Oracle Solution for Child Support

Child support agencies are under significant pressure to help families achieve self-sufficiency. Steadily increasing caseloads and rising costs require extensive collaboration among stakeholders and integrated program analysis. Program administrators need systems that enable client self-service and seamless integration to other critical systems including Medicaid, TANF and Child Welfare.

**Key Features**

- Integrates with key systems including Medicaid, TANF, and Child Welfare as well as third party and legacy investments
- Financial system for collections and disbursements based on complex child support business rules as well as auditable incentive performance calculations
- Multiple, integrated points of entry allows caseworkers to access the same information via the web, wireless, phone, email, or face-to-face. The solution’s self service capabilities also enables secure client access.

**Putting Children First -- End-to-end Collaboration Across the Agency**

Oracle’s solution for child support provides best-in-class applications across the human services enterprise to ensure seamless and integrated business processes with a focus on children to ensure that they have the support needed. In addition to secure, consolidated case party views, comprehensive collections and disbursement capabilities, and incentive funding calculations, Oracle provides an integrated procurement system, human resources management functionality and projects and grants management capability to manage, track, and update projects as well as grant deliverables and funding.

**Evolving From Data Silos to 360 Degree View of Families**

Oracle’s solution for child support changes the paradigm of case management from data-centric to family-centric and provides a closed-loop system for all case parties including the child(ren), custodial parents and non-custodial parents. With integrated analytics, case management and financials, caseworkers are able to focus on such critical tasks as paternity establishment, locating non-custodial parent assets, automating enforcement procedures based on specified business rules, and expediting processing of expiring TANF cases. As a result, funds are collected and disbursed with an enhanced responsiveness that exceeds expectations. Oracle’s unparalleled security capabilities enable child support agencies to maintain strict compliance with privacy and confidentiality requirements.
Key Features

- Central electronic repository for all case documents including court documents, photographs, state forms, letters, emails and multimedia files based on user defined security parameters

- User defined work flow scripts and reference information for helpful case worker hints to ensure consistency of case management processing.

- Data integrity and validation functionality that provides consolidated client mapping, to reduce case duplication and client records throughout all services provided

Ensuring Visibility and Accountability Throughout the Organization

The need to understand case status (real time and historical) from both internal and external data sources is critical to driving better performance outcomes for financial and medical support. Oracle’s solution for child support includes easy-to-use, Web-based analytics with ad hoc/online queries, standard reports and role-based dashboards to provide performance information on child support collections, arrearages, disbursements and medical support establishments through a pre-built configurable, or customizable portal.

Oracle’s Solution for Integrated Child Support = Improved Outcomes

Only Oracle offers a child support solution that provides a true enterprise case management solution. Oracle’s solution for child support is designed to manage multiple, integrated channels of communications with clients such as web, phone, email, mail or face-to-face, and enable the tracking, update, and processing of client inquiries and cases seamlessly across these channels. This not only enables clients, case stakeholders and caseworkers to communicate through their channel of choice but also reduces the costs associated with redundant data entry, inconsistent follow-up and incomplete profiles. All interactions with the case stakeholders are maintained in a client repository that supports data integrity, reduces duplicate processes and improves the ability of caseworkers to make decisions based on better, more complete, and more accurate information.

Meeting the Challenge

Oracle’s solution for child support enables agencies and caseworkers to phase out manual business processes, eliminate untimely reports, and reduce the time spent on administrative activities. Oracle’s solution provides:

- Best practices for collections and disbursements
- Comprehensive case management functionality with extensive self service capabilities
- Integrated support for key administrative processes such as human resources and procurement
- Standards based technology platform
- Robust analytics and reporting capabilities to track progress on key incentive performance measures
- Improved data integrity with a centralized view of the client across all benefit touch points supported by role specific dashboards that preserve client privacy

The Oracle Advantage

Child support agencies must modernize their business processes and systems to more efficiently exceed program measures and maximize performance incentive funding. Using flexible commercial-off-the-shelf (COTS) software, ongoing policy and program changes can be configured by child support agency staff to reduce costly system maintenance. With successful implementations in over 1,500 federal and local government agencies, Oracle has a demonstrated track record in the public sector for enabling data sharing across department boundaries, administrative processes, and reducing the overall cost of service delivery. The Oracle solution for child support leverages this proven track record to enable child support establishment, locate, enforcement, case management, and financial business processes.

For more information, please contact us at 1.800.ORACLE1 or visit us at www.oracle.com/government.