

Child Support Enforcement Systems

It's time for the next generation.



Your child support enforcement system is essential for improving outcomes for the children and families you serve. In the 1990s, states embraced statewide child support enforcement systems in keeping with the federal mandate.

Along with new methods to establish and enforce support orders, these first-generation, federally certified systems brought exceptional results within reach. Unfortunately, in most states, technological progress slowed down dramatically after certification. Technology moves fast. By the 2000s, most states were settling for maintaining their legacy systems with no further improvements.

The good news is that these legacy systems are stable, reliable, and capable of performing the core functions they were designed for. The bad news: they're expensive to operate, hard to change, and ill-suited to support new or more efficient service delivery. They need to be refreshed with new technology and new architectural design. To date, only a few states have implemented new second generation systems. The ones who have are realizing benefits such as:

- Reducing the cost of system operation
- Increasing flexibility for change in the program
- Providing more automation of child support activities
- Improving the user experience for their employees
- Making training easier and contributing to retention of younger workers



Transforming Your Program

Conduent is working to help states understand how new technology can transform the child support program. Transformative technology enables your program to offer new services, provides flexibility in service delivery, delivers more services directly to clients, and reduces the cost of systems.

This technology includes:

- **Case Predictive Analytics** – inform caseworkers to take the best action at the right time on a case
- **Lifecycle Early Intervention** – identify and take proactive steps on cases throughout the entire case lifecycle
- **Automated Service Referral and Tracking** – help clients identify and receive services from other agencies to enable financial self-sufficiency
- **Expanded Client Self-Service** – provide clients with access to all the services they need at their convenience through web-based and mobile solutions
- **Scalability and Configuration** – establish system flexibility and extensibility for the program including requirements, policies and business rules
- **Electronic Transaction Processing** – technology that supports paperless workflow, including services processed through other systems.

Implementing the right second-generation system technologies now will enable your program to embrace the future. Thirty years ago, we couldn't have foreseen the way services are delivered today; today's systems need to be flexible enough to anticipate tremendous change. Transformative system technology puts in place the architecture and service components to deliver effective services well into the future.

Our Experience

Conduent implemented first generated systems in four states. We are leading the implementation of second-generation systems with a new certified CSE system in Delaware using one of the most cost-effective commercial platforms available. We're also working on the implementation of new systems in South Carolina and Pennsylvania. Talk to us to find out how our systems expertise can help you transform your program.

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