

Adobe® Customer Experience Solutions for health and human services

Achieving operational excellence in child support enforcement



"We've seen administrative costs drop by as much as \$6 million annually. ... We have reduced our margin of error and saved case managers as much as 1.5 hours per case request."

John Rigg, forms management manager, Illinois Department of Human Services

With Adobe Customer Experience Solutions, child support enforcement services agencies can:

- Increase caseworker productivity
- Improve service delivery times
- Increase accountability and transparency

Custodial parents and their children depend on child support and the administrative agencies to maintain economic stability. The federal government, along with state and local agencies, has made significant investments to improve program administration. Yet, in many cases, the process of obtaining and enforcing a child support order is unnecessarily lengthy and bogged down in a myriad of paper forms and correspondence.

In the best interest of children, custodial parents need accessible, efficient, and accountable service. Noncustodial parents also want transparency and effective communication to better understand their obligations. To comply with child support rulings, employers need a streamlined process for wage garnishments and other associated administrative requirements.

Innovative child support agencies are modernizing administrative business processes and adopting solutions that optimize customer experiences.

Building a new mode of delivery for child support services

Adobe's Customer Experience Solutions for health and human services agencies can be deployed quickly and affordably. Adobe helps these agencies achieve greater utilization of existing technology investments and a seamless transition to a new, more affordable business operation.

Leveraging the Unified Workspace and Customer Communications solutions, will help agencies lower administrative and support costs, enhance customer service, improve compliance, and empower their workforces with access to information anytime, anywhere, on any device.

Increasing the ease of child support enforcement

By unifying operational processes, Adobe's solutions help increase the productivity, efficiency, and bandwidth of agency personnel while reducing the costs of paper, printing, storage space, shipping, and handling. The child support enforcement process becomes more efficient through the electronic routing and transfer of data to back-office systems, eliminating the need to manually re-enter information.

Business processes are automated, including the routing for review and approval of child support enforcement orders, custodial and noncustodial parent documentation, and employer correspondence. Document transfer is accurate and secure, eliminating the risk of losing paper case files as they physically move from one desk to another.

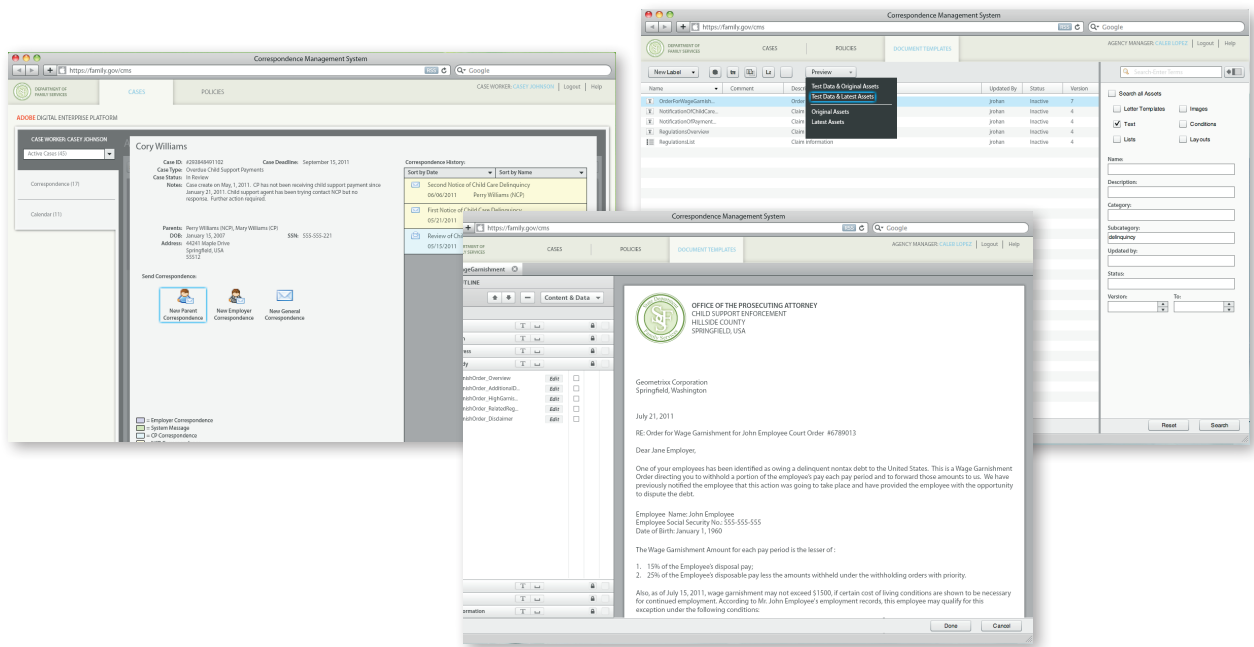
Improving the response time of service delivery

Adobe solutions help agencies serve customers with self-service, 24x7 online capabilities, enabling custodial parents to apply for and receive child support services quickly and easily. Employers can also manage their administrative obligations online, without any paper forms.

Increasing accountability and transparency

Adobe transforms paper-based notices into more secure, electronic correspondence delivered directly to online accounts or the email inboxes of parents and employers. Adobe solutions also provide more secure access, so only the intended recipient can open the correspondence.

Using Adobe solutions, agencies can potentially become a model of efficiency as they demonstrate agency effectiveness while improving the well-being of clients through greater accountability. With real-time tracking, agencies can also increase performance by identifying bottlenecks that need remediation.



Adobe Customer Experience Solutions deliver:

1. More secure, efficient, and accessible services for providing child support to custodial parents and their children
2. Interoperability with back-office systems of record
3. Compatibility with mobile platforms and devices
4. Operational cost reduction by eliminating paper directly from the source
5. Greater accountability, transparency and efficiency

Adobe provides centralized management and audit trail capabilities that efficiently support security and regulatory requirements. Compliance is increased through the use of standard templates and content prepared with intuitive tools and easily defined business rules. Sensitive correspondence will be better protected using Adobe's security capabilities to help ensure the privacy of customer information.

Achieving measurable results step-by-step

With Adobe, agencies are empowered to respond more quickly to the needs of the populations they serve and improve the quality of the services they deliver.

For ease of implementation, Adobe's Customer Experience Solutions for health and human services agencies are designed to support an incremental approach. Agencies may deploy modular solution components in phases that align with their business needs and funding realities.

The progression from manual, paper-based processes to interactive, digital online forms is a basic, initial step that can be achieved in a matter of weeks. More advanced features, such as digital signatures, business process automation, data validations, and rights management, can be added as agencies grow with Adobe's solutions.

For more information
www.adobe.com/healthcare



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