



Softech & Associates Child Services Enforcement

Partner Solution

■ **Target Industry**

Government

■ **Business Application**

Case Management

■ **Products**

IBM FileNet Capture

IBM FileNet Content Manager

Business Challenge

The U.S. Department of Health and Human Services oversees the operation of the Child Support Enforcement (CSE) program. It also establishes standard procedures for providing child support enforcement services nationwide, at both the state and county government levels. Today, the primary purpose of the CSE program is to collect unpaid support from noncustodial parents.

In some cases, it may become necessary to garnish wages; suspend a driver's license; seize a bank account or other financial assets; intercept a Federal or State income tax refund or lottery winnings; or file a report with consumer credit reporting agencies. As such, it is essential for Health and Human Services agencies to have access to up-to-date information regarding paternity and child support orders, as well as enforcement of support obligations, so they can take timely action.

Standard child support forms — such as applications for services, employment verification letters, court orders and other correspondence — are received by Health and Human Services agencies either electronically via the Web or manually via mail and hand-delivery. Because these

documents originated from either constituents, employers or the courts (and are often received in different file formats), they must be manually entered into existing mainframe systems, a process that is costly, time-consuming and error-prone.

In addition, because these paper documents are kept in case files in regional offices, when a constituent or the courts request information, it can take three to five days to research, fax or mail the desired documentation. To lower costs, increase productivity and support more efficient and accurate handling of forms and correspondence, Health and Human Services agencies are now looking to enterprise content management (ECM) solutions to automate their document capture and workflow processes.

Solution

Softech's Child Services Enforcement solution leverages the IBM ECM platform for complete imaging and data storage, retrieval, reconciliation and reporting for documents related to child support cases. With the Child Services Enforcement solution, when child support forms — including applications for services, employment verification letters, court orders and other correspondence — are received by Health and Human Services



agencies, instead of manually entering the information into a computer, employees can now scan the documents. The documents are then captured into a scanned image database and linked to a document record locator for correlation with existing or yet to be received documents.



The solution's advanced document recognition (ADR) capabilities automatically capture most of the information contained within the Child Support Enforcement program documents, so minimal data entry or correction is required. When ambiguities do exist, users are guided through a step-by-step process for data entry correction and completion.

The solution also enables authorized personnel to access an entire collection of documents related to a single child support case, whenever necessary, from the mainframe system. Optimized processes ensure maximum organizational efficiency. For example, processes during capture and ADR are optimized through a central IBM repository to minimize network traffic and enable remote field offices connected via wireless network (WLAN) to continue to use existing, slower links to the central server. Metrics are reported, providing management visibility into processing rates, snags and improvement initiatives.

Value Proposition

Softech's Child Services Enforcement solution reduces the time associated with manual data entry processes and dramatically improves data integrity by eliminating manual, error-prone data entry and processing. With this solution, Health and Human Services agencies can gain visibility into day-to-day operations and trends occurring over time, through case-related information that can be retrieved on demand. This enables them to provide case workers with more accurate information on assigned cases; receive payments from non-custodial parents more quickly; reduce errors that can lead to fraud, and lower costs.

Additionally, because document images are displayed for the operator with superior resolution, any required manual data entry becomes faster and more reliable.

Company Description

Softech & Associates, Inc. is a leading provider of flexible client configurable enterprise content management solutions and tools that allow IBM ECM customers to better leverage their investment. Softech provides consulting services expertise in system installation and optimization, release upgrades, volume image conversions, high-speed document import/export, platform, data and application migrations and customer support.

For more information , please contact:

*Softech Sales
+1 714 427 1122
sales@softechis.com*

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3565 Harbor Boulevard
Costa Mesa, CA 92626-1420
USA

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