

# Serving Child Support programs

**C**hild support has evolved from an income support program to an investment in the future of children. CGI has been part of this evolution for more than 25 years. Our approach is founded upon the principle that technology advances can be implemented in tandem with business process improvements. The results are streamlined operations, more timely data and the agility to adapt to changing requirements – all of which helps states to better serve children and families.

## PROVEN EXPERIENCE

Child support payments are important to the well-being and success of more than 22 million children in the United States. To help agencies increase the effectiveness of their child support programs, CGI provides full-life cycle systems development, integration services and business process improvement services.

For example:

- **Ohio Child Support Systems Applications:** CGI is the prime contractor for the Ohio Department of Job and Family Services (ODJFS) to enhance and maintain Ohio's Child Support Systems Applications, including the Support Enforcement Tracking System (SETS). We perform project management; system development, implementation and maintenance; and operations, network support and other services. CGI previously helped develop SETS, which is the centralized, online, real-time system servicing all 88 county Child Support Enforcement Agencies in Ohio.
- **California Child Support Automation System (CCSAS):** CGI played an integral role in CCSAS, serving as the implementation lead for the nation's largest automated child support system. CGI performed 30 percent of all of the applications development and a portion of the quality assurance and Program Management Office. We successfully converted all county data, transitioned 10,000 users in 58 local agencies and led business process reengineering to increase performance, caseworker efficiency and effectiveness and quality of delivered services, resulting in savings of \$115 million by 2009/10. CGI also helped support system implementation design for, and developed interfaces from CCSAS to, the California State Disbursement Unit (SDU) Replacement Systems which collect and process child support payments.



CGI has provided IT and business services for a variety of statewide child support programs, including:

- Child Support Enforcement Systems
- State Disbursement Unit Systems and Processing
- System Assessments
- Training

Our experience includes:

- Alaska STARS
- California CCSAS and SDU
- Georgia assessment
- Maine (NECSSES)
- Missouri SDU
- Nevada CSE training
- New Hampshire (NECSSES)
- North Carolina SDU
- Ohio CSSA and SETS
- Pennsylvania PACSES
- South Carolina CSE assessment

- **Louisiana Department of Children and Family Services CAFÉ** (Common Access Front End). CAFÉ provides citizen-facing views of information and services for multiple state programs, including child support enforcement, child care assistance, SNAP, Kinship Care Subsidy Program and Family Independent Temporary Assistance Program. CGI services included project management, requirements, design documentation, change readiness, training, testing and technical support.

## CGI IN HUMAN SERVICES

CGI helps human services agencies achieve their objectives to create safer environments for children, accelerate self-sufficiency and build stronger communities. Our breadth of capabilities includes systems development, implementation and integration; program management, program and policy consulting; business process reengineering; and business process outsourcing. Our history of working with a wide variety of human services systems gives us deep insight into the complexities of state programs. With program and systems experience in every major area of human services, we partner with clients to build interoperable solutions that provide enhanced, integrated and seamless service delivery.

CGI's in-demand technologies for human services organizations include:

- Business intelligence and predictive analytics to support better decisions
- Enterprise and cybersecurity to protect sensitive data from ever-growing threats
- Mobile application development to meet consumer and user needs
- Secure cloud services, including Federal Risk Authorization and Management Program (FedRAMP<sup>SM</sup>) Joint Authorization Board provisional authority to operate.

## CGI AT A GLANCE

### A global leader

- 38+ years as a partner to government and industry
- \$10B in annualized revenue
- 68,000 professionals in 40 countries worldwide
- The world's fifth largest independent IT and business process services company

### Full-service capabilities

- Application management and modernization
- Business process services
- Consulting
- Infrastructure services
- Managed services
- Systems integration

For more information, visit  
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or email us at [stateandlocal@cgi.com](mailto:stateandlocal@cgi.com).