



GovConnect™ Child Support

GovConnect Child Support is a cloud-based solution built on Salesforce Platform that provides end-to-end case management capabilities for child support programs (also known as child maintenance). It allows government agencies to better manage child support orders and engage, reward and enforce productive behaviors. This child support case management solution combines the leading-class capabilities of the Salesforce cloud platform with deep functional capabilities drawn from Deloitte’s 35 years of child support system implementation experience.

Updated as of December 2021.

FEATURES

360 Degree Case Management

Create holistic visualization of complex cases and focus on factors impacting success

Online Customer & Partner Portals

Provide families and employers/attorneys on-the-go access to case information, make payments, and upload documents.

Financial Calculation Engine

Calculate complex payments according to configurable policies

Support Orders Creation

Allows the creation and modify support orders based on guidelines and output of the financial calculation engine

Collections & Disbursements

Integrated with employers for wage garnishment and allocate payments fairly

Appeals/Contest Enforcements

Gives 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

BENEFITS



More Time On Value-Added Work



More Adaptable to Policy Changes



Increase Employee Morale & Productivity



Data-driven Decision Making



Enhance Customer Service & Outcomes



Collaborative Services Coordination



Decreases System Maintenance and Operational Costs



Enhanced Audit Trail



Increase Collections

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