

Child Support

HHS NextGen

BRINGING CHILD SUPPORT ENFORCEMENT INTO THE DIGITAL AGE

HHS NextGen for Child Support is a next generation, Software as a Service (SaaS) solution for Child Support Enforcement Case Management systems. This solution combines the class-leading capabilities of the Salesforce cloud platform with deep functional capabilities drawn from Deloitte's 35 years of child support system implementation experience.

SOLUTION CAPABILITIES:

- ✓ **A tested cloud platform** with modern user experience, tailored to managing child support cases
- ✓ **360 Degree Case Management** to holistically visualize complex cases and focus on factors impacting success
- ✓ **Online Customer & Partner Portals** to give customers and employers/attorneys on-the-go access to case information
- ✓ **Financial Calculation Engine** to calculate complex payments according to configurable policies
- ✓ **Support Orders Creation** to create and modify support orders based on guidelines and output of the financial calculation engine
- ✓ **Collections & Disbursements** to integrate with employers for wage garnishment and allocate payments fairly
- ✓ **Appeals/Contest Enforcement** to give customers and lawyers access to submit and manage their appeals online
- ✓ **Supporting Guides & Resources** such as customer service chatbots, call center integration, a user-friendly knowledge base of FAQs and policy resources

POTENTIAL BENEFITS

The preconfigured platform features available in Salesforce deliver tremendous immediate value to Child Support agencies transforming their legacy systems into modern digital solutions. Benefits include:






-  More Time On Value-Added Work
-  Increase Employee Morale & Productivity
-  Enhance Customer Service & Outcomes
-  Lower System Maintenance Cost
-  Operational Savings
-  More Adaptable to Policy Changes
-  Data-driven Decision Making
-  Collaborative Services Coordination
-  Enhanced Audit Trail
-  Increase Collections

MODULAR SOLUTION



5 KEYS TO SUCCESS

To maximize the value of modernizing Child Support Enforcement, agencies should consider the following:

-  **Experience**
Recent and relevant experience matters. Regulations have changed, digital platforms have matured, constituent user experience expectations have increased.
-  **Align on CRM Solution Approach**
The solution approach should focus on people. Simplifying, consolidating, and aligning digital processes with a common case resolution focus.
-  **Integrations**
There are significant implications to integration strategy given the quantity, data privacy, and 2 way processes to improve case operations.
-  **Configuration & Rules Engine**
A configurable solution to meet process requirements inclusive of a robust rules engine is essential.
-  **Sustainability**
The platform must be able to adapt to changes in Federal mandates, legislative policy changes, and operational processes, and it needs to keep pace with technology advances.

CONTACTS

To learn more, contact our leadership:

Savita Raghunathan
Child Support Market Offering Champion
Deloitte Consulting LLP
sraghunathan@deloitte.com

Steven Speak
Sales Executive
Deloitte Consulting LLP
sspeak@deloitte.com

Kort Crosby
Sales Executive
Deloitte Consulting LLP
kocrosby@deloitte.com