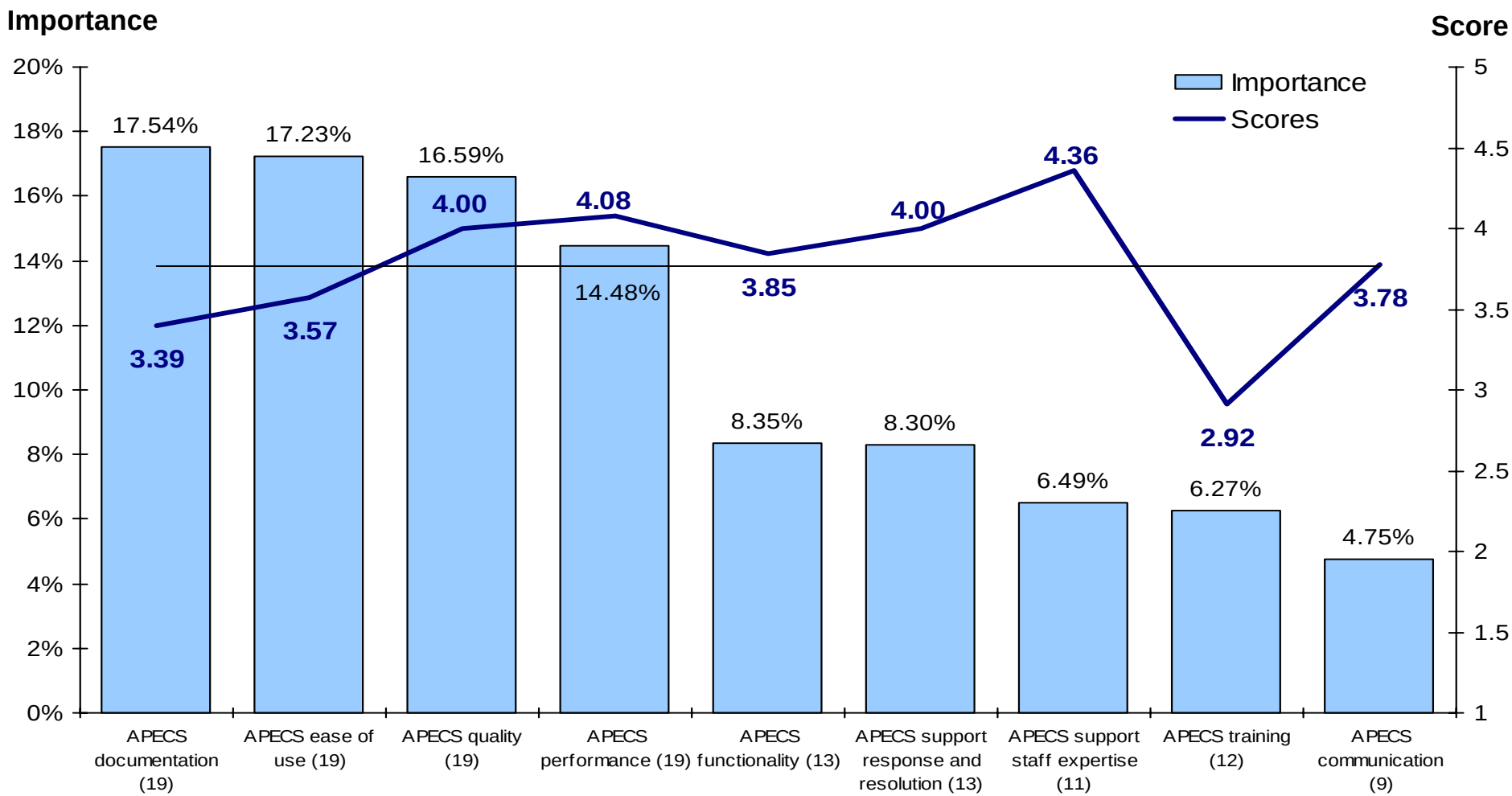
Appendix: APECS

Program Unit: Foster Care (3.76,22)



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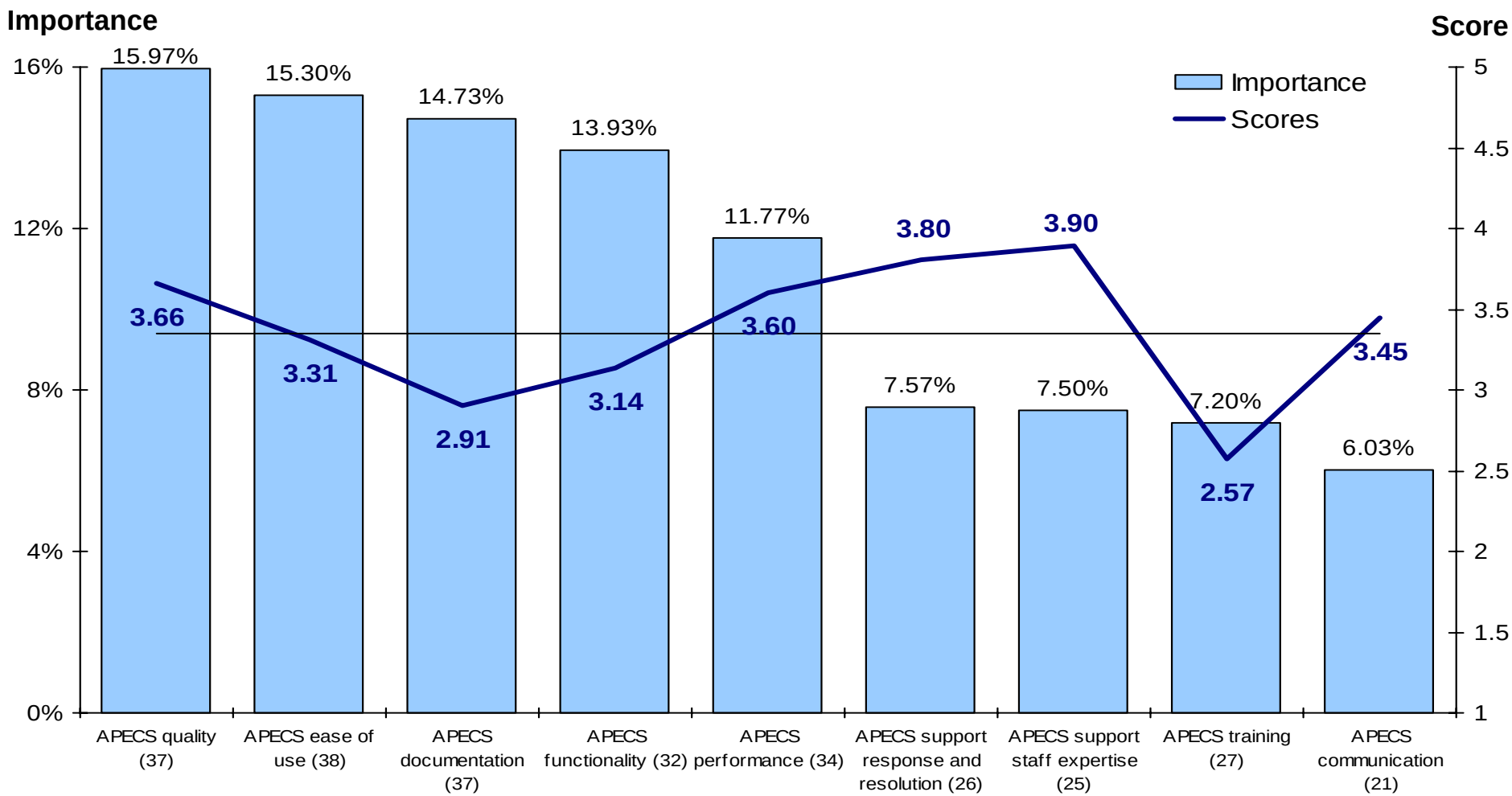
Appendix: APECS

Program Unit: Fraud (3.35,44)



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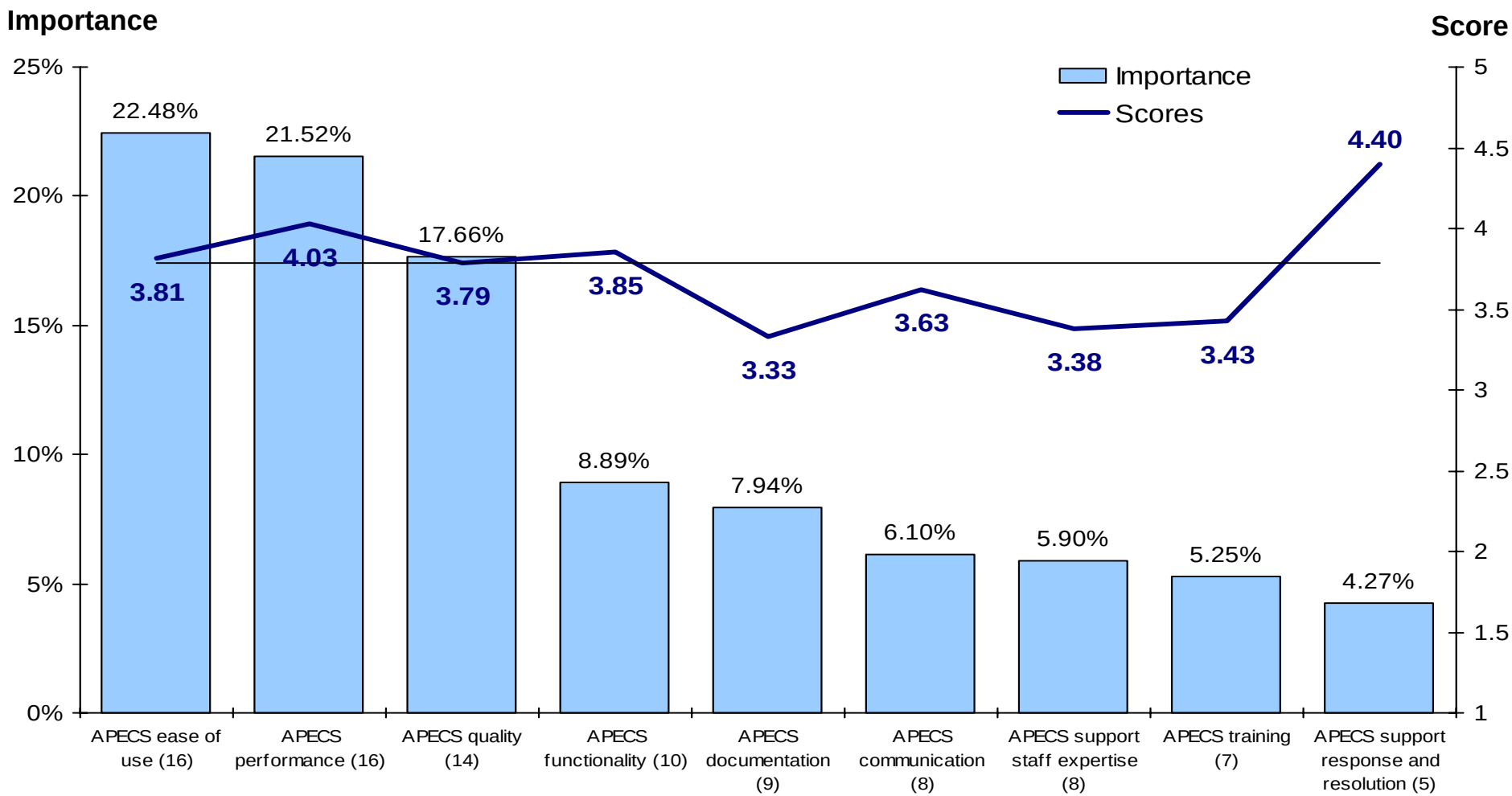
Appendix: APECS

Program Unit: General Services (3.79,17)



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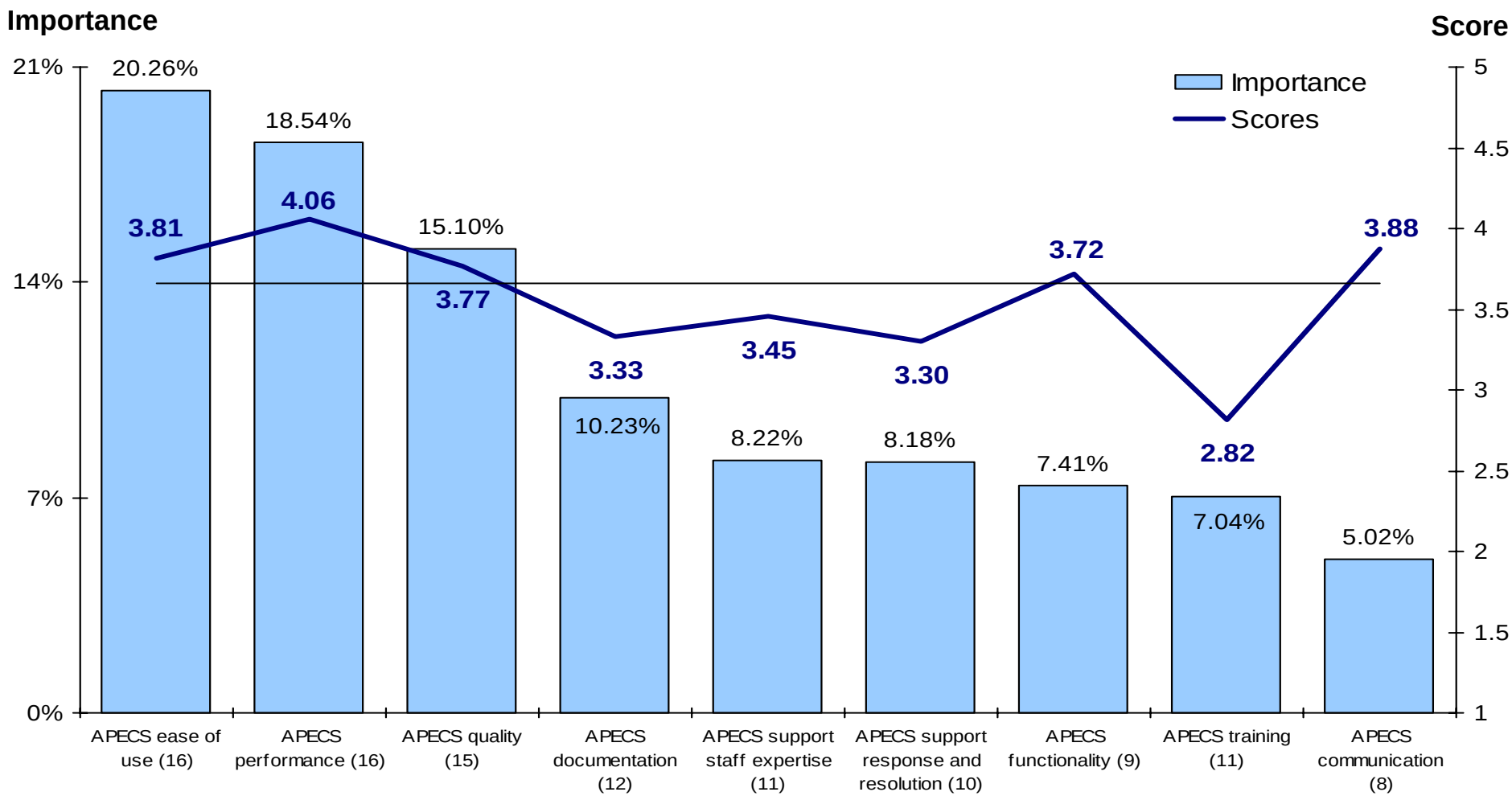
Appendix: APECS

Program Unit: Generic Services (3.66,18)



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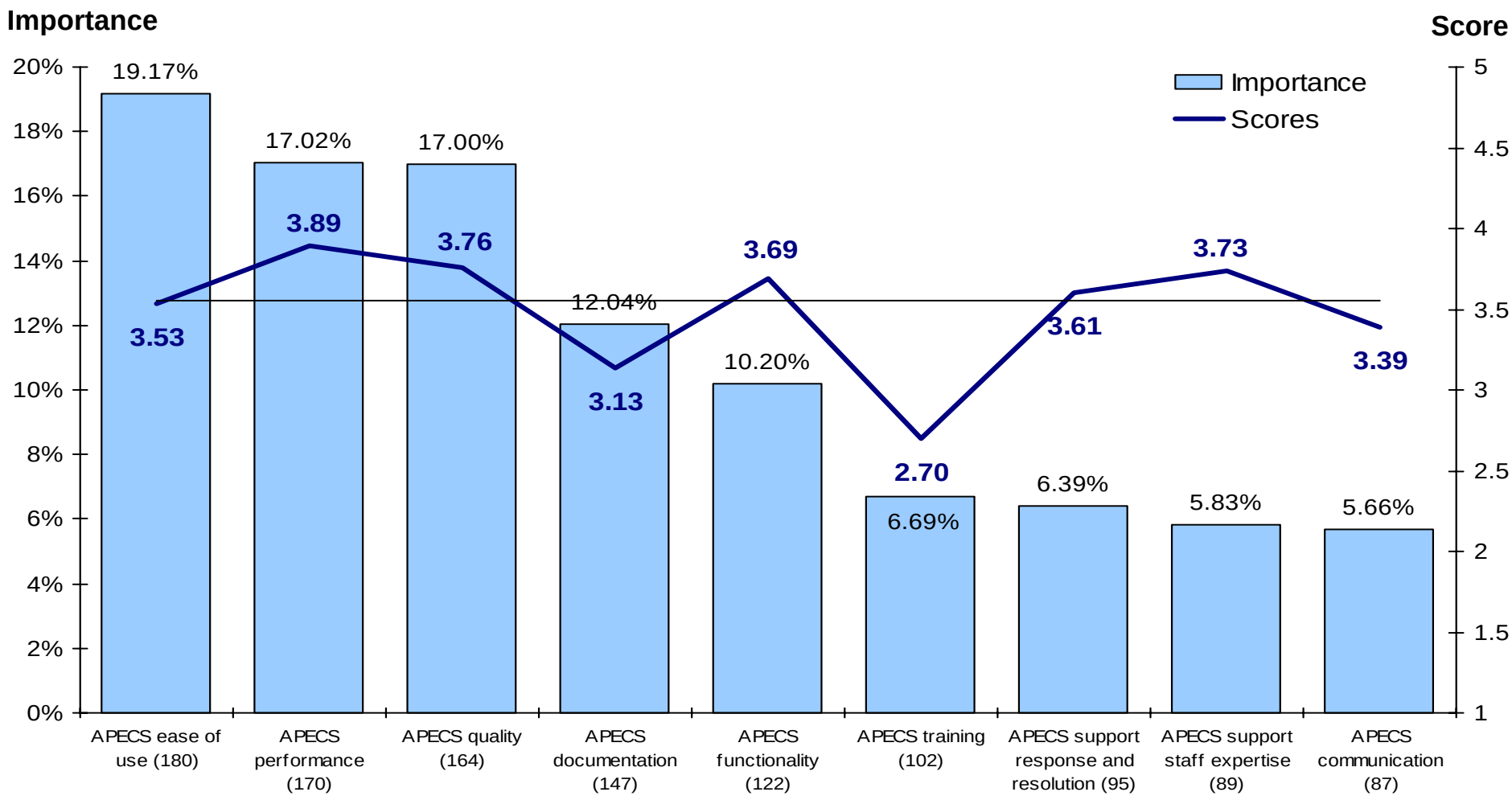
Appendix: APECS

Program Unit: Medicaid (3.55,197)



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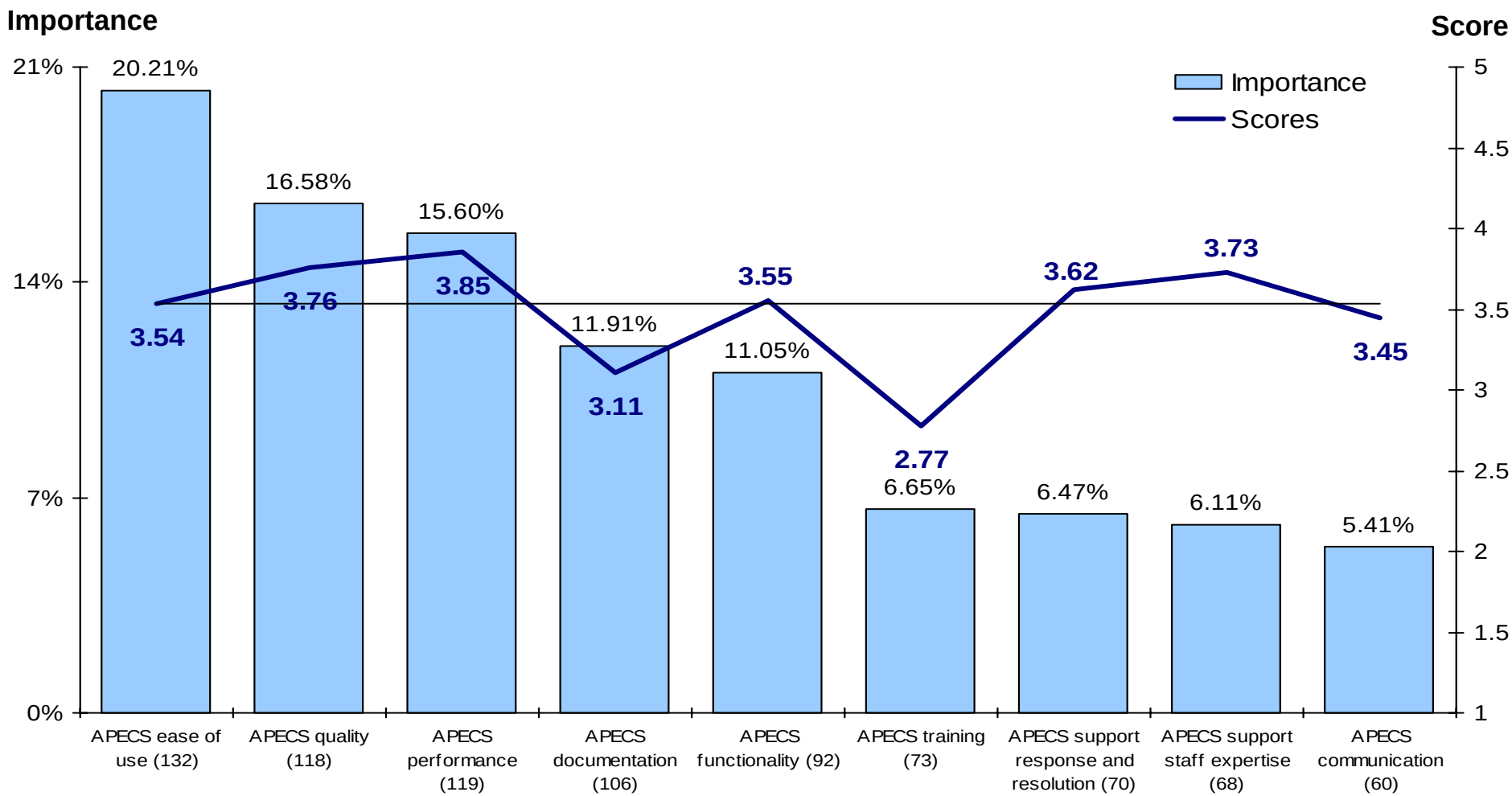
Appendix: APECS

Program Unit: TANF (3.54,143)



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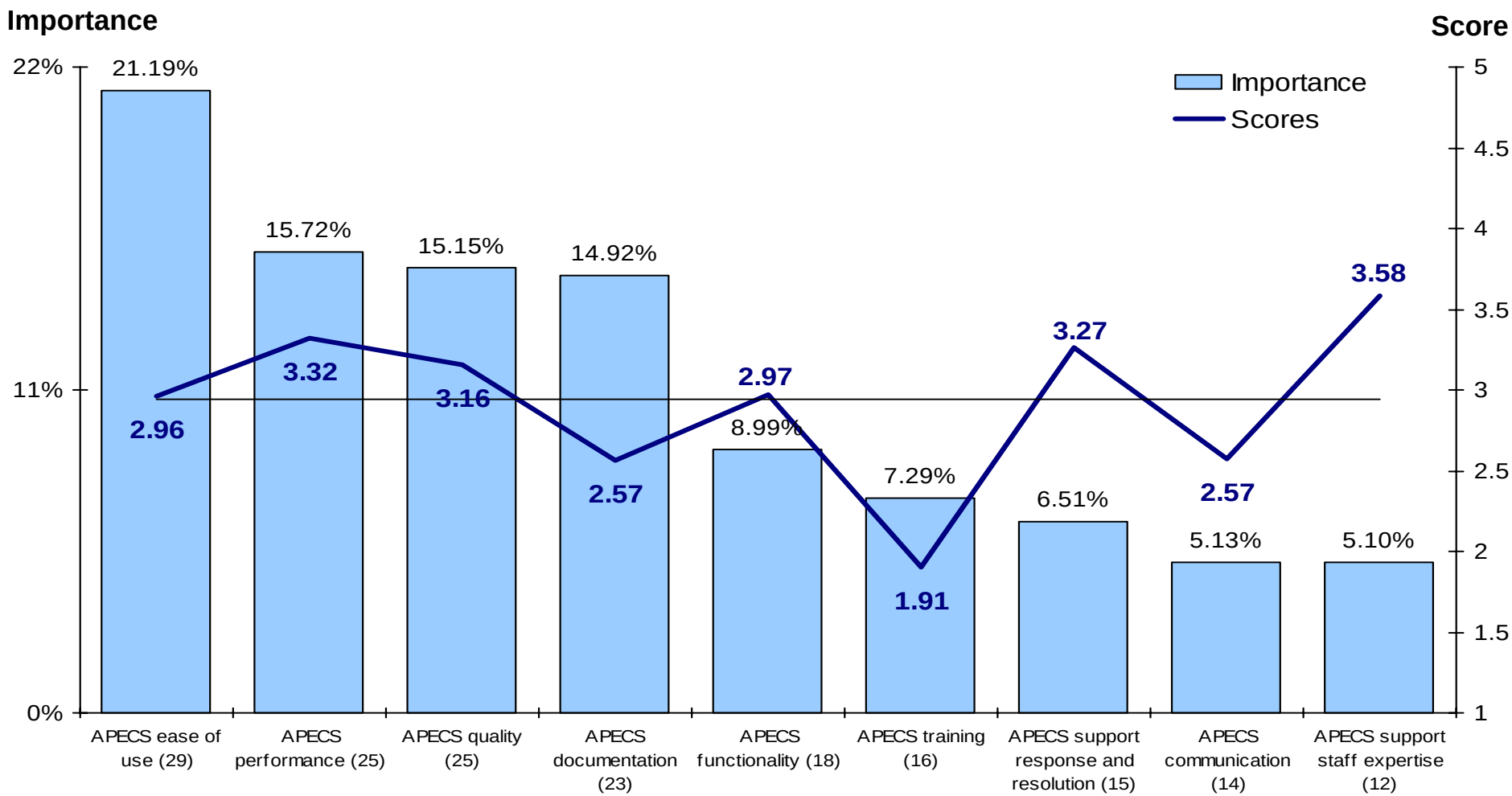
Appendix: APECS

Program Unit: VIEW FSET (2.94,31)



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Appendix: OASIS

Detailed breakdown by:

Job Classification

Length working with VSSS

Region

Program Unit

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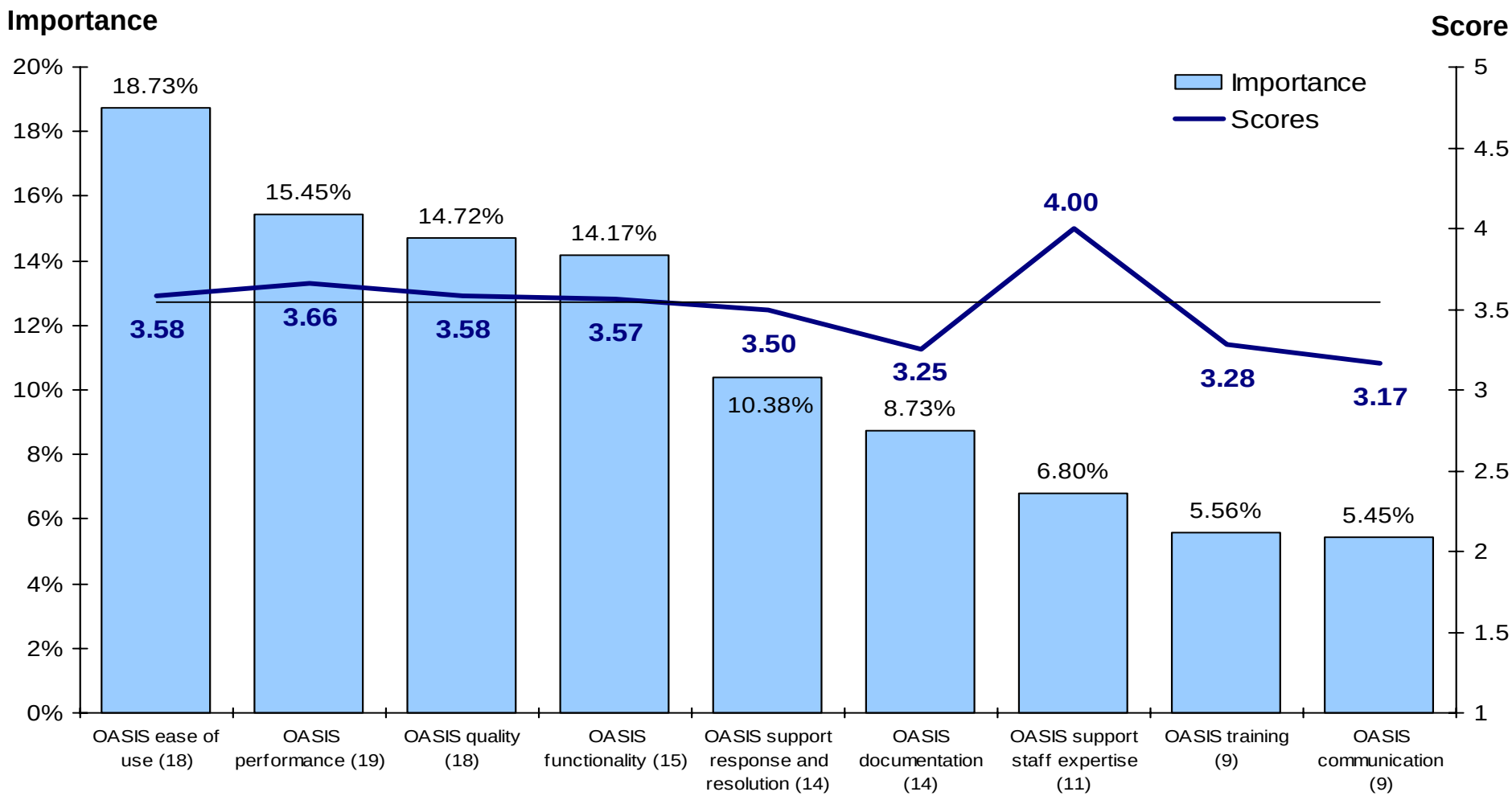
Appendix: OASIS

Job Classification: Administrative/Financial Services Support Worker (3.54,22)



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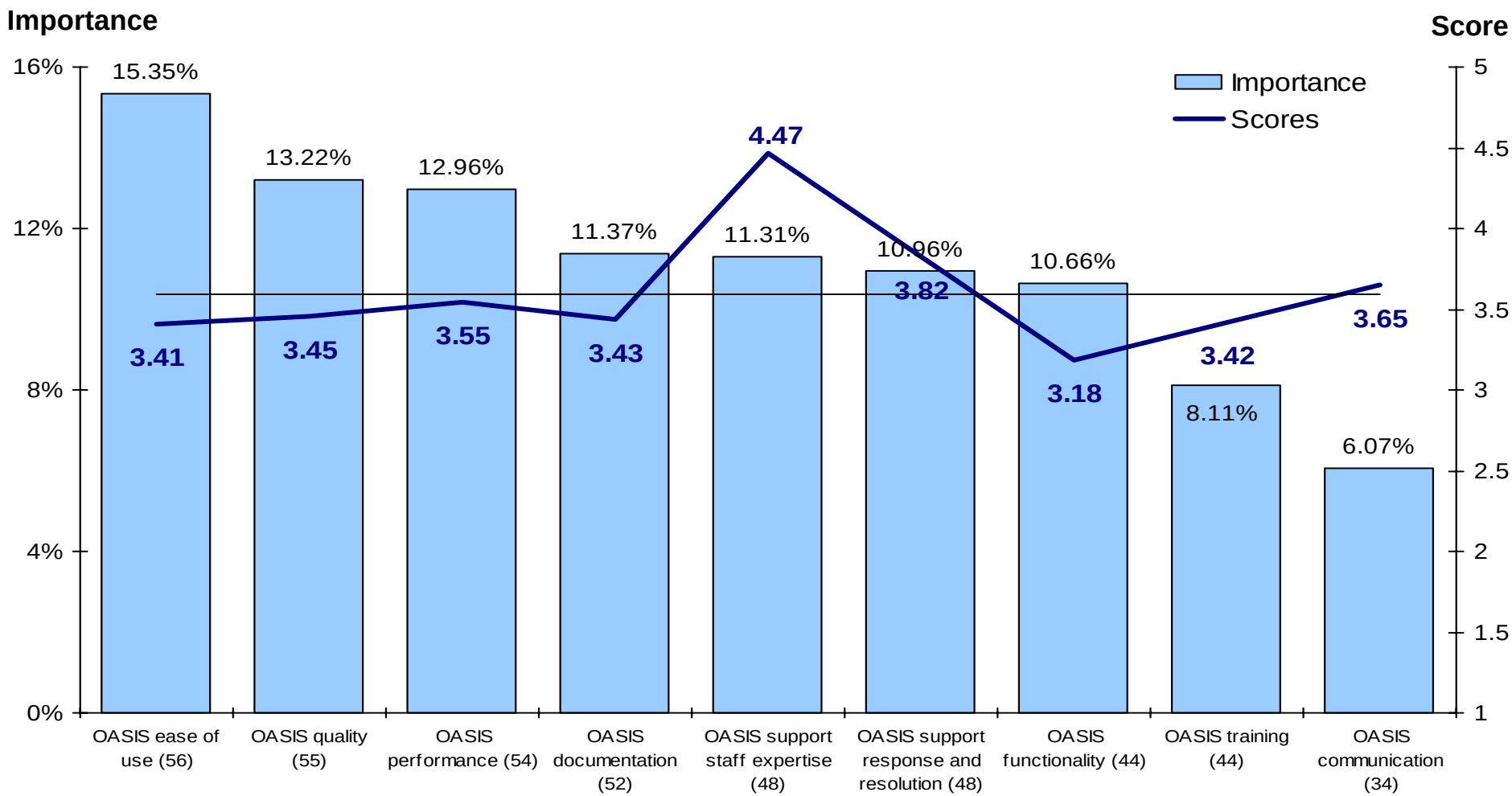
Appendix: OASIS

Job Classification: Program Supervisor (3.59,57)



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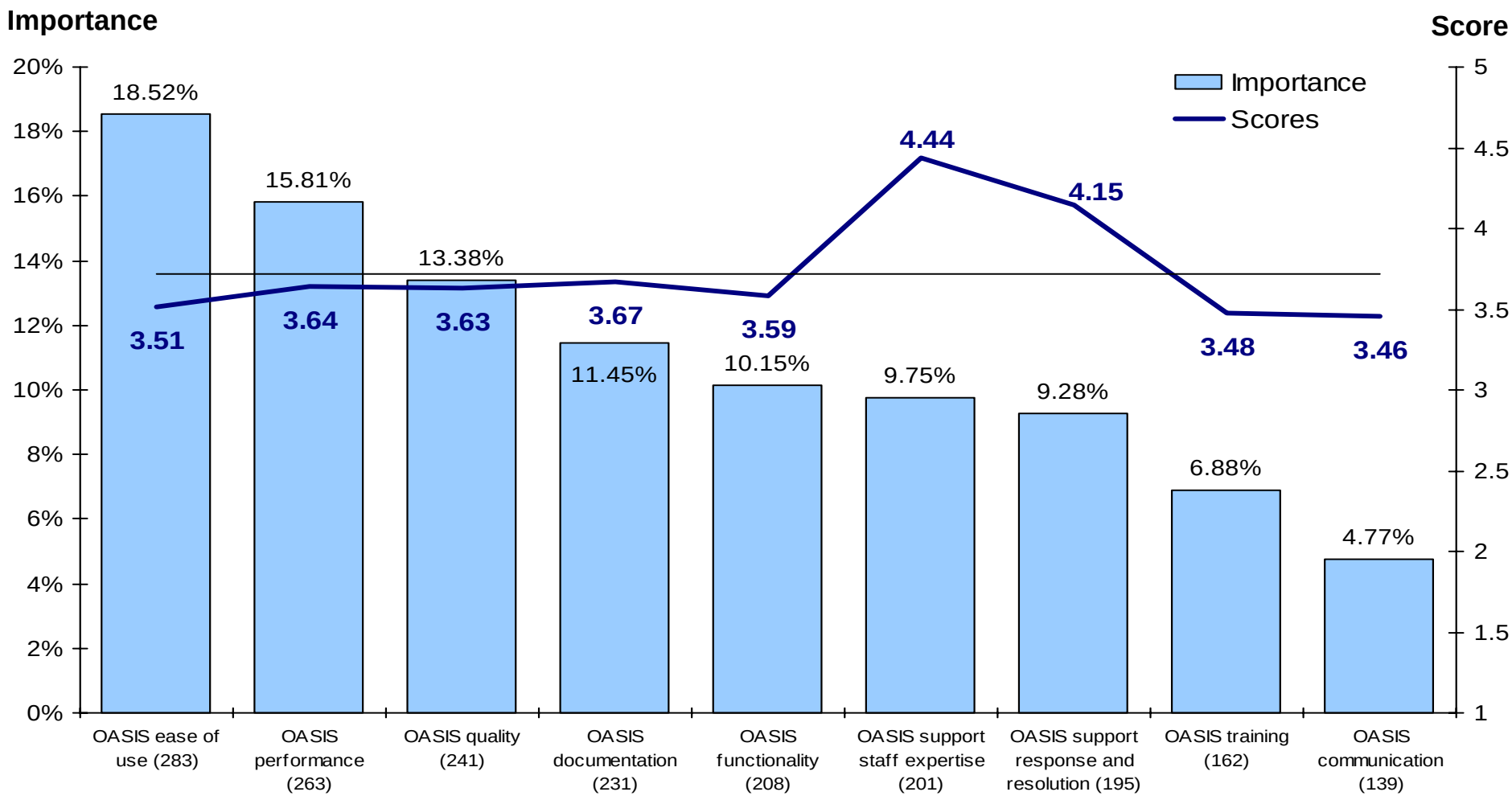
Appendix: OASIS

Job Classification: Service/Social Worker (3.72,299)



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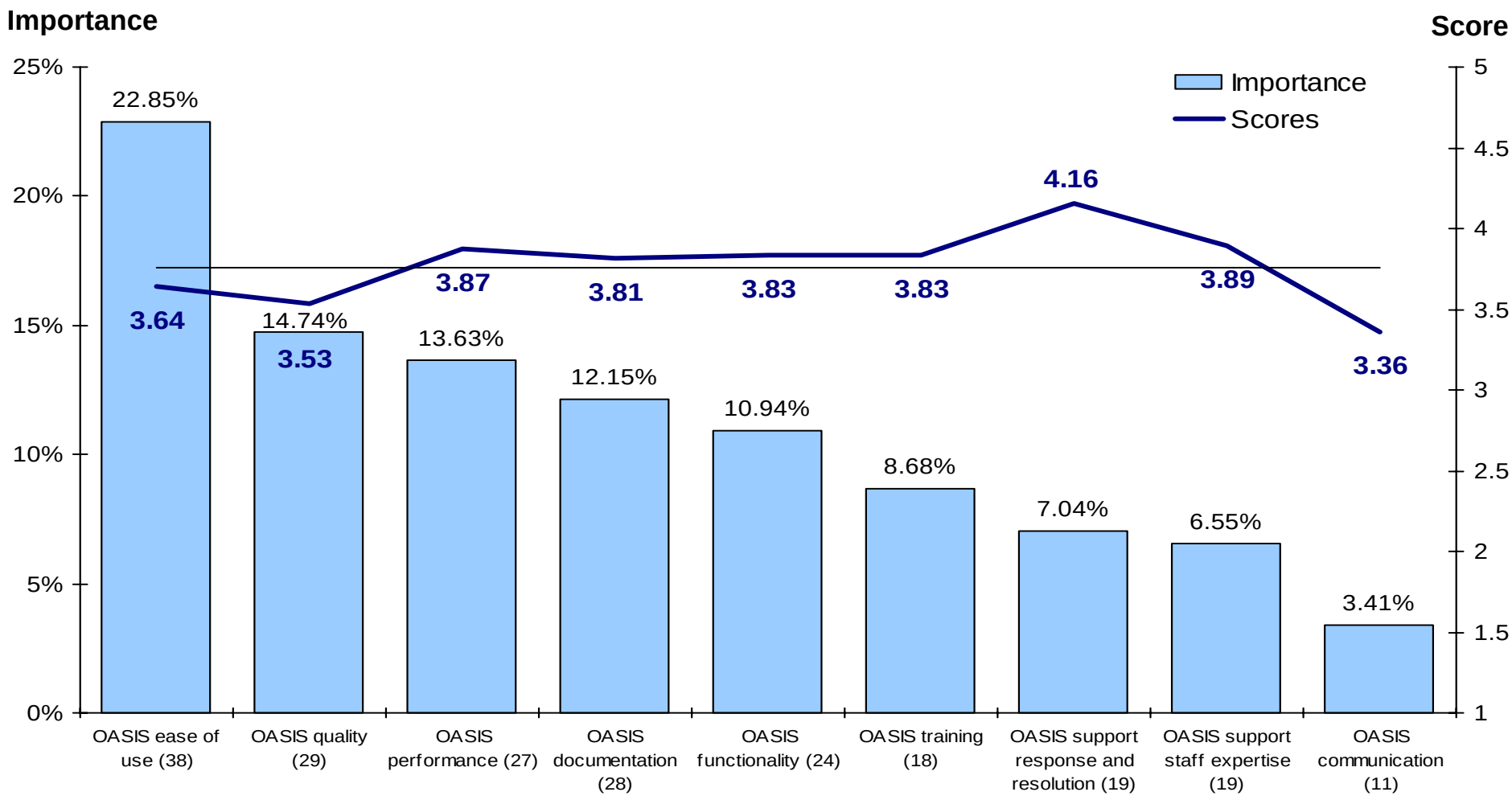
Appendix: OASIS

Length: Less than 1 year (3.76,40)



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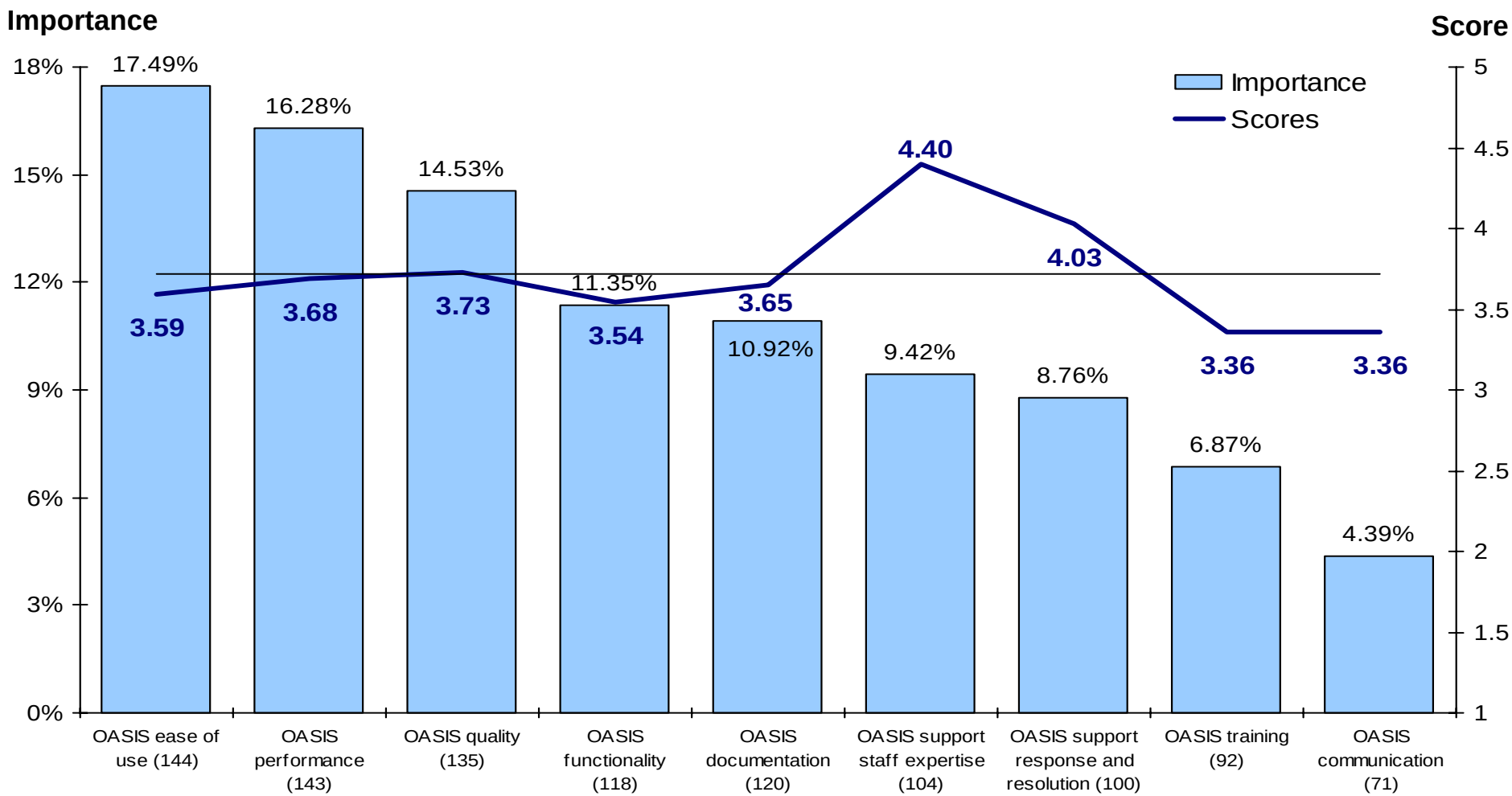
Appendix: OASIS

Length: 1 to 5 years (3.72,161)



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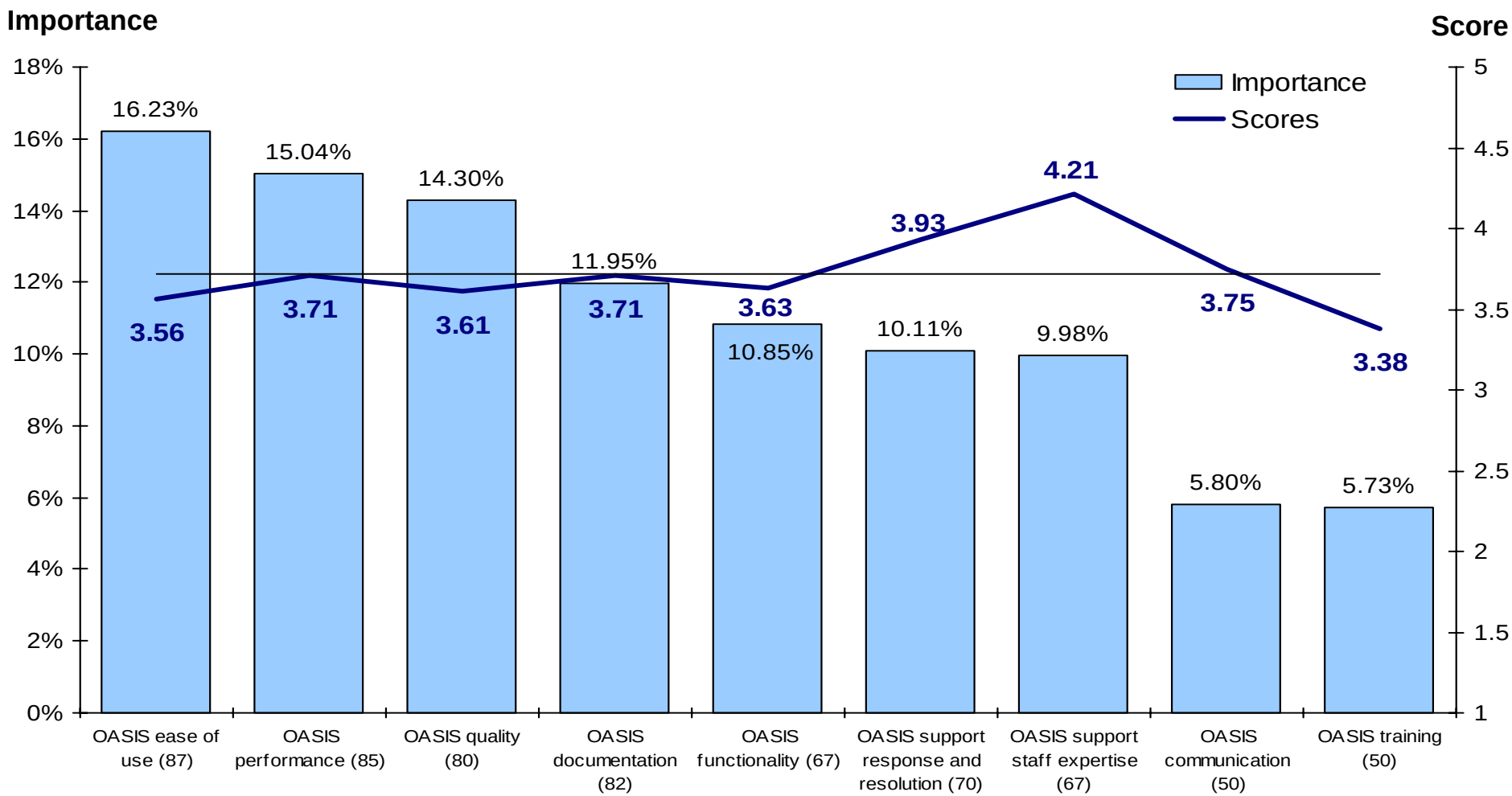
Appendix: OASIS

Length: 5 to 10 years (3.72,95)



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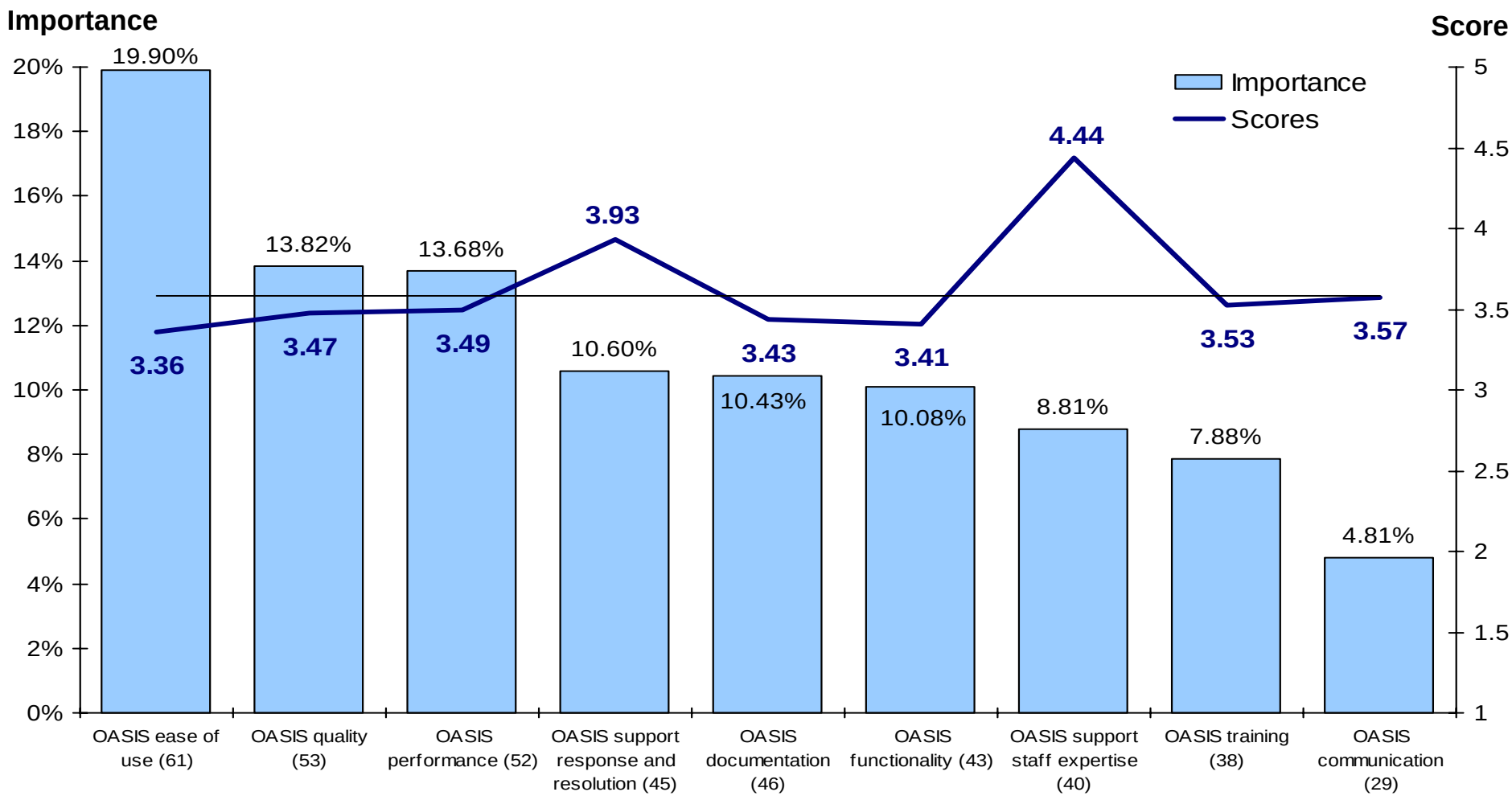
Appendix: OASIS

Length: 10 to 15 years (3.58,64)



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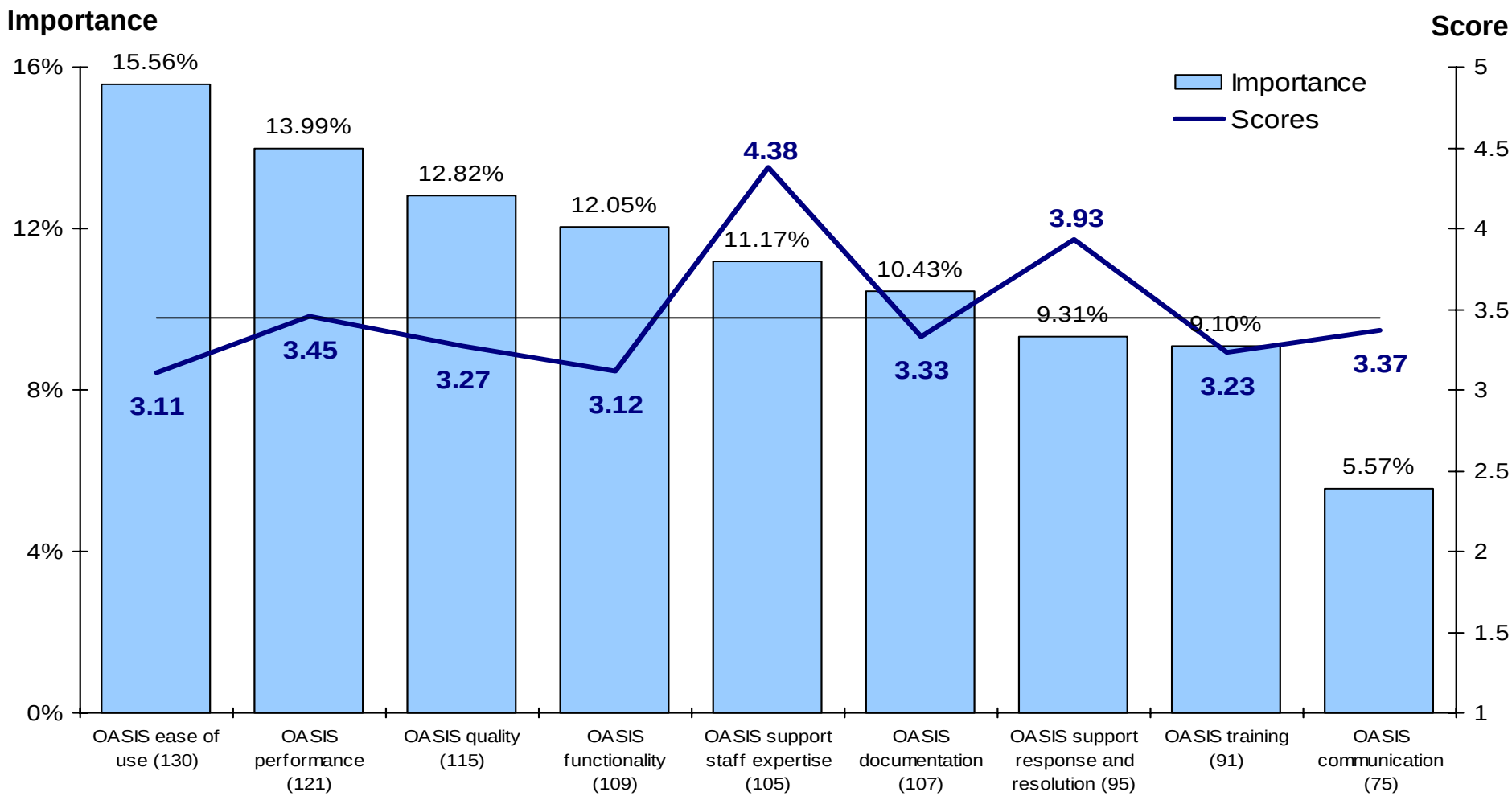
Appendix: OASIS

Length: More than 15 years (3.45,137)



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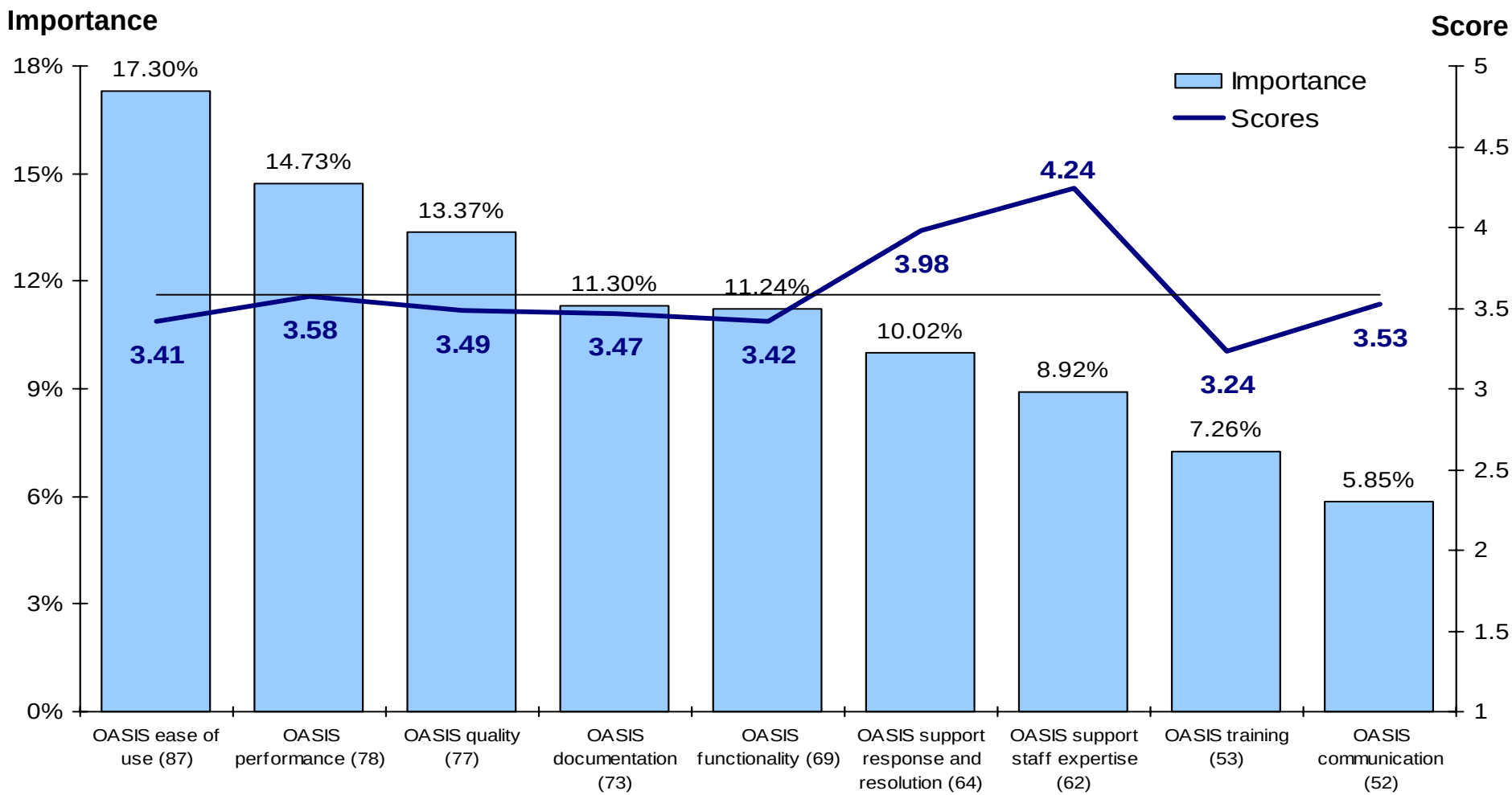
Appendix: OASIS

Region: Central (3.58,92)



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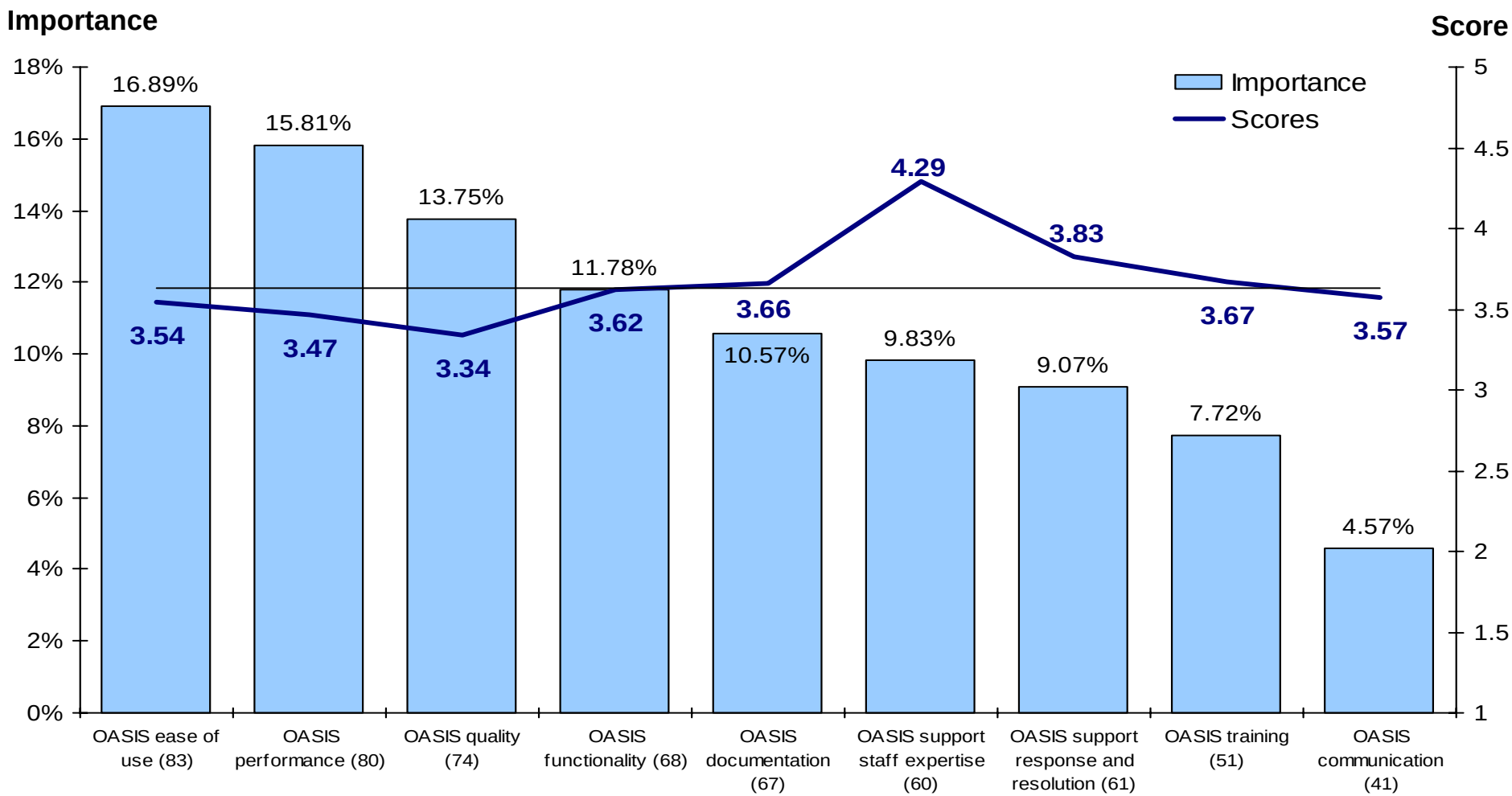
Appendix: OASIS

Region: Eastern (3.64,93)



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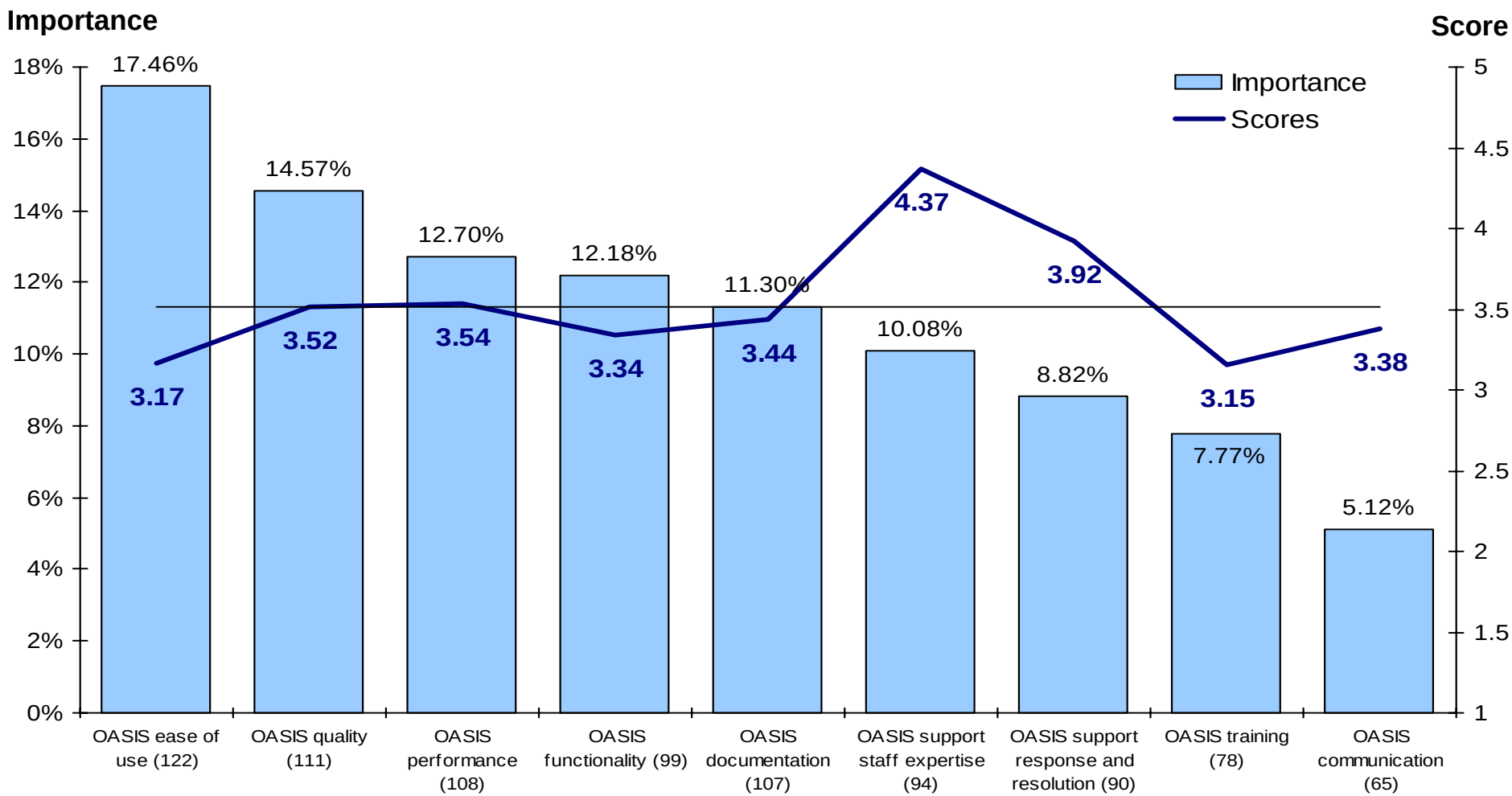
Appendix: OASIS

Region: Northern (3.51,134)



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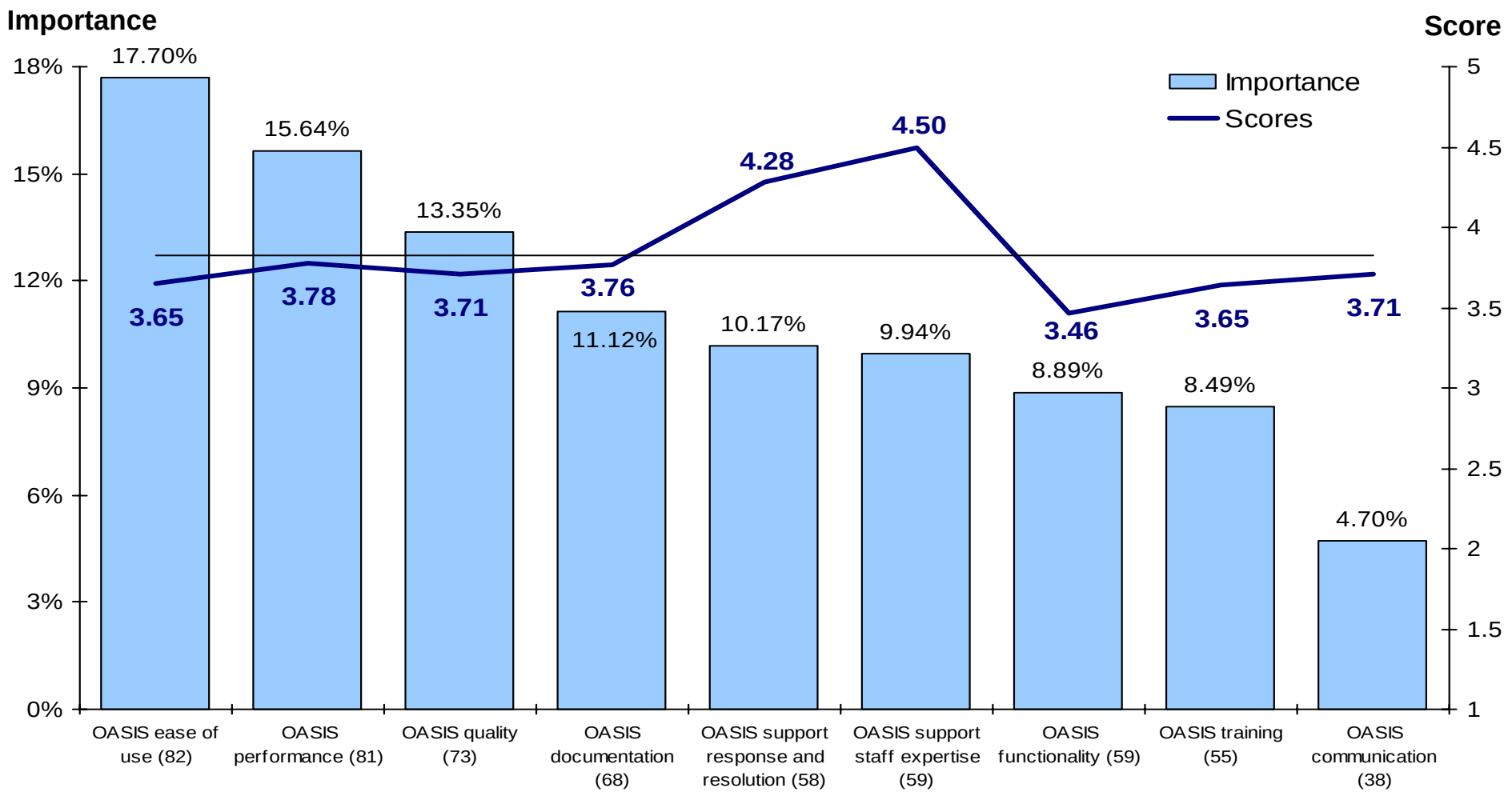
Appendix: OASIS

Region: Piedmont (3.83,86)



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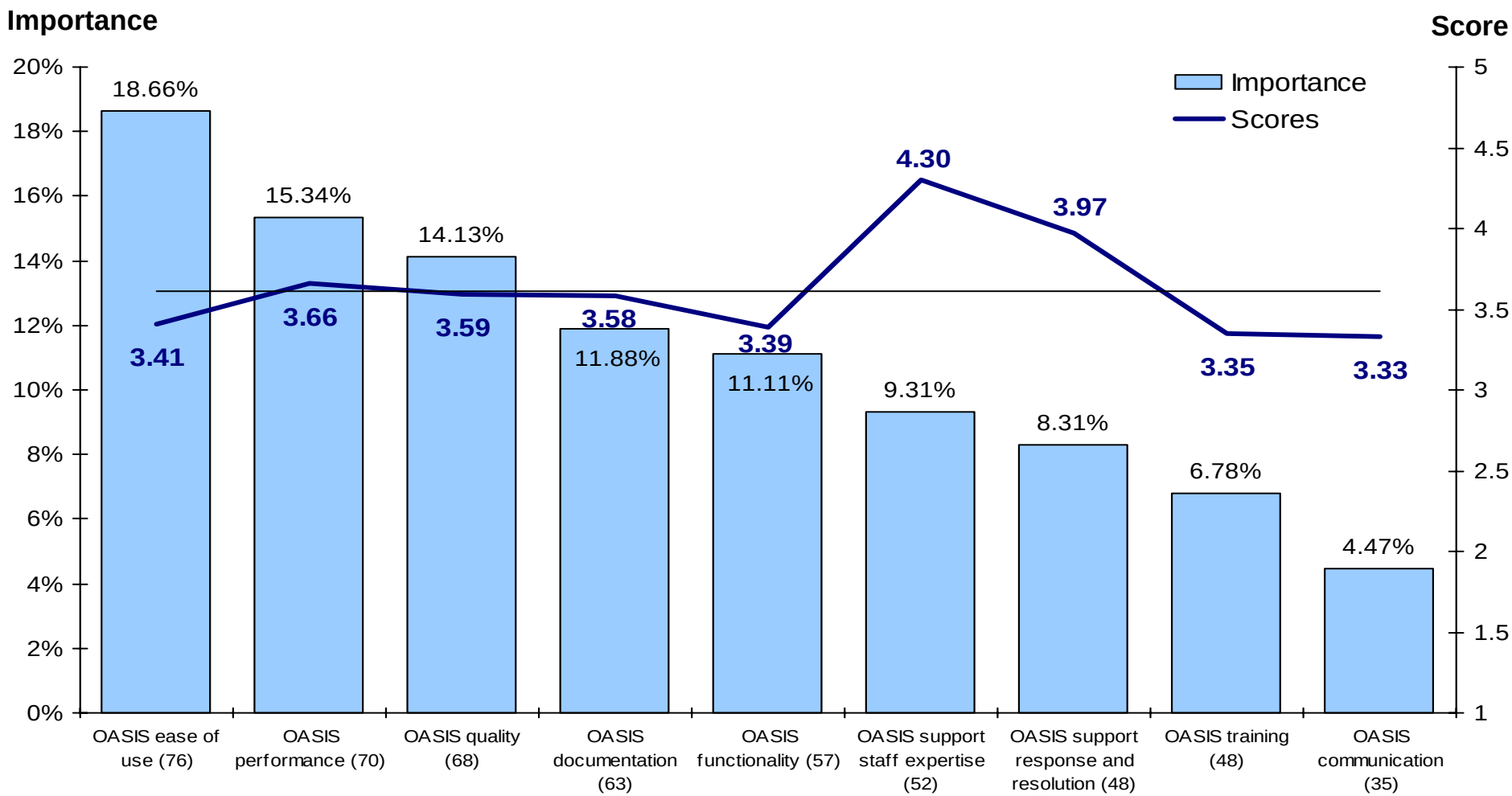
Appendix: OASIS

Region: Western (3.61,78)



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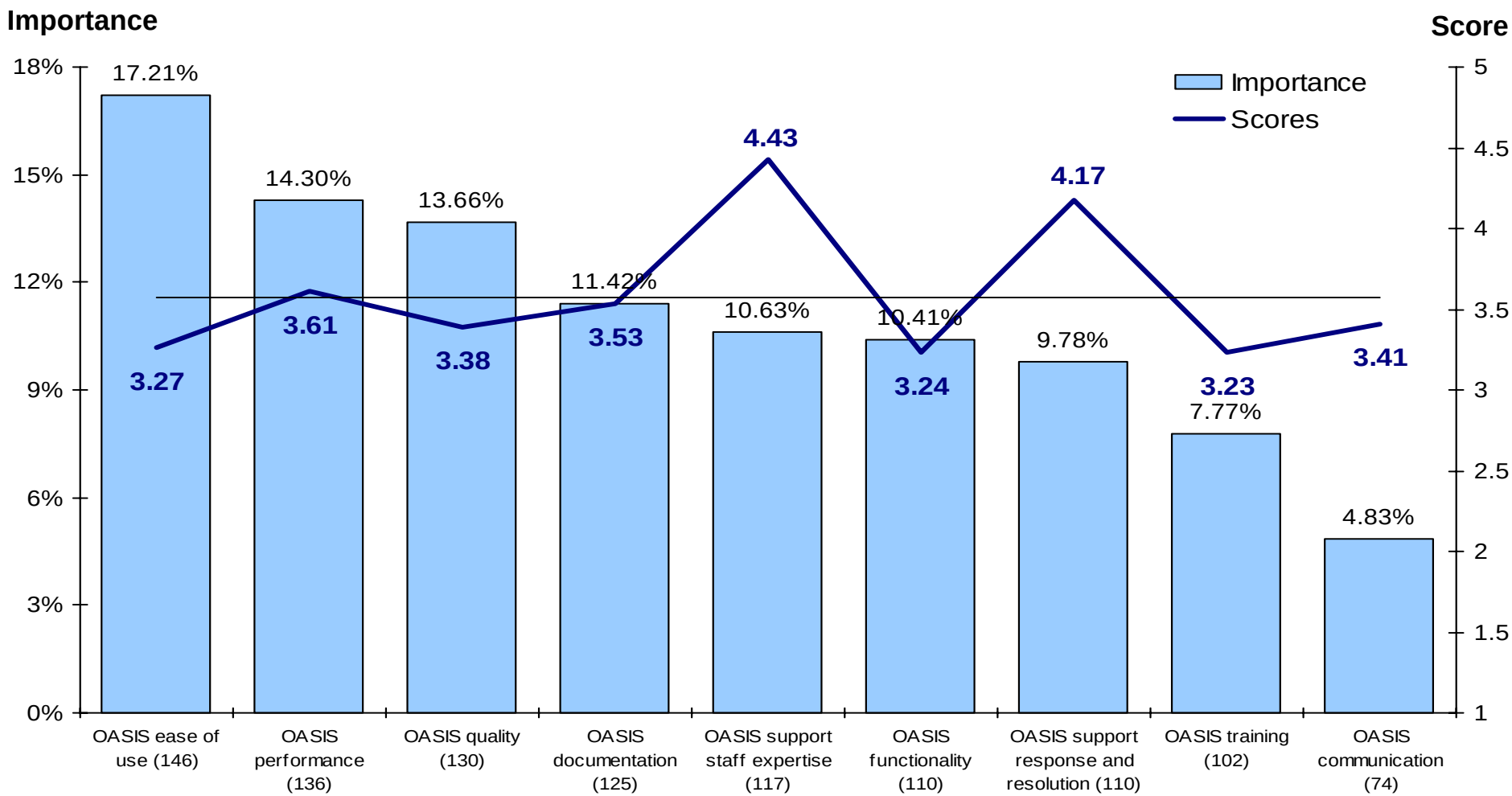
Appendix: OASIS

Program Unit: Adoptions (3.57,156)



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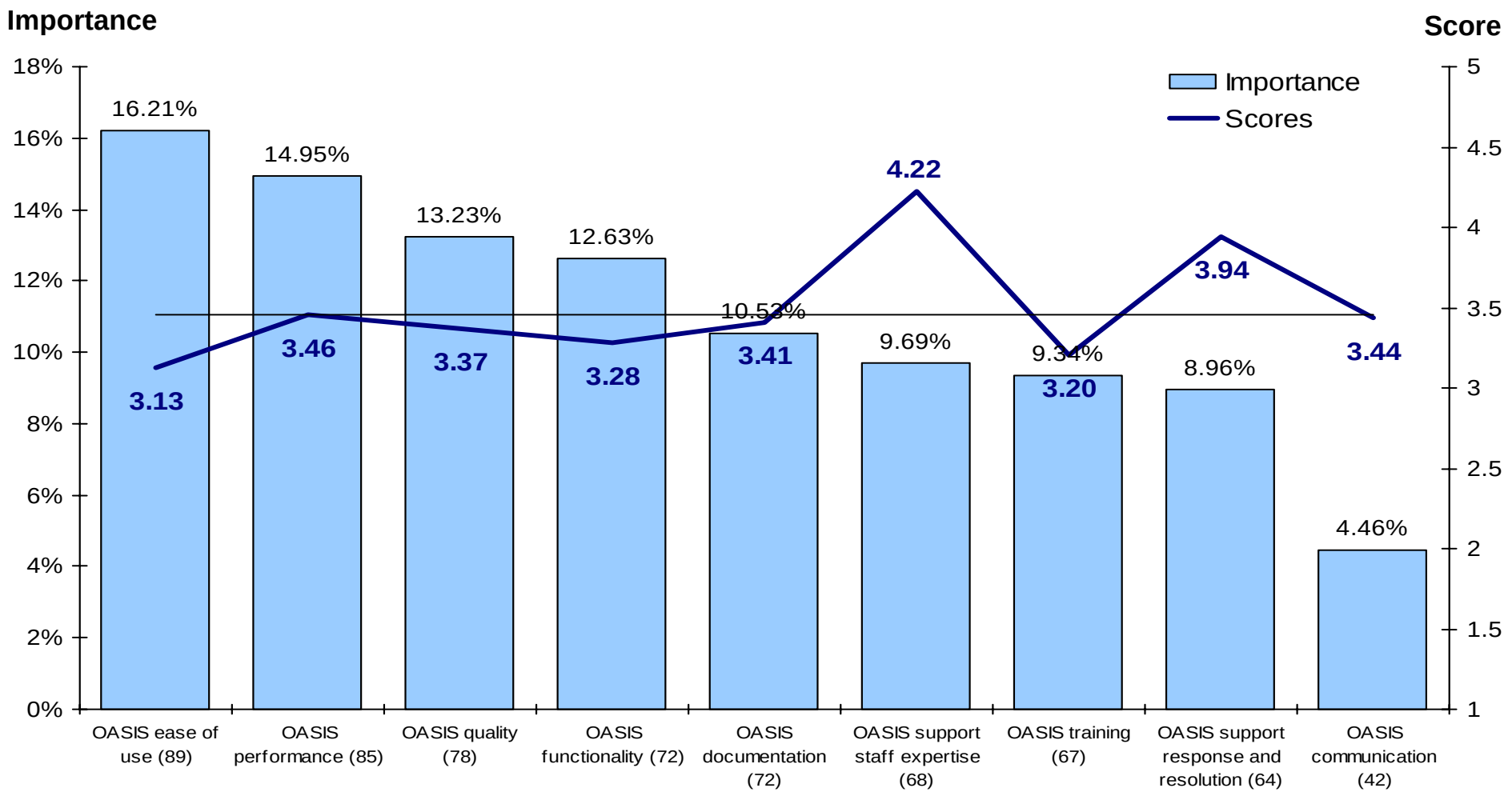
Appendix: OASIS

Program Unit: Adult Protective Services (3.46,95)



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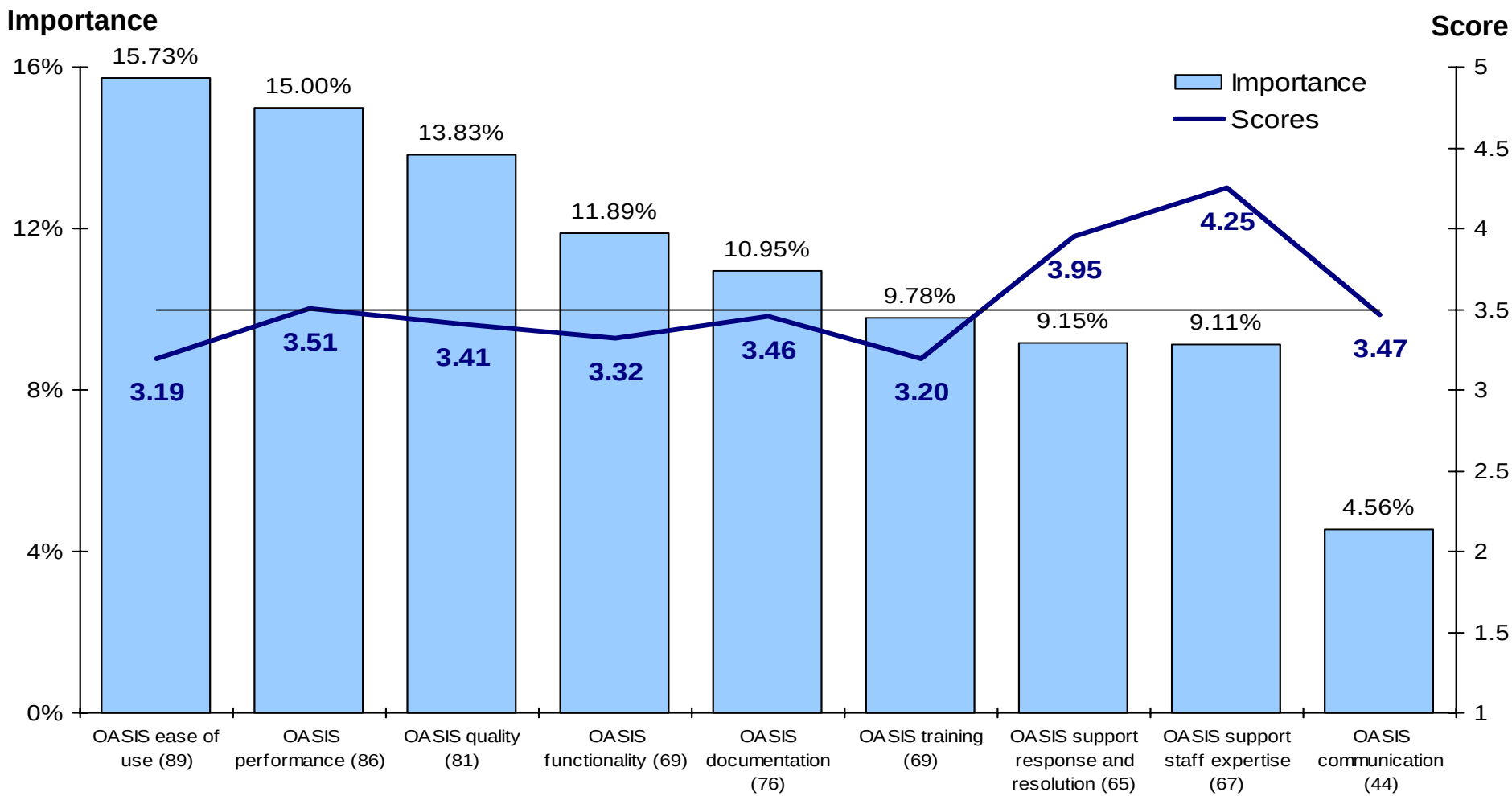
Appendix: OASIS

Program Unit: Adult Services (3.49,97)



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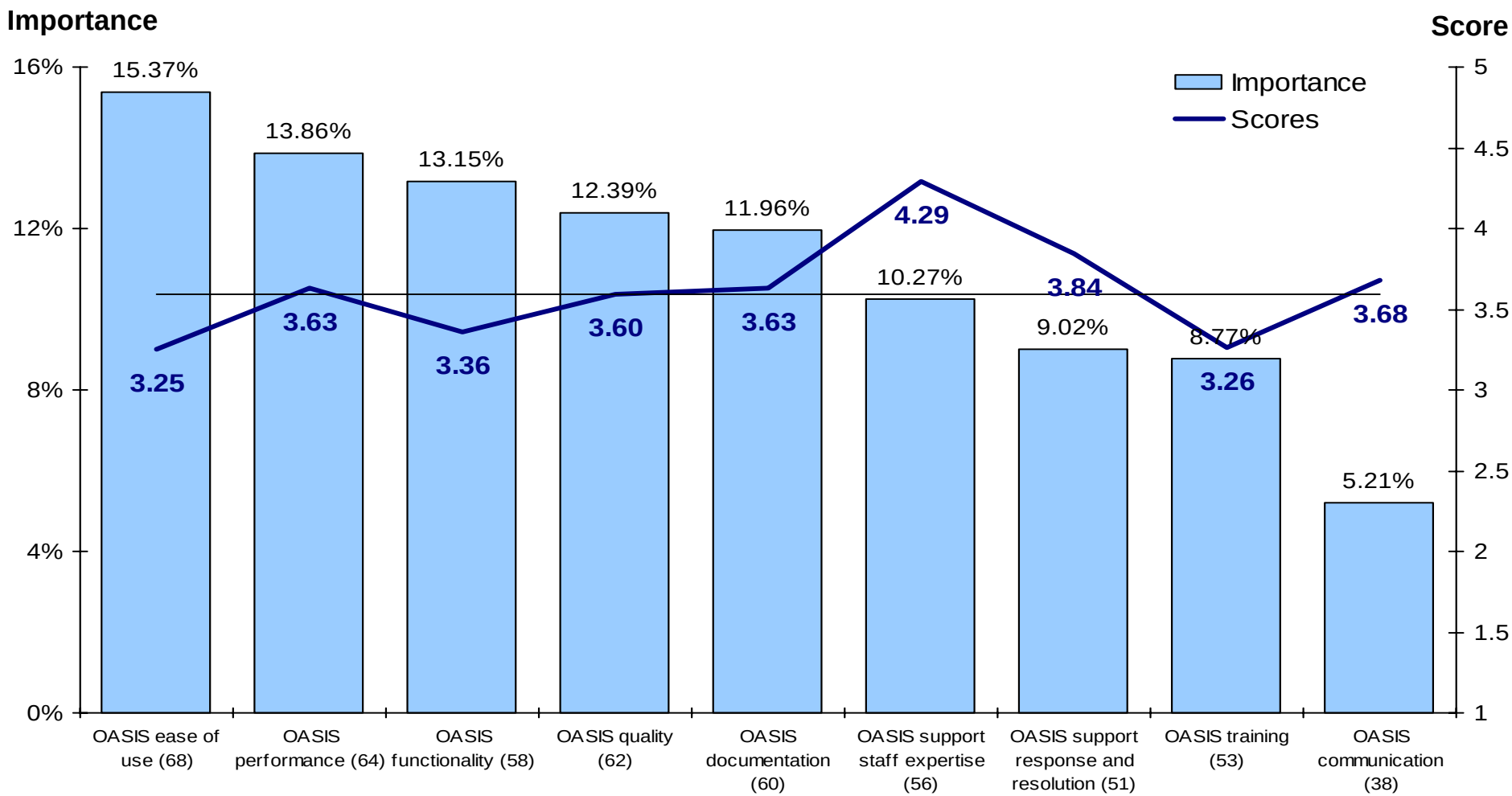
Appendix: OASIS

Program Unit: Child Care Program (3.59,73)



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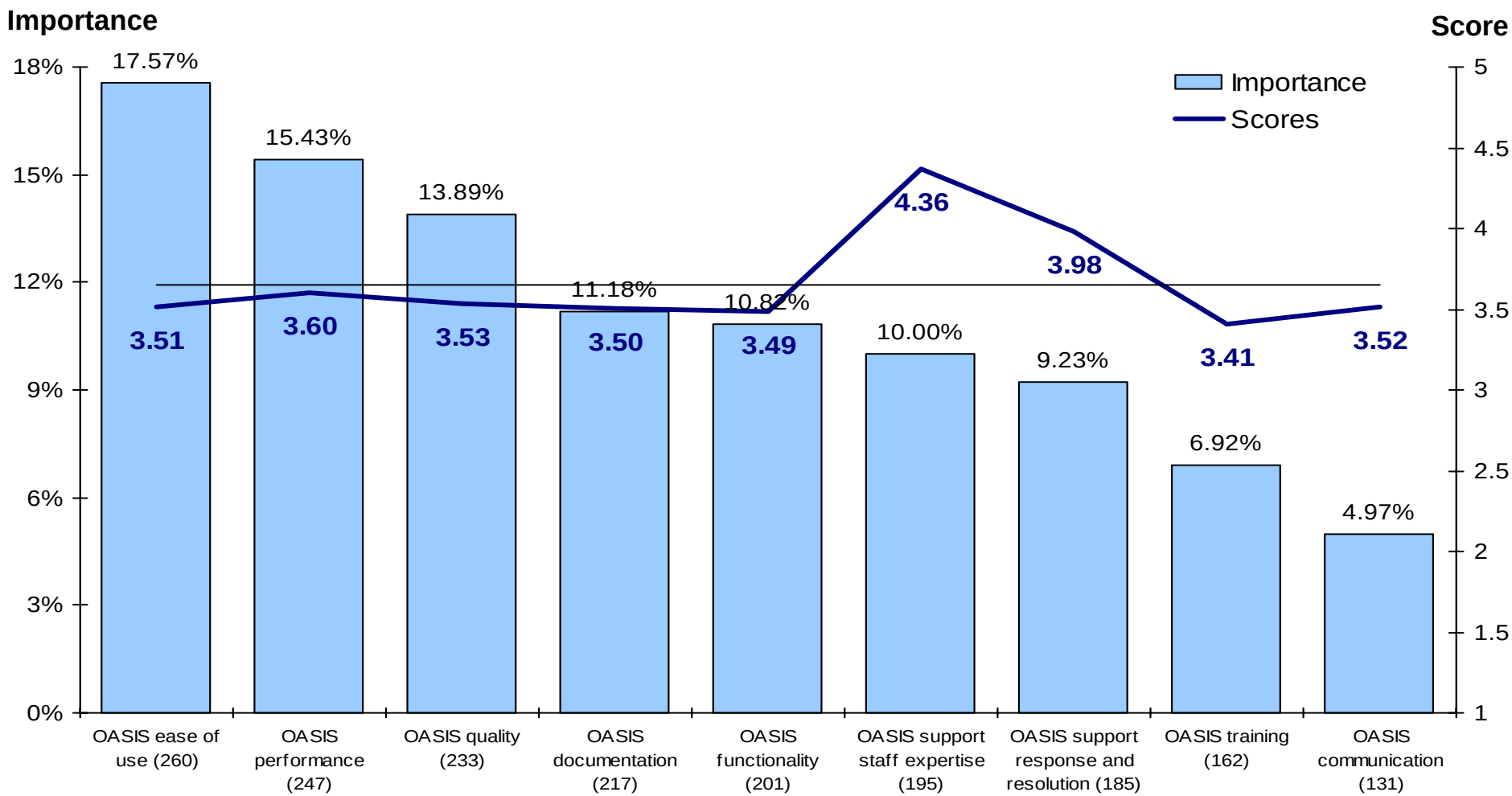
Appendix: OASIS

Program Unit: Child Protective Services (CPS) (3.65,272)



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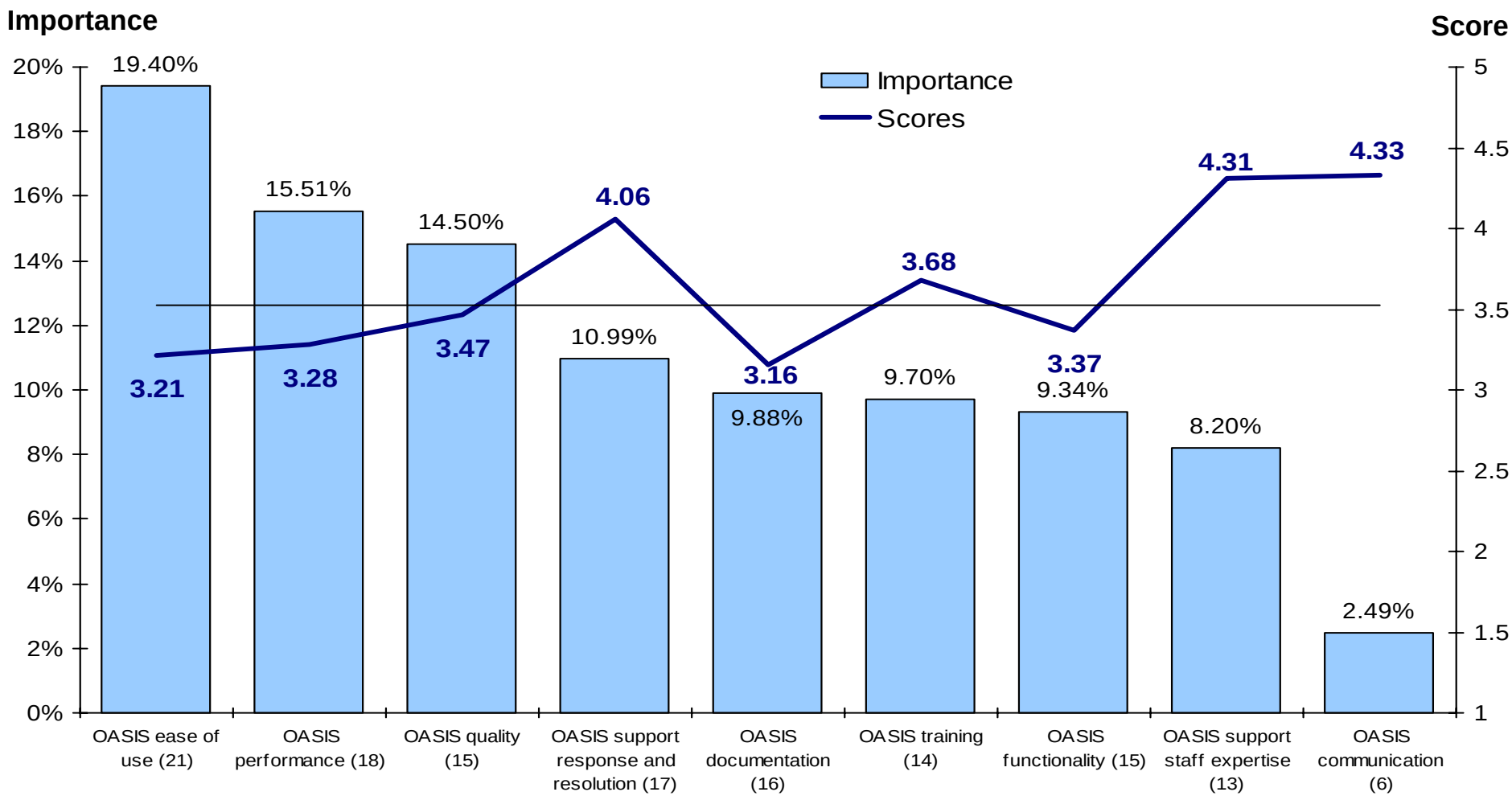
Program Unit: Community Services (3.52,23)



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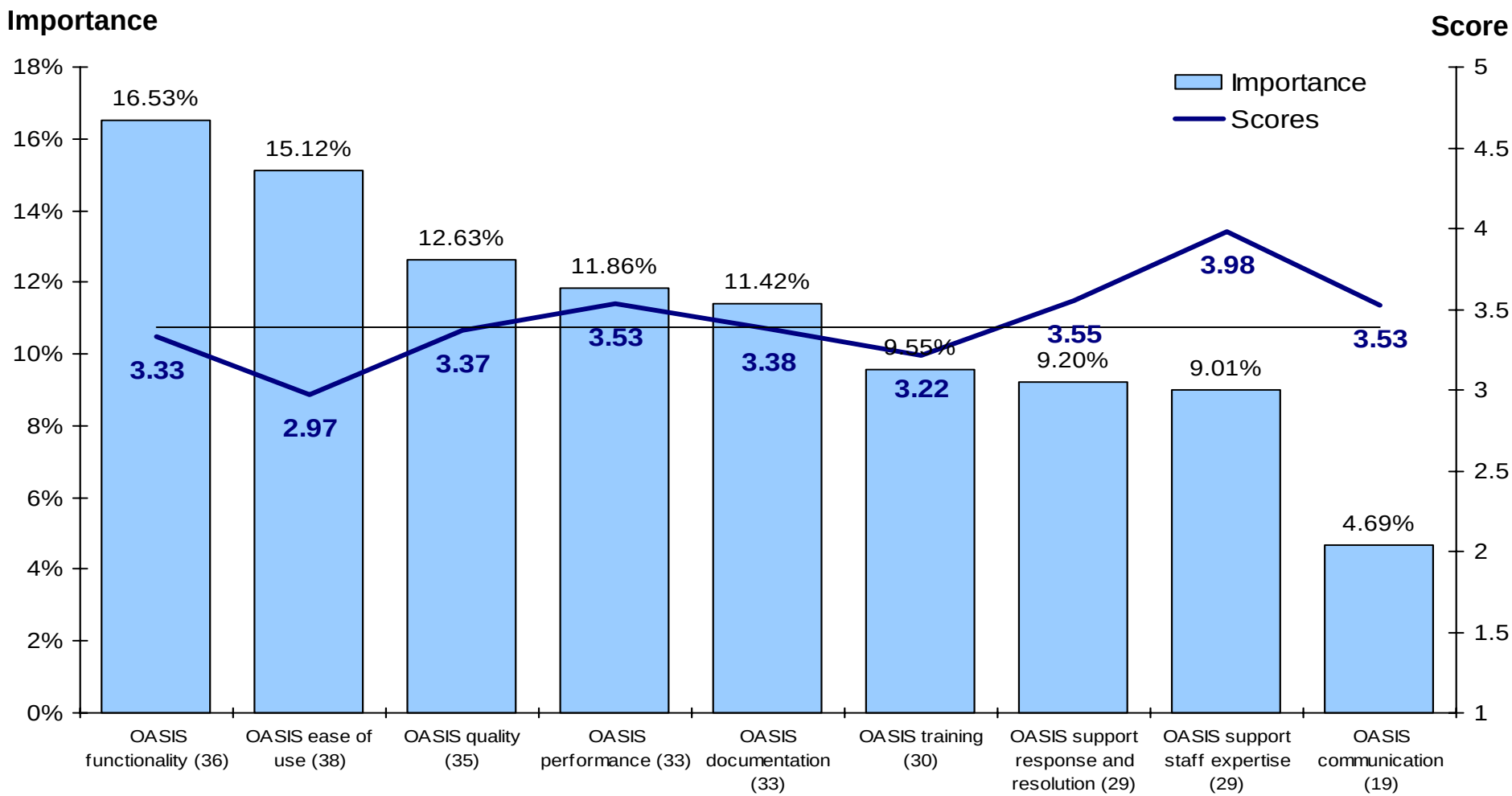
Appendix: OASIS

Program Unit: VIEW FSET (3.39,42)



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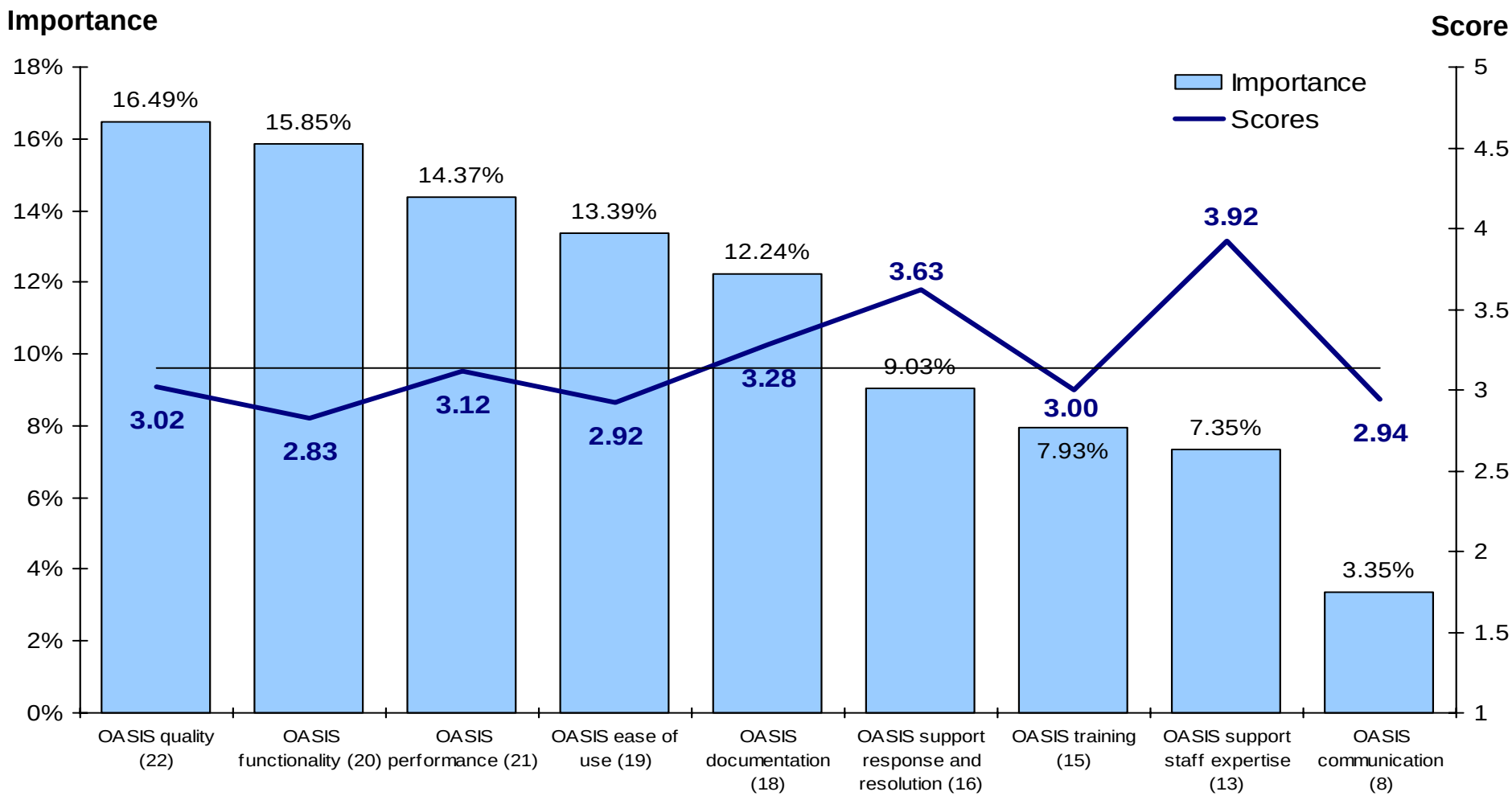
Program Unit: Financial Management (3.14,24)



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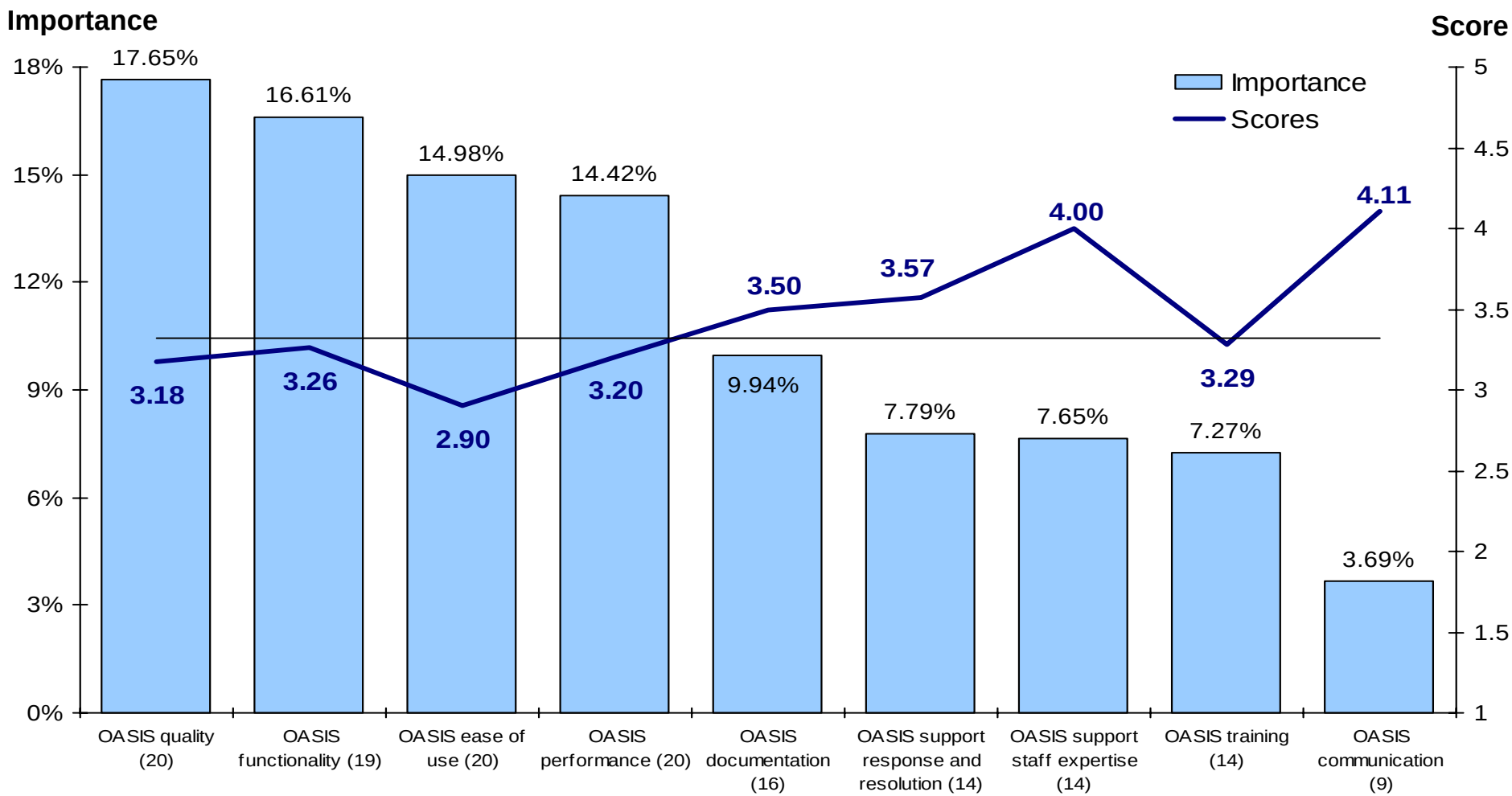
Program Unit: Food Stamps (3.32,24)



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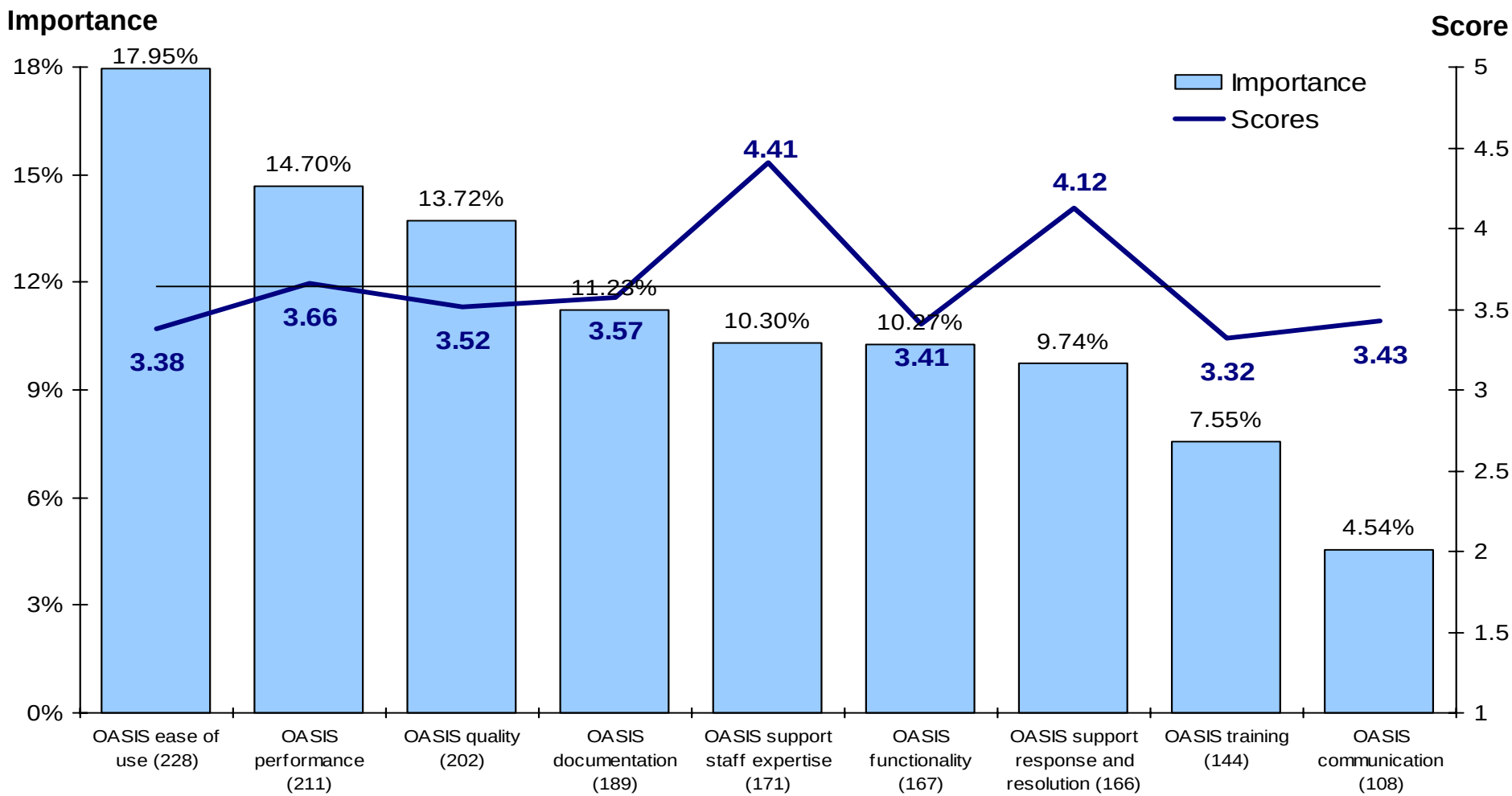
Appendix: OASIS

Program Unit: Foster Care (3.64,241)



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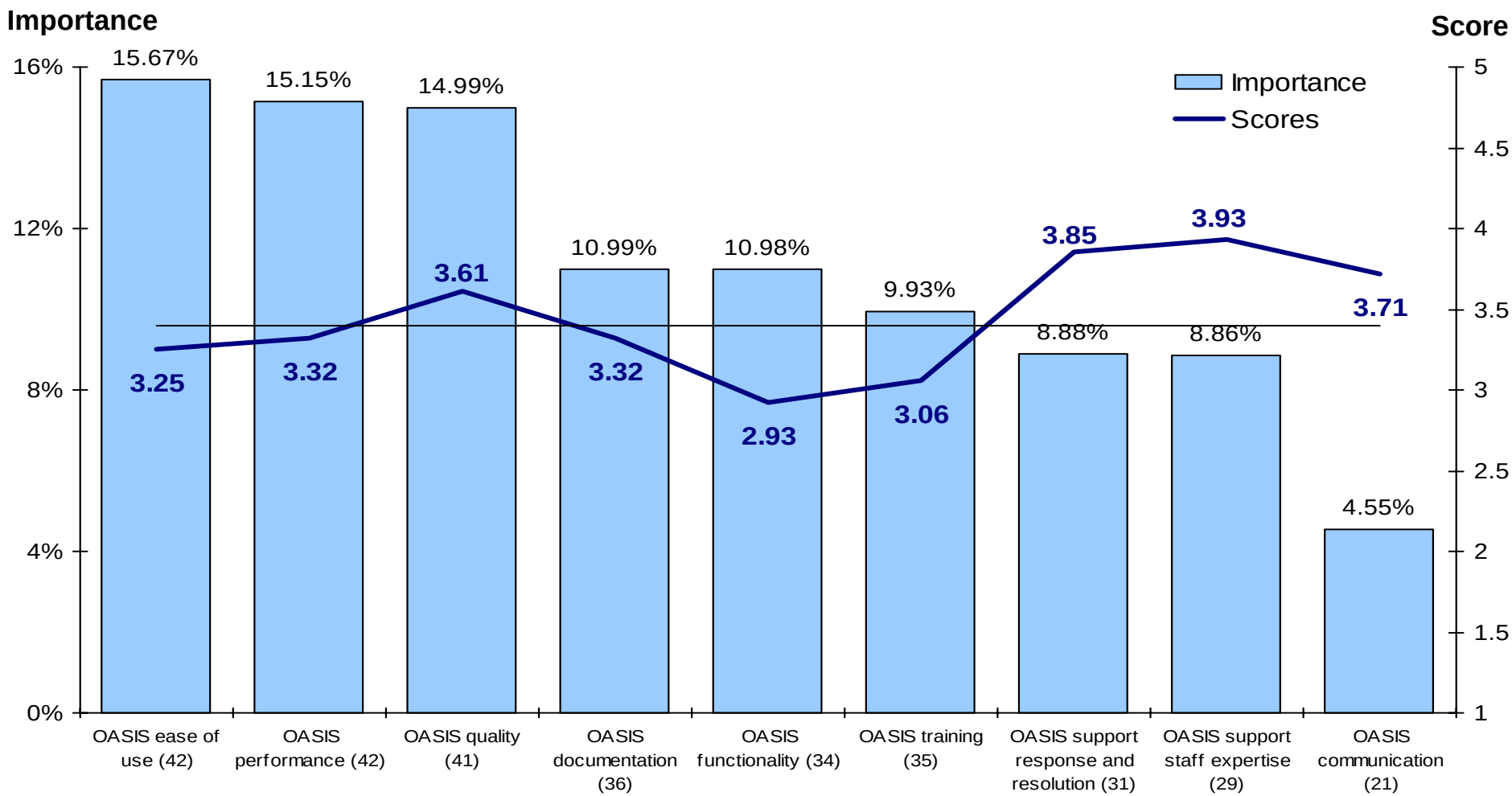
Program Unit: General Services (3.4,48)



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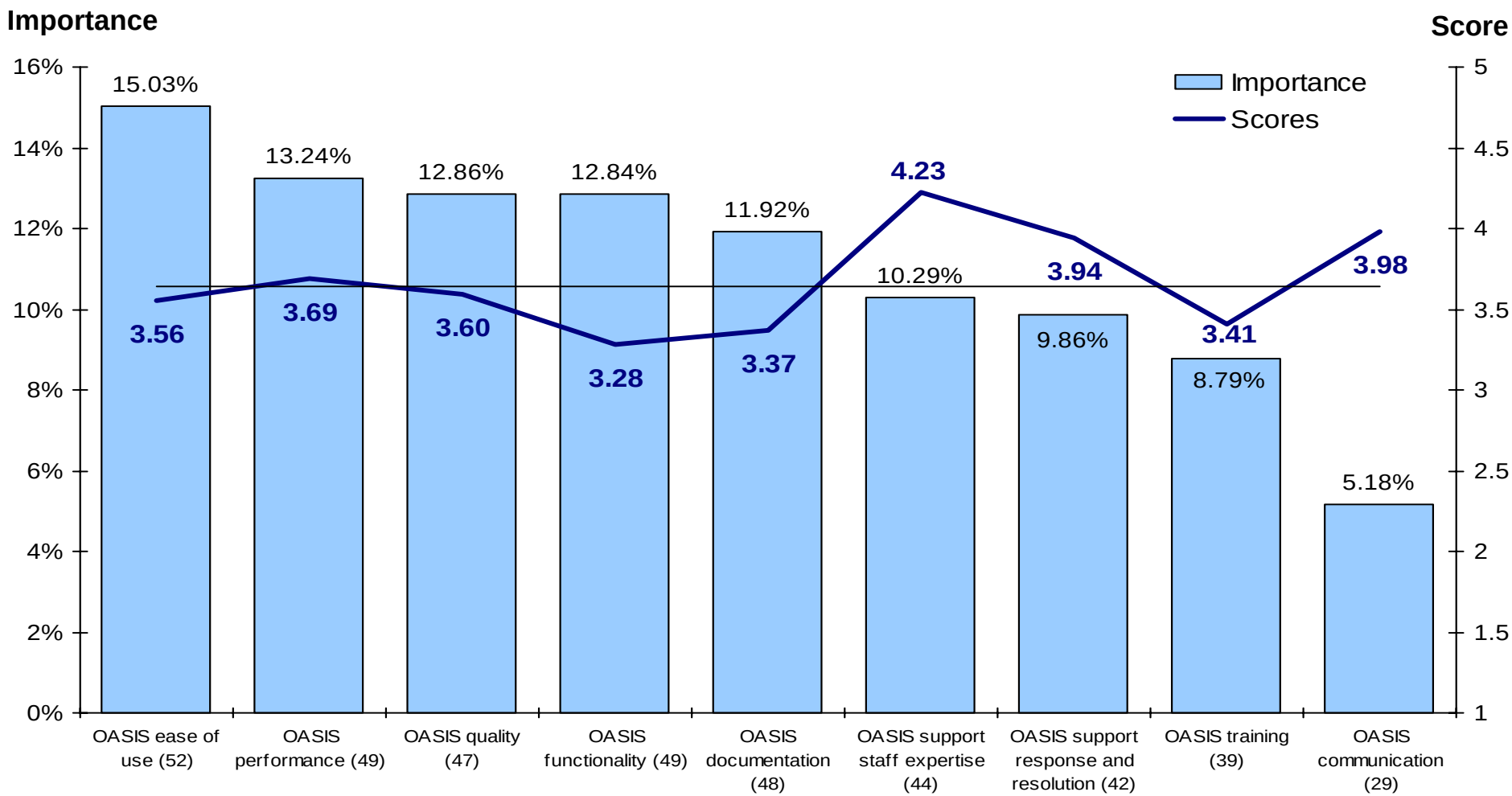
Program Unit: Generic Services (3.64,57)



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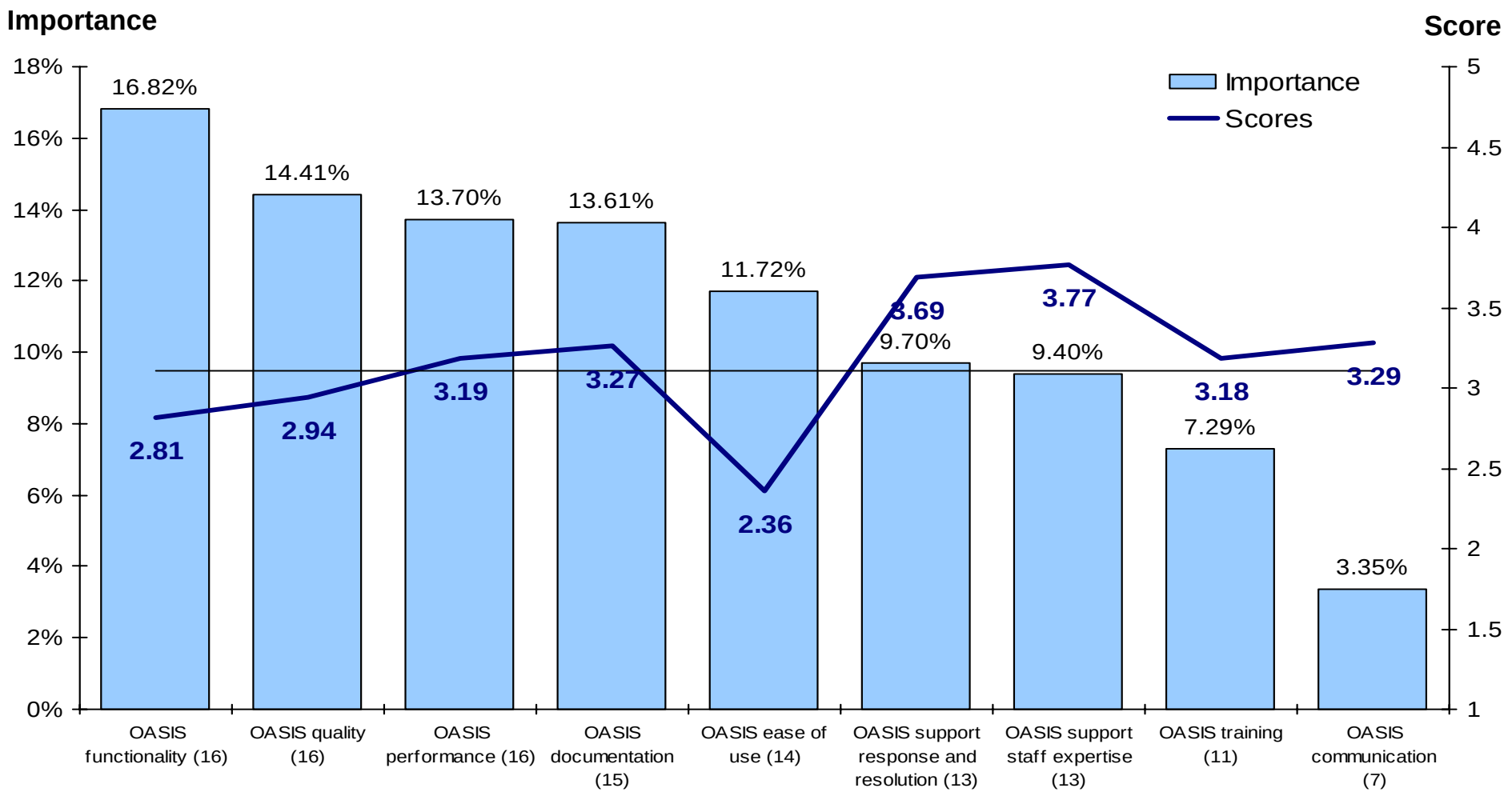
Program Unit: Human Resource Management (3.11,18)



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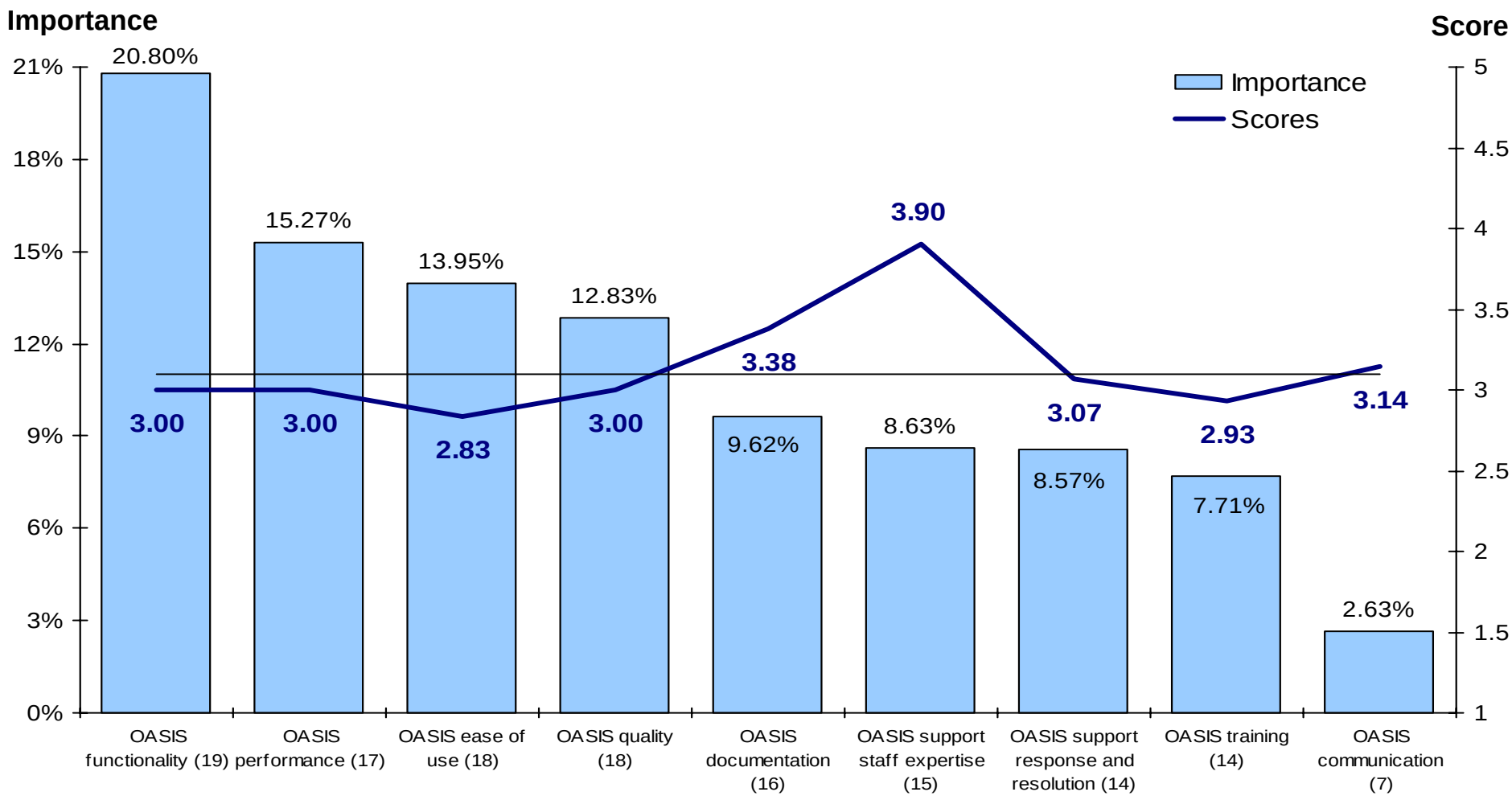
Program Unit: Information Systems (3.09,24)



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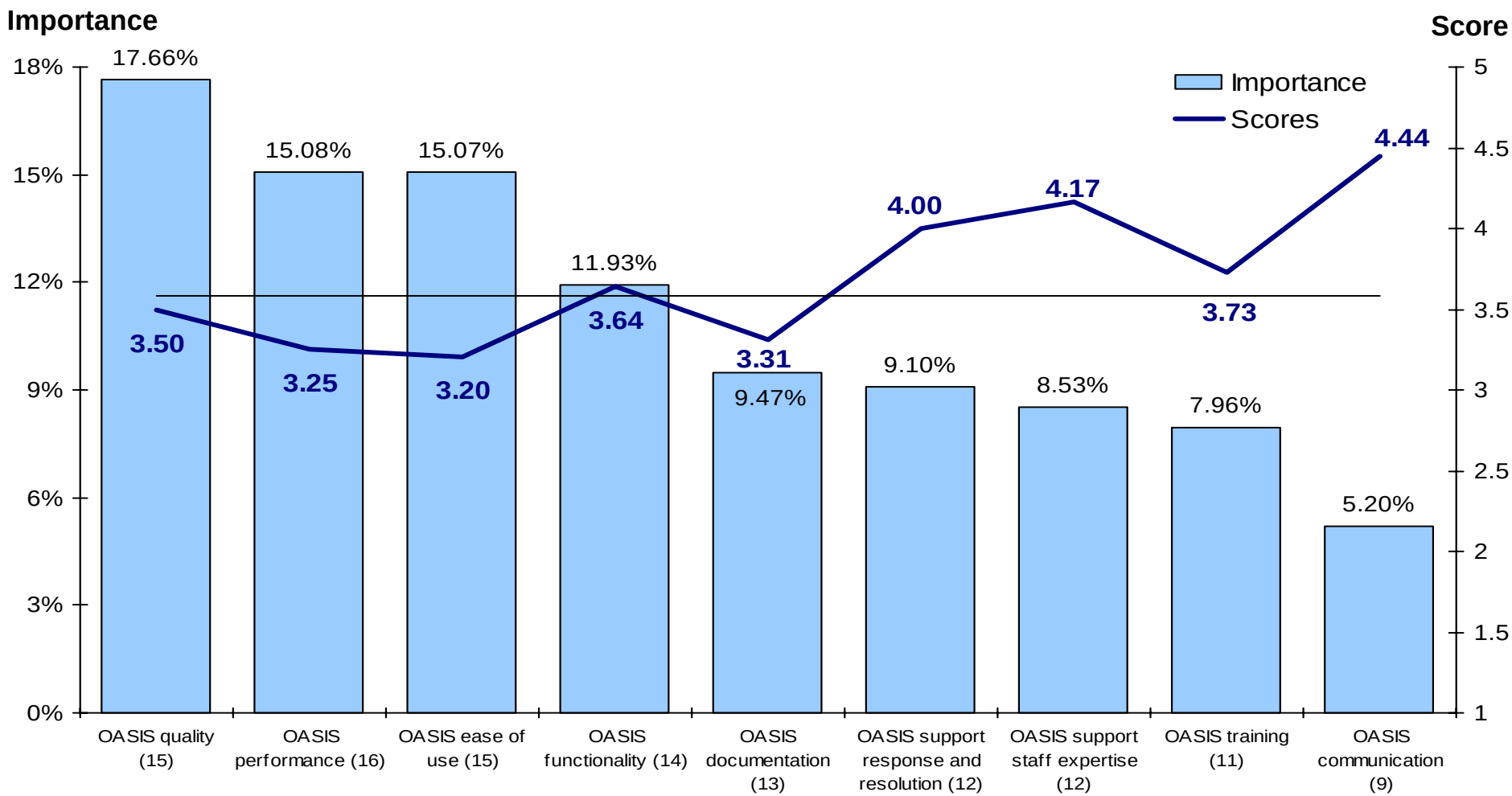
Program Unit: Medicaid (3.59,18)



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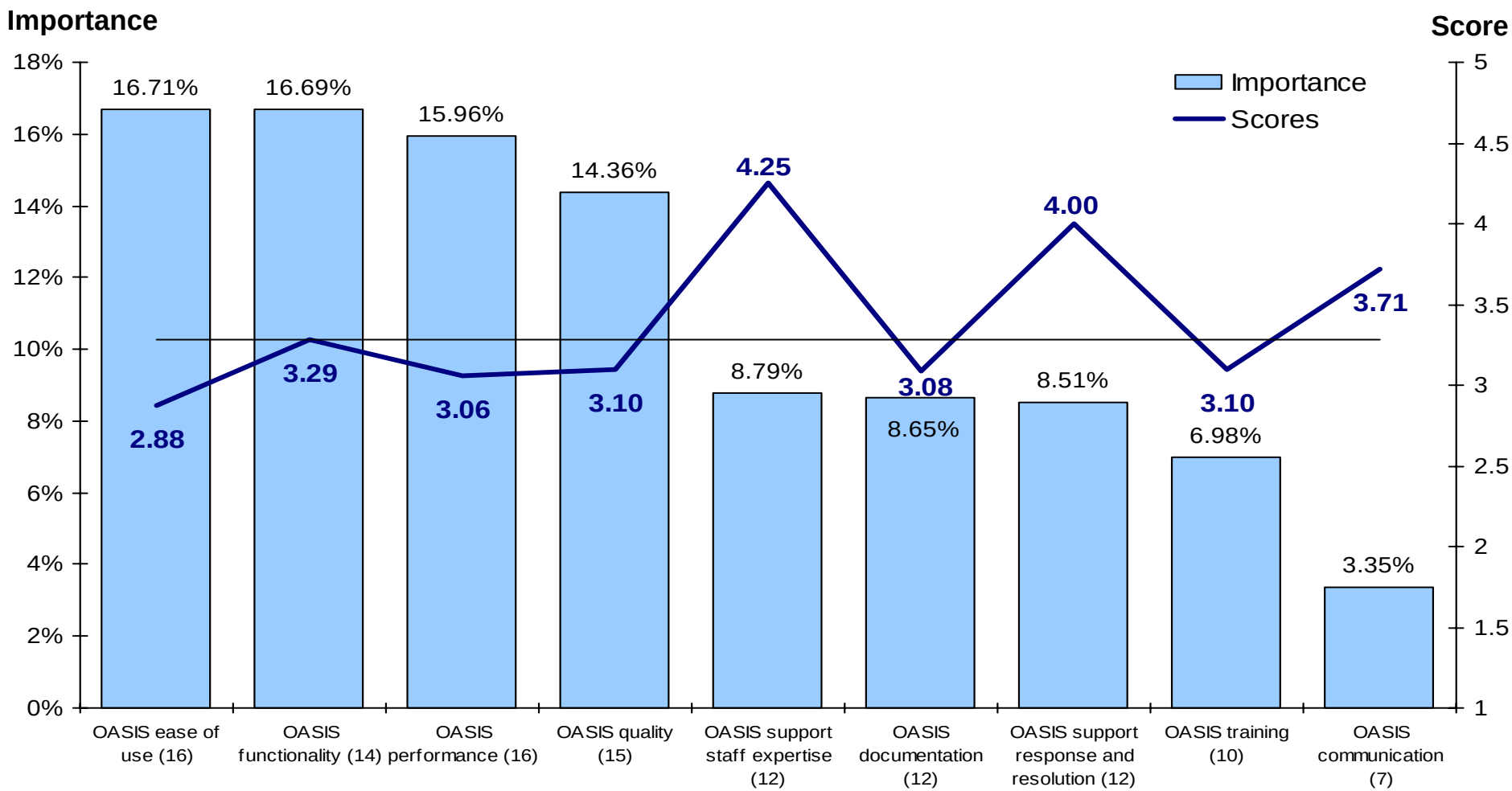
Program Unit: TANF (3.28,18)



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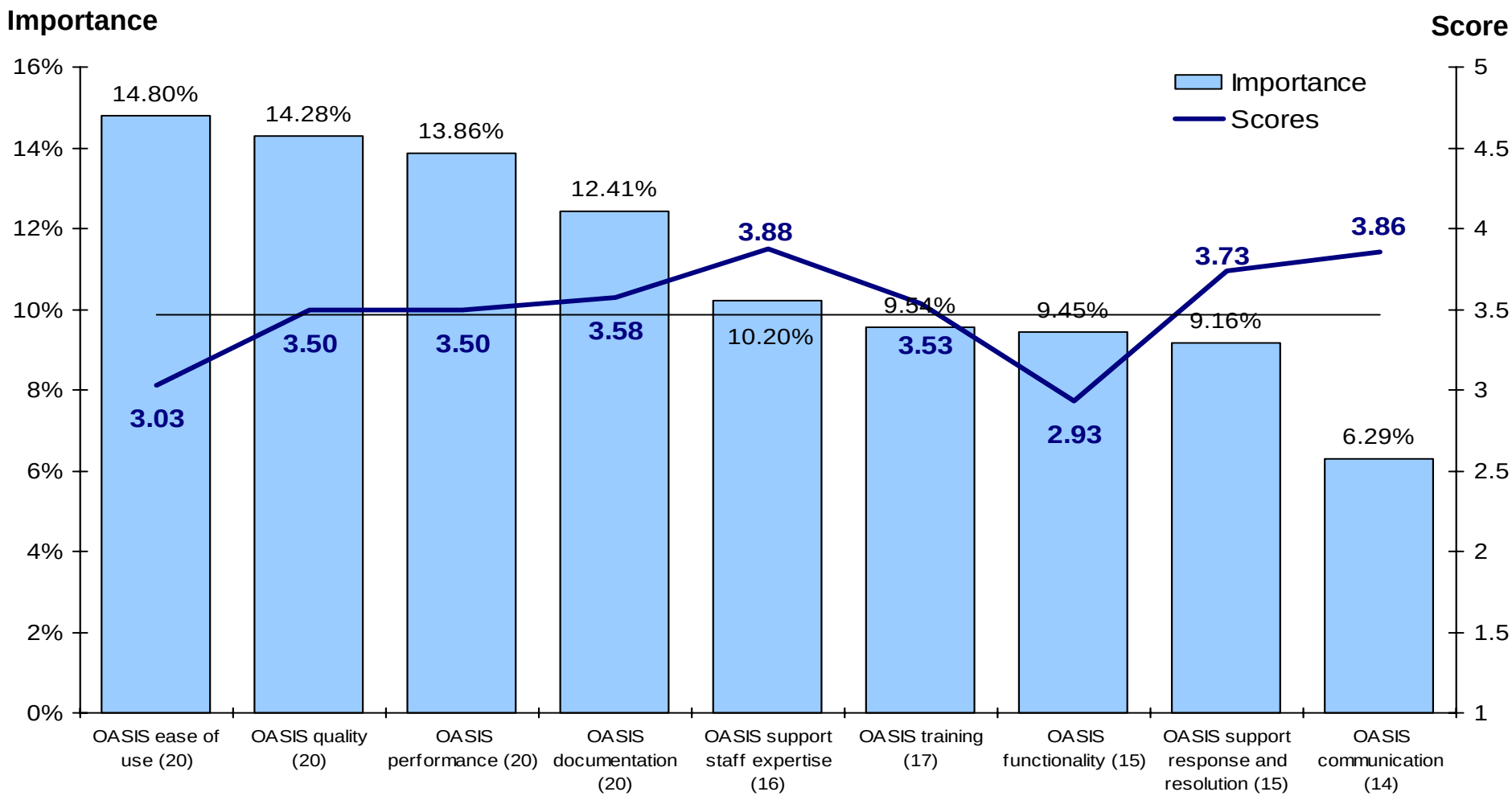
Program Unit: Training (3.47,20)



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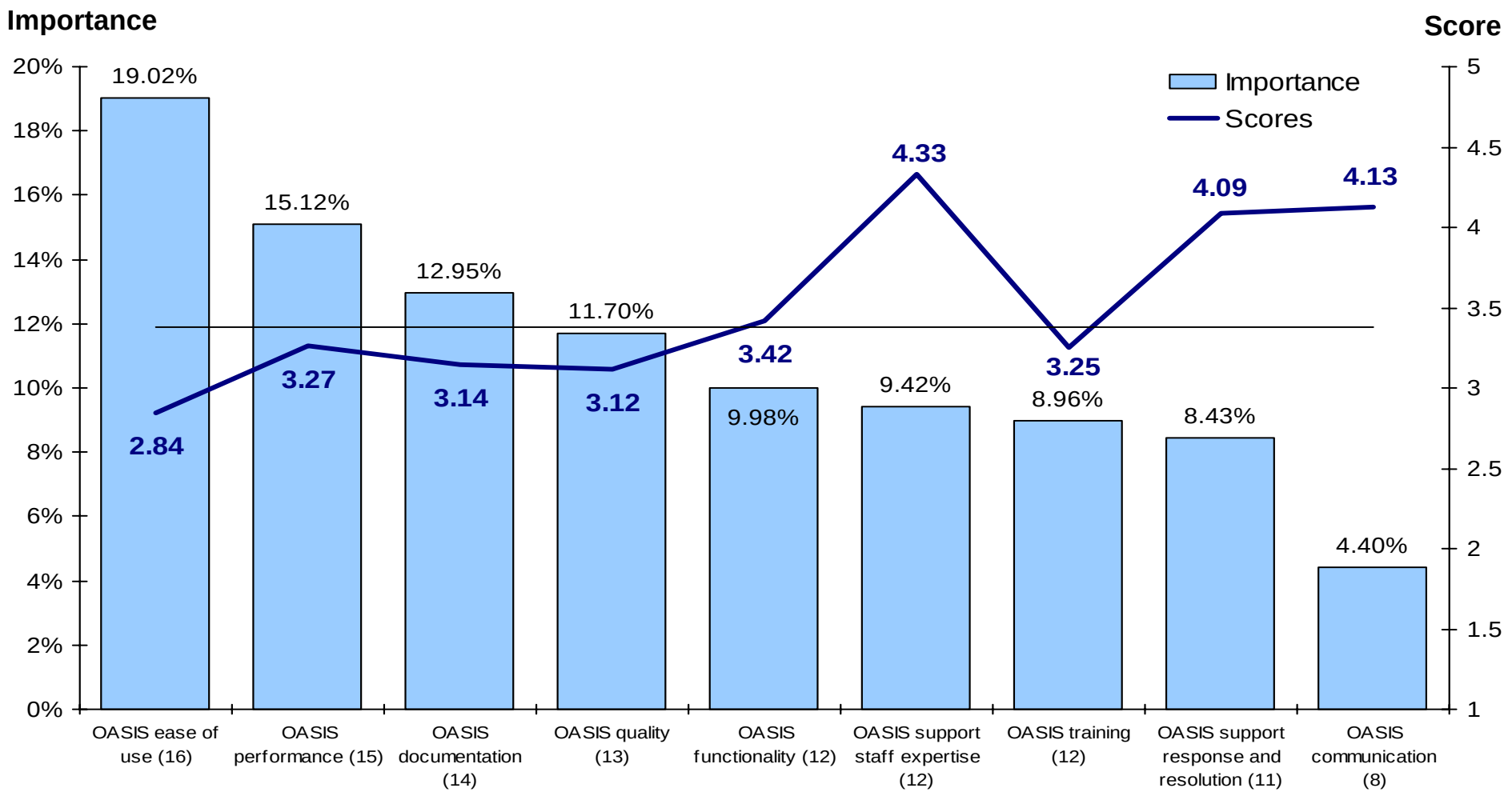
Program Unit: Energy Assistance (3.37,17)



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Appendix: VACIS

Detailed breakdown by:

Job Classification

Length working with VSSS

Region

Program Unit

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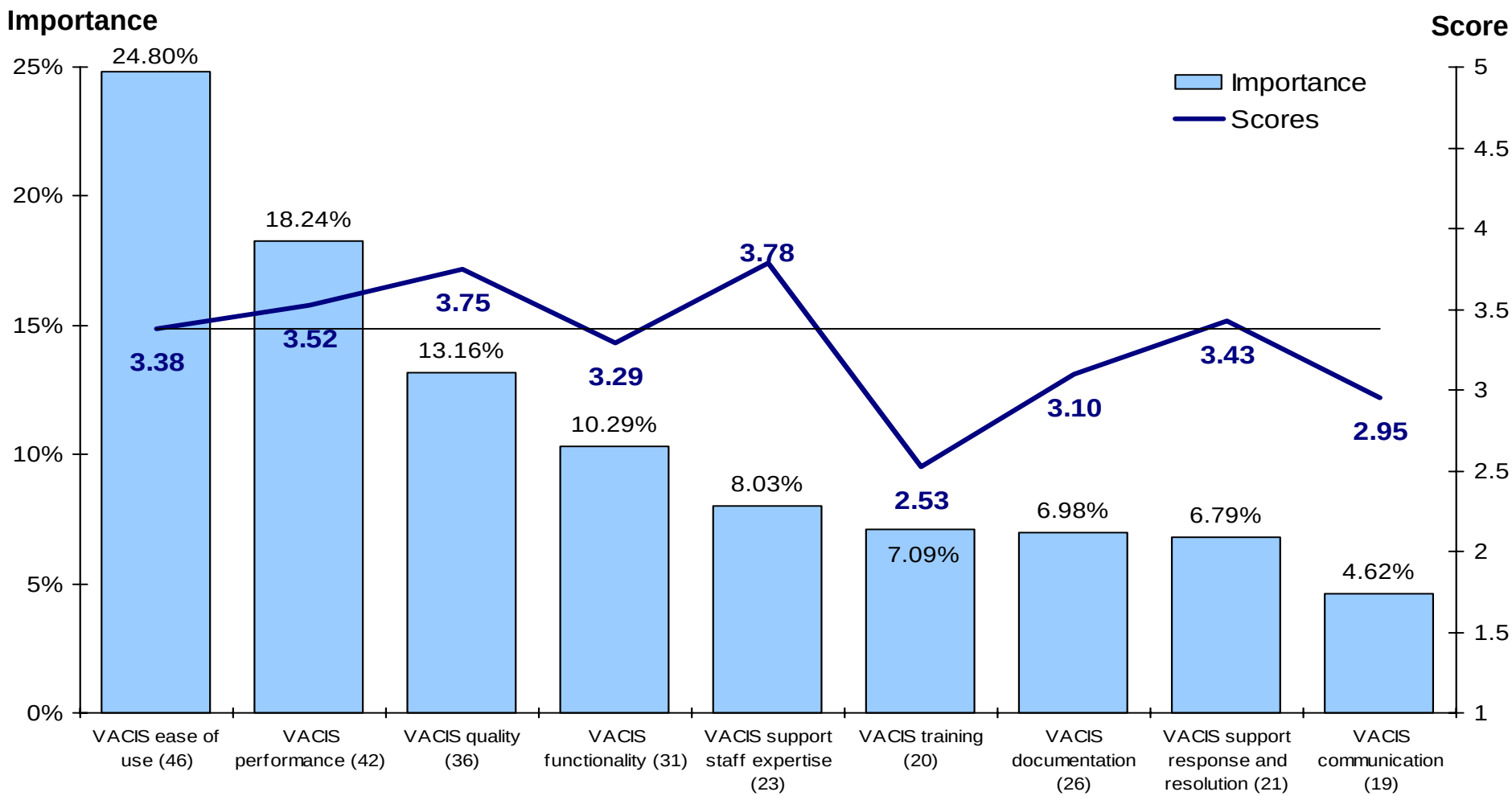
Appendix: VACIS

Job Classification: Administrative/Financial Services Support Worker (3.38,51)



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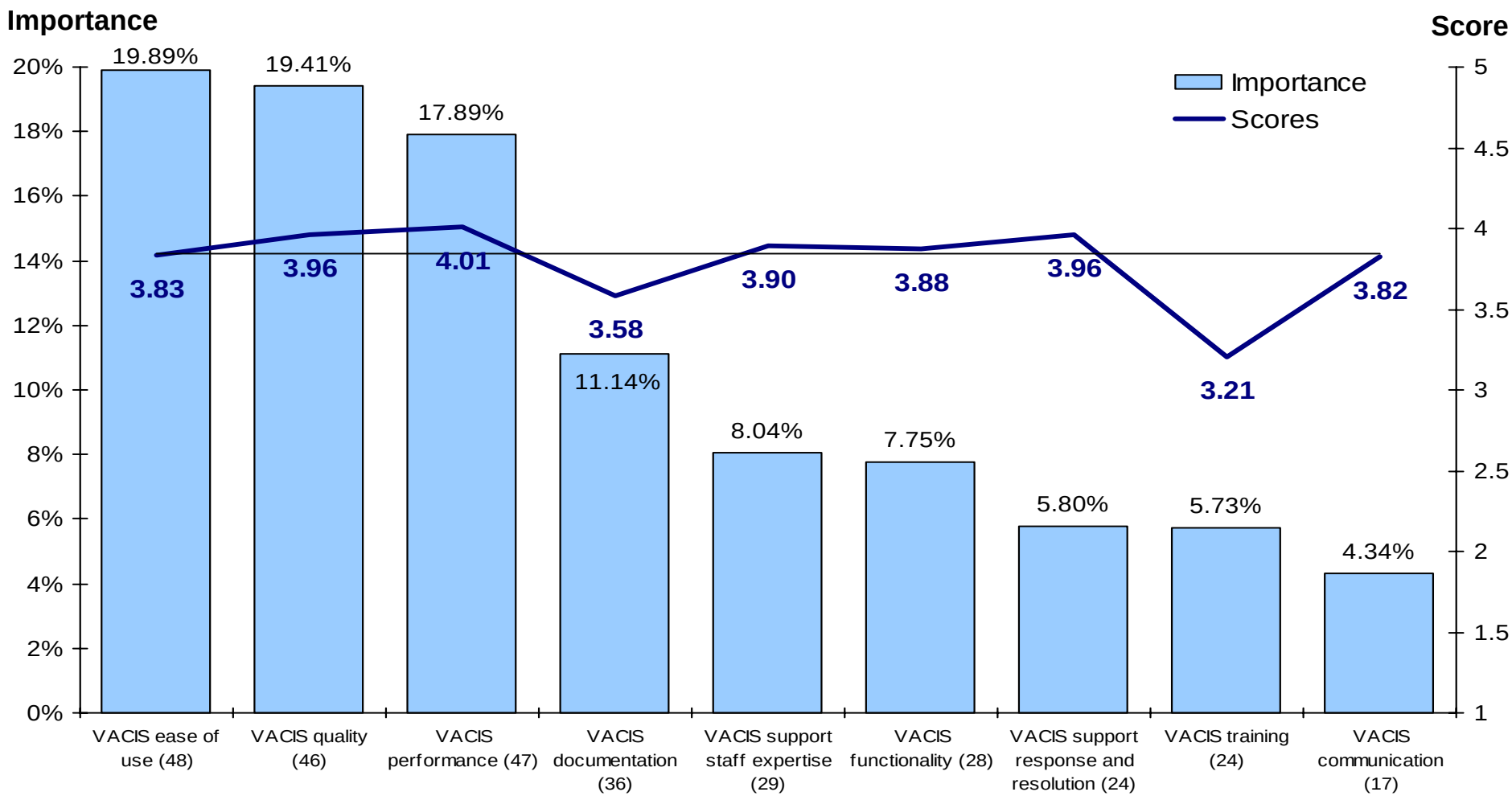
Appendix: VACIS

Job Classification: Clerical Worker (3.84,52)



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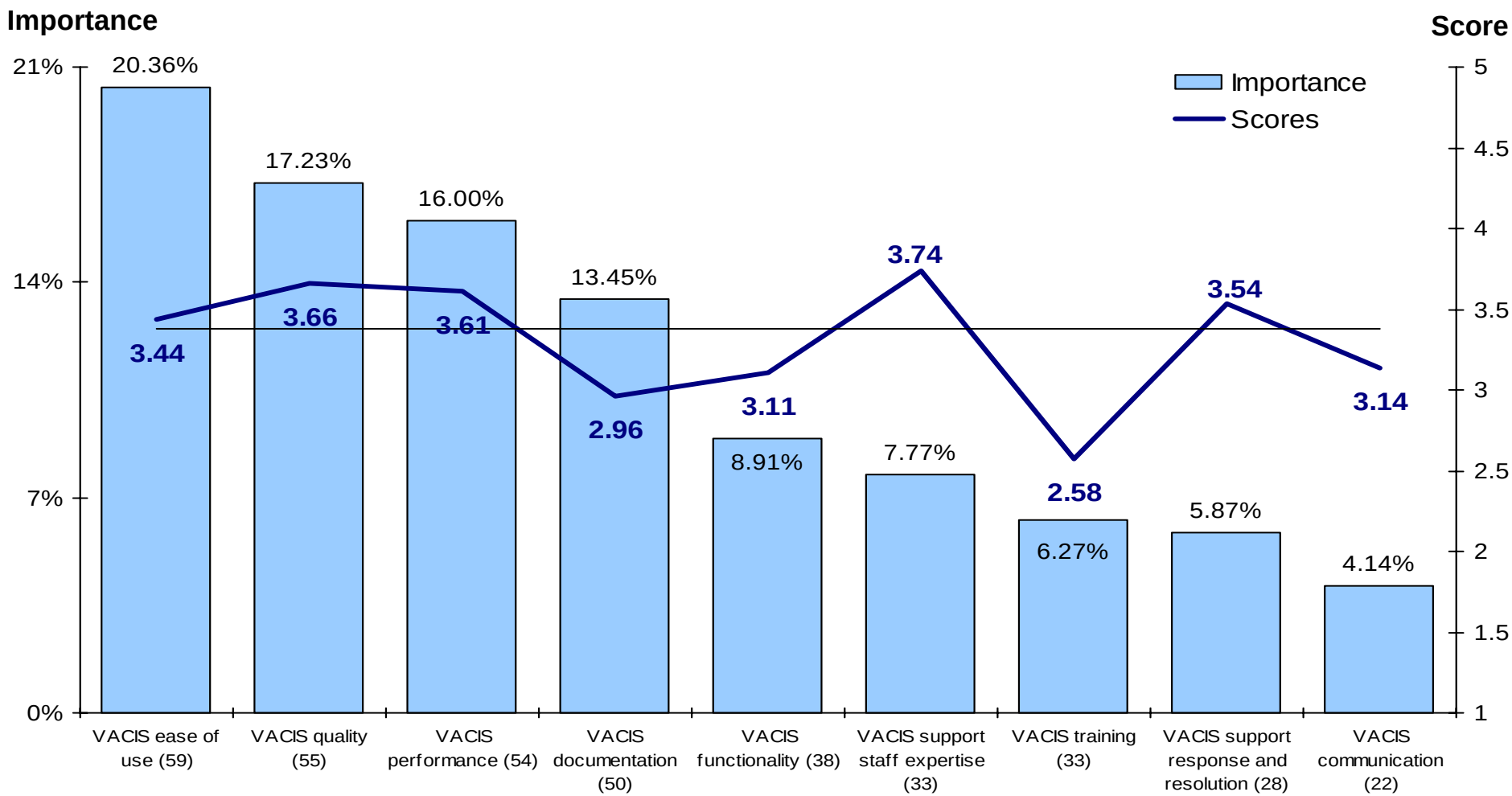
Appendix: VACIS

Job Classification: Eligibility/Benefits Worker (3.37,66)



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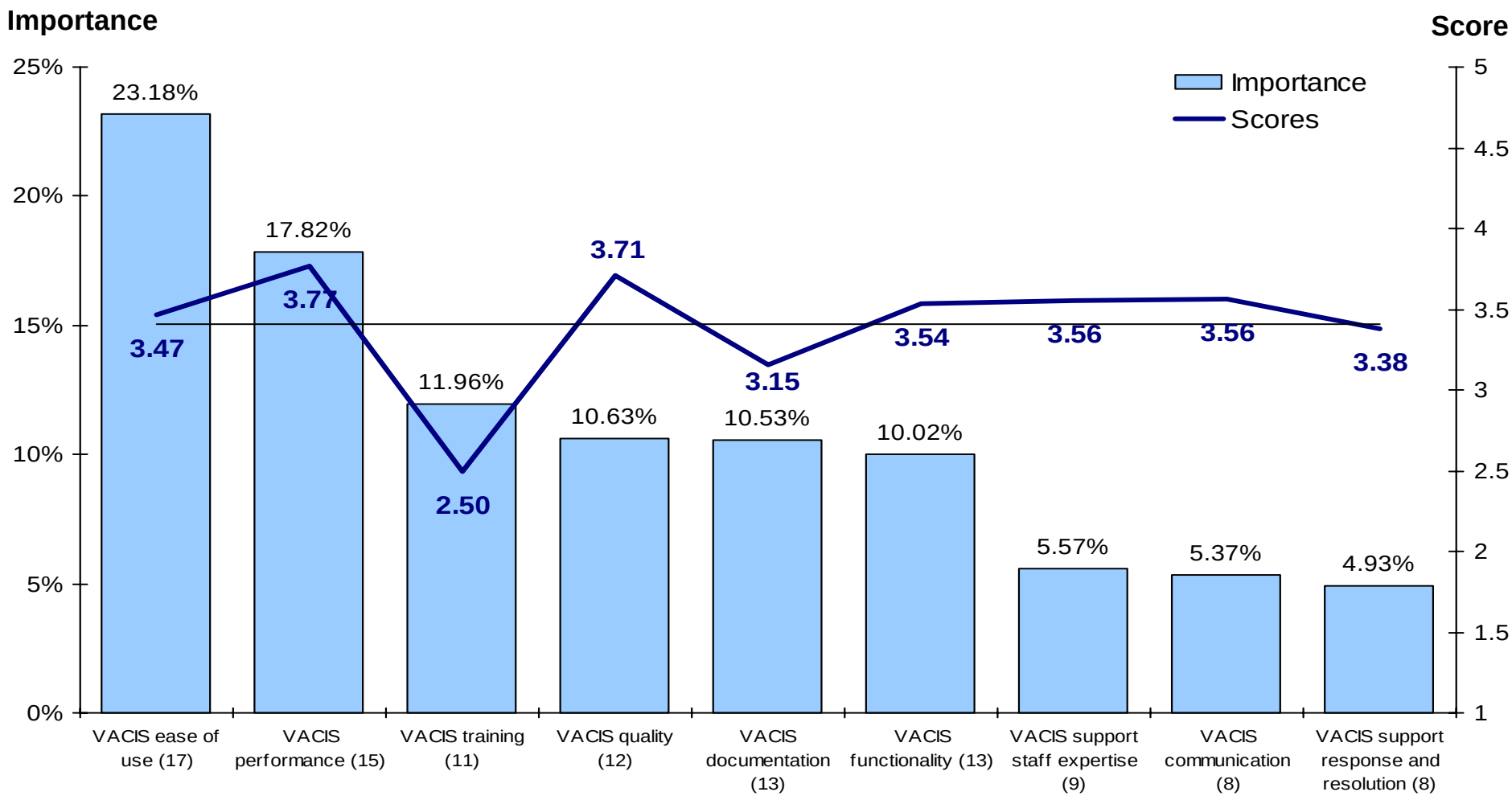
Appendix: VACIS

Job Classification: Employment Services Worker (3.41,19)



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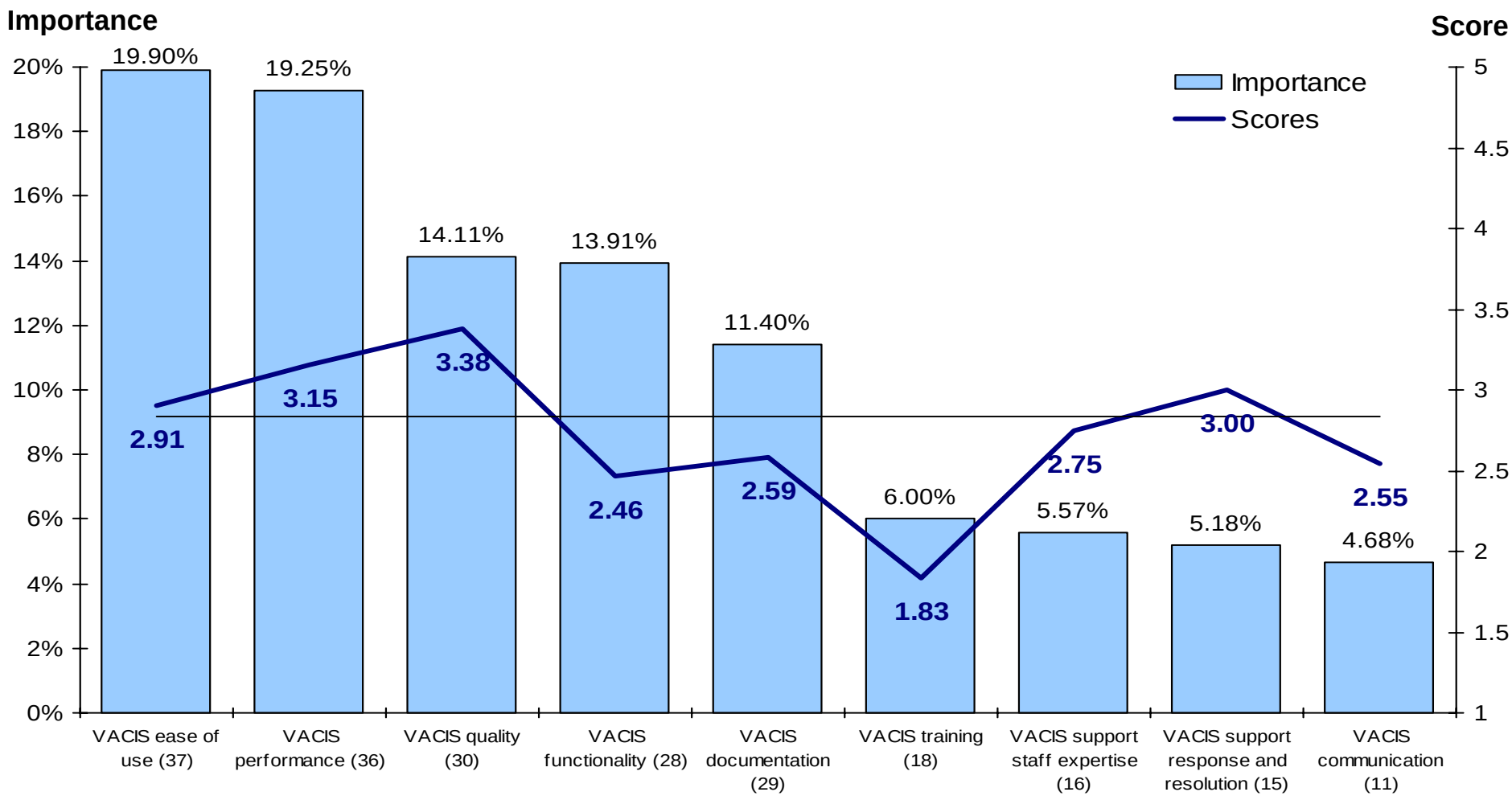
Appendix: VACIS

Job Classification: Program Supervisor (2.84,40)



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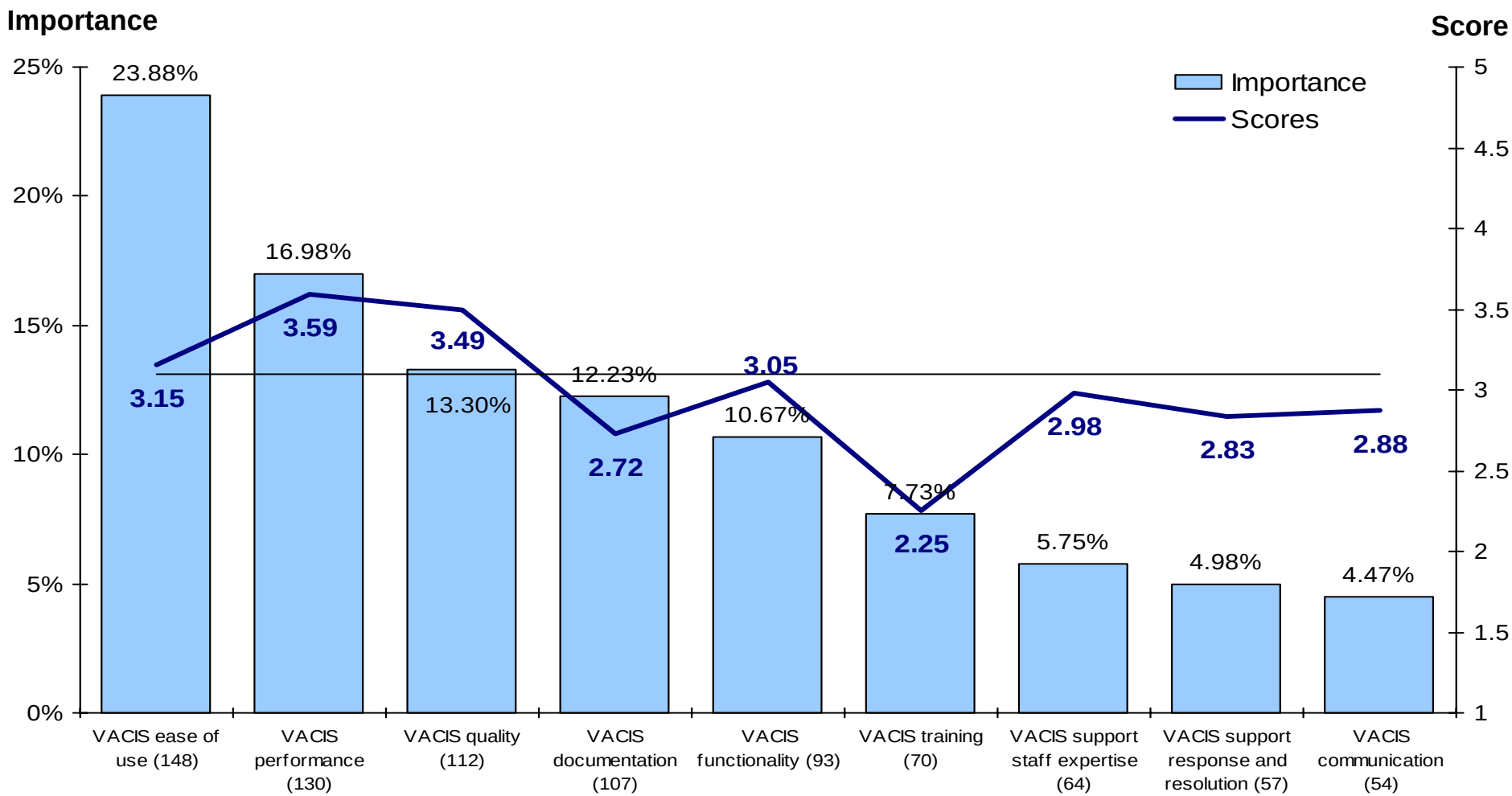
Appendix: VACIS

Job Classification: Service/Social Worker (3.1,167)



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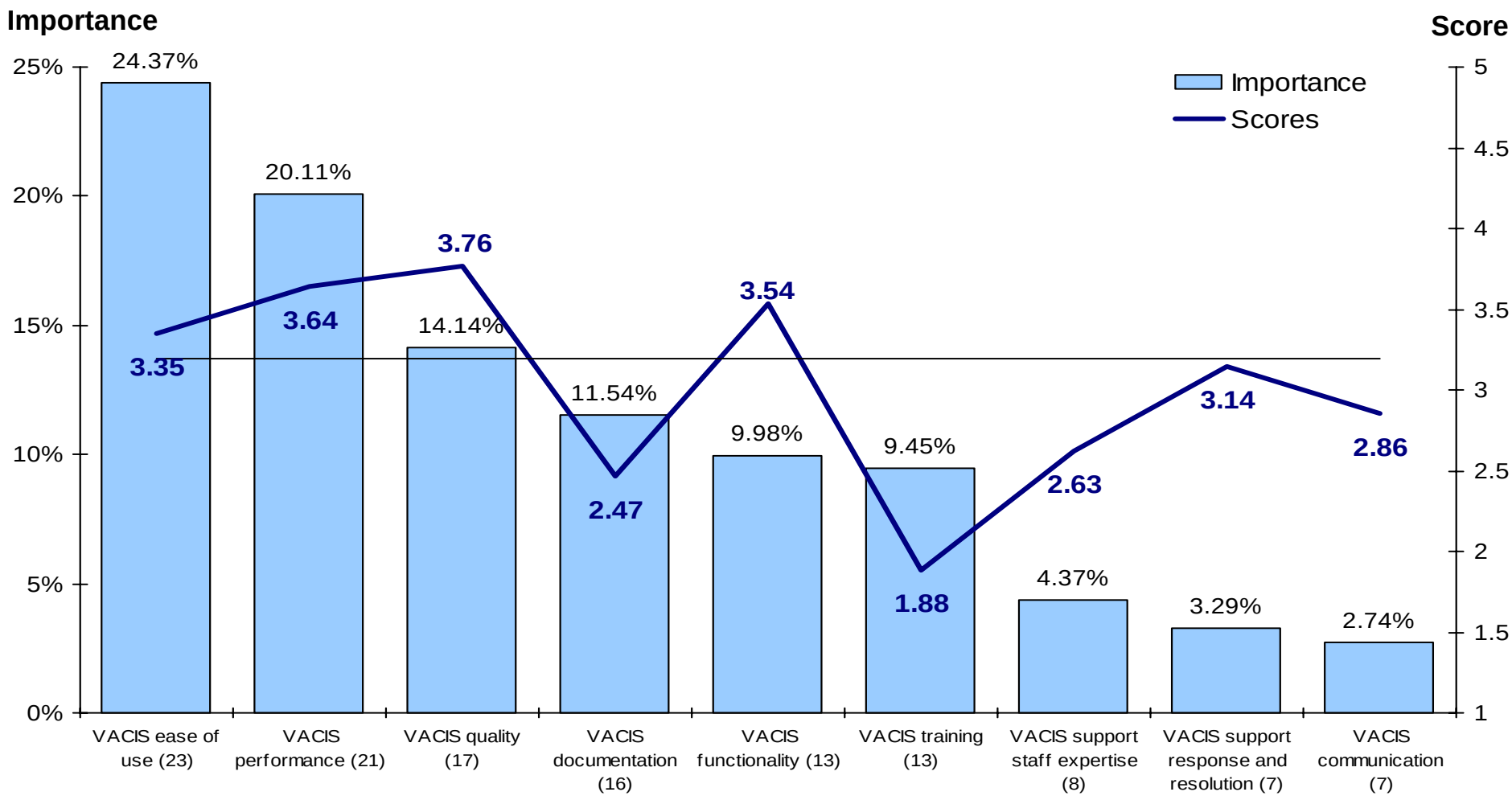
Appendix: VACIS

Length: Less than 1 year (3.19,24)



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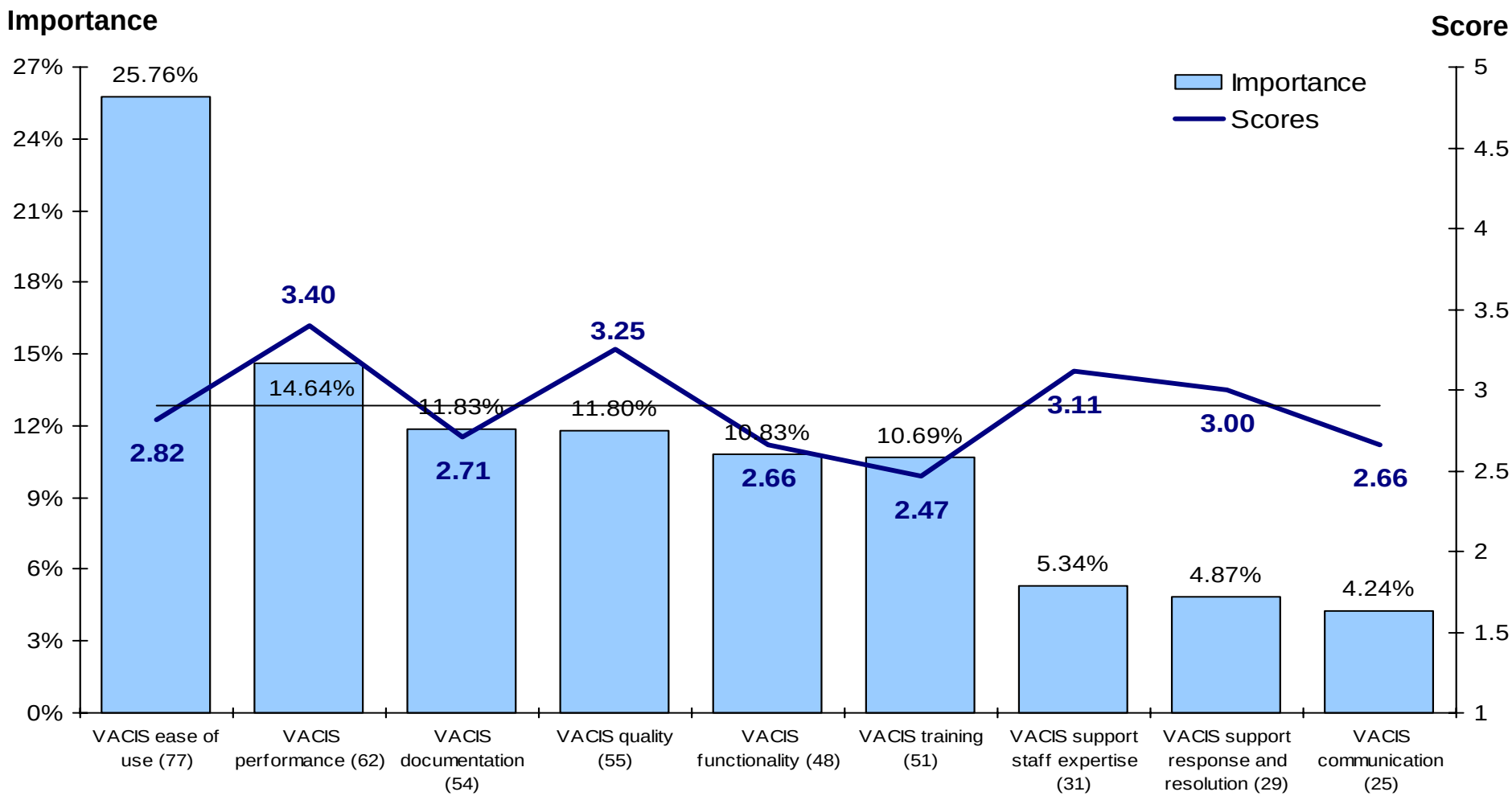
Appendix: VACIS

Length: 1 to 5 years (2.9,86)



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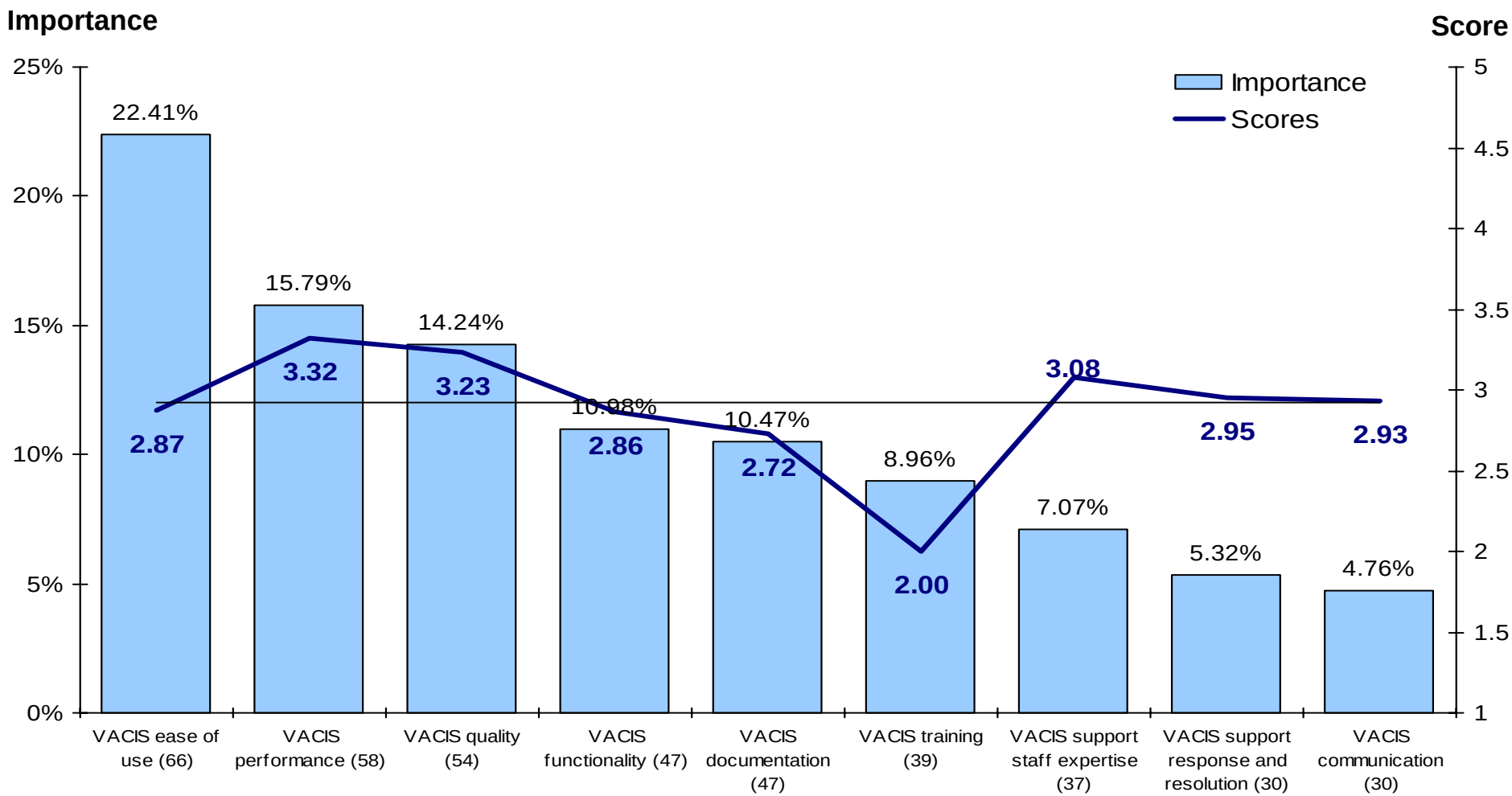
Appendix: VACIS

Length: 5 to 10 years (2.92,73)



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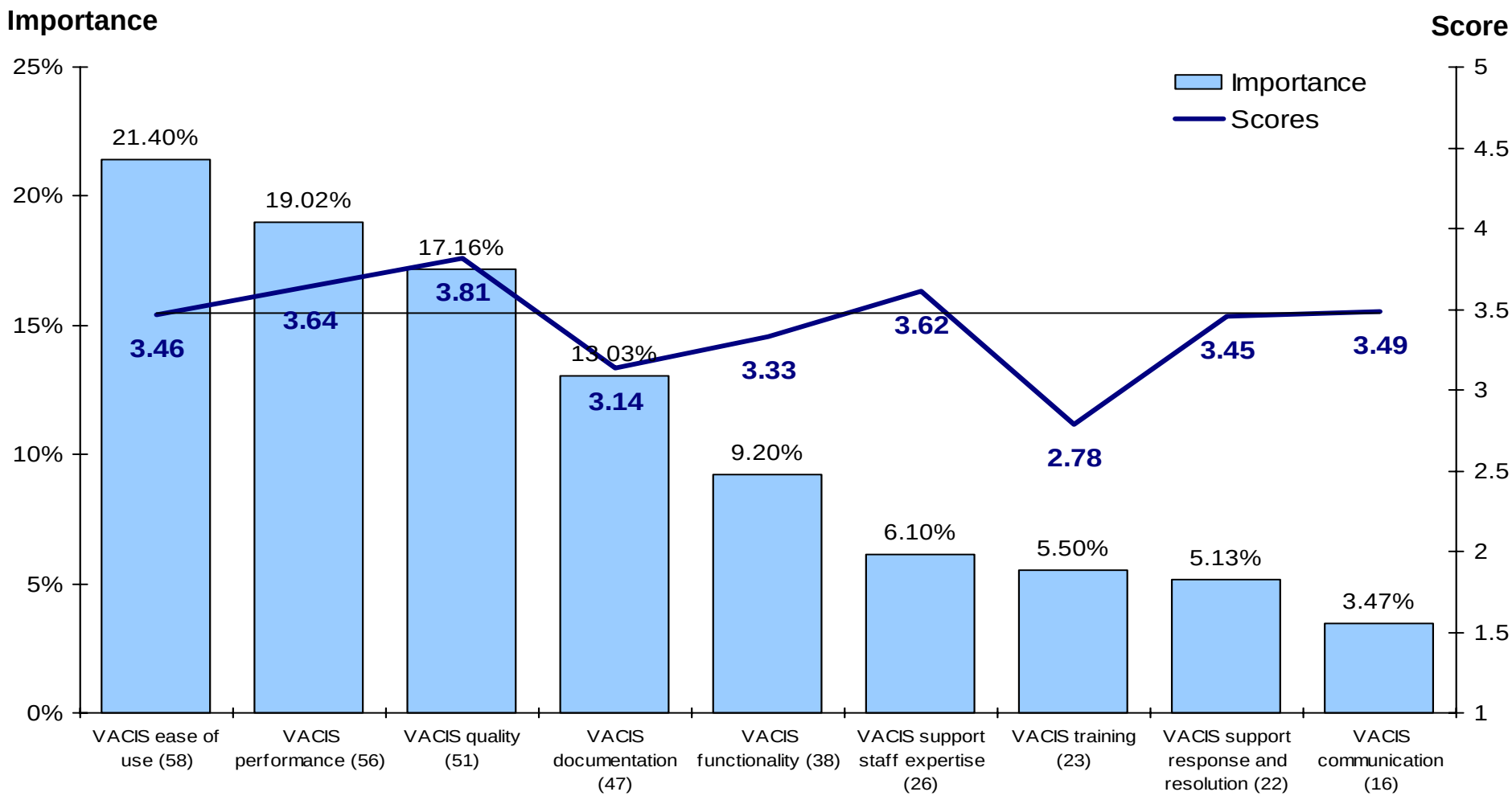
Appendix: VACIS

Length: 10 to 15 years (3.47,64)



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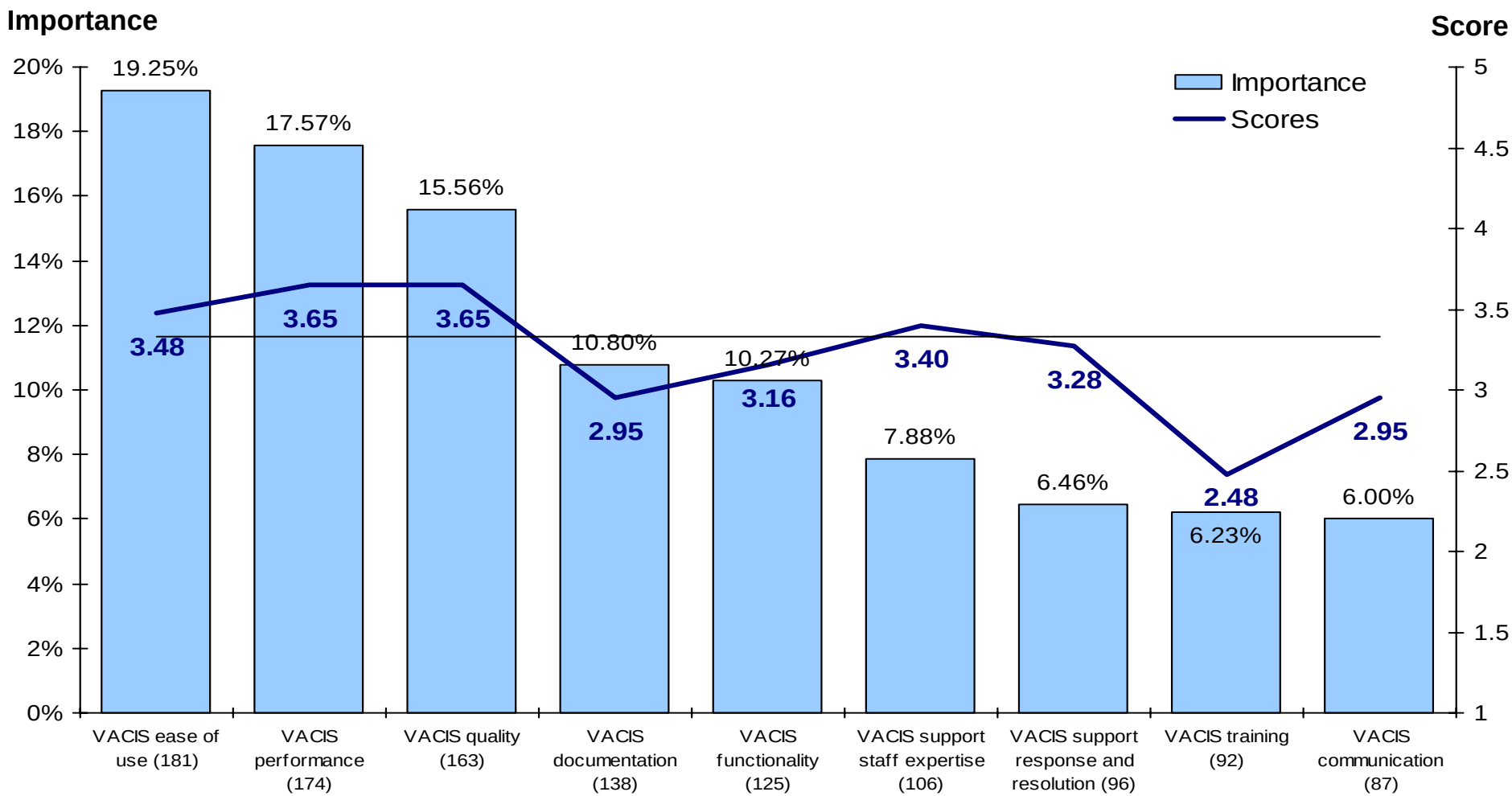
Appendix: VACIS

Length: More than 15 years (3.33,209)



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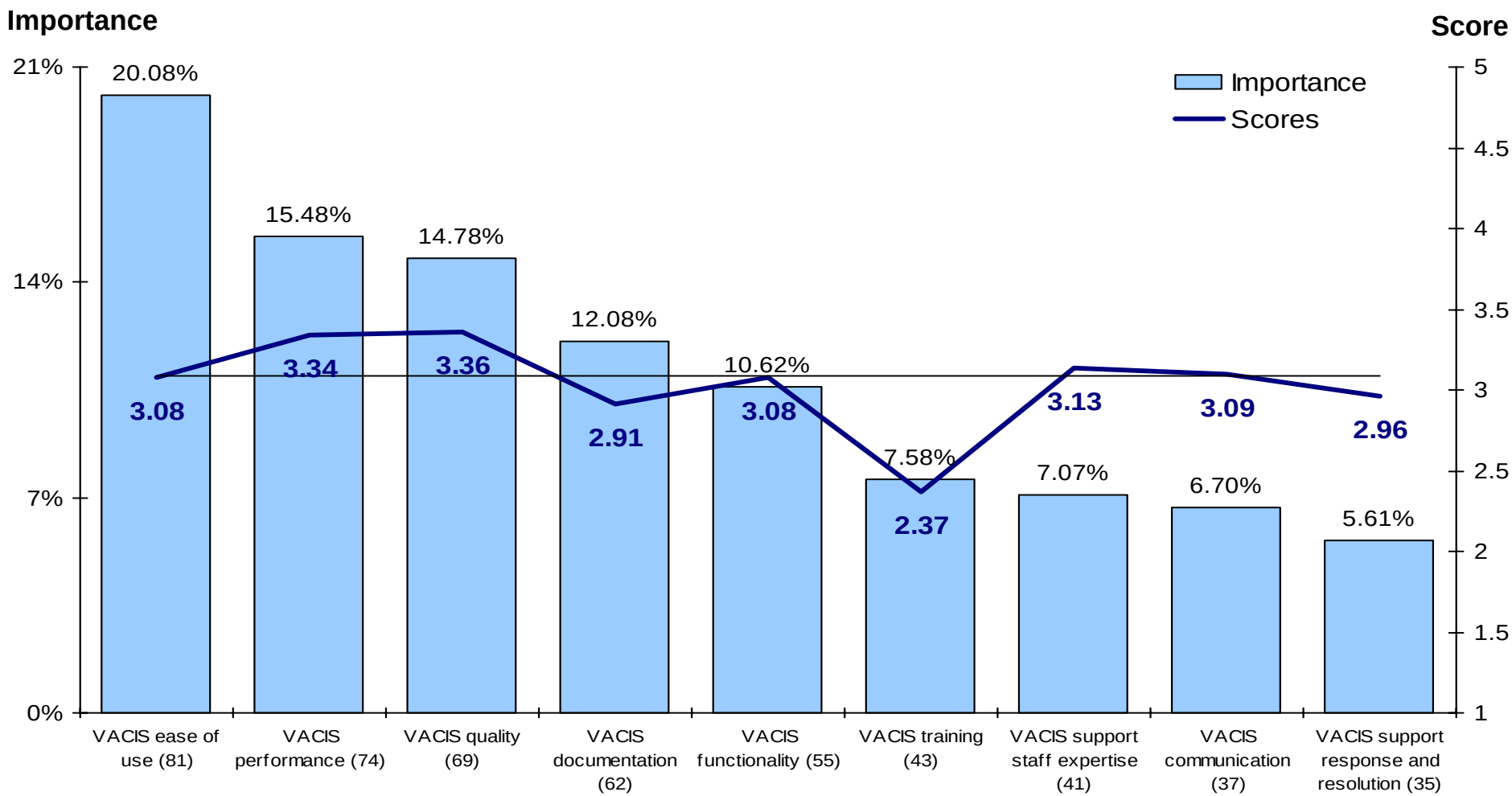
Appendix: VACIS

Region: Central (3.09,90)



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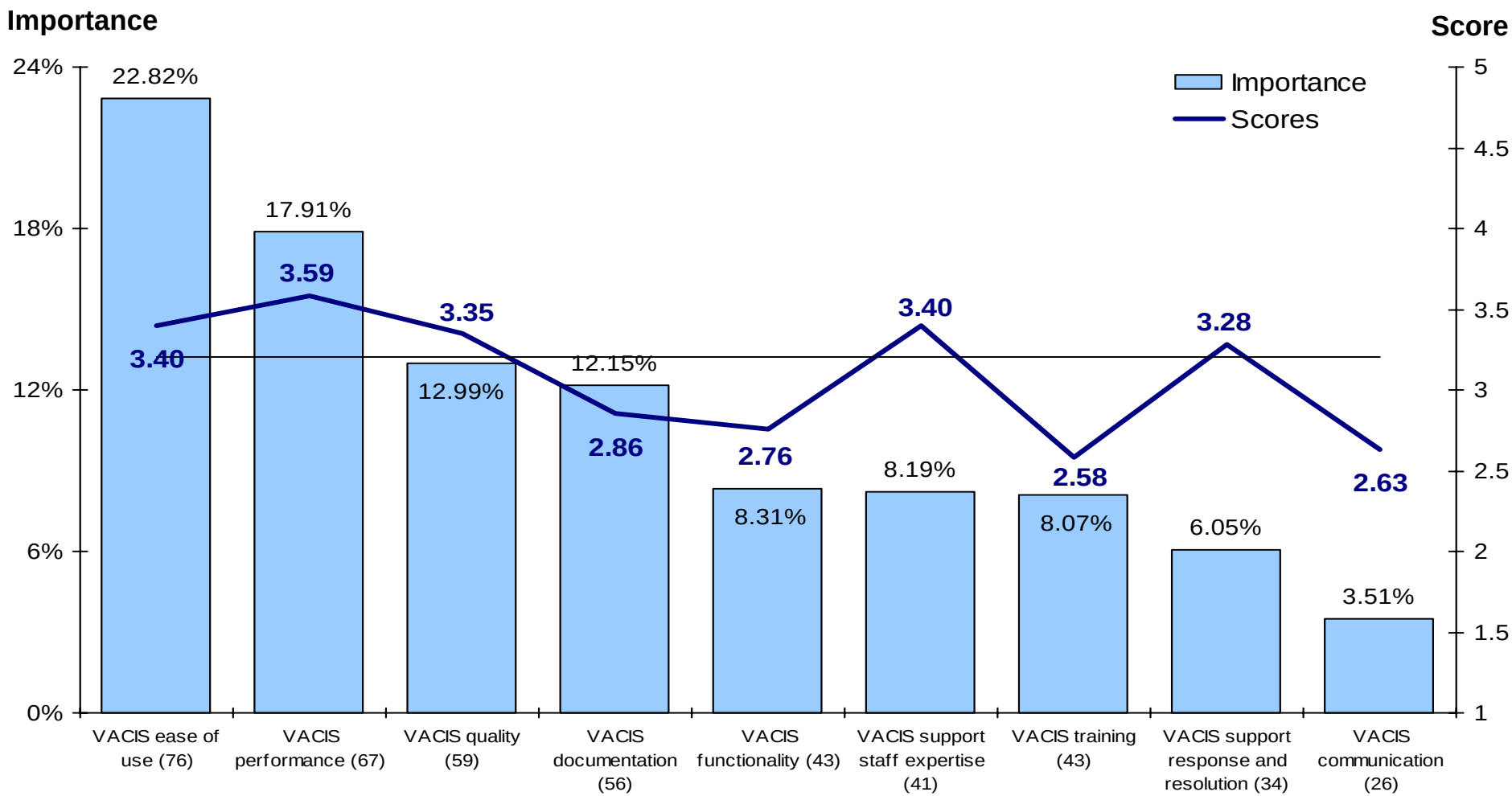
Appendix: VACIS

Region: Eastern (3.21,88)



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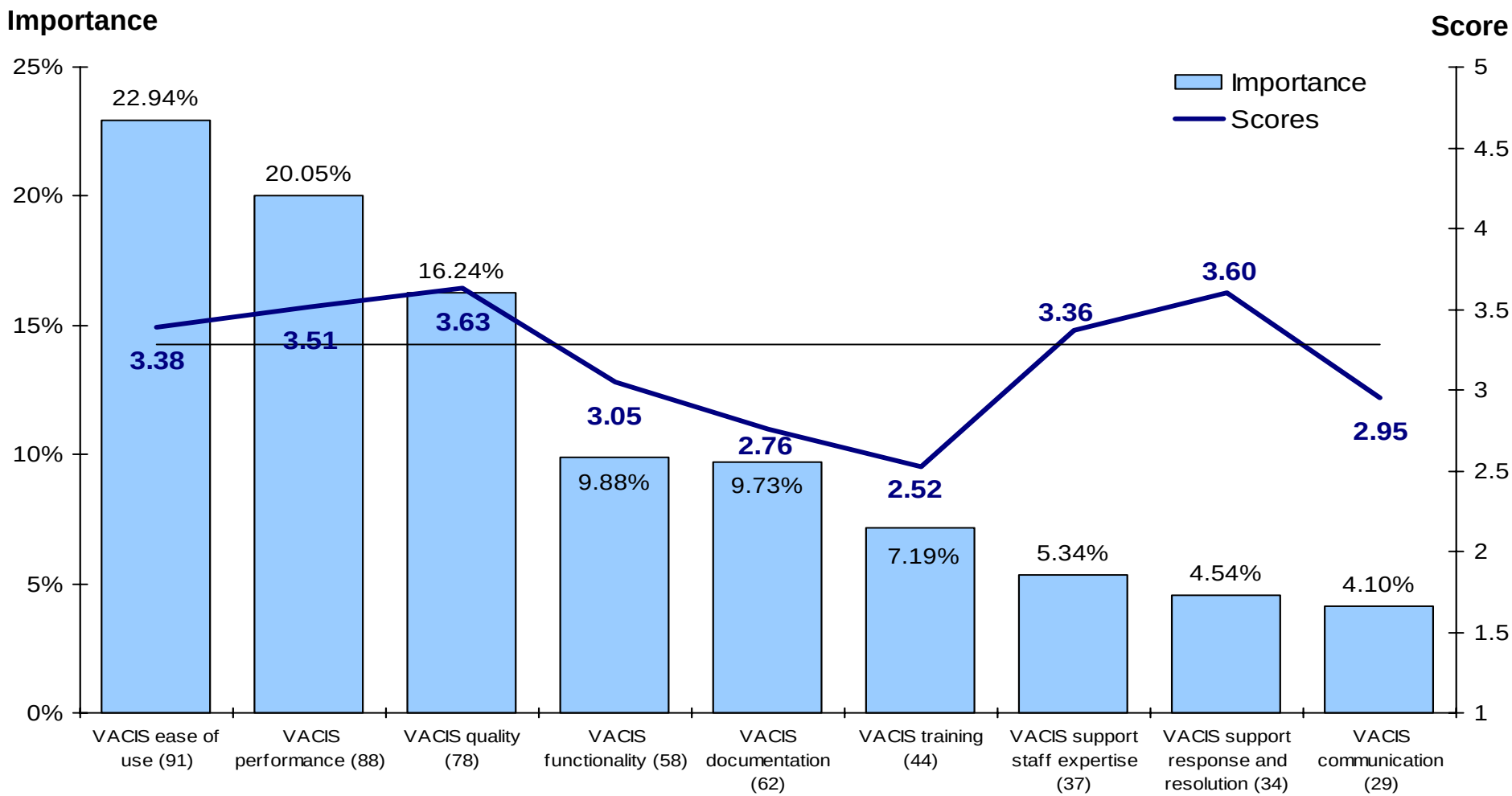
Appendix: VACIS

Region: Northern (3.29,105)



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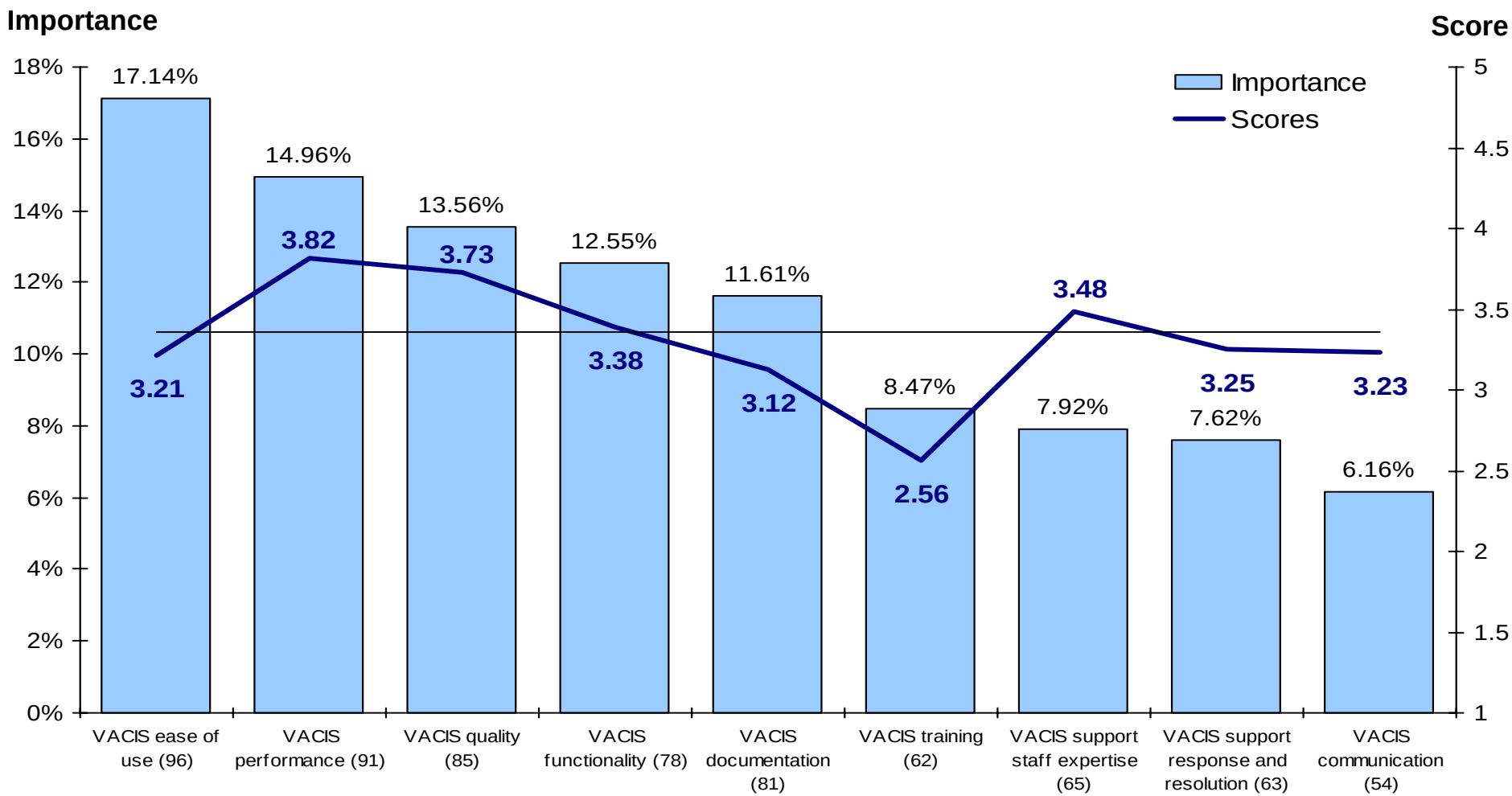
Region: Piedmont (3.36,107)



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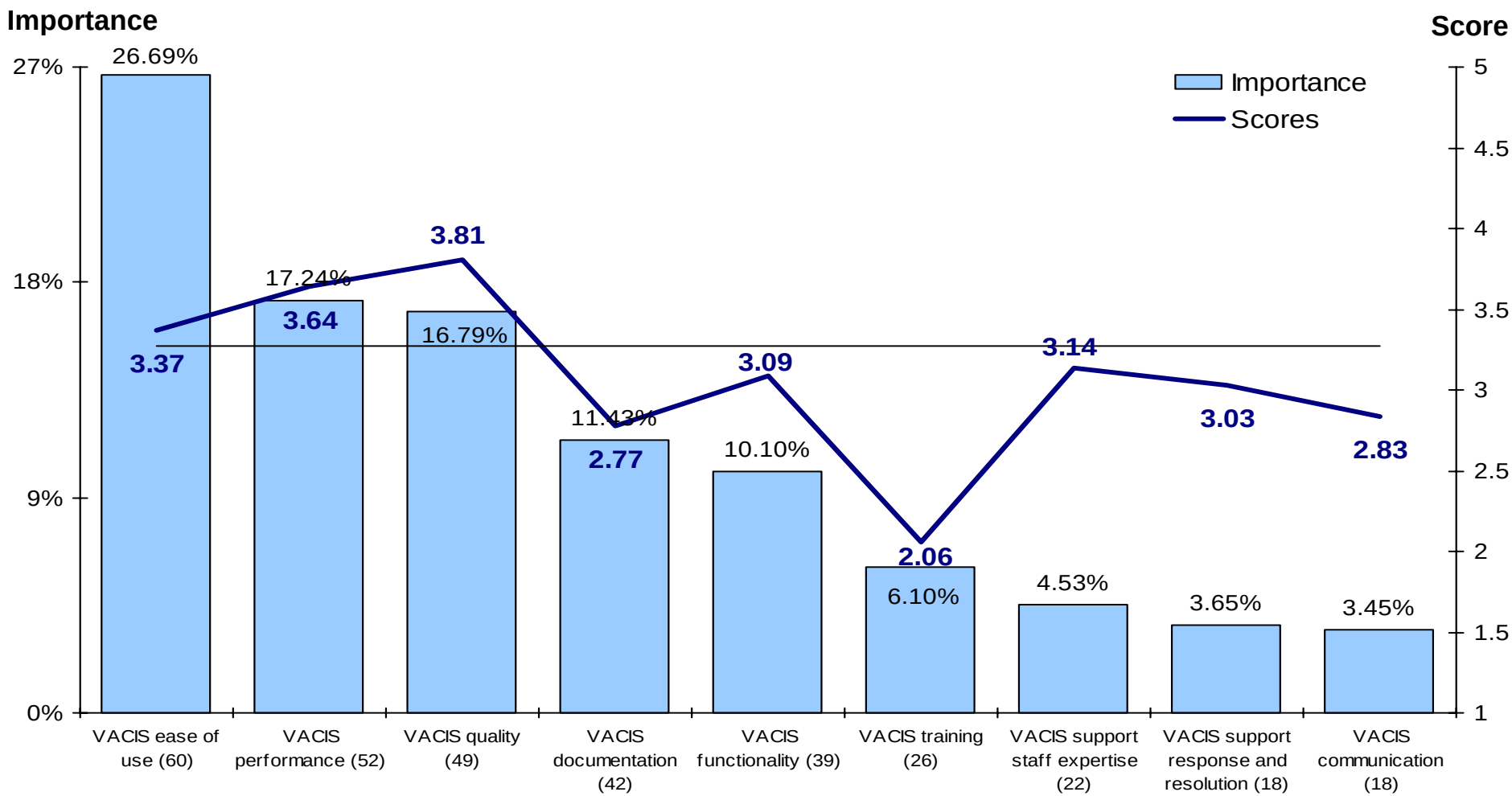
Appendix: VACIS

Region: Western (3.27,65)



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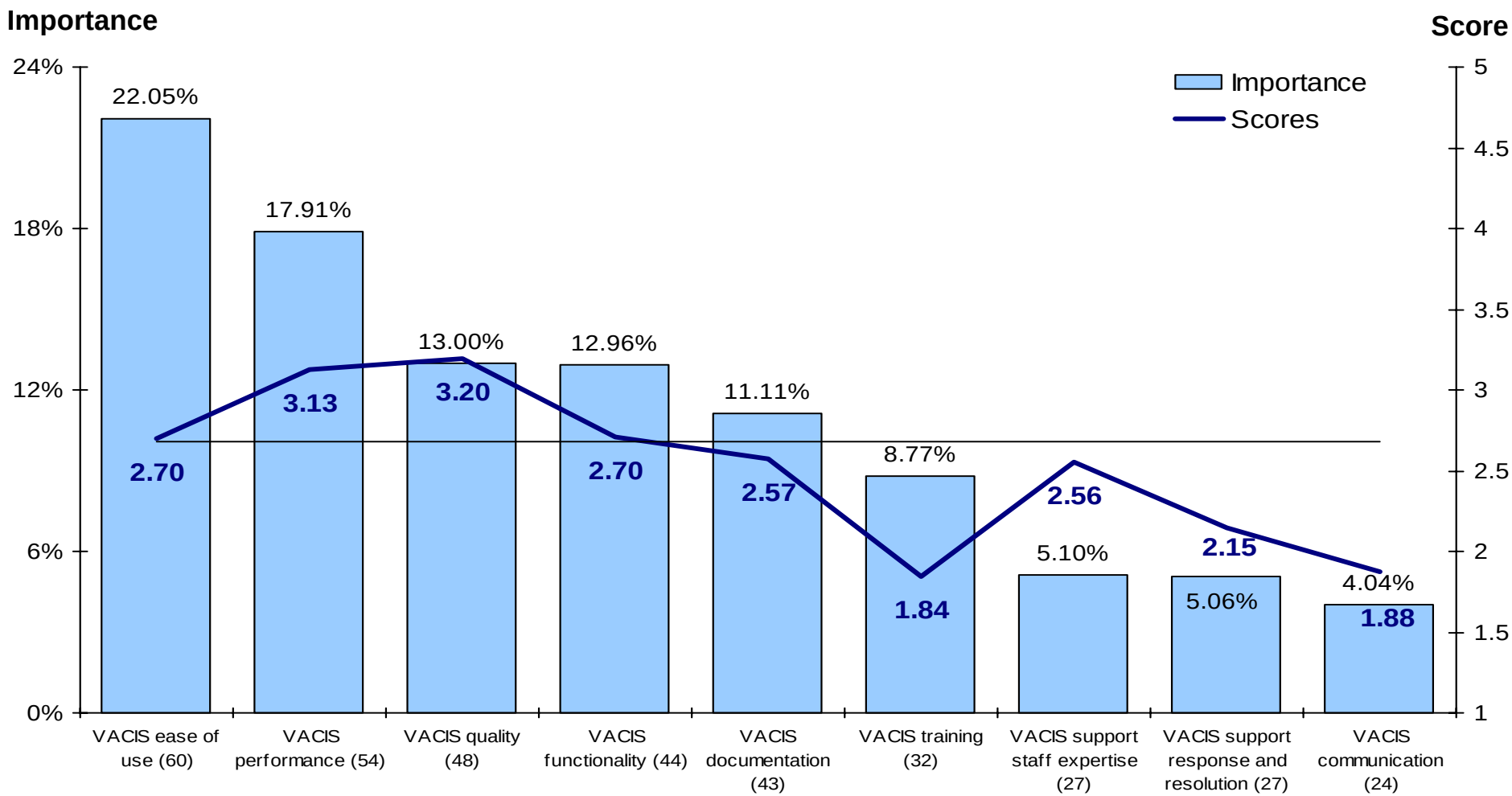
Appendix: VACIS

Program Unit: Adoptions (2.68,68)



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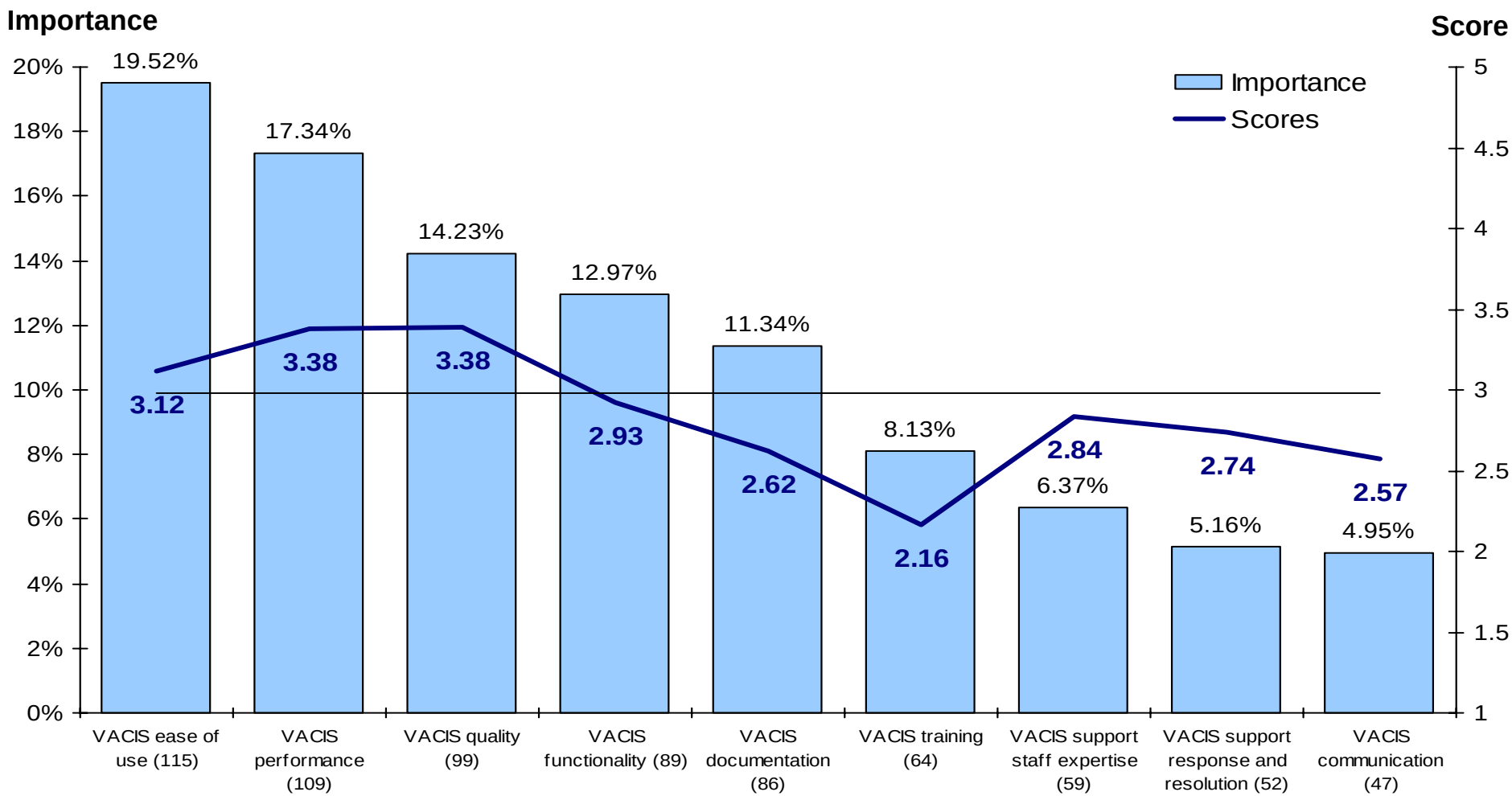
Appendix: VACIS

Program Unit: Adult Protective Services (2.98,132)



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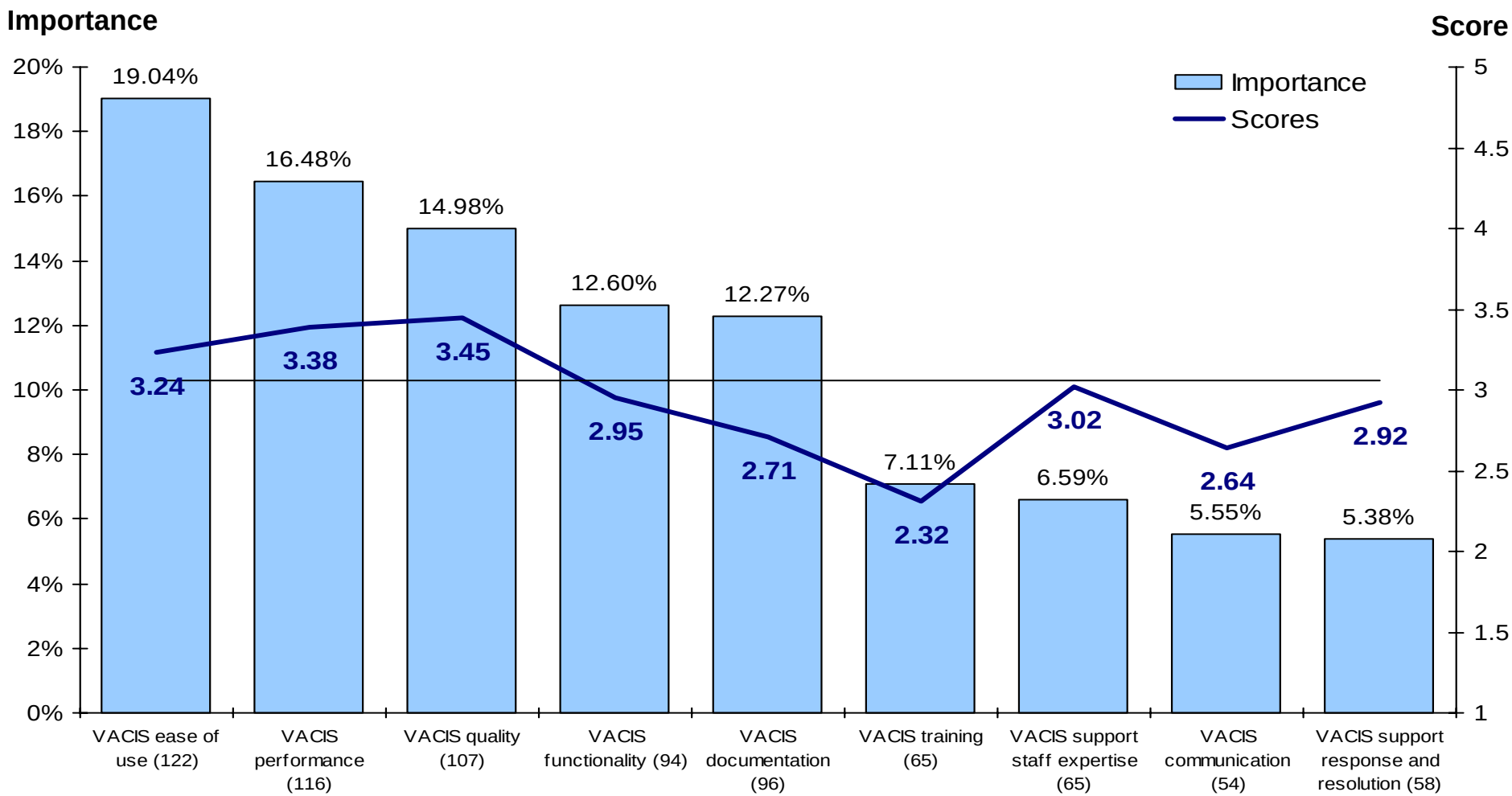
Program Unit: Adult Services (3.06,141)



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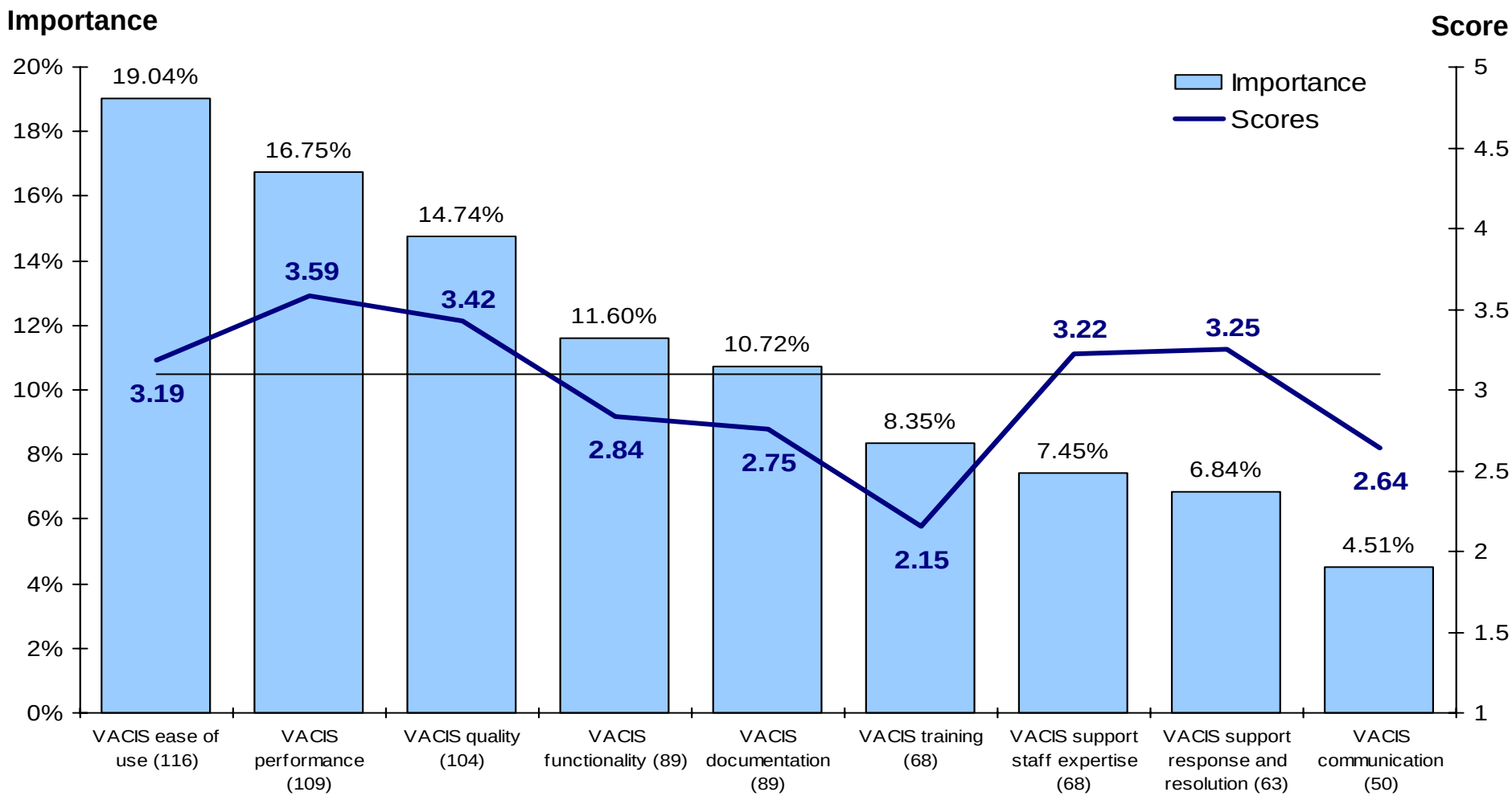
Program Unit: Child Care Program (3.1,123)



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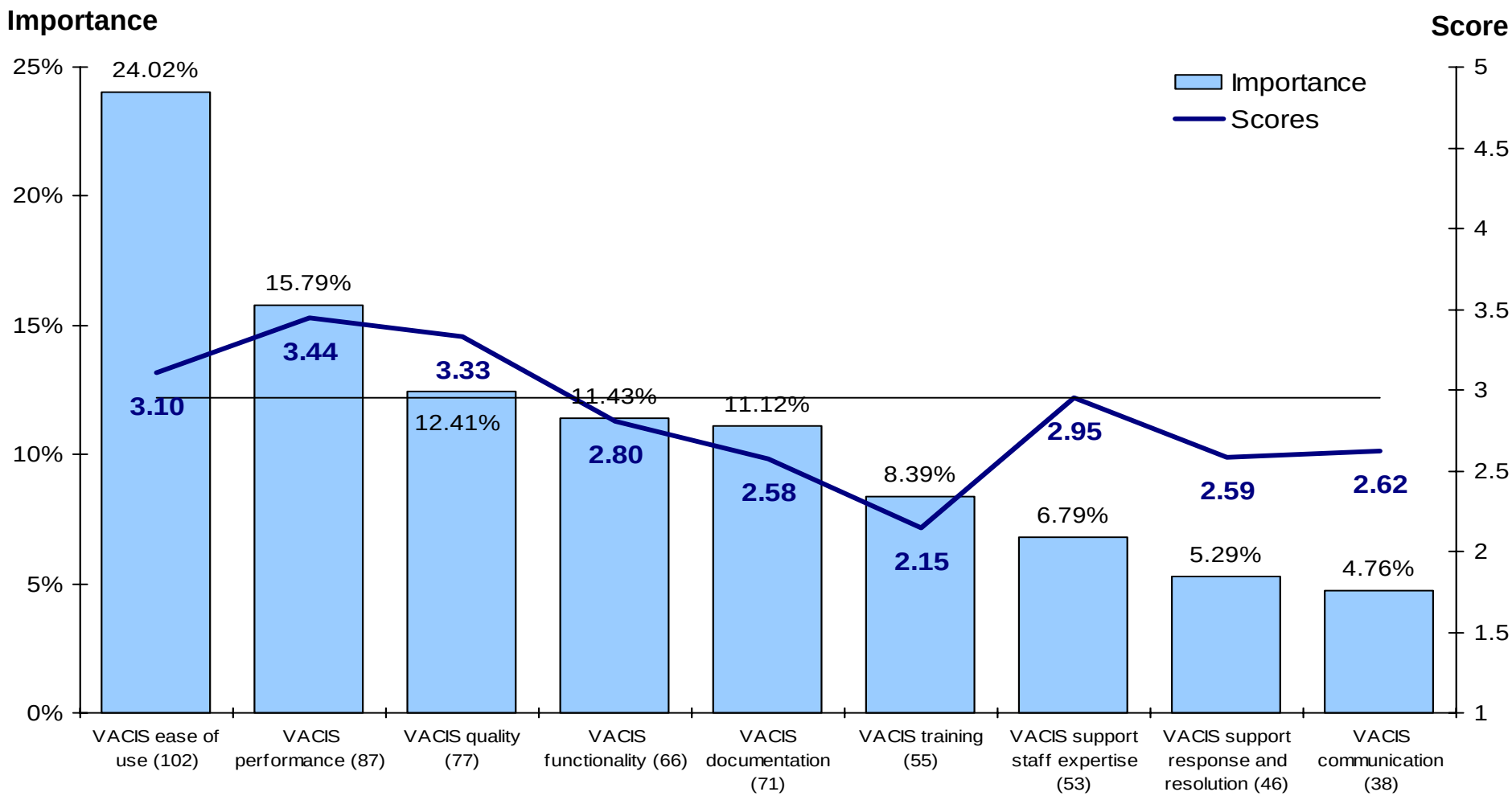
Program Unit: Child Protective Services (CPS) (2.95,113)



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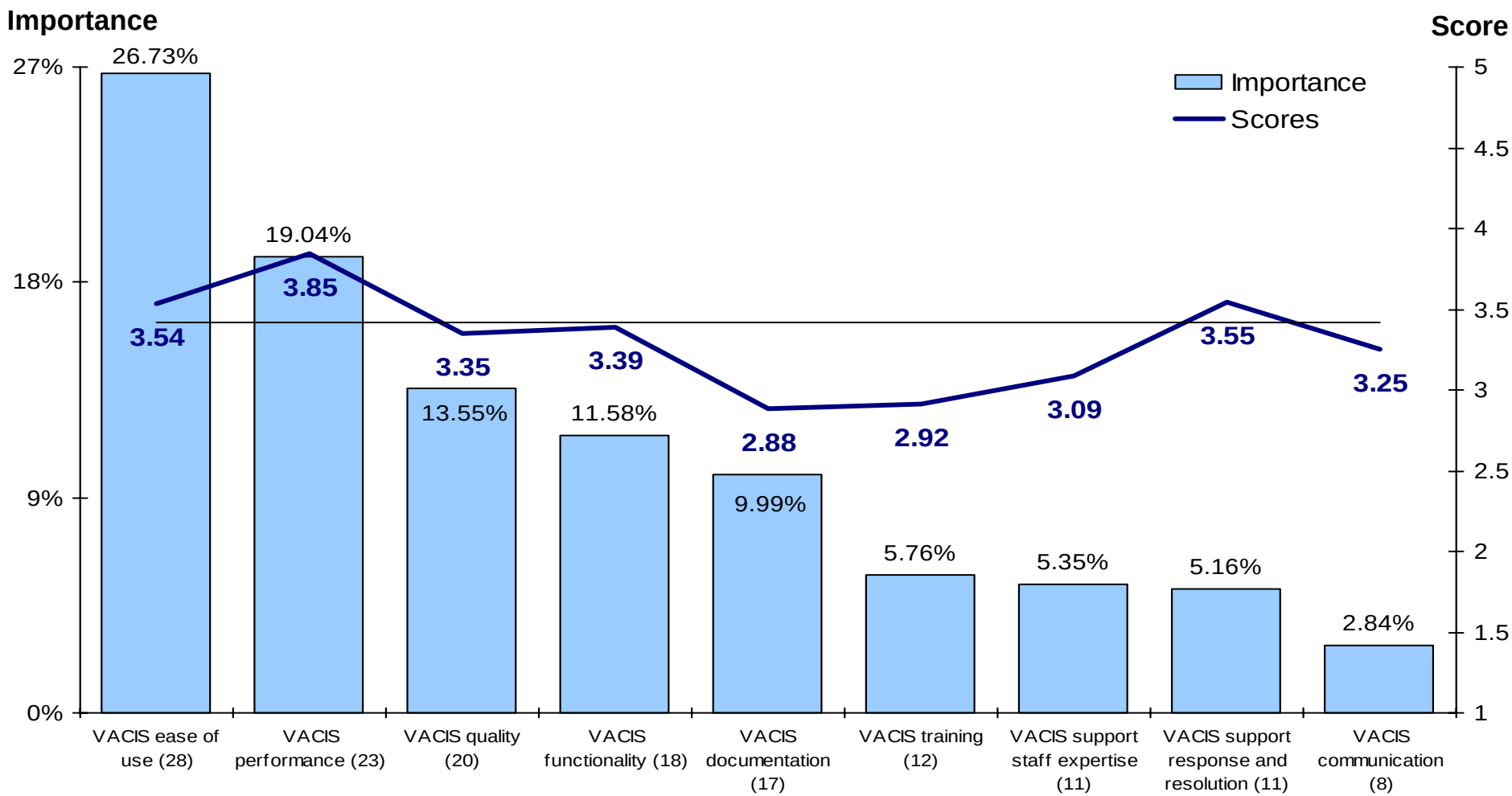
Program Unit: Community Services (3.42,28)



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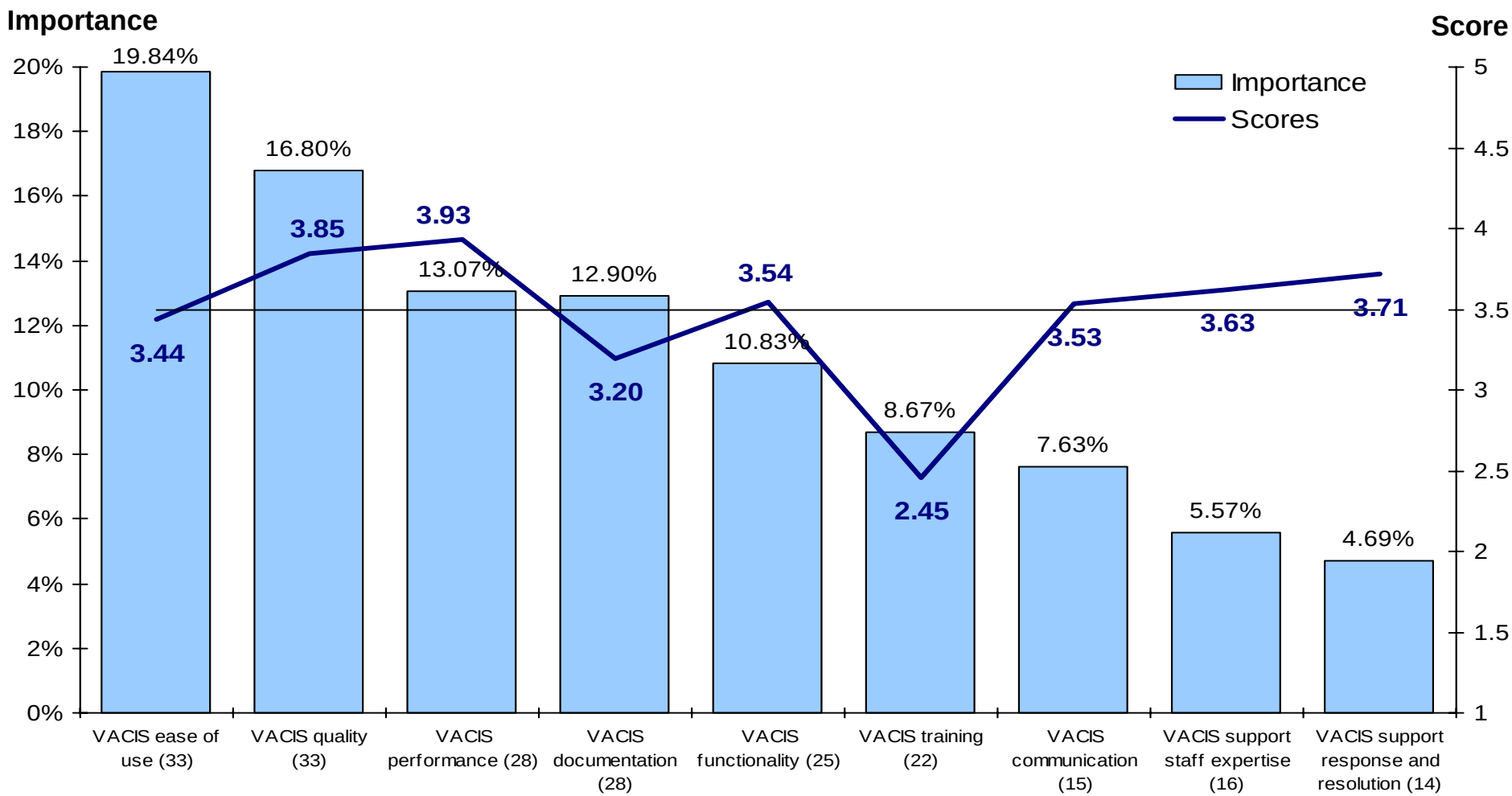
Program Unit: Energy Assistance (3.5,37)



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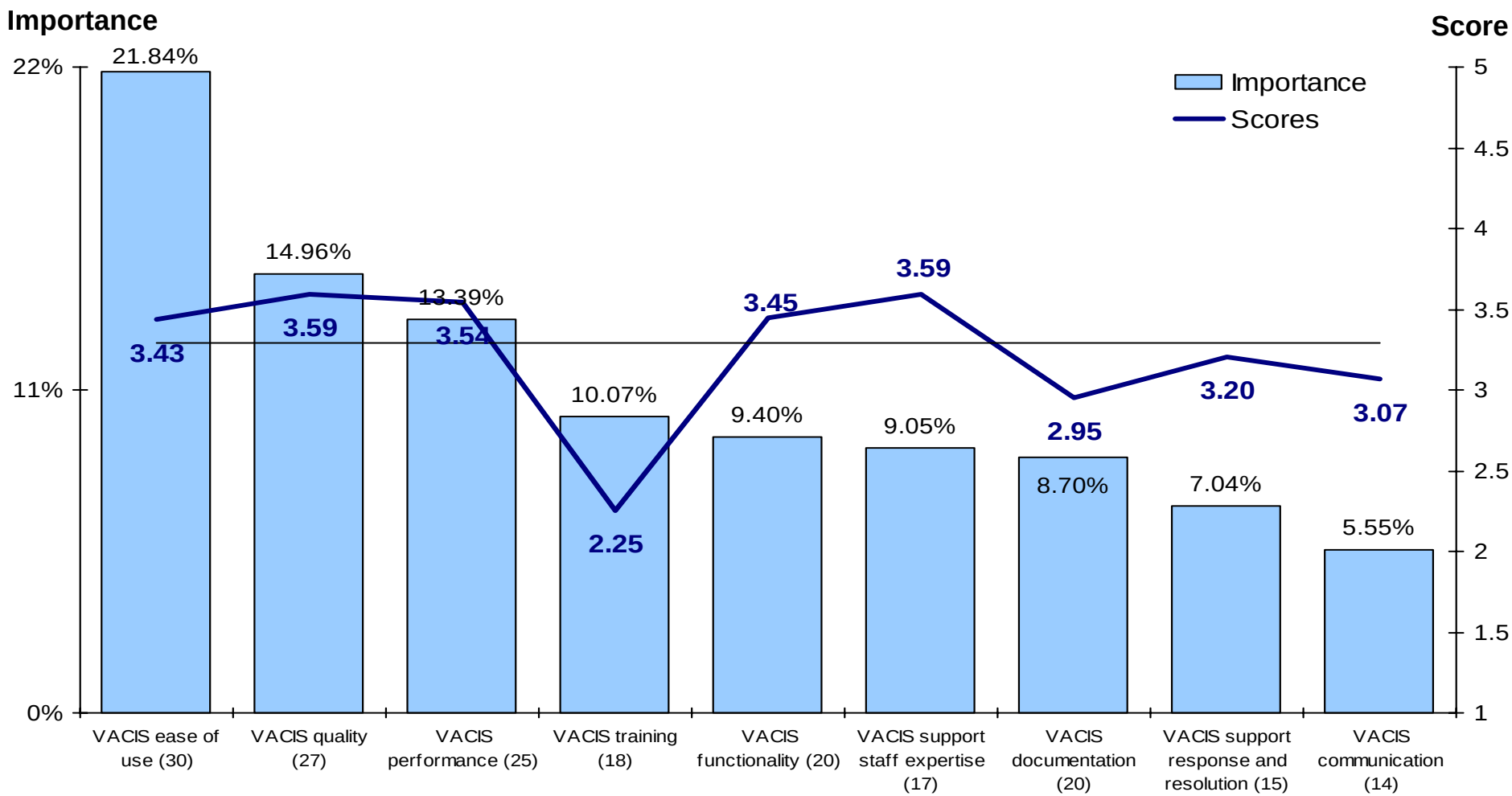
Program Unit: Financial Management (3.29,39)



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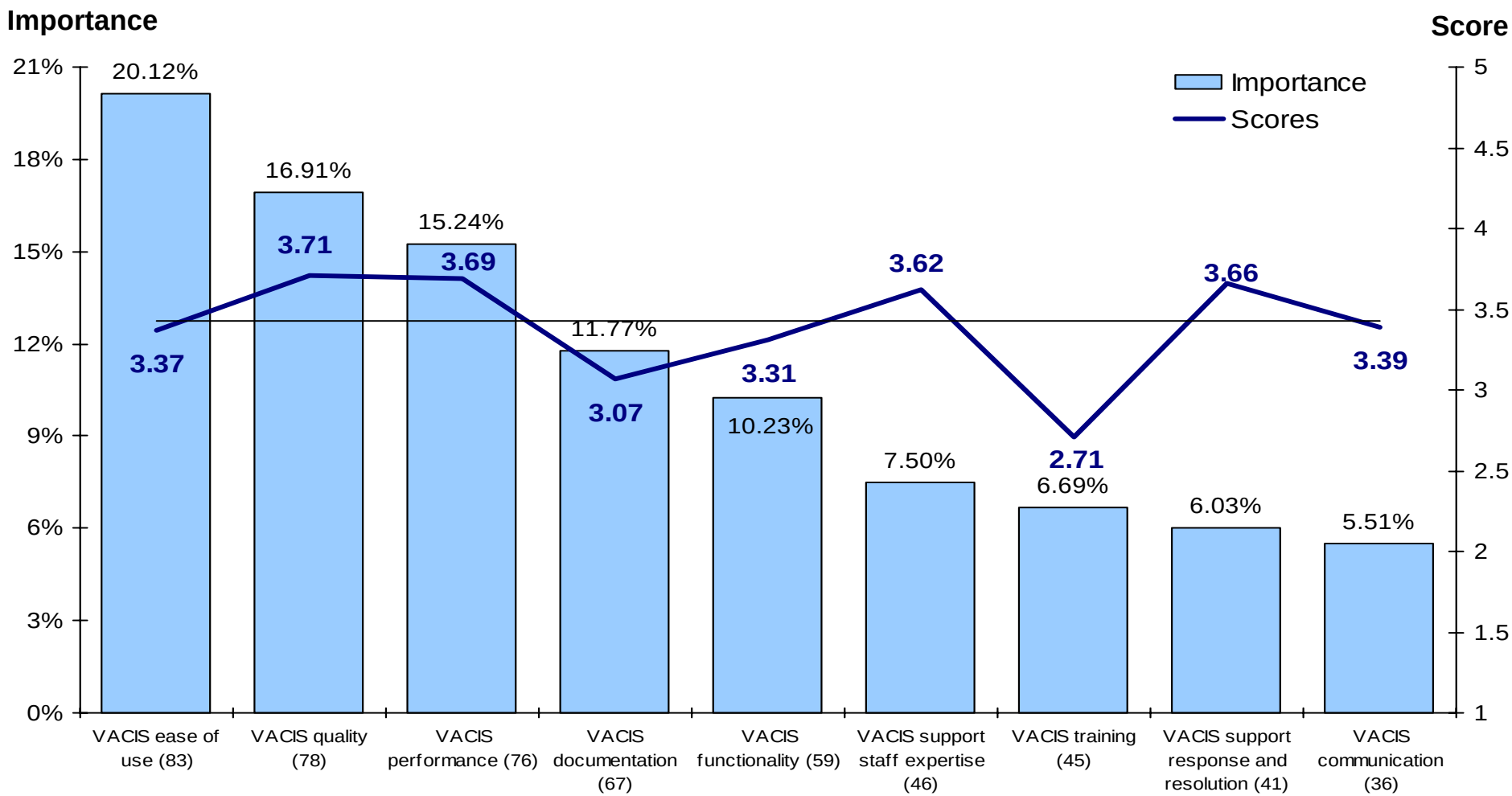
Program Unit: Food Stamps (3.43,93)



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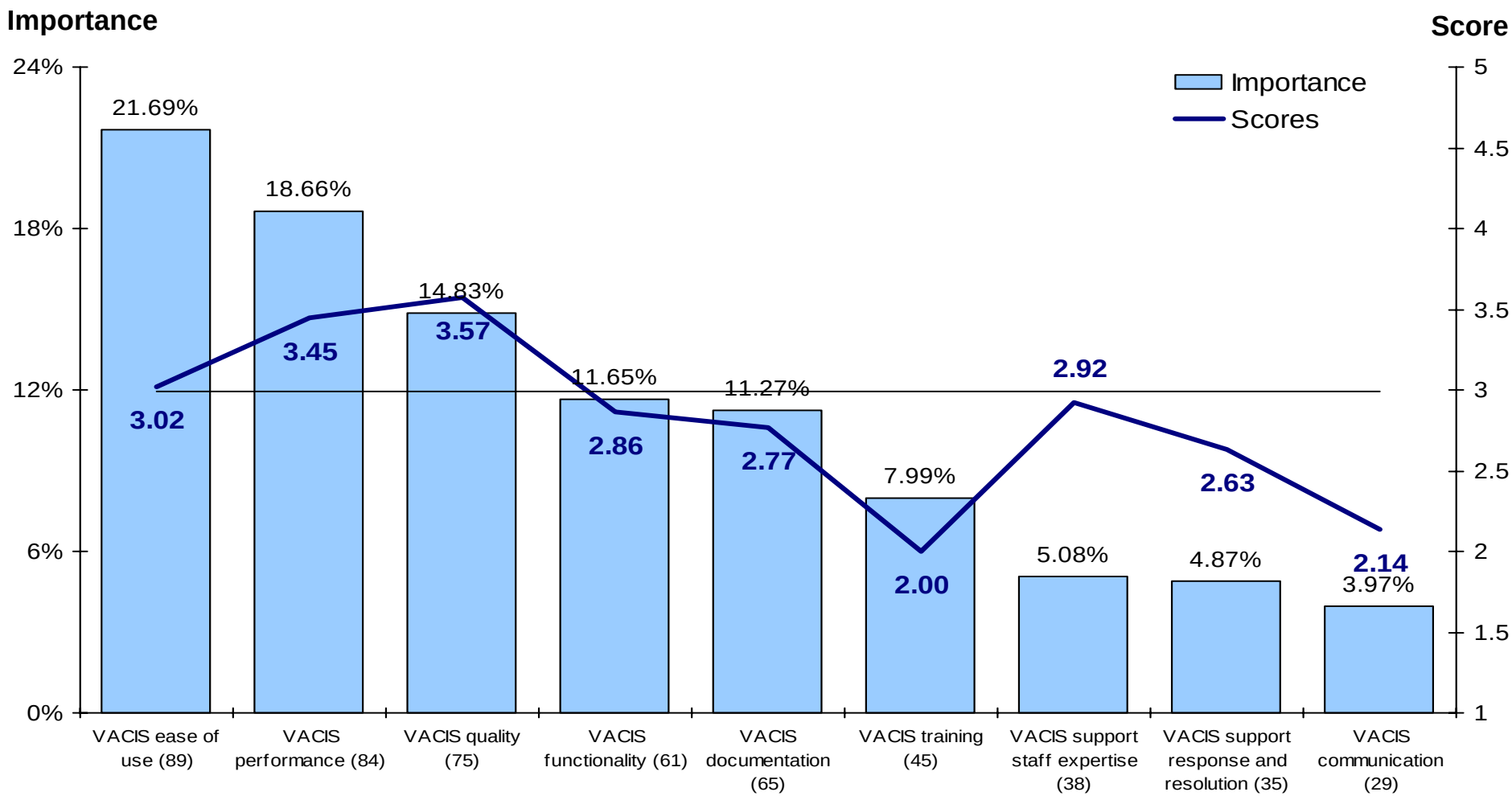
Program Unit: Foster Care (2.99,103)



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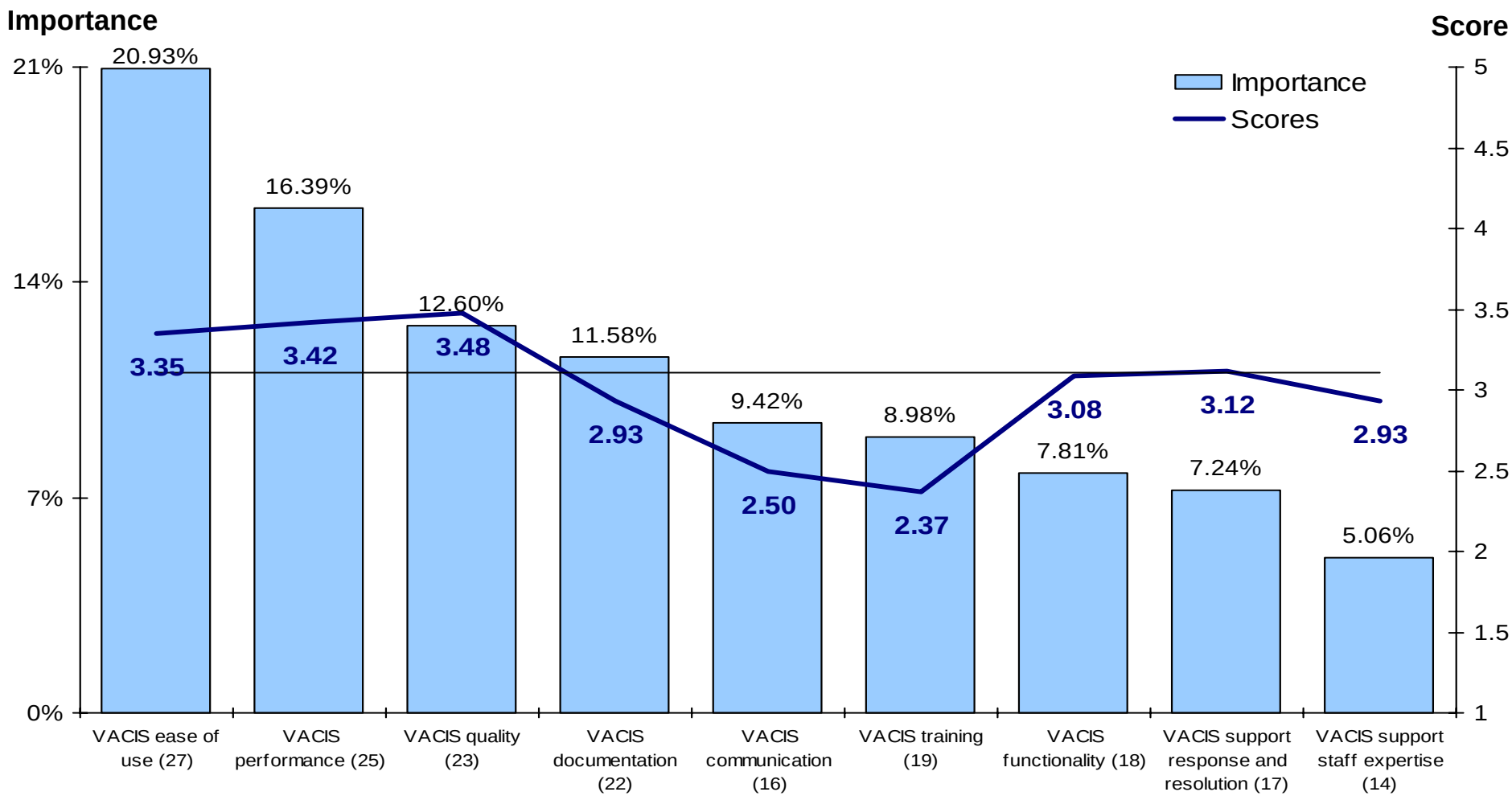
Program Unit: Fraud (3.1,31)



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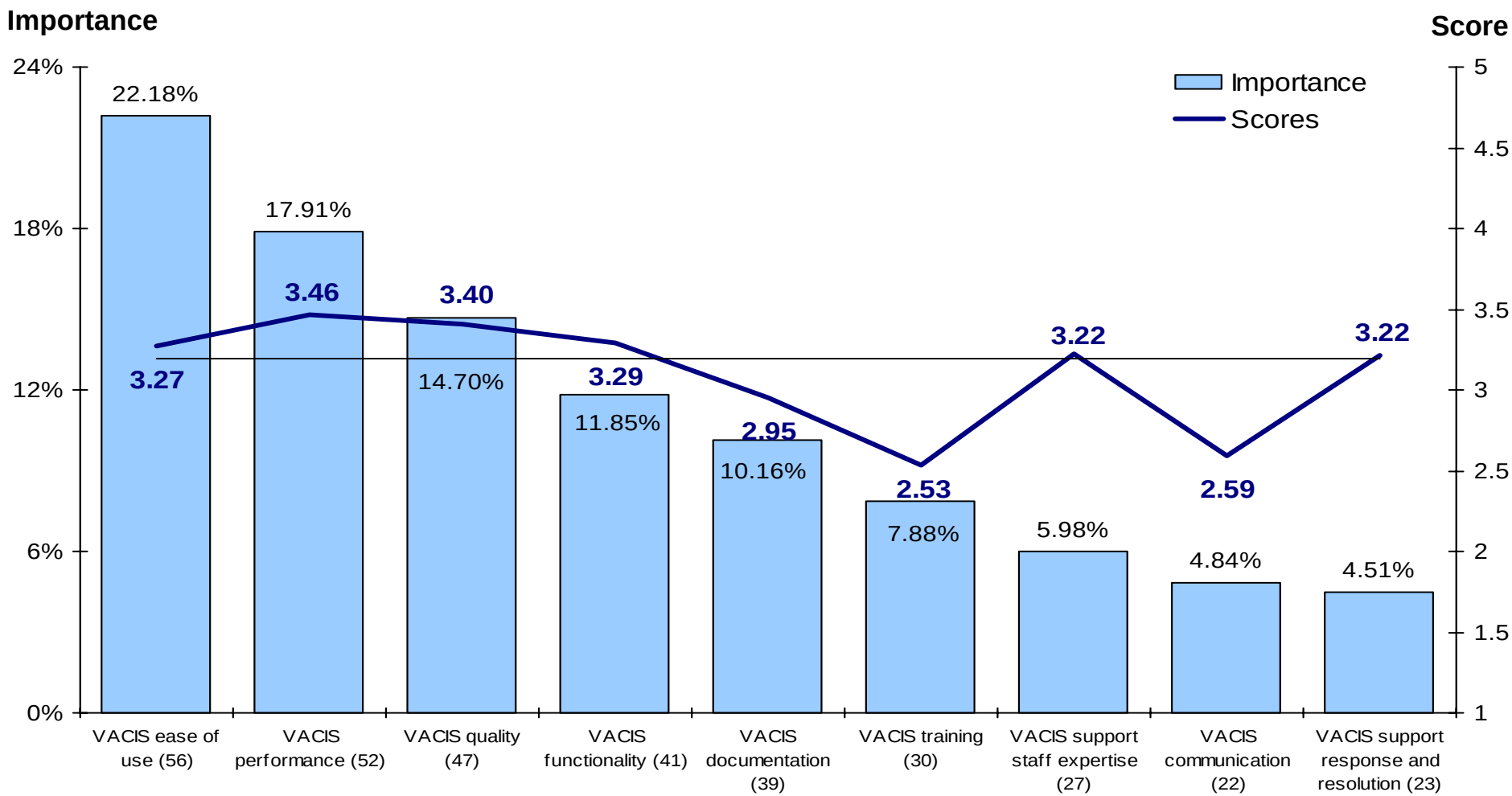
Program Unit: General Services (3.2,61)



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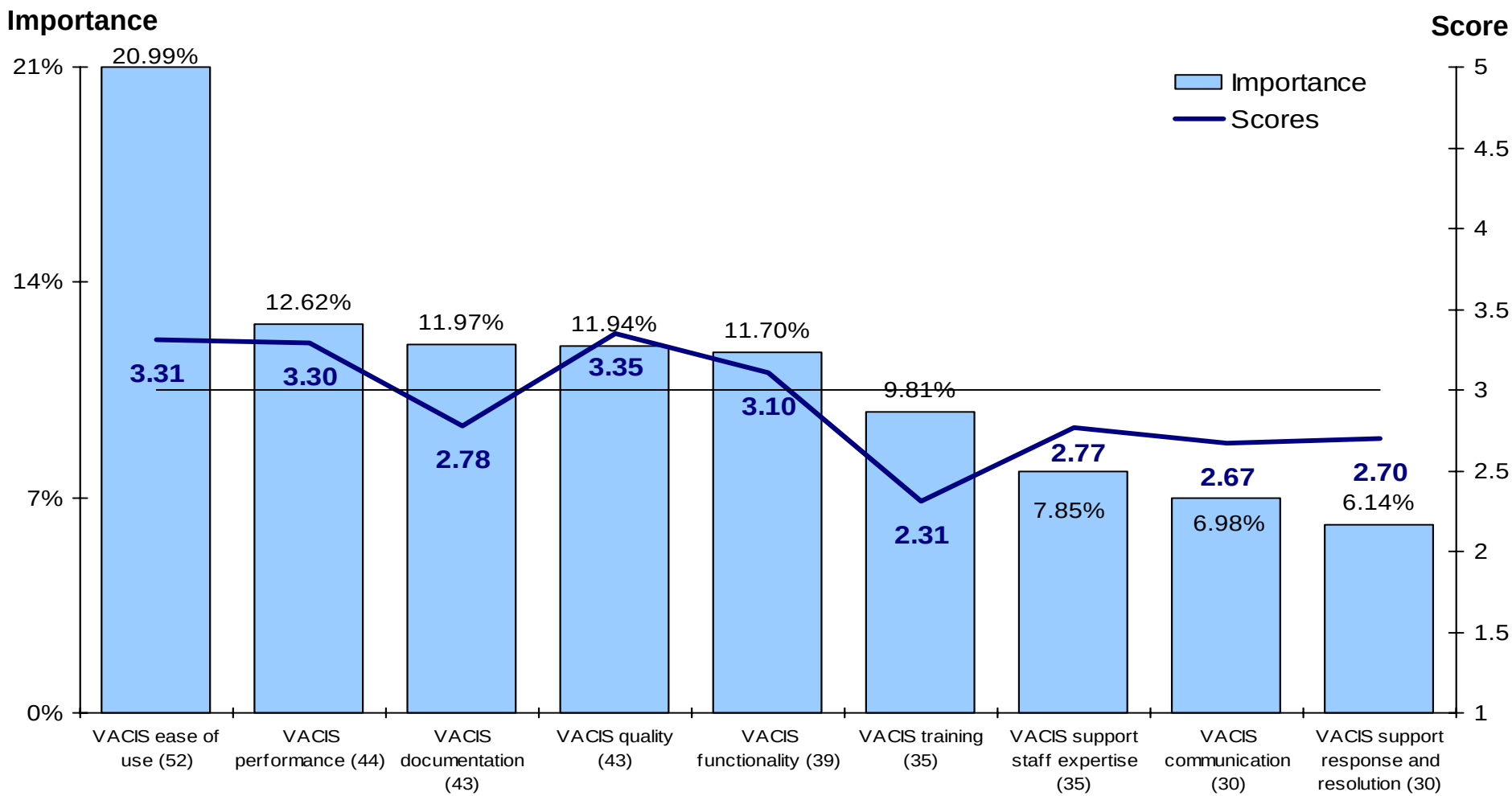
Program Unit: Generic Services (3,56)



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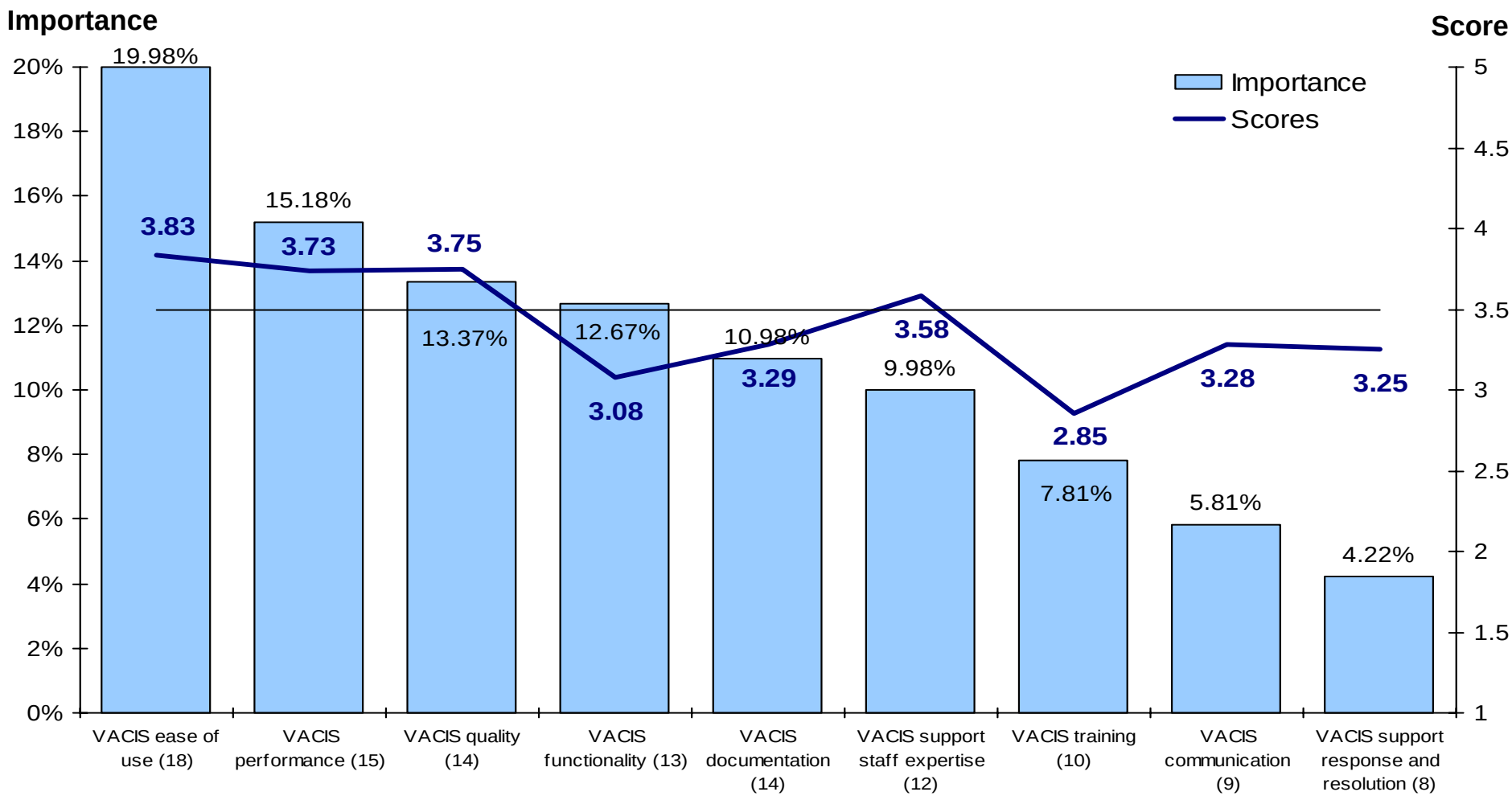
Program Unit: Human Resource Management (3.49,21)



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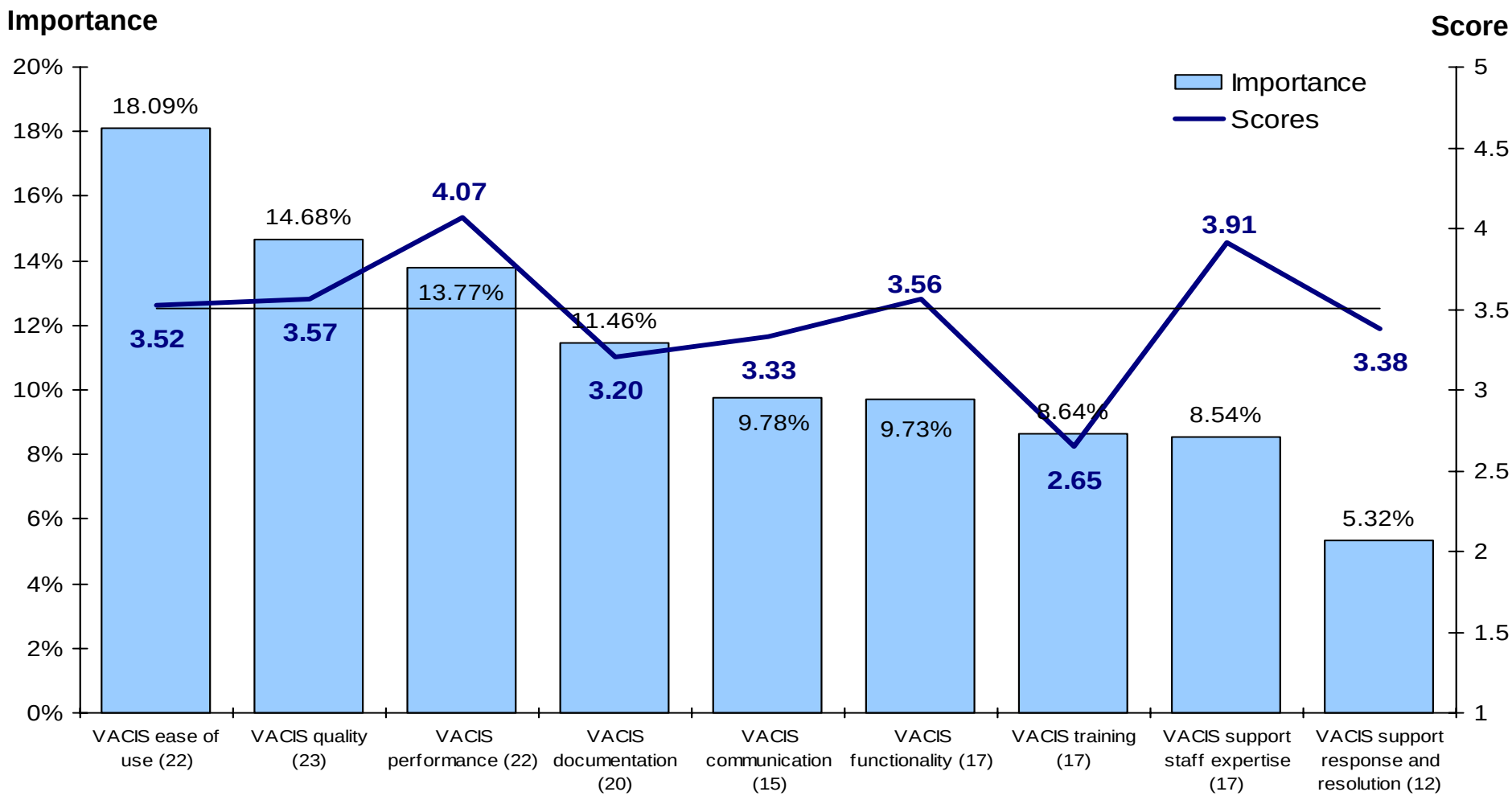
Program Unit: Information Systems (3.5,28)



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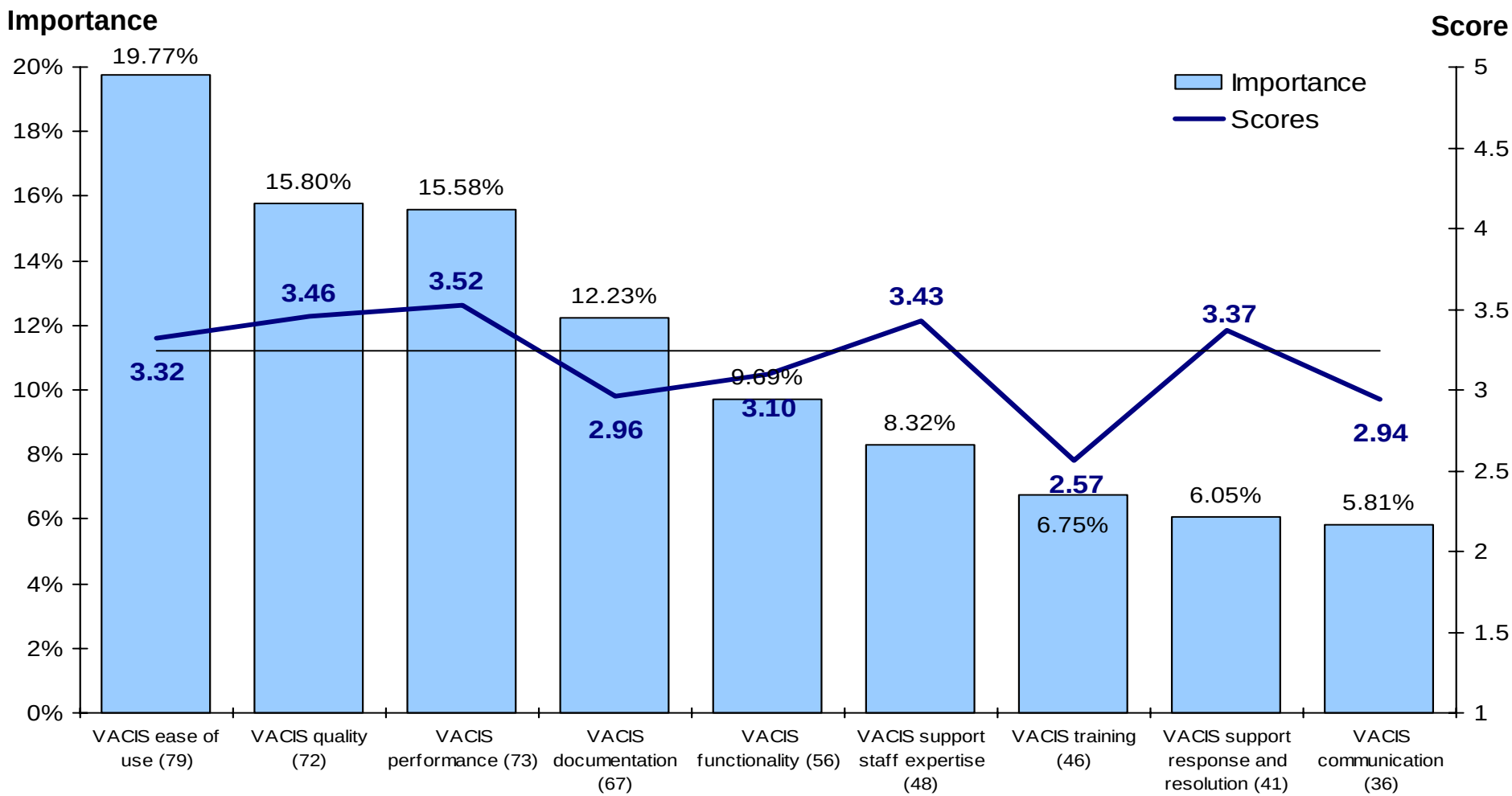
Appendix: VACIS

Program Unit: Medicaid (3.25,89)



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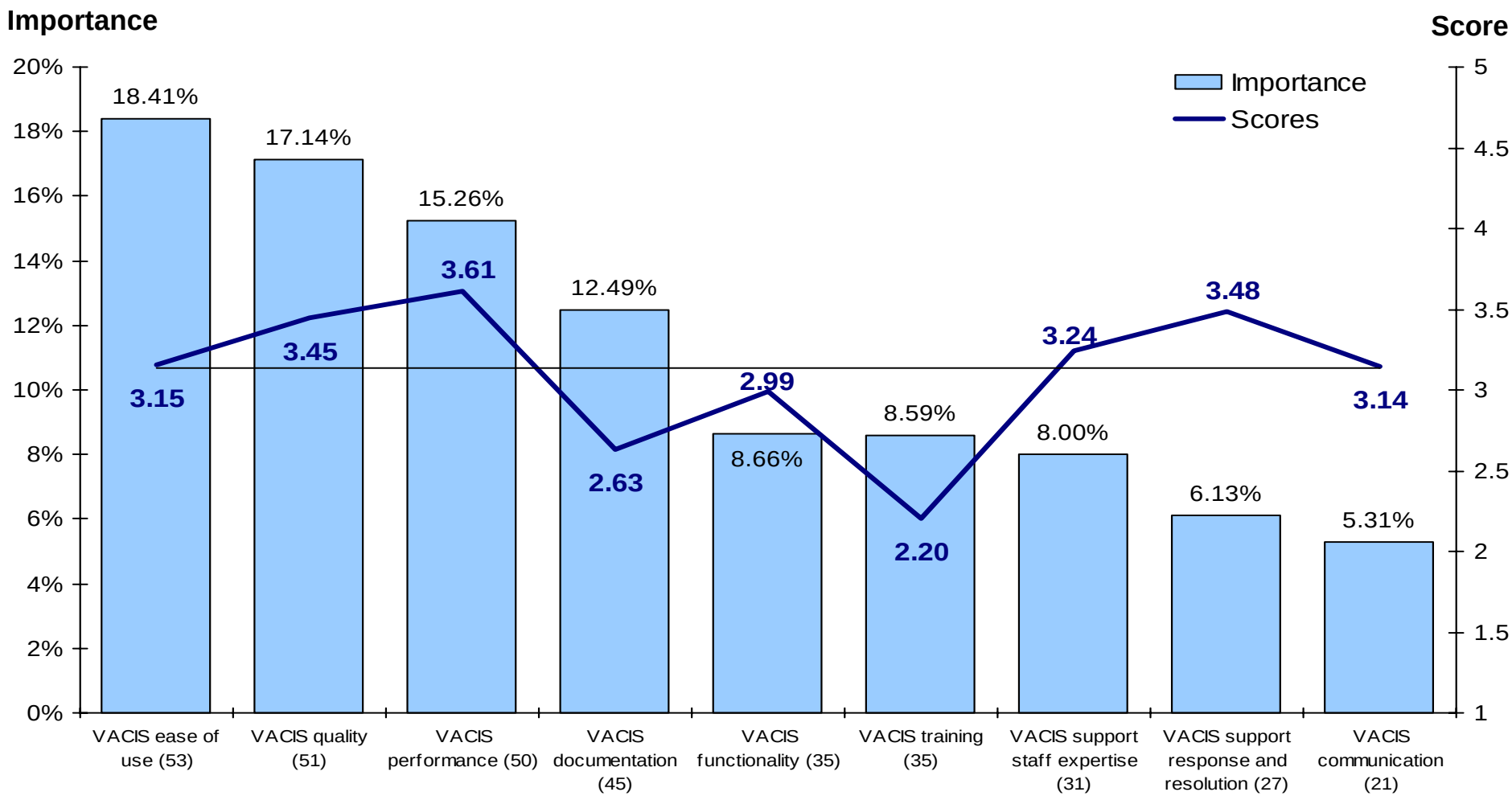
Appendix: VACIS

Program Unit: TANF (3.14,63)



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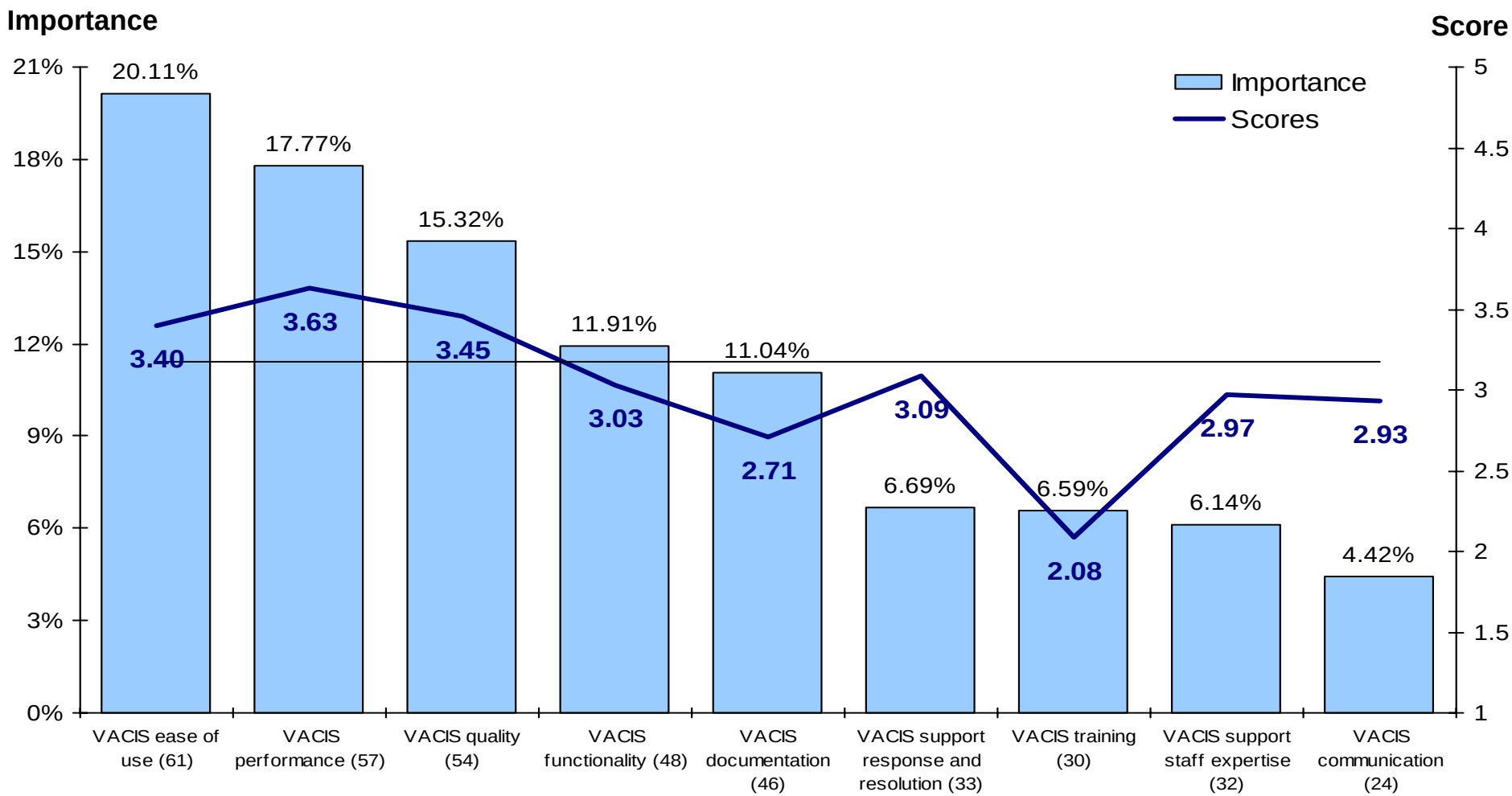
Appendix: VACIS

Program Unit: VIEW FSET (3.17,65)



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Appendix: VAMMIS

Detailed breakdown by:

Job Classification

Length working with VSSS

Region

Program Unit

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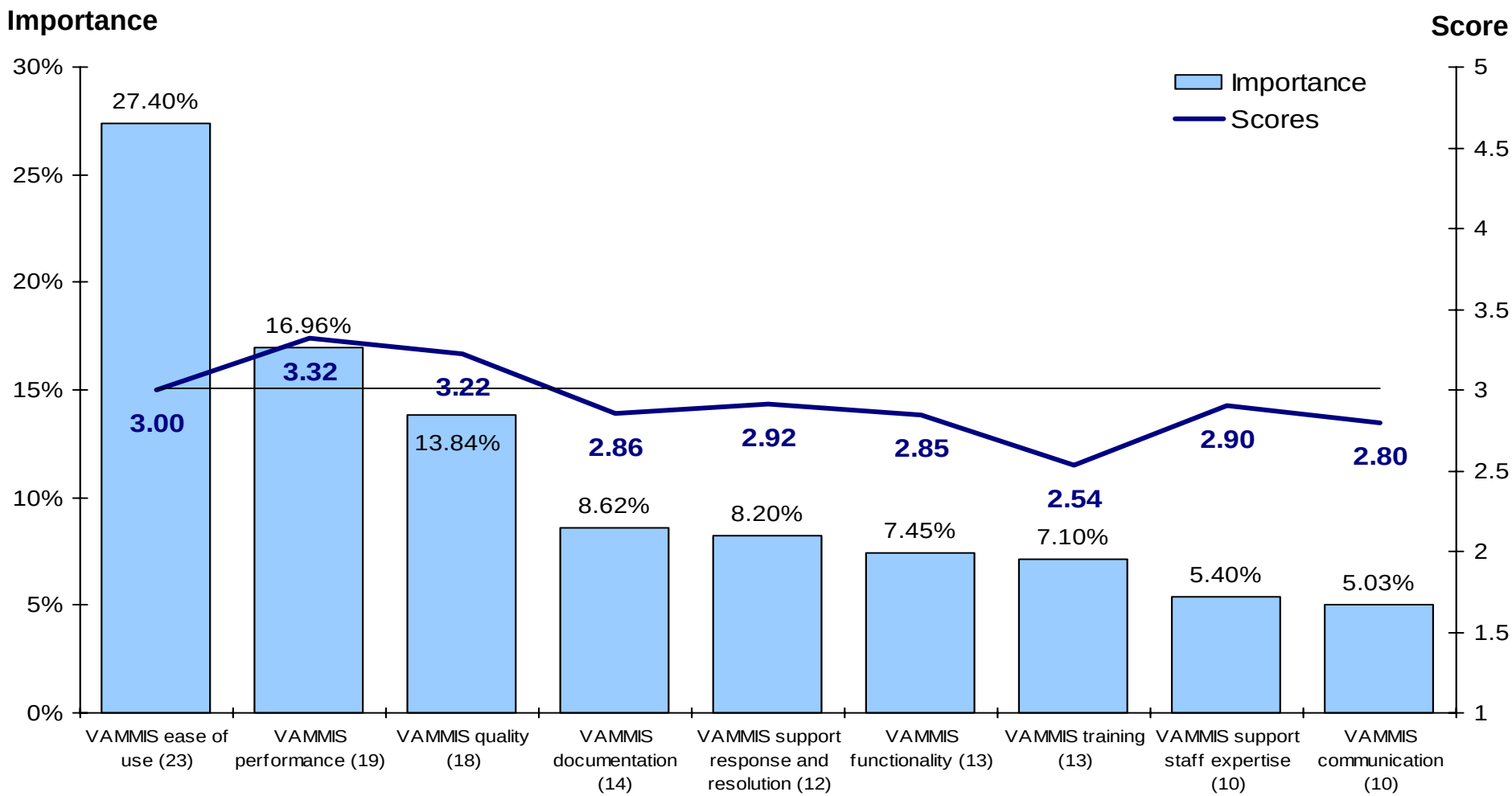
Appendix: VAMMIS

Job Classification: Administrative/Financial Services Support Worker (3.01,24)



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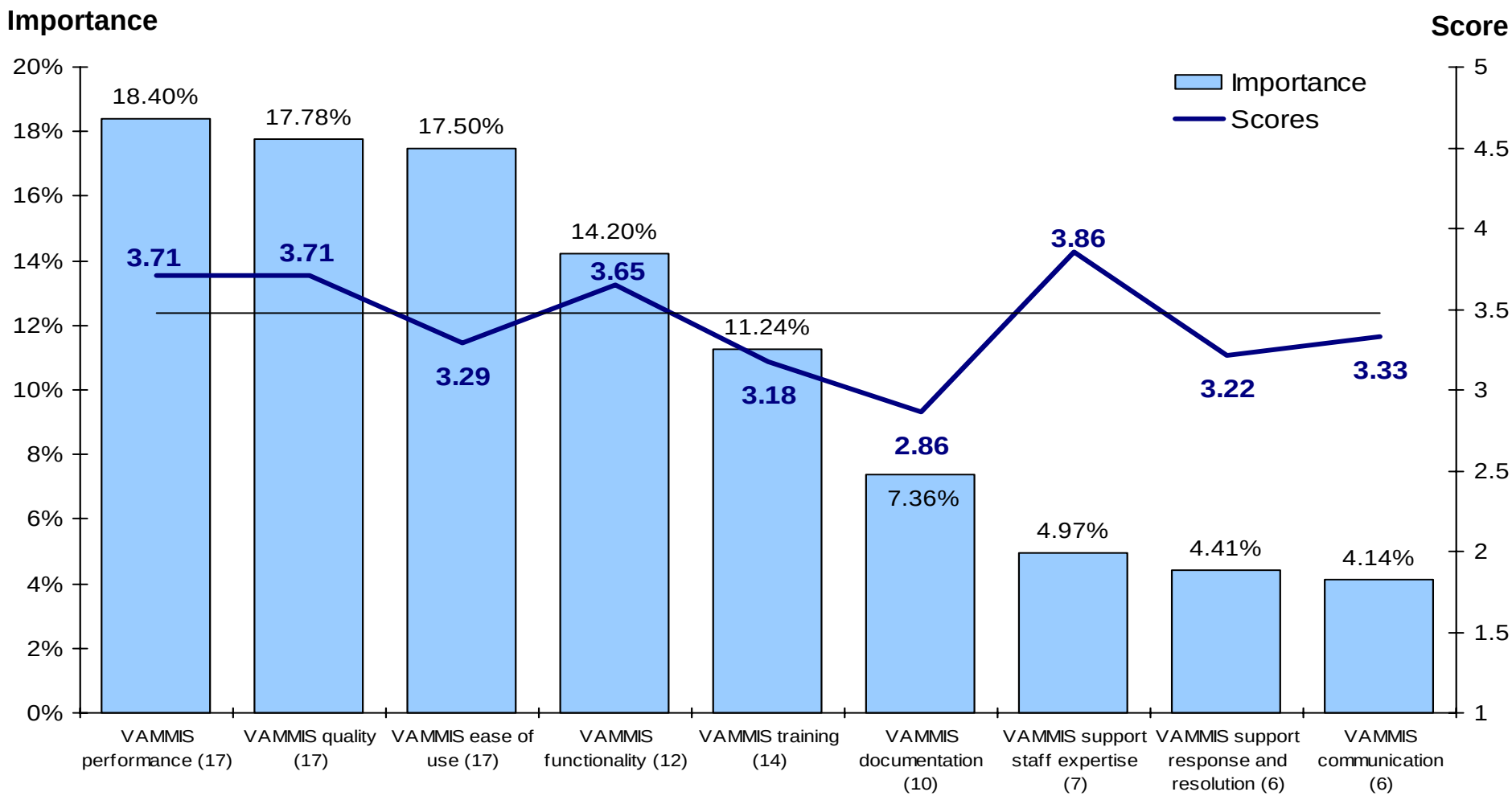
Appendix: VAMMIS

Job Classification: Child Support Enforcement Worker (3.47,20)



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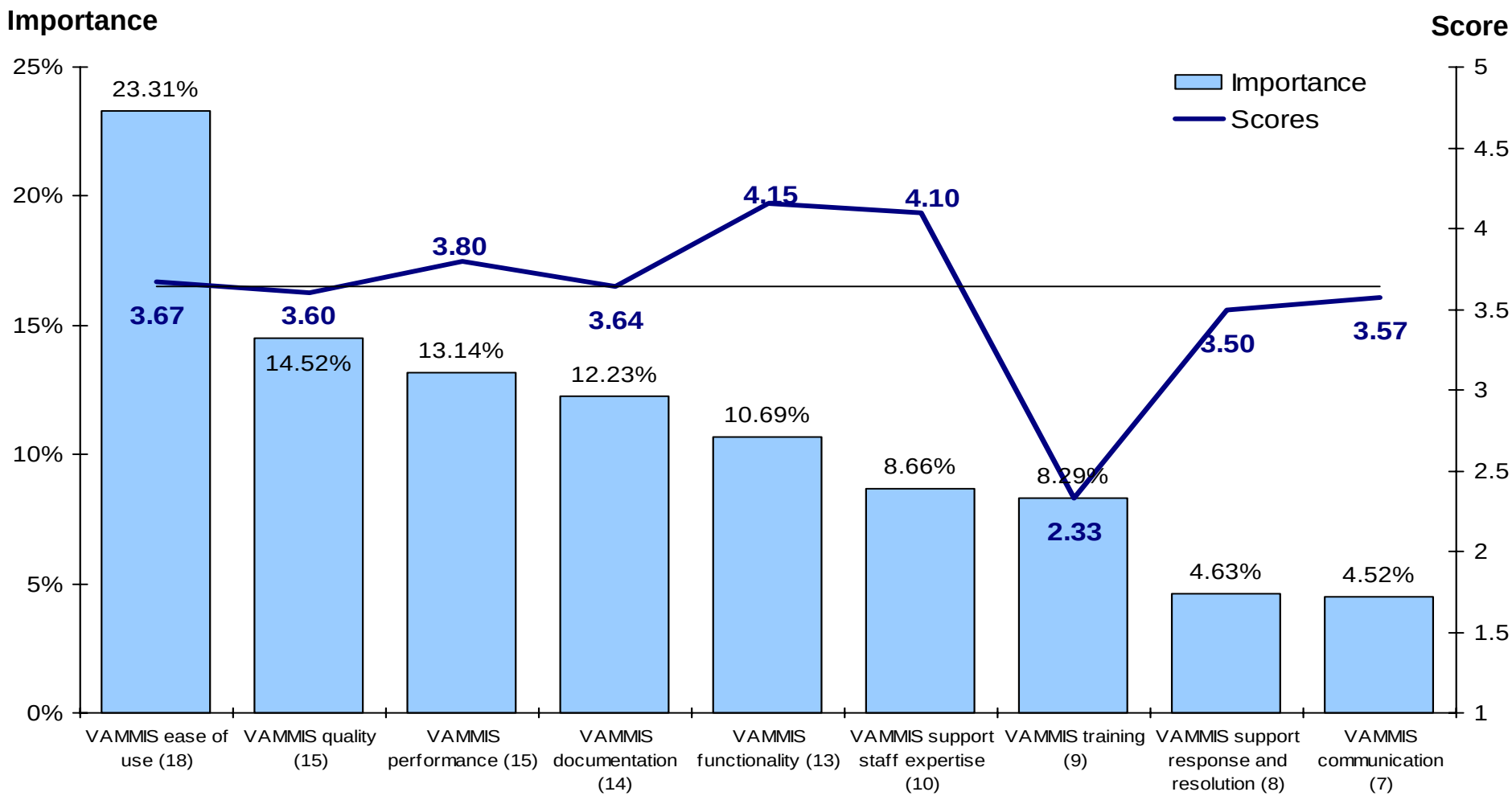
Appendix: VAMMIS

Job Classification: Clerical Worker (3.64,19)



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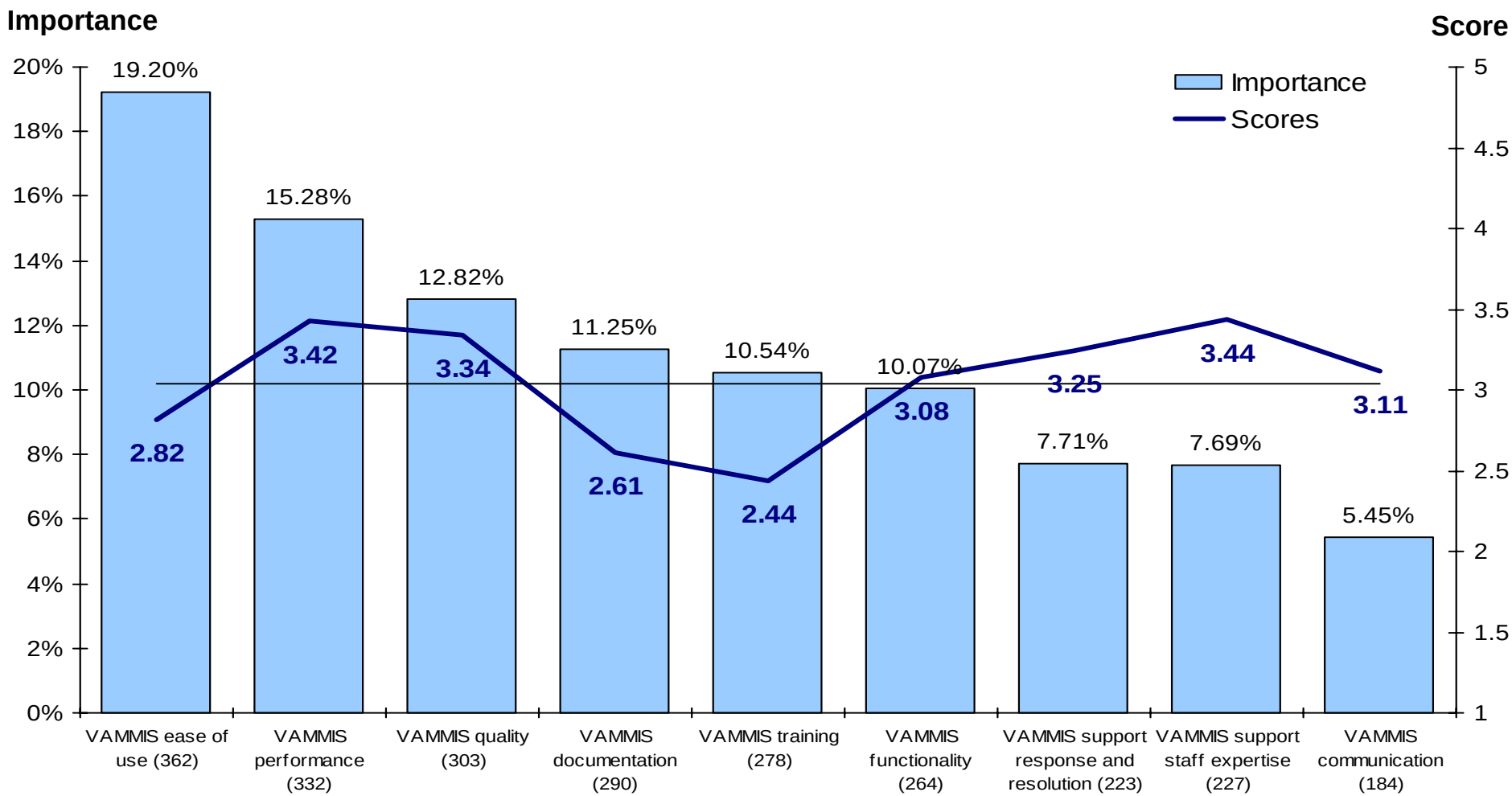
Appendix: VAMMIS

Job Classification: Eligibility/Benefits Worker (3.04,378)



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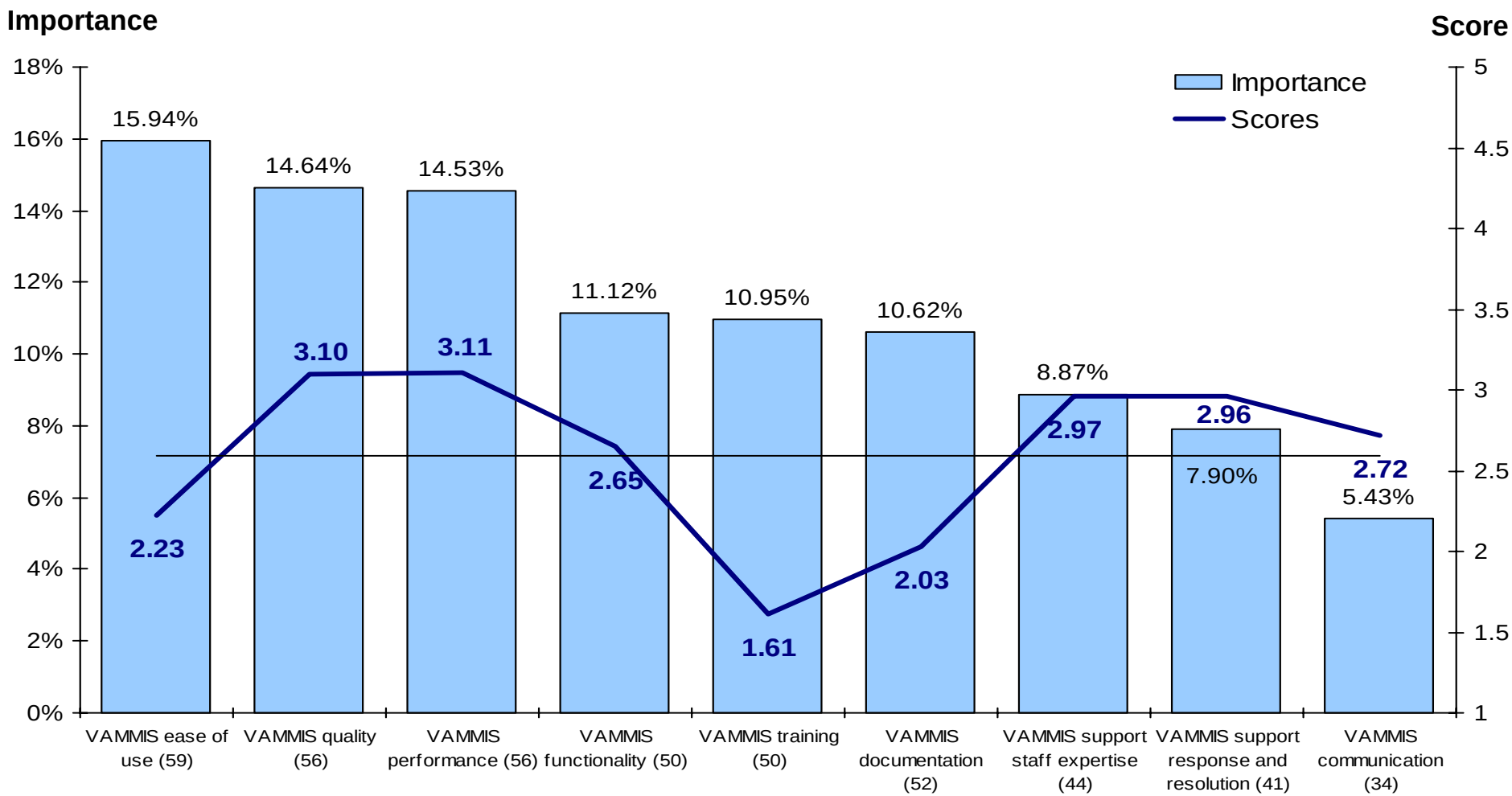
Appendix: VAMMIS

Job Classification: Program Supervisor (2.59,61)



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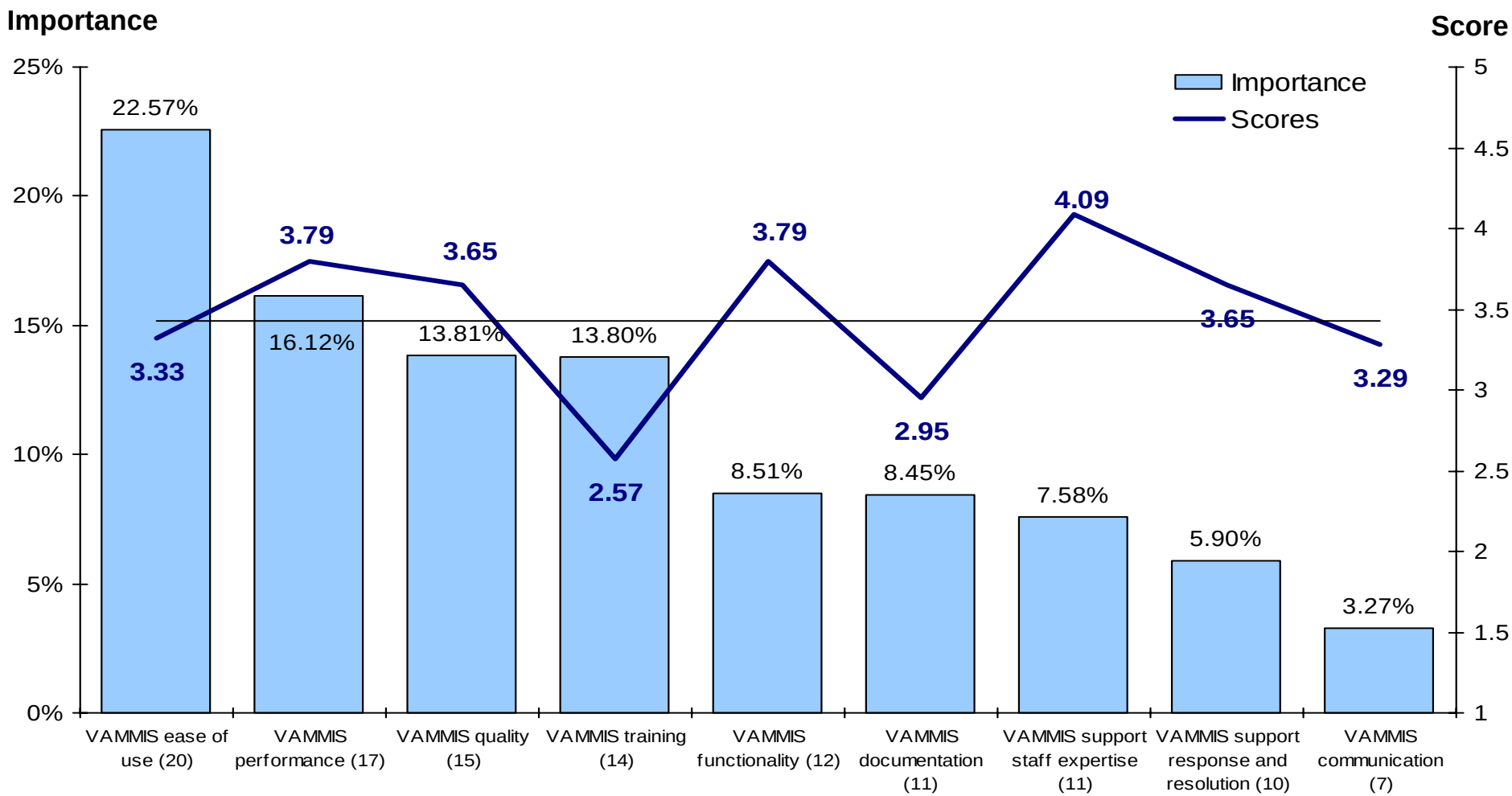
Appendix: VAMMIS

Length: Less than 1 year (3.43,21)



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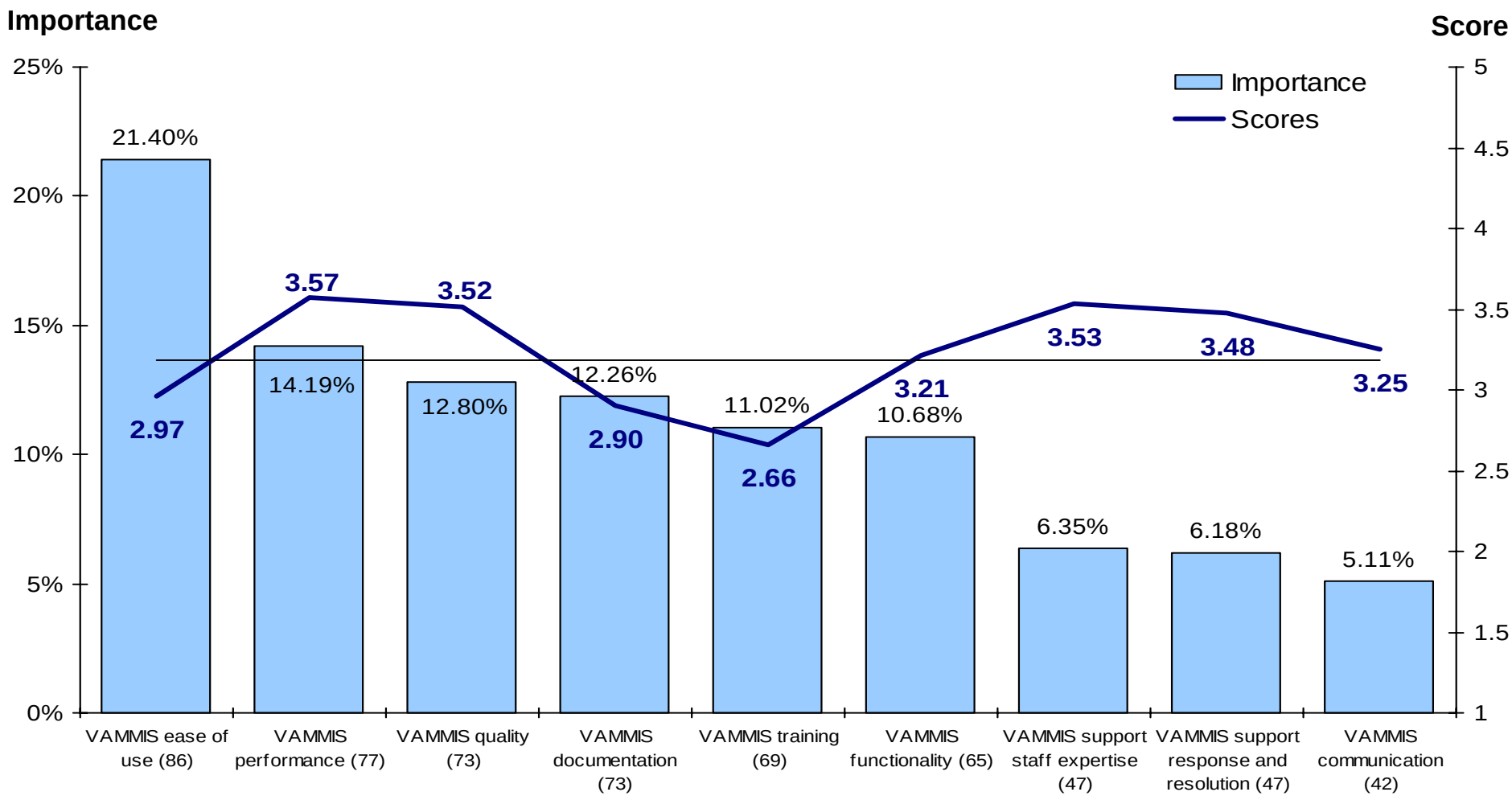
Appendix: VAMMIS

Length: 1 to 5 years (3.19,93)



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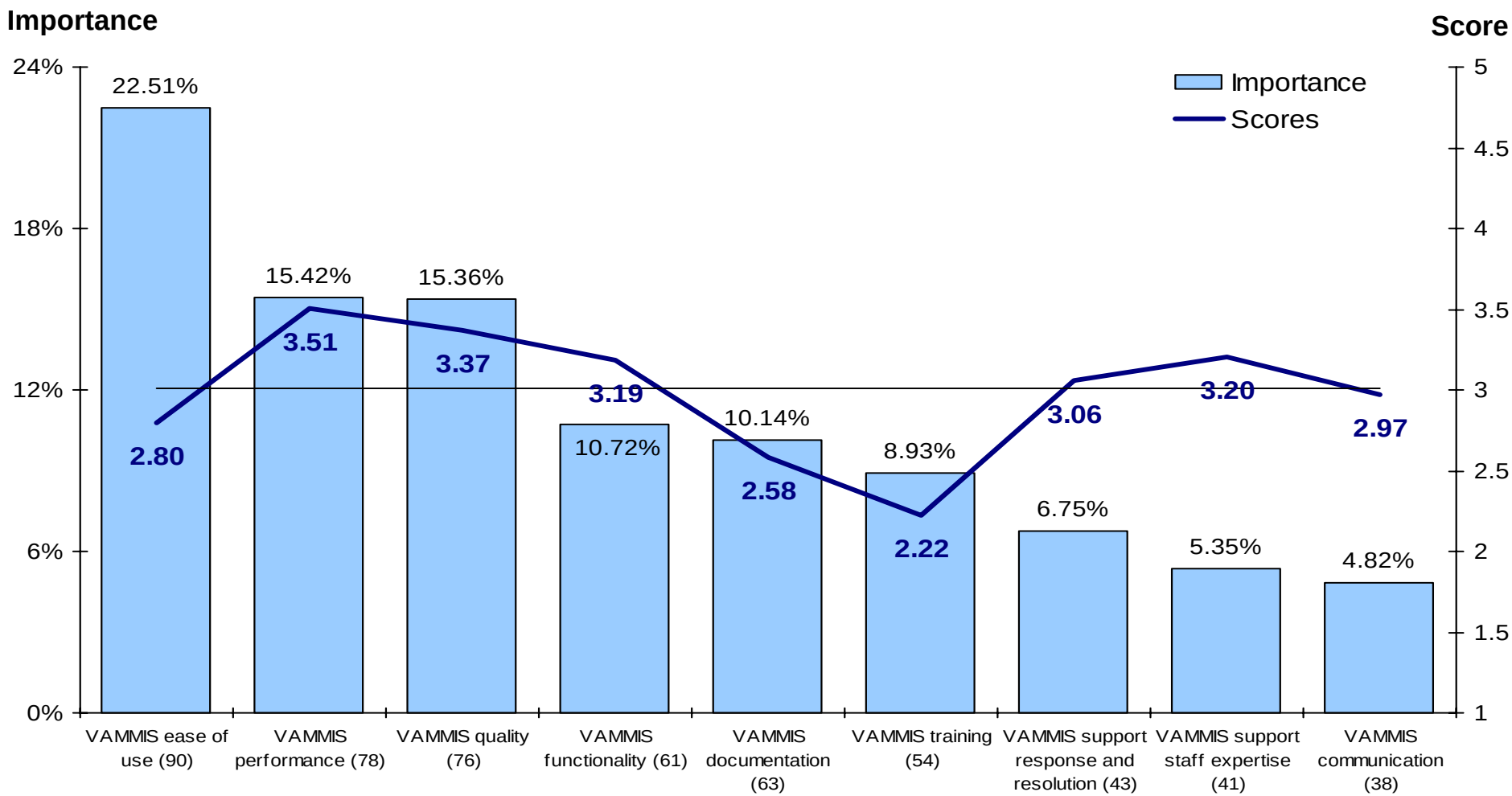
Appendix: VAMMIS

Length: 5 to 10 years (3.01,94)



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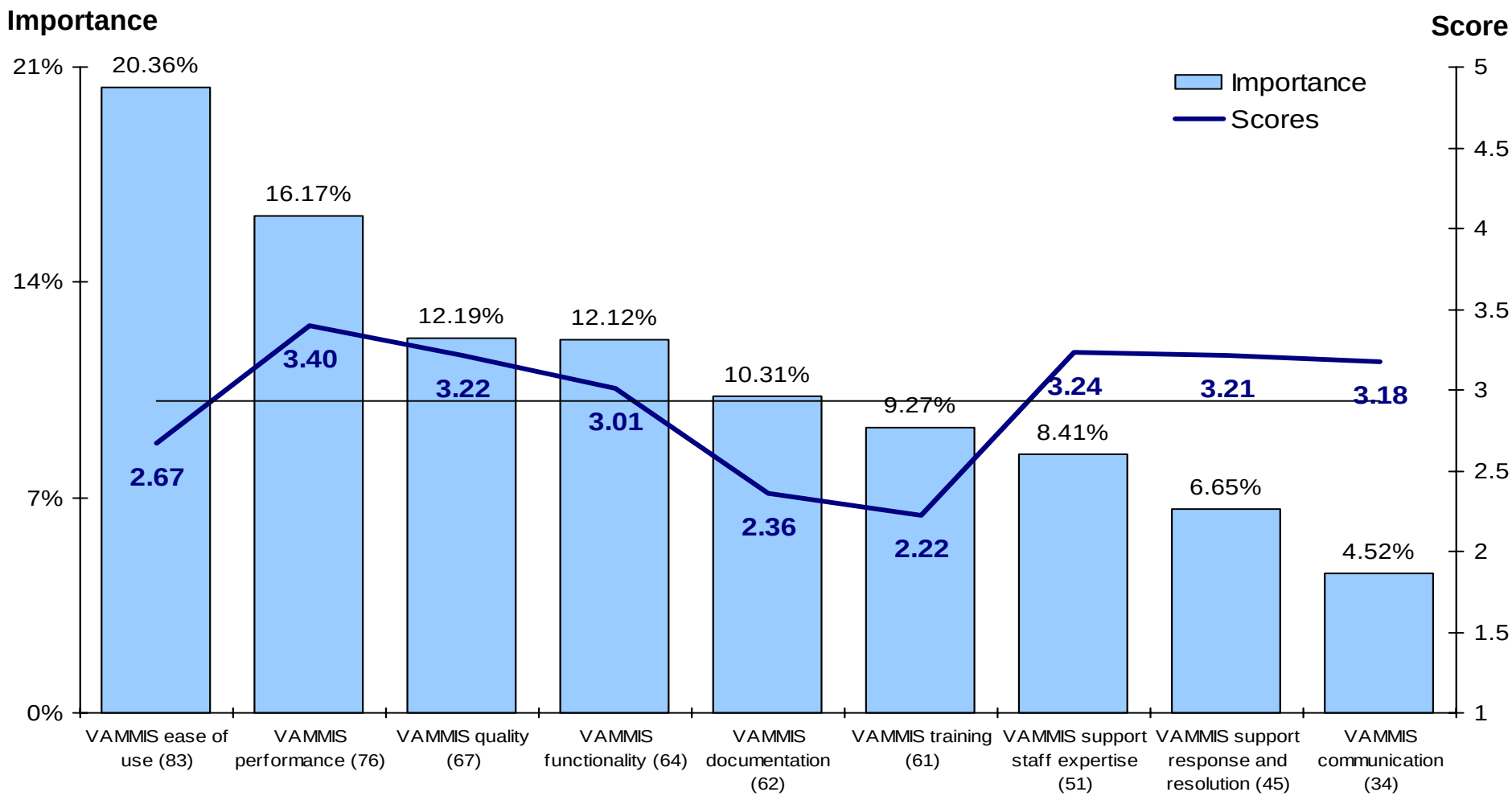
Appendix: VAMMIS

Length: 10 to 15 years (2.93,87)



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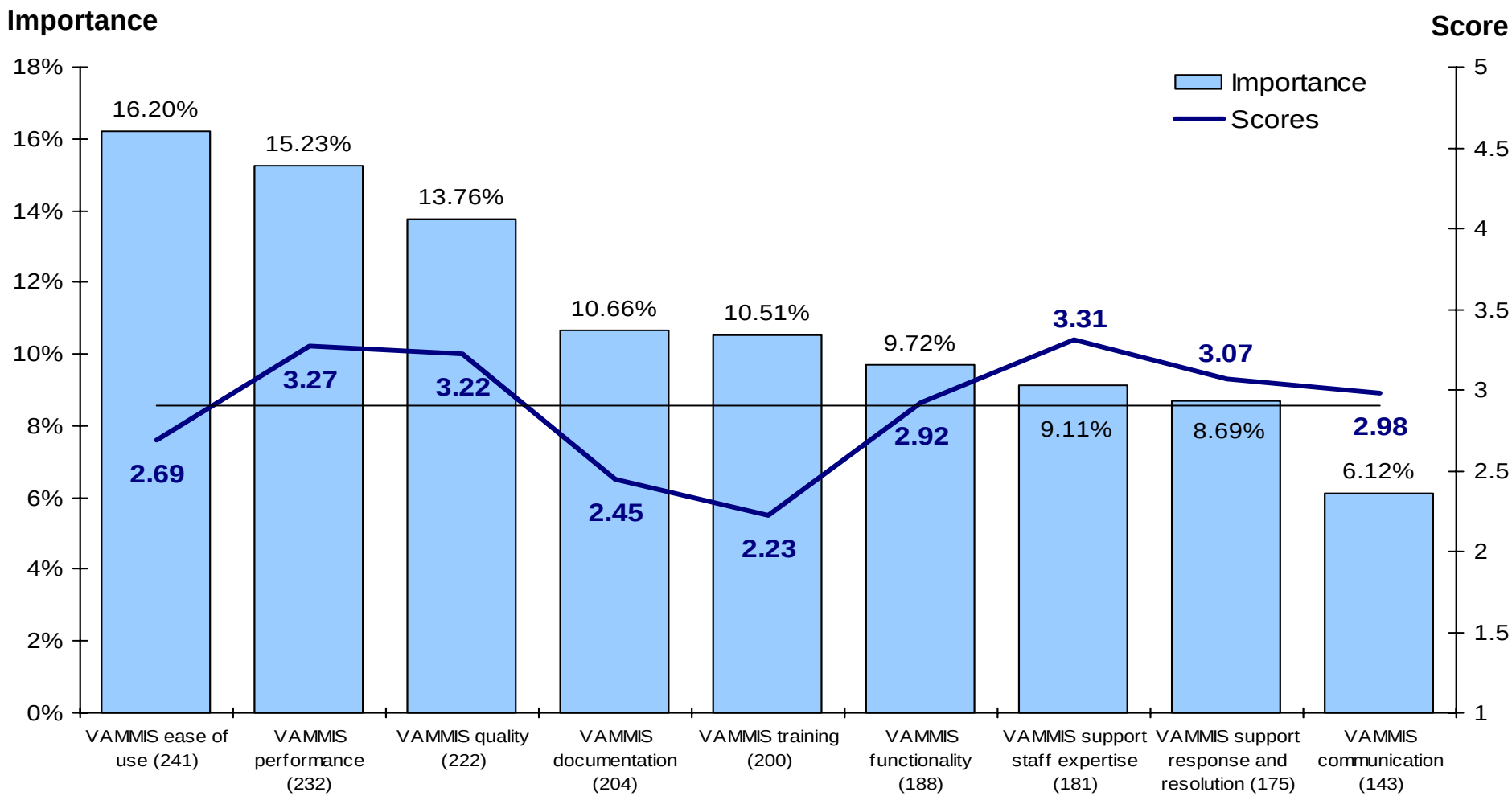
Appendix: VAMMIS

Length: More than 15 years (2.91,255)



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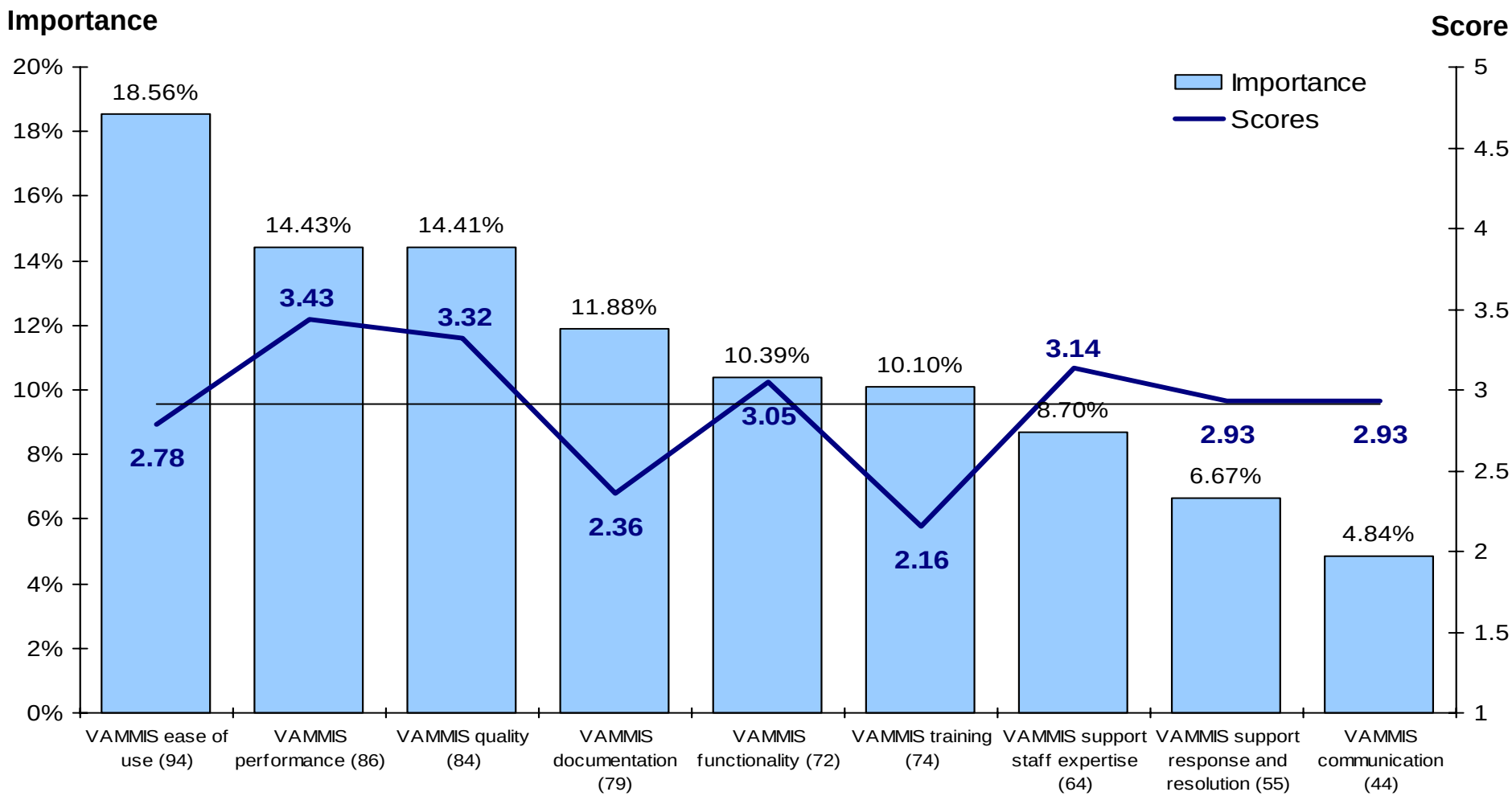
Appendix: VAMMIS

Region: Central (2.92,101)



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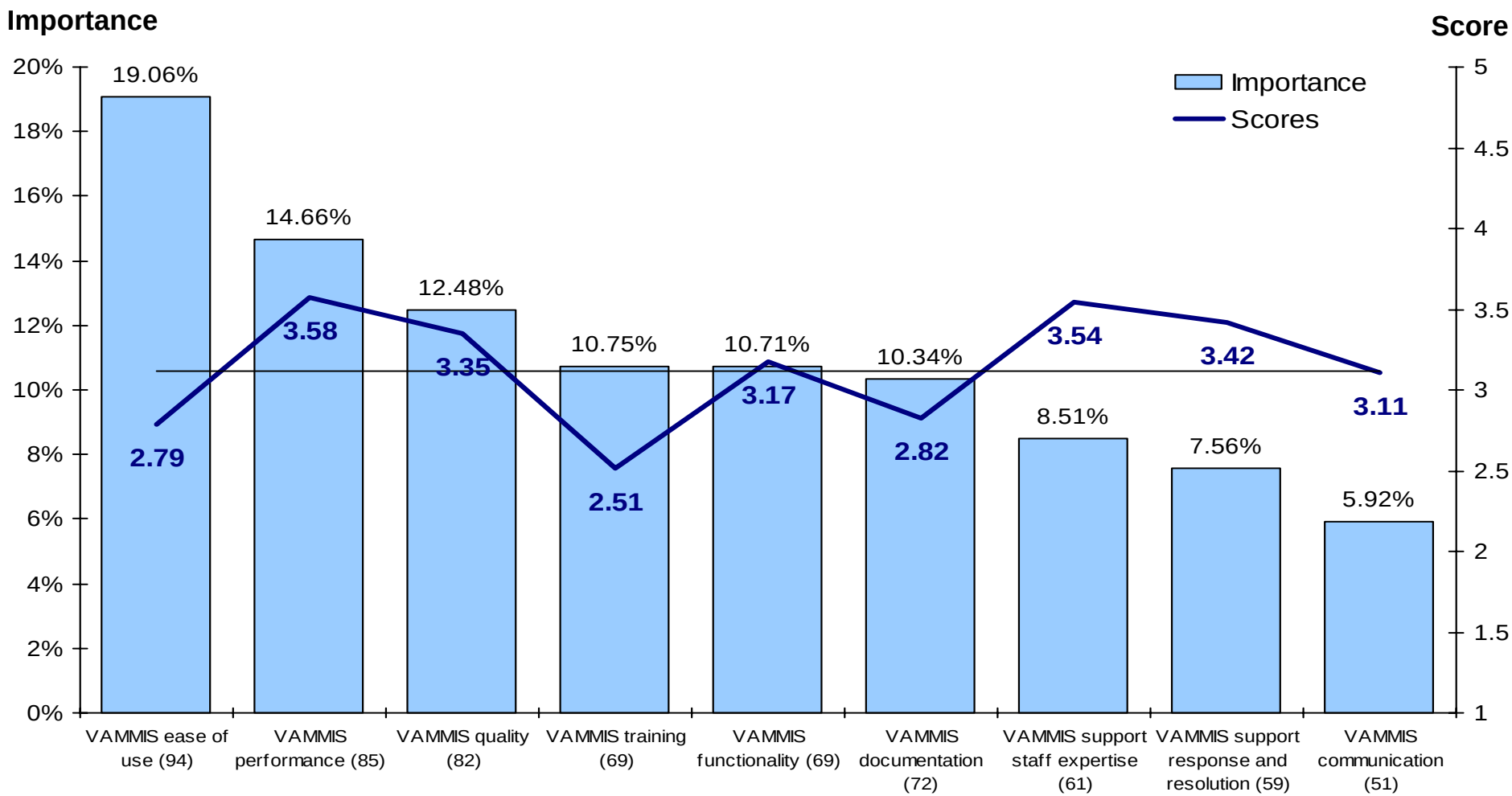
Appendix: VAMMIS

Region: Eastern (3.12,98)



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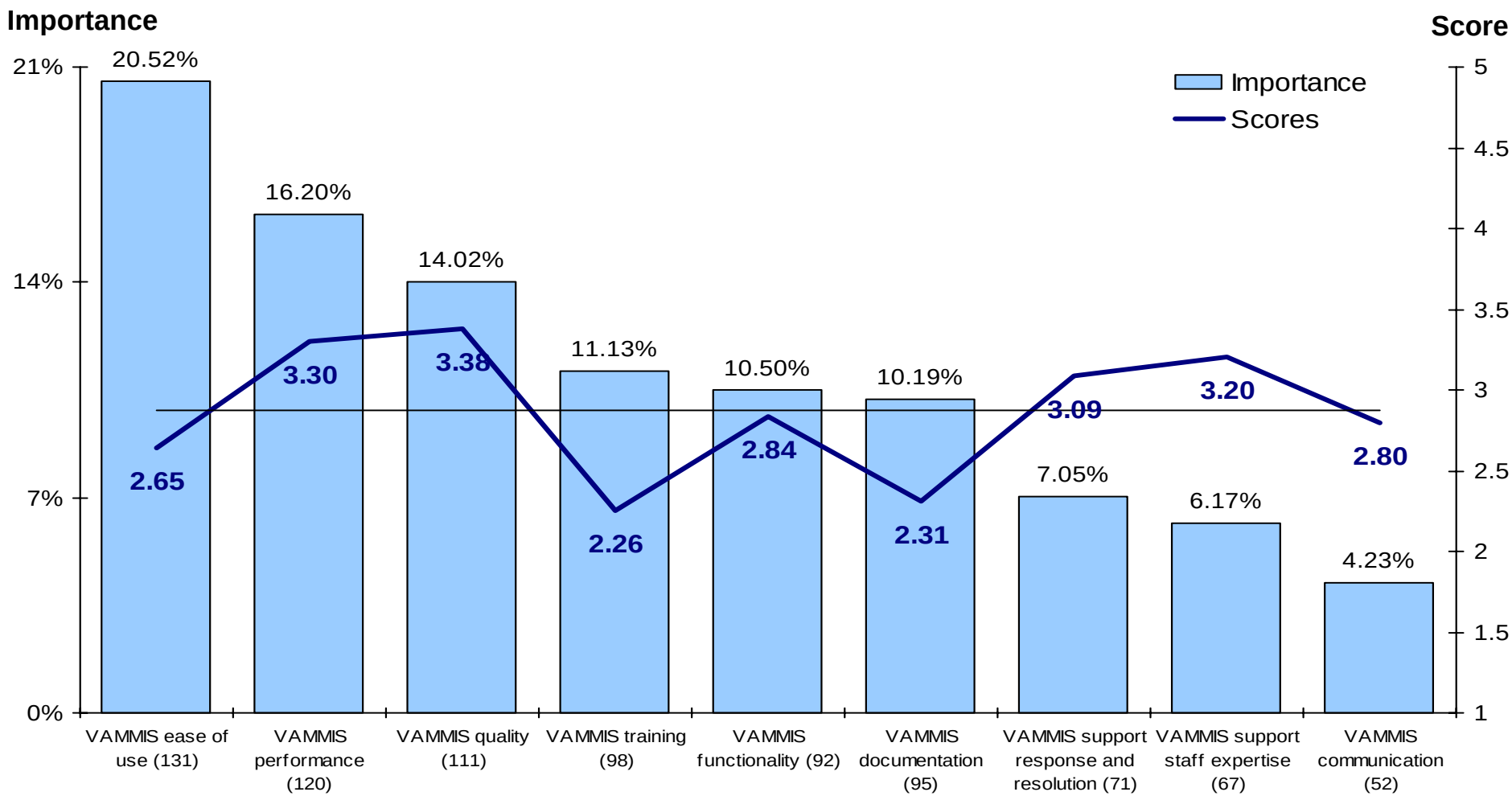
Appendix: VAMMIS

Region: Northern (2.87,141)



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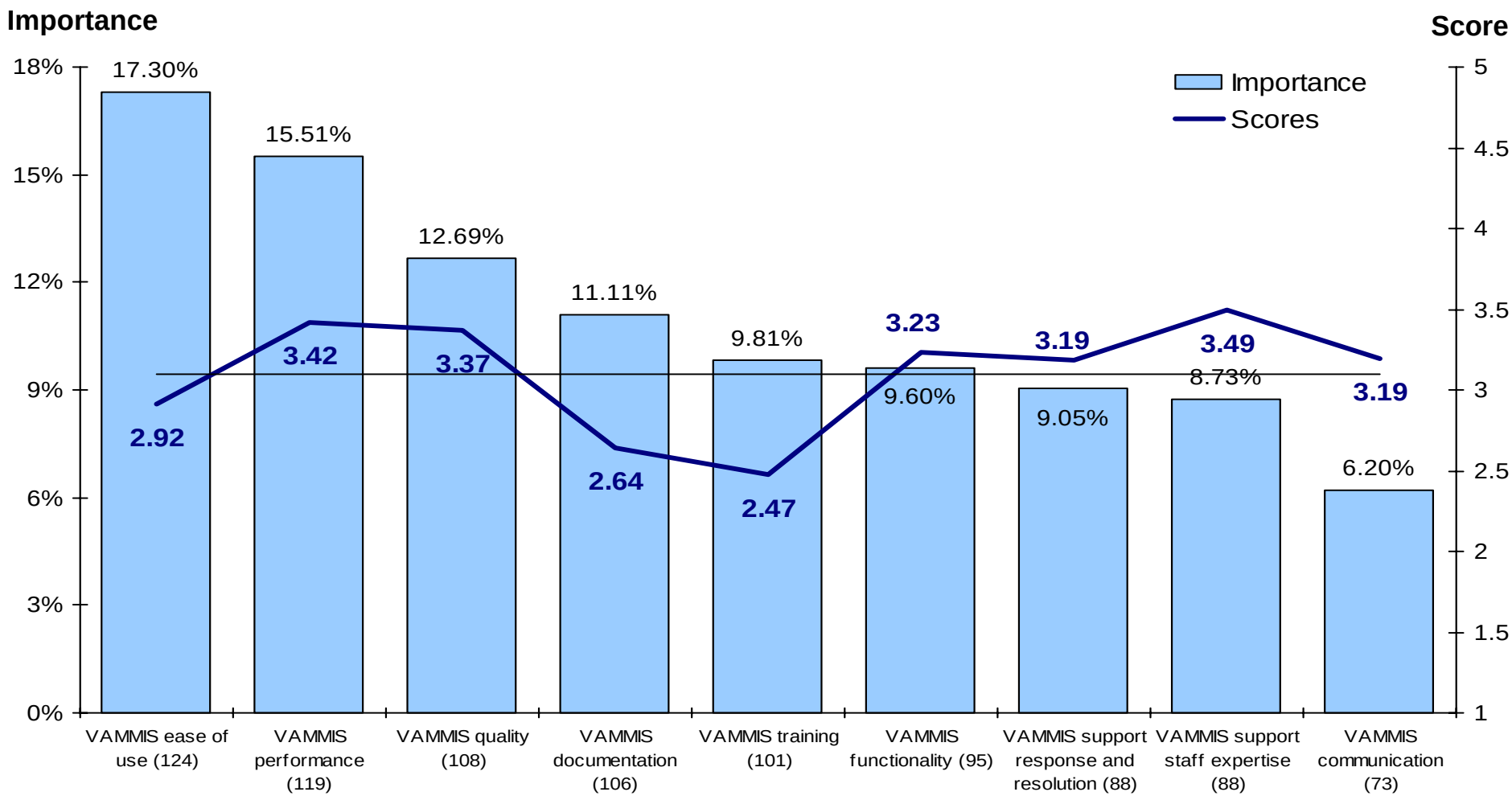
Appendix: VAMMIS

Region: Piedmont (3.1,128)



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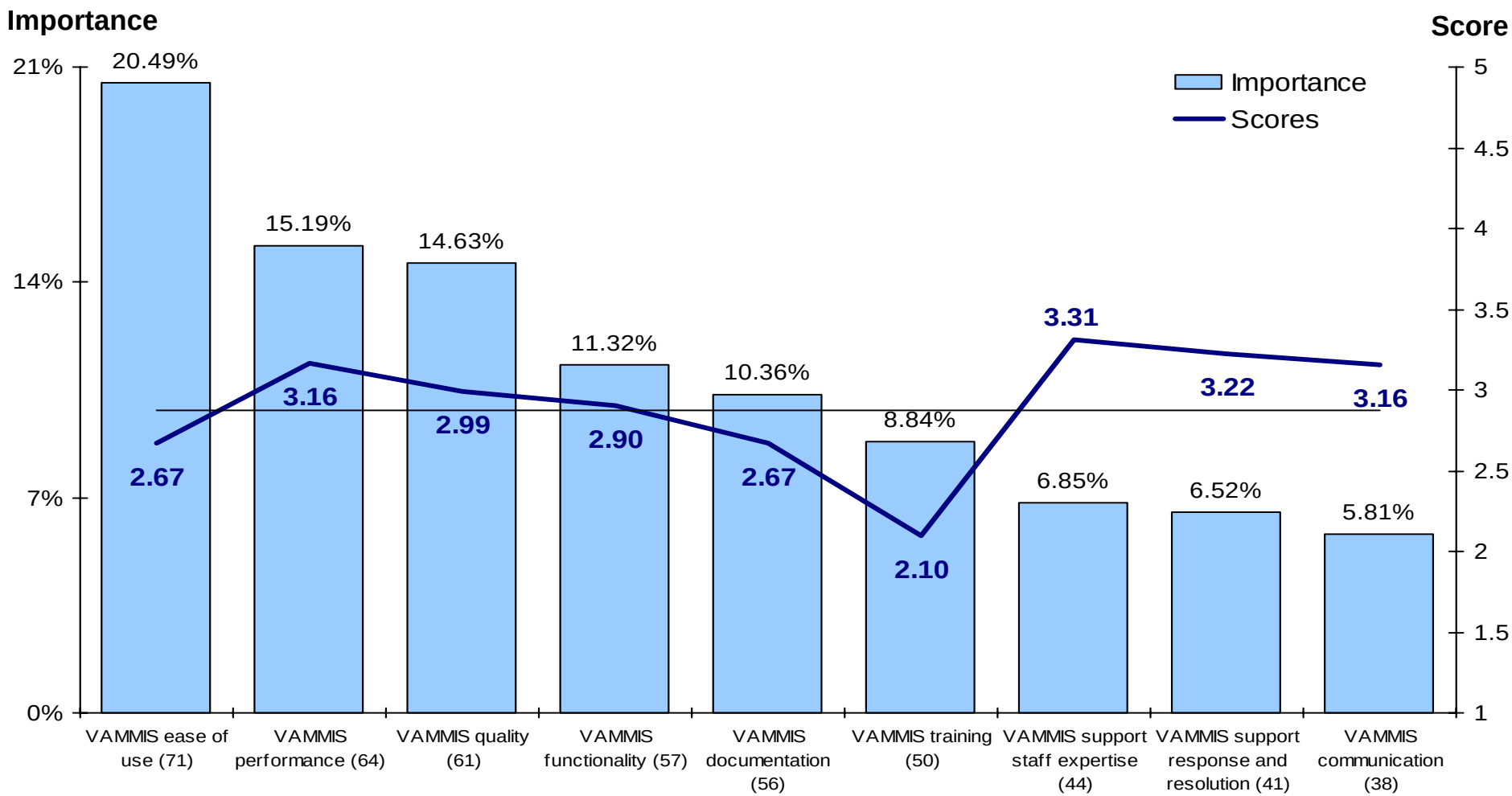
Appendix: VAMMIS

Region: Western (2.88,76)



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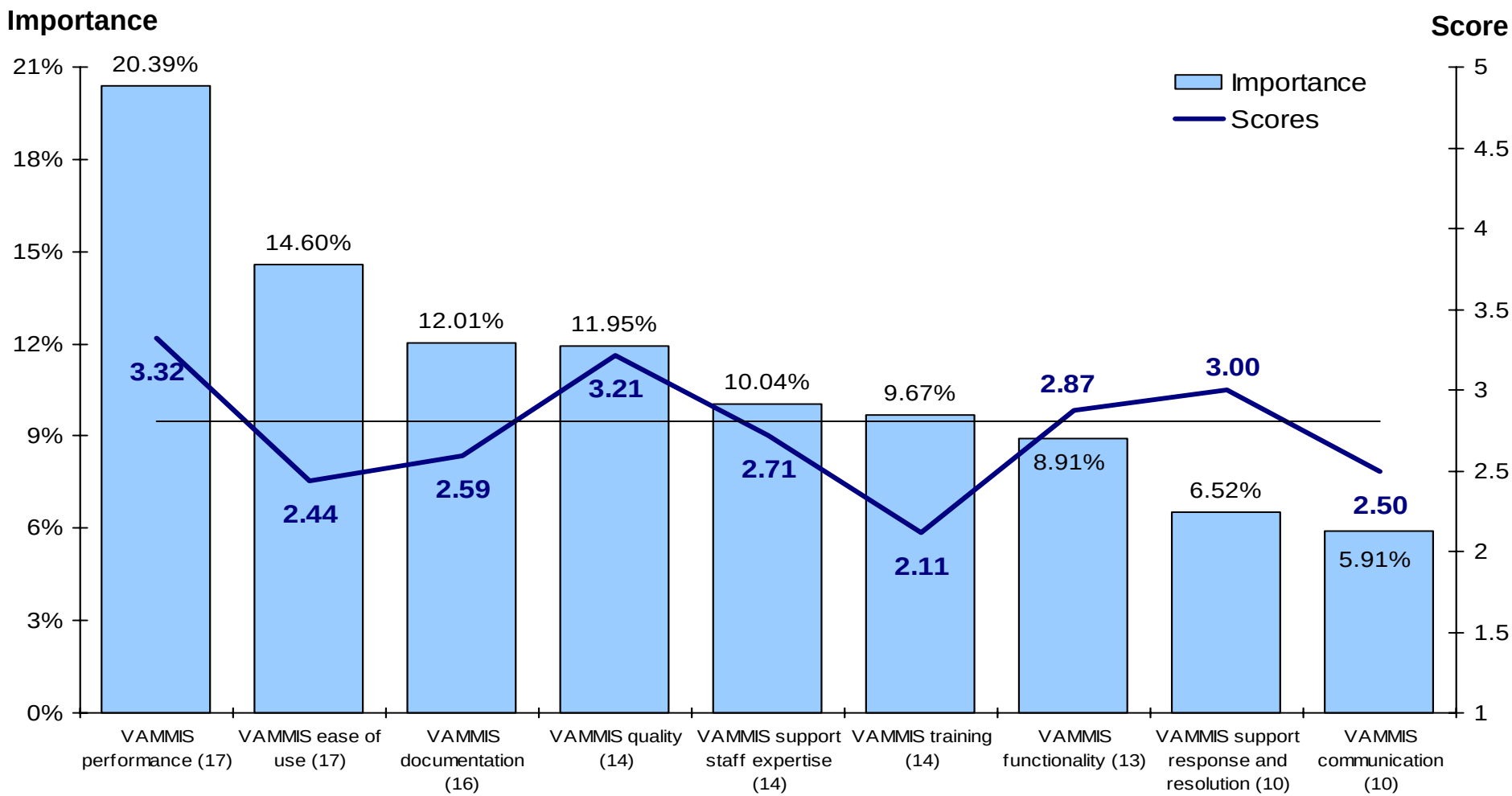
Appendix: VAMMIS

Program Unit: Appeals and Fair Hearings (2.81,18)



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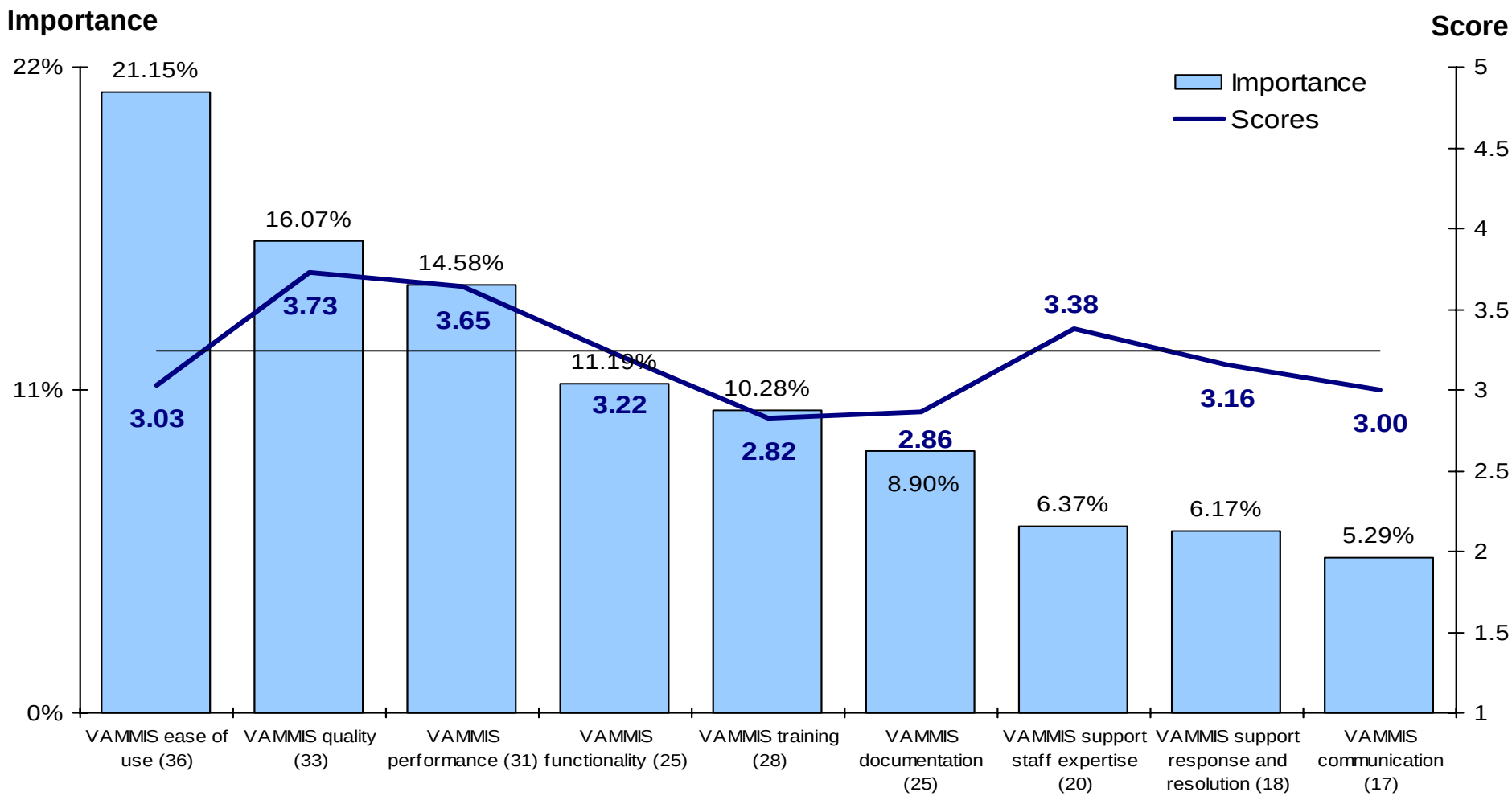
Program Unit: Child Support Enforcement (3.24,39)



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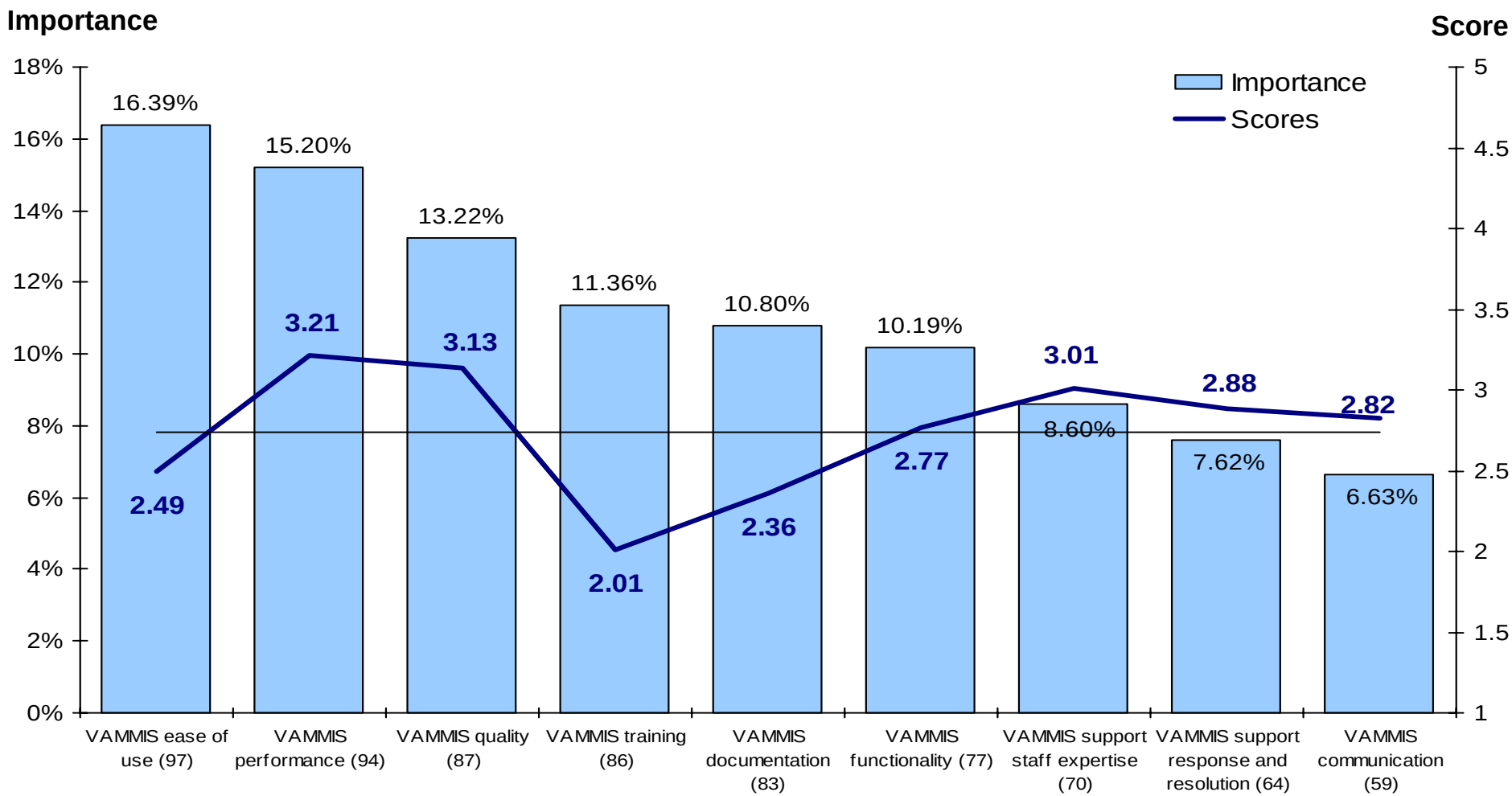
Program Unit: Energy Assistance (2.74,101)



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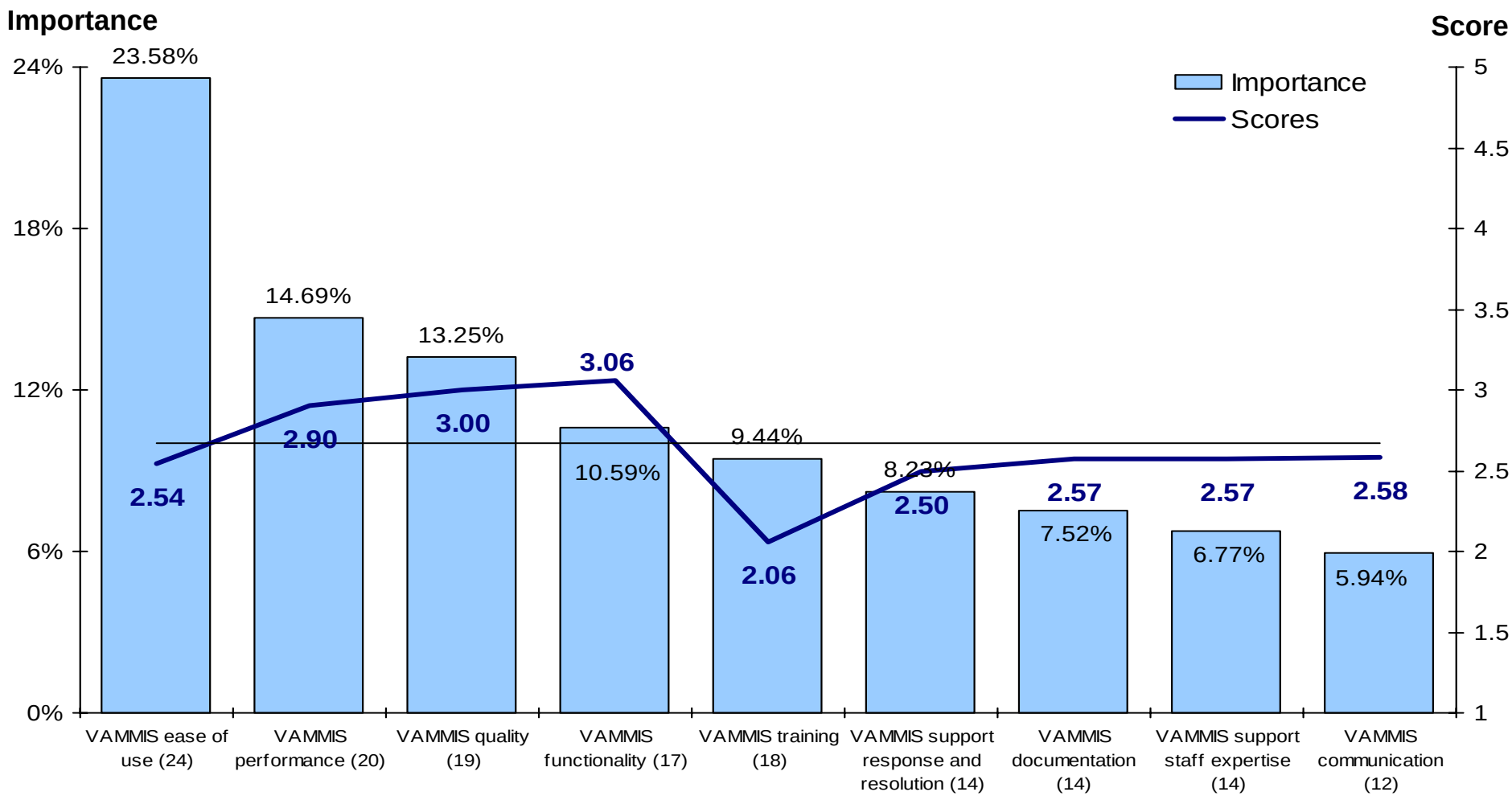
Program Unit: Financial Management (2.67,27)



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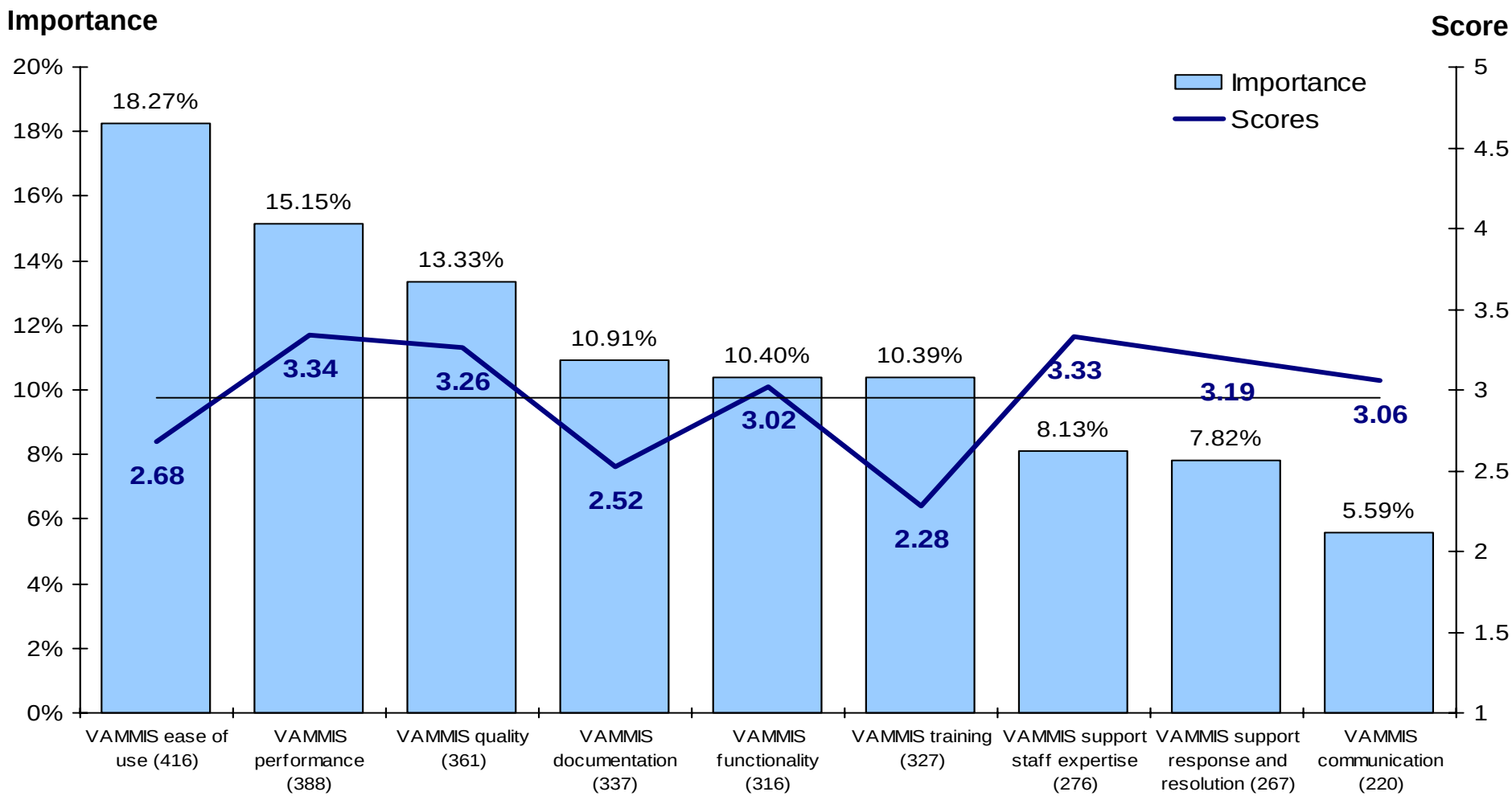
Program Unit: Food Stamps (2.95,436)



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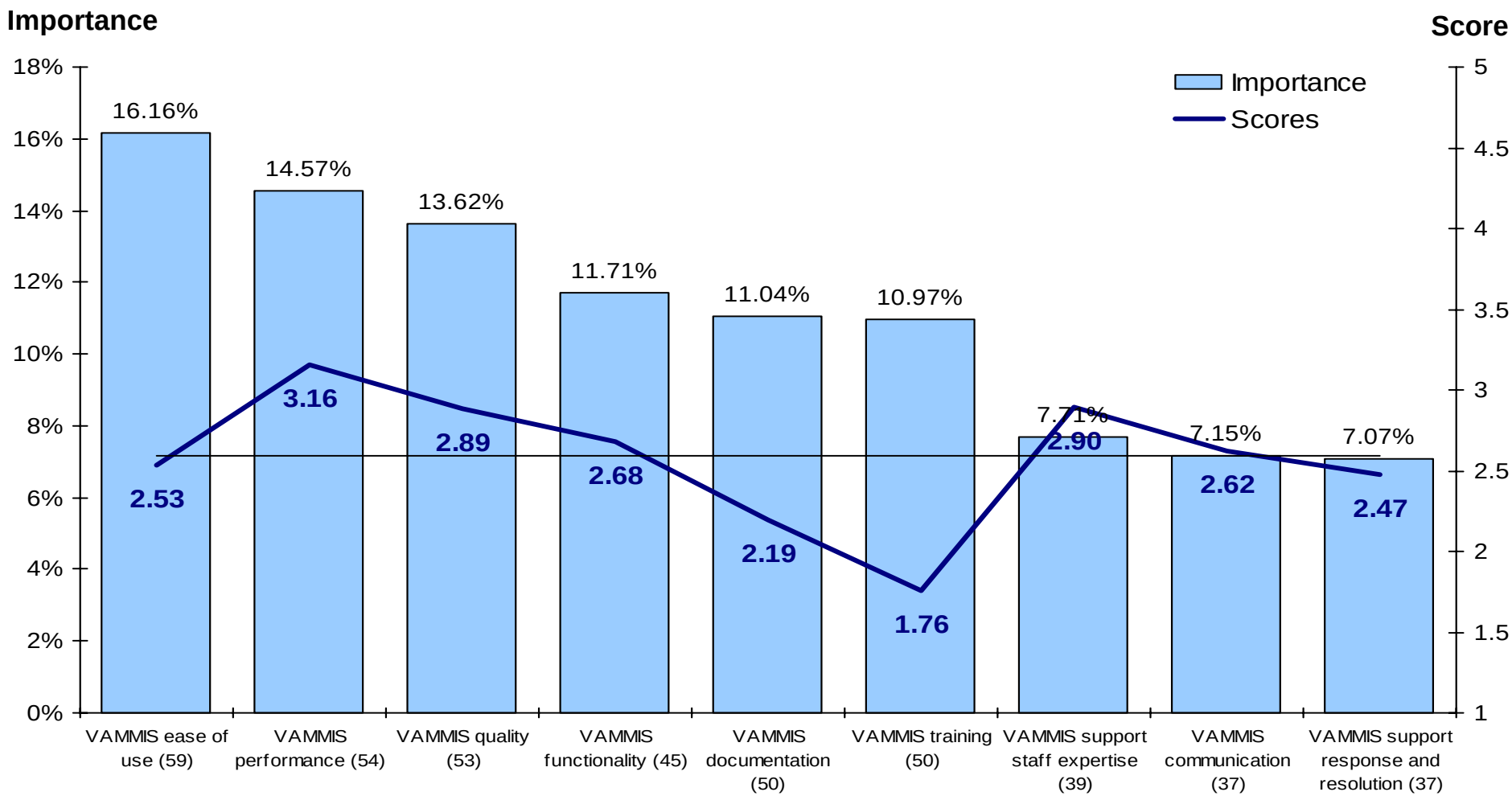
Program Unit: Foster Care (2.6,61)



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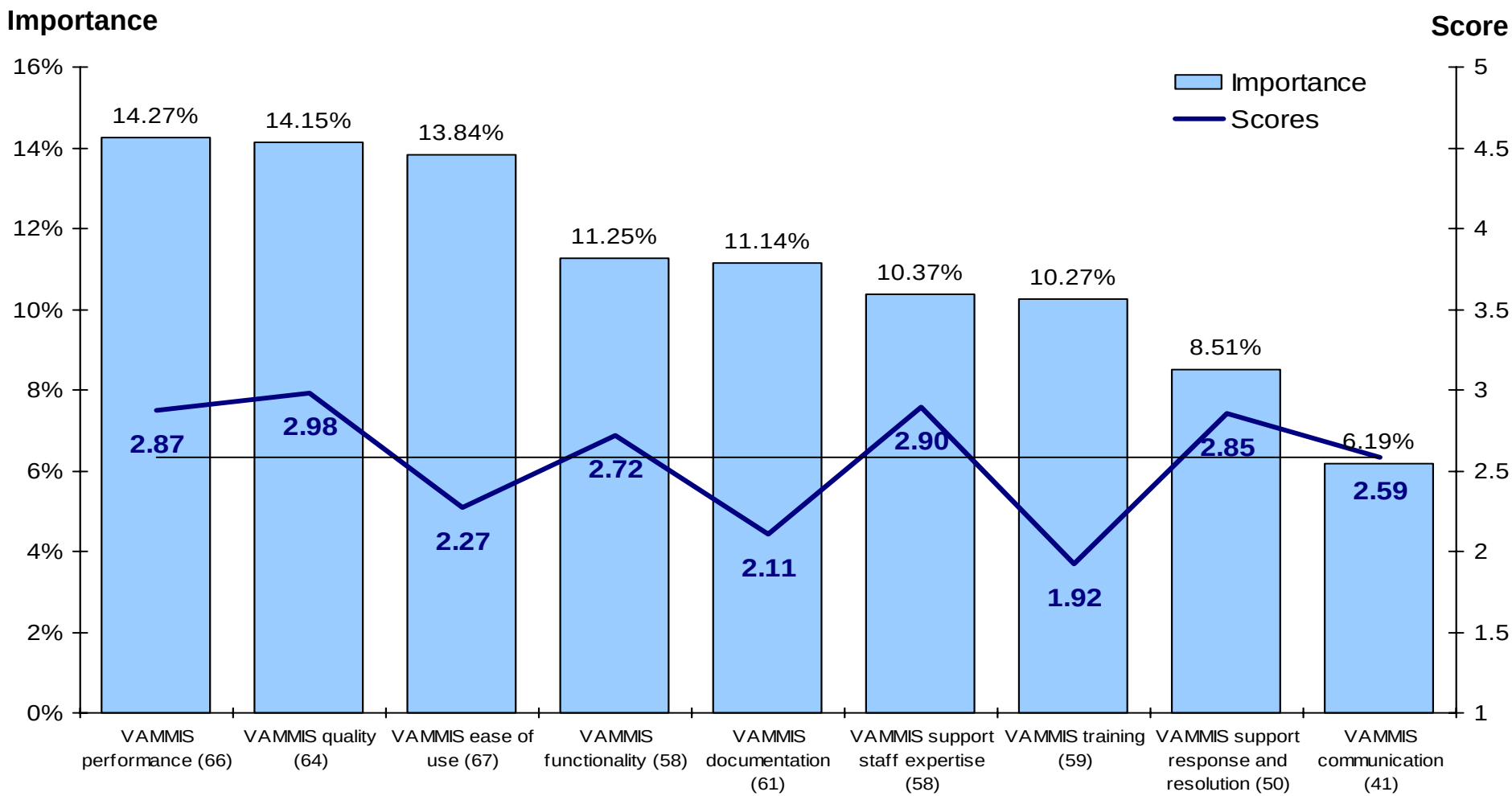
Program Unit: Fraud (2.59,71)



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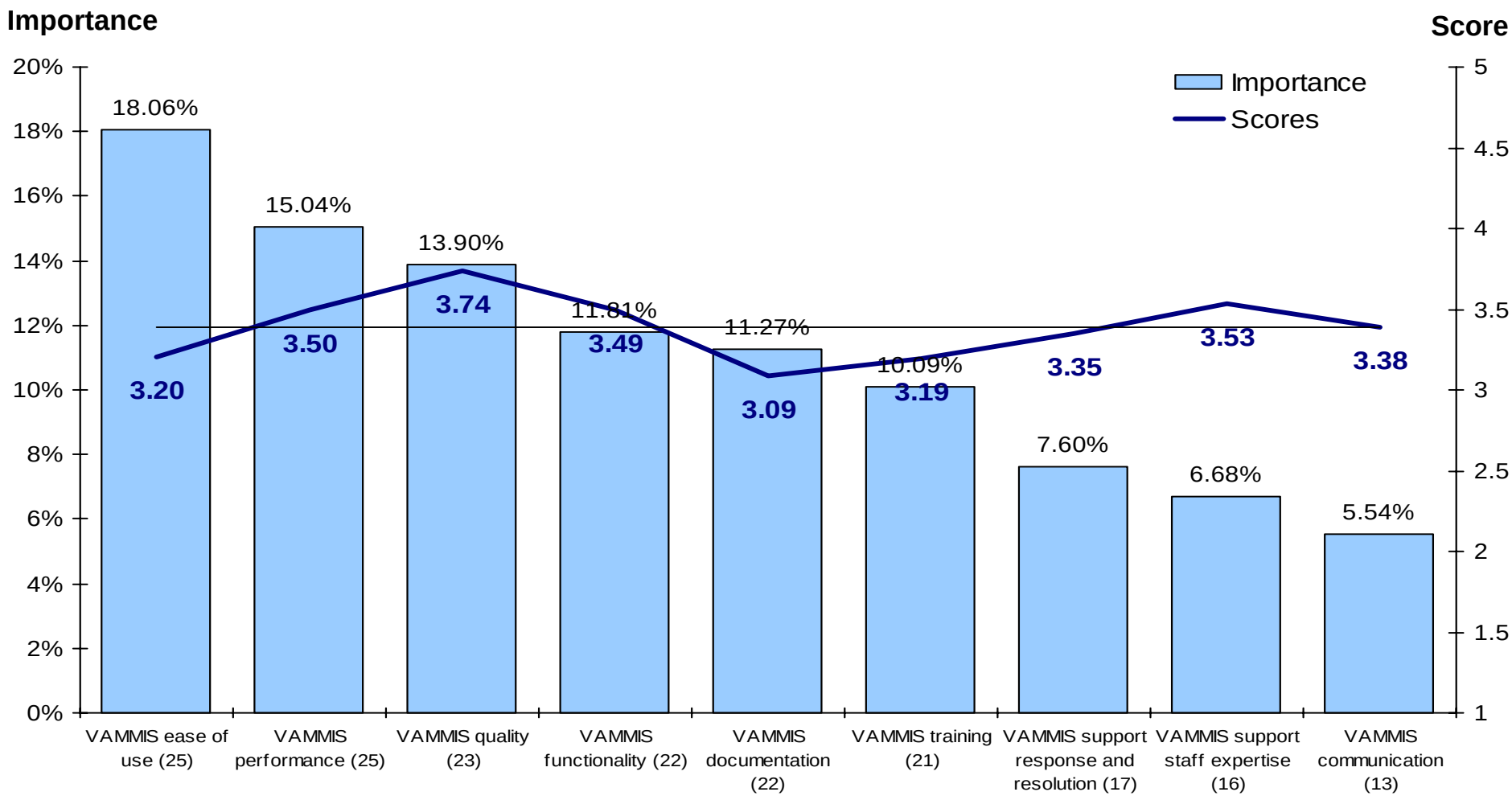
Program Unit: General Services (3.39,28)



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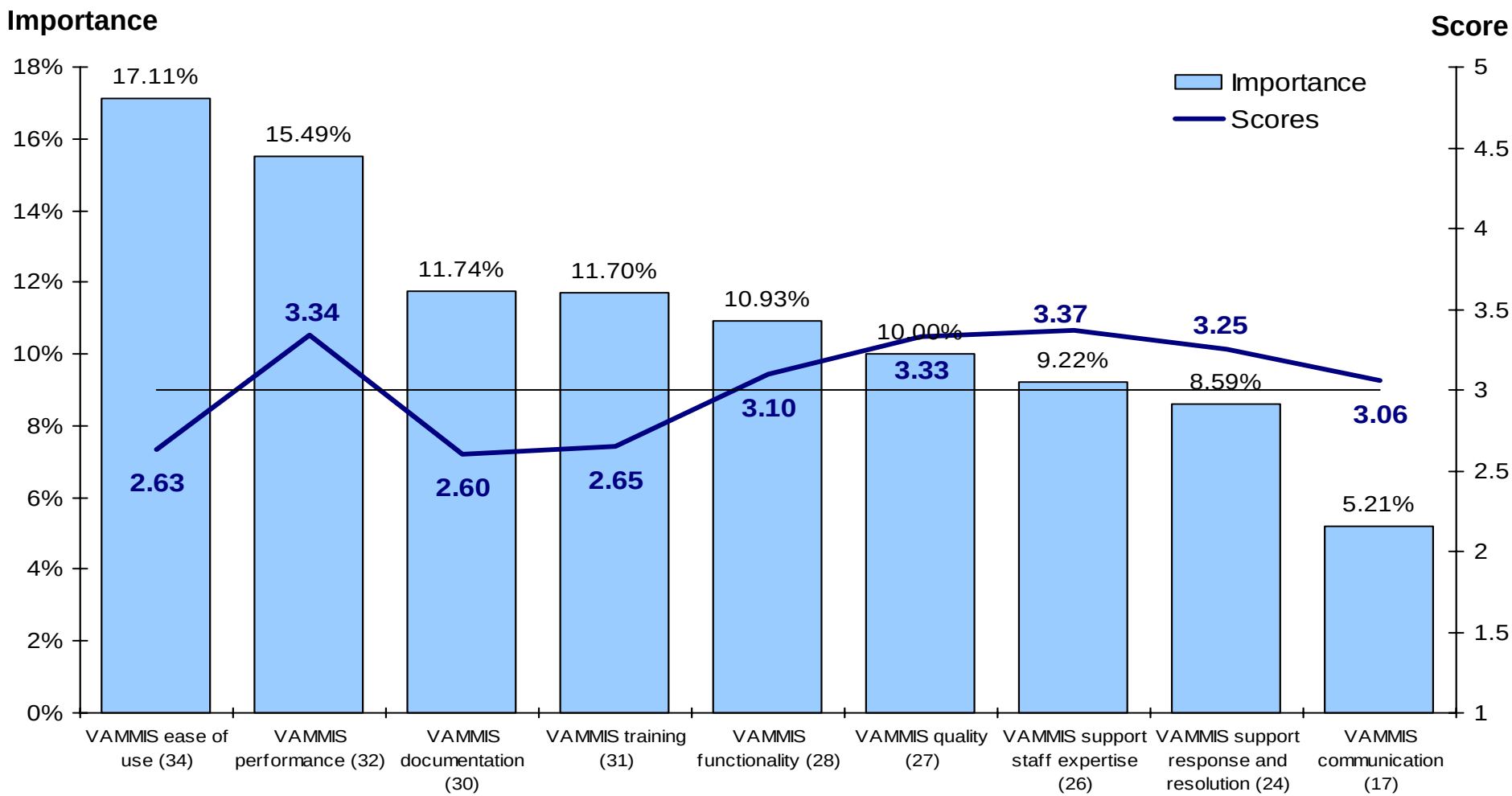
Program Unit: Generic Services (3,37)



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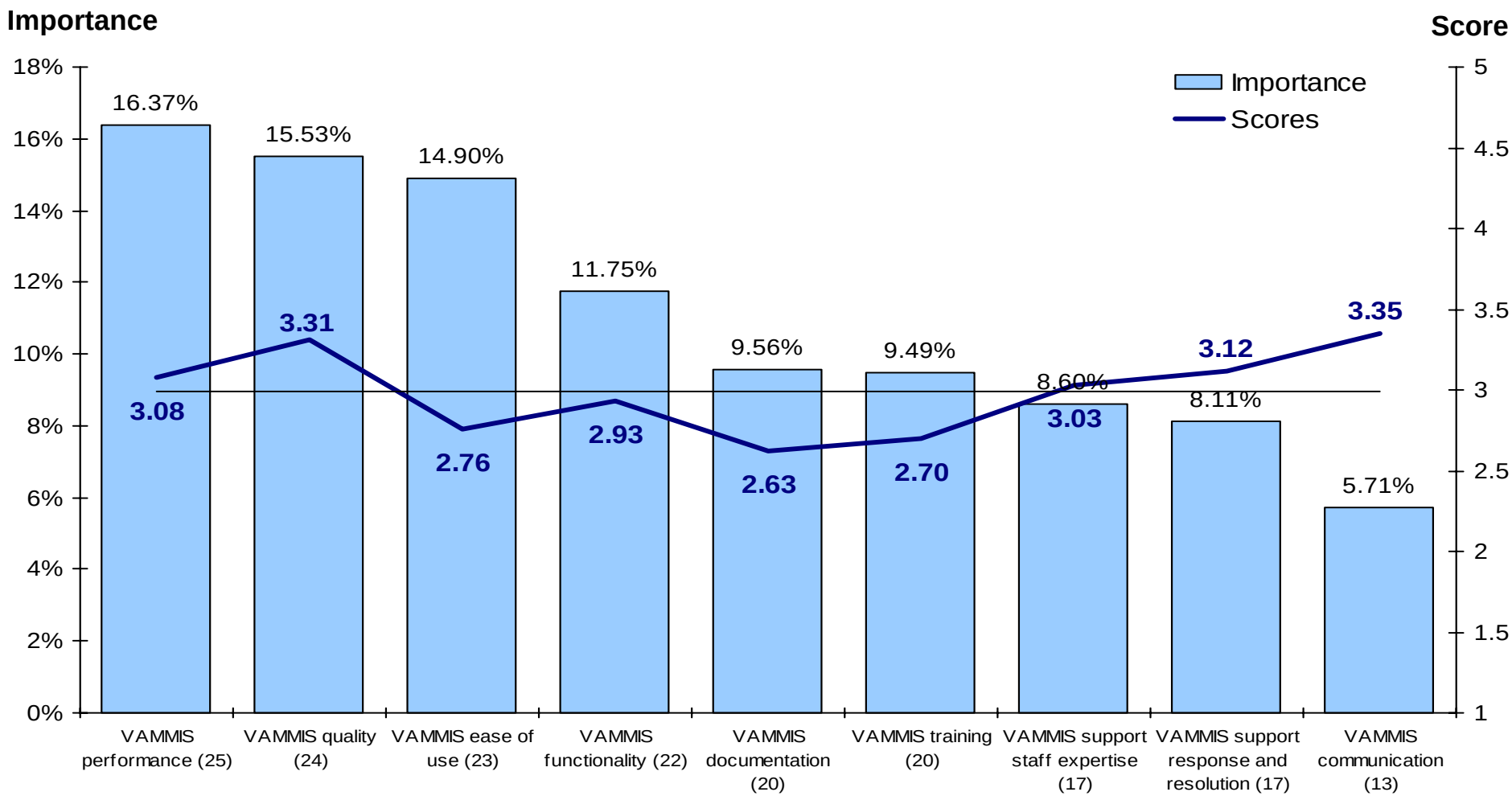
Program Unit: Information Systems (2.99,29)



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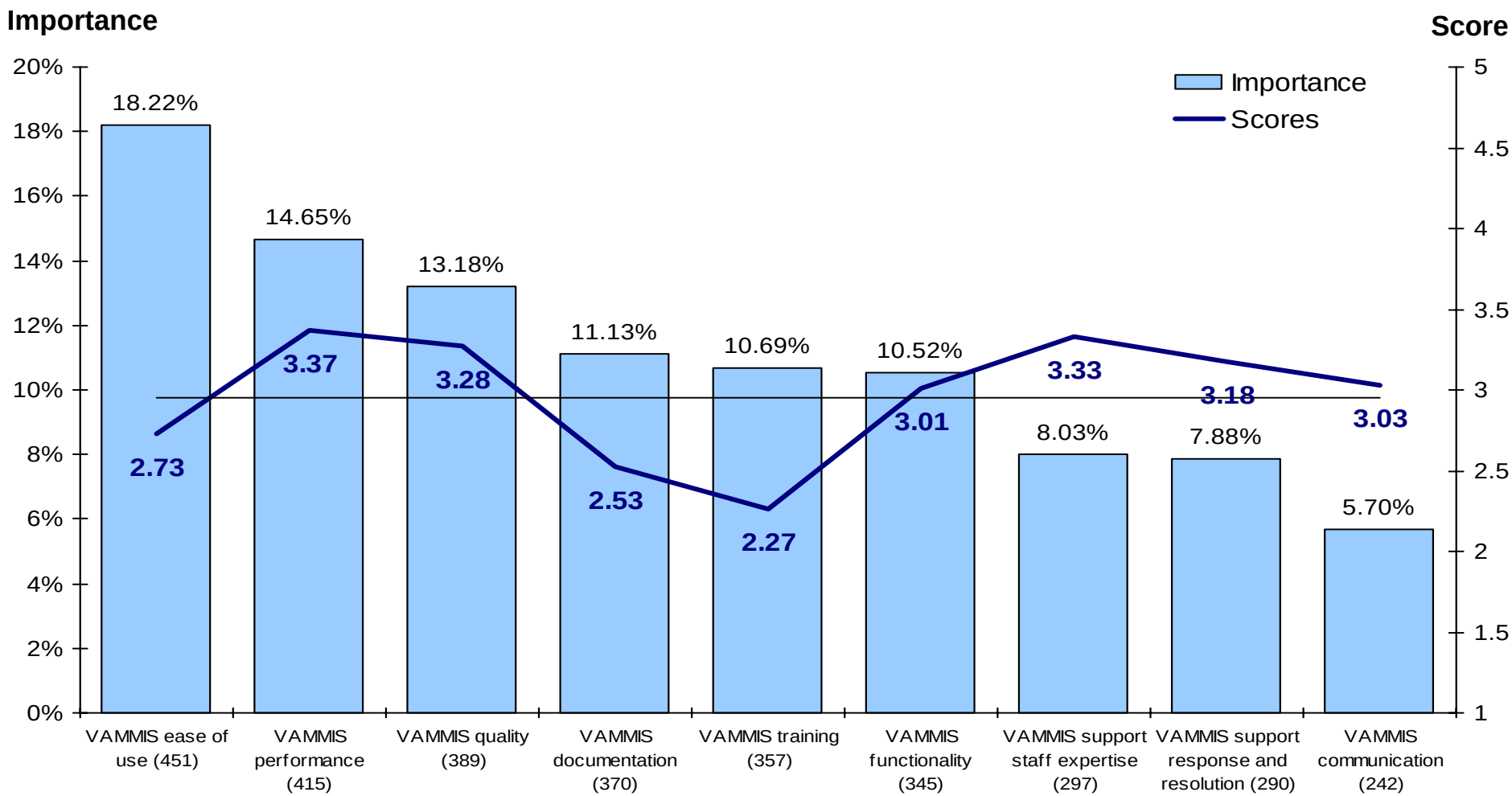
Program Unit: Medicaid (2.95,469)



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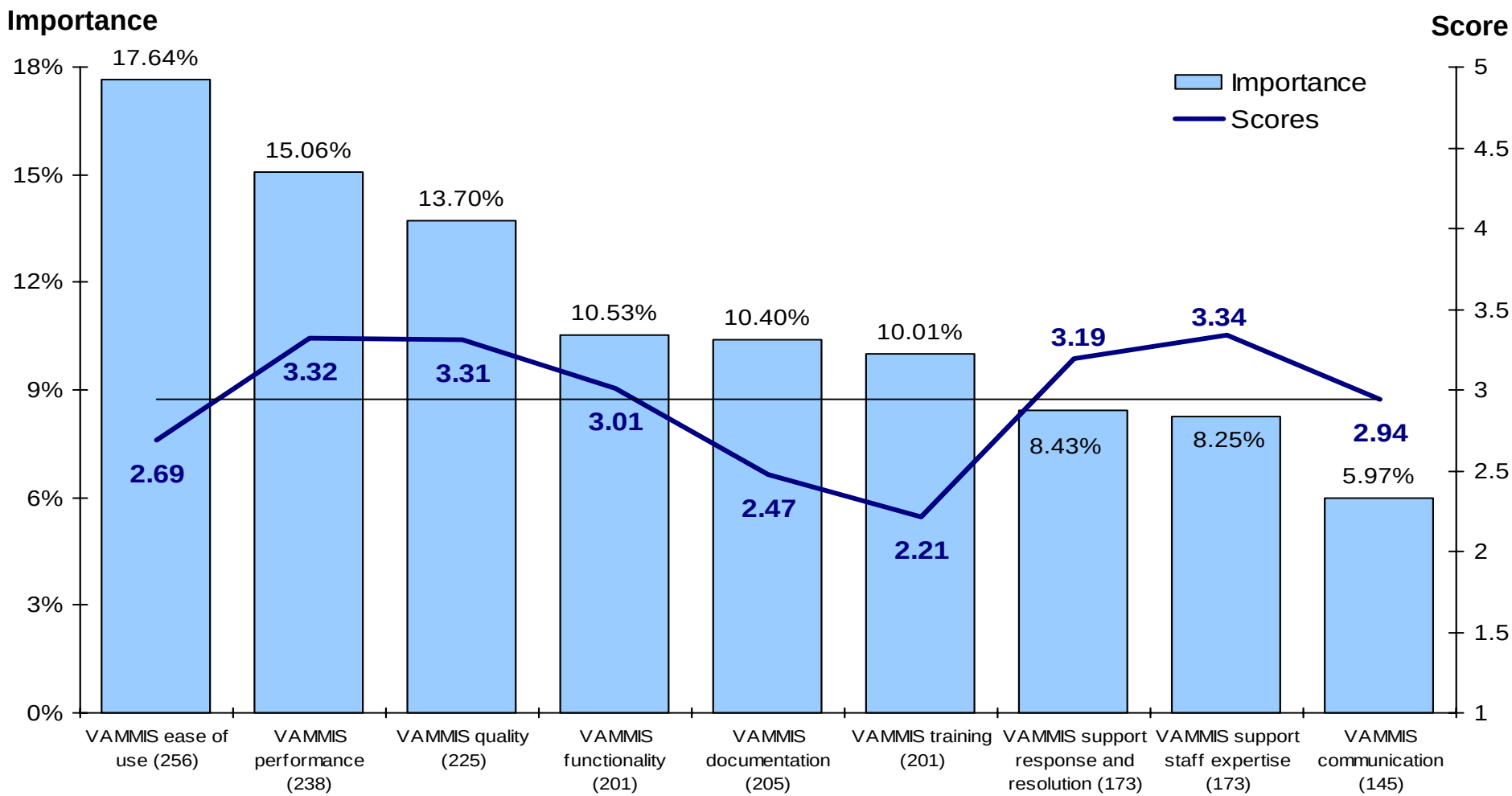
Appendix: VAMMIS

Program Unit: TANF (2.94,268)



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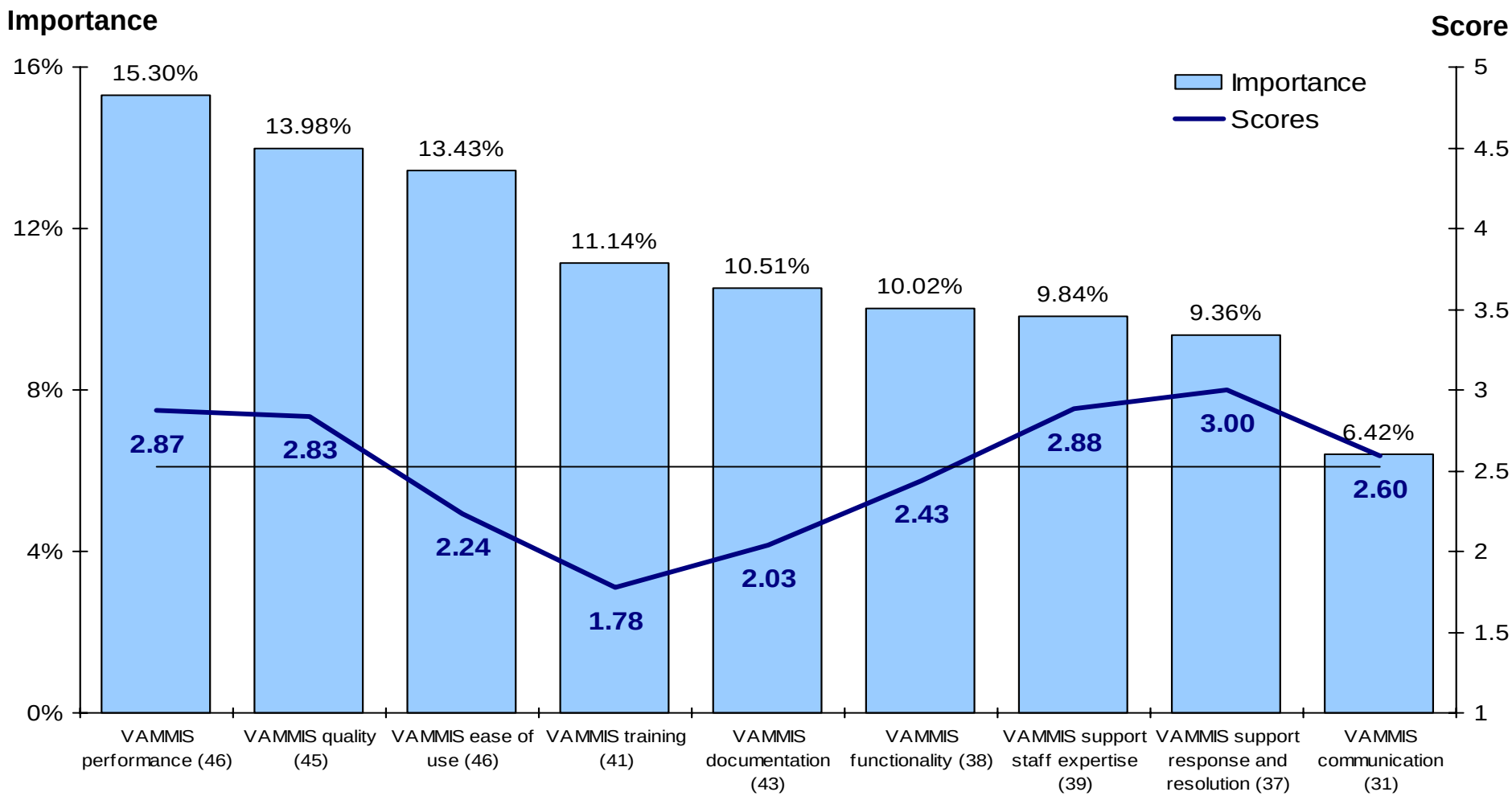
Appendix: VAMMIS

Program Unit: Training (2.52,49)



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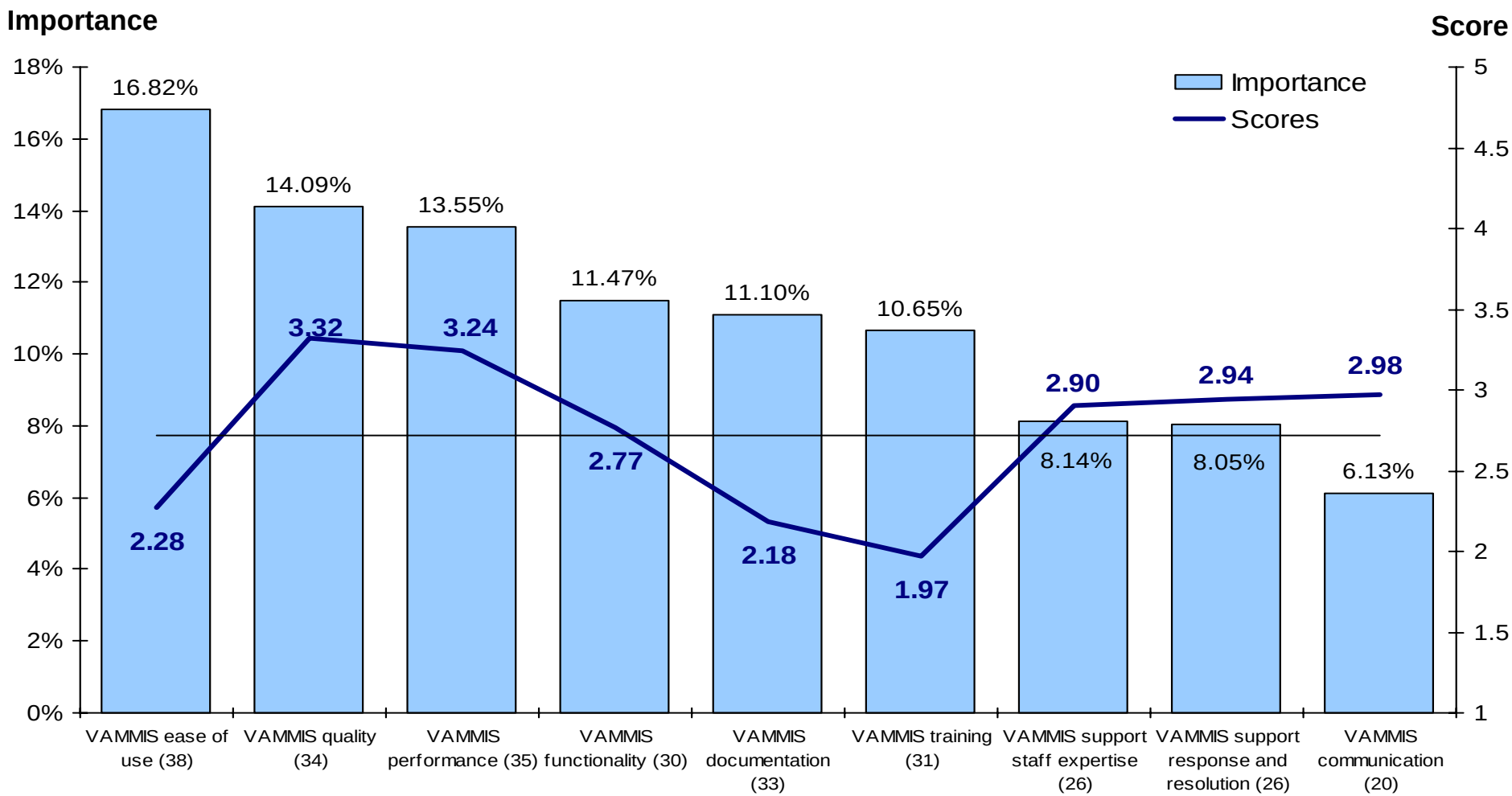
Program Unit: VIEW FSET (2.72,41)



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