

Department of Child Support Services



Case Evaluation

Child Support Program Orientation



Goal

To introduce the basic information used to evaluate a child support case



DCSS Values

- Commitment to Children & Families
- Fairness and Respect
- Quality Customer Service
- Cooperative Partnerships
- Integrity and Ethical Conduct
- Operational Excellence

Child Support Program Orientation



Case Flow

The basic elements of case flow are:

- Intake
- Locate
- Establishment
- Enforcement
- Financial Management
- Case Closure

Child Support Program Orientation



Identifying Basic Data Elements

- Case Status
- Case Participants



Case Status

- Is the case Open or Closed?
- Where are the Participants?
- What is the Case Aid Status?
- What service is the LCSA providing?



Case Participants

- Direct participants
- Other related participants



Case Evaluation

- List of Values
- Basic Case Flow
- Basic Data Elements

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Big Picture Exercise

Child Support Program Orientation