

General profile of counties that perform above average as measured in child support self-assessment reviews:

- Recent reorganization of work distribution
- Routine repetitive data entry tasks assigned to office support staff
- Case reviews conducted regularly
- Worklists of PRISM up to date
- Staff meetings held regularly
- Good customer service skills
- Staff see child support as more than just collecting dollars
- Workflow is streamlined and efficient
- Heavy emphasis on good data entry accuracy and completeness
- PRISM used as designed
- Special projects targeting error prone areas conducted periodically
- Case files are uniform and filing is up to date