

***APPENDIX D-2: BEST PRACTICES
REFERENCE GUIDE***

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STATE/COUNTY	NUMBER	TOPIC	APPENDIX D-3 SECTION
Alabama	AL 01	Structure	D.1.1.1
	AL 02	Management	D.2.1.1
	AL 03	Case Processing	D.3.1.1
	AL 04	Systems	D.7.1.1
Arizona	AZ 01	Management	D.2.1.2
	AZ 02	Case Processing	D.3.1.2
California	CA 01	Structure	D.1.1.2
	CA 02	Management	D.2.1.3
	CA 03	Funding	D.4.1.1
	CA 04	Case Processing	D.3.1.3
	CA 05	Customer Service	D.5.1.1
Colorado	CO 01	Management	D.2.1.4
	CO 02	Case Processing	D.3.1.4
	CO 03	Systems	D.7.1.2
	CO 04	Customer Service	D.5.1.11
	CO 05	Customer Service	D.5.1.12
Florida	FL 01	Training	D.6.1.7
Illinois	IL 01	Structure	D.1.1.3
	IL 02	Management	D.2.1.5
	IL 03	Case Processing	D.3.1.5
Los Angeles County	LA 01	Structure	D.1.2.2
	LA 02	Management	D.2.2.2
	LA 03	Systems	D.7.2.1
	LA 04	Training	D.6.2.1
	LA 05	Customer Service	D.5.2.2
	LA 06	Case Processing	D.3.2.2
Michigan	MI 01	Structure	D.1.1.4

STATE/COUNTY	NUMBER	TOPIC	APPENDIX D-3 SECTION
	MI 02	Case Processing	D.3.1.6
	MI 03	Funding	D.4.1.2
	MI 04	Systems	D.7.1.3
Milwaukee County	MC 01	Structure	D.1.2.1
	MC 02	Management	D.2.2.1
	MC 03	Case Processing	D.3.2.1
	MC 04	Customer Service	D.5.2.1
Missouri	MO 01	Management	D.2.1.6
	MO 02	Management	D.2.1.7
Nebraska	NE 01	Management	D.2.1.8
Nevada	NV 01	Customer Service	D.5.3.1
	NV 02	Customer Service	D.5.3.2
	NV 03	Case Processing	D.3.3.1
	NV 04	Case Processing	D.3.3.2
	NV 05	Systems	D.7.3.1
	NV 06	Systems	D.7.3.2
	NV 07	Case Processing	D.3.3.4
	NV 08	Case Processing	D.3.3.5
	NV 09	Case Processing	D.3.3.3
	NV 10	Training	D.6.3.1
	NV 11	Management	D.2.3
	NV 12	Case Processing	D.3.3.3
New Jersey	NJ 01	Structure	D.1.1.5
	NJ 02	Management	D.2.1.9
	NJ 03	Funding	D.4.1.3
	NJ 04	Case Processing	D.3.1.7
	NJ 05	Customer Service	D.5.1.2
	NJ 06	Training	D.6.1.1

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	NJ 07	Systems	D.7.1.4
New York	NY 01	Training	D.6.1.2
North Carolina	NC 01	Case Processing	D.3.1.8
	NC 02	Customer Service	D.5.1.3
North Dakota	ND 01	Structure	D.1.1.6
Ohio	OH 01	Structure	D.1.1.7
	OH 02	Management	D.2.1.10
	OH 03	Funding	D.4.1.4
	OH 04	Case Processing	D.3.1.9
	OH 05	Customer Service	D.5.1.4
	OH 06	Training	D.6.1.3
	OH 07	Systems	D.7.1.5
Orange County	OC 01	Structure	D.1.2.3
	OC 02	Management	D.2.2.3
	OC 03	Case Processing	D.3.3.2
Oregon	OR 01	Management	D.2.1.11
	OR 02	Management	D.2.1.12.
	OR 03	Systems	D.7.1.6
Pennsylvania	PA 01	Structure	D.1.1.8
	PA 02	Management	D.2.1.12
	PA 03	Case Processing	D.3.1.10
	PA 04	Funding	D.4.1.5
	PA 05	Customer Service	D.5.1.5
South Dakota	SD 01	Structure	D.1.1.9
	SD 02	Management	D.2.1.14
	SD 03	Case Processing	D.3.1.11
	SD 04	Customer Service	D.5.1.6
	SD 05	Training	D.6.1.4

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	SD 06	Systems	D.7.1.7
Vermont	VT 01	Structure	D.1.1.10
	VT 02	Management	D.2.1.15
	VT 03	Case Processing	D.3.1.12
	VT 04	Customer Service	D.5.1.7
	VT 05	Training	D.6.1.5
	VT 06	Systems	D.7.1.8
Virginia	VA 01	Structure	D.1.1.11
	VA 02	Case Processing	D.3.1.13
	VA 03	Customer Service	D.5.1.8
	VA 04	Systems	D.7.1.9
Washington	WA 01	Structure	D.1.1.12
	WA 02	Management	D.2.1.16
	WA 03	Funding	D.4.1.7
	WA 04	Case Processing	D.3.1.14
	WA 05	Customer Service	D.5.1.9
	WA 06	Systems	D.7.1.10
Wisconsin	WI 01	Structure	D.1.1.13
	WI 02	Funding	D.4.1.6
	WI 03	Case Processing	D.3.1.15
	WI 04	Customer Service	D.5.1.10
	WI 05	Training	D.6.1.6
	WI 06	Systems	D.7.1.11