

CUTTING-EDGE TECHNOLOGY



CASE MANAGEMENT ON THE CLOUD



MOBILITY



DYNAMIC PROCESS MANAGEMENT



PERSONALIZED REPORTING TOOLS

KEY FEATURES

- Integrates with State Disbursement Unit (SDU)
- Interstate Case Transfer & Monitoring
- Intelligent Dashboards and Predictive Analytics
- Unified Case Intake
- Role and User Management
- Reduce Time and Complexity
- Easy Implementation and Training
- Integrated Optical Character Recognition (OCR)
- Modular and Customizable Architecture
- Reduced Training Curve
- Data Warehousing and Interoperability
- Low Cost and Effort of Implementation
- 24x7 Customer Service Help Line

Realizing the Child **Support Vision**

CITI's Child Support Solution - Align, has been designed to empower agencies and governments align parents towards a common goalthe well-being of their children.

BETTER OUTCOMES FOR ALL

Align is powered by Empower - CITI's robust and versatile platform for Health and Human Services, Align's automated and streamlined features can help you reduce cost, improve productivity, deliver timely and secure payments to custodial parents, and help caseworkers focus on delivering a hassle-free child support experience.

Child Support Life-cycle



STEP 01 CASE INITIATION

Self-initiated by custodial parent Welfare, TANF, Medicaid etc.



STEP 02

LOCATE NCP If needed, locator agencies like EPLS. are engaged to locate whereabouts



STEP 03

ESTABLISH PARENTAGE If non-custodial parent refuses orders are issued to conduct



STEP 05 **PAYMENT MANAGEMENT**

Persuant to the IV-D program, an accounting system is set up to facilitate payments towards payee through a unified State Disbursement Unit (SDU).



STEP 04 CHILD SUPPORT ORDER

The Child Support Order issued by the court states when, how often and how much the parents have to pay for child support.



STEP 06 **ENFORCEMENT MEASURES**

Measures such as income withholding, tax seizure, passport denial, property liens are enforced if financial obligations are unmet



STEP 07 REVIEW SUPPORT ORDER

Parents can appeal to modify the Support Order if there is a change in circumstances, such as incarceration. loss of job, financial setback etc.



STEP 08 CASE CLOSURE

When a child turns adult, or if the custodial parent applies for closure, the case is closed and records are stored

WHY ALIGN

Changing social dynamics, rising incarceration rates, parental alienation due to rising child support debts, and a volatile economy make it difficult to maintain a steady stream of payments.

Using new technologies and innovation, Align fosters an approach of "Involvement" rather than "Enforcement" to help agencies persuade parents towards a shared mission, while ensuring continuity of financial support. Align addresses every possible child support scenario, keeps costs down, and helps deliver the Child Support mission: That every child receives the support, participation, and love of both parents.

ALIGN BENEFITS

Align manages all child support scenarios and assists agencies to provide benefits to:

Divorced, Separated, or Unmarried Couples who are bound by law to share the costs.

Teenage Mothers whose fathers are usually non-custodial, and unable to pay child support.

Disabled Adult Children who are deemed incapable of earning a livelihood.

Step-Parents who have legally adopted or are willing to adopt the child.

Legal Guardians who are financially unable to provide for the child.

VERSATILITY REDEFINED

- Align provides highest security and compliance with state and federal regulatory laws.
- It offers convenience by allowing scheduled or unscheduled, electronic and manual transactions, anywhere in the U.S.
- It allows easy reviews and adjustments of Support Orders.
- Align extends complete transparency and information sharing with governing authorities such as TANF and the State Treasury.

ALIGN ADVANTAGES



Sustained alignment and participation in co-parenting activities



Reliable, secure, and timely payments through State Disbursement Unit (SDU)



Integration engine for effective information sharing with state and federal agencies





Improved communication between caseworker, families, and agencies



Data and predictive analytics for applying appropriate enforcement and remedial measures

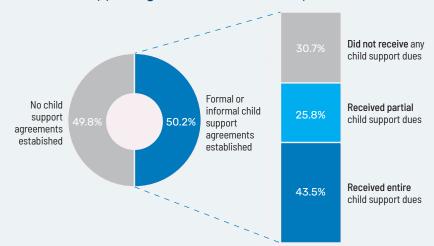


Enhanced service experience for caseworkers and families



Automated workflow processes for **optimized service delivery**

U.S. Child Support Agreements vis-a-vis Payments



Out of 13.6 million custodial single parents, 9.4 million received no dues at all.

Source: US Census Bureau - Custodial Mothers and Fathers and Their Child Support: 2017 Report (re-released in 2020)

We can help you realize the child support vision Email us at sales@citi-us.com for a free demo and





consultation by our experts.

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About CITI: Headquartered in Falls Church, Virginia, and with offices throughout the greater Washington, D.C., area as well as in South Asia and Europe, CITI is a global and diversely talented confluence of business professionals working together to provide clients with real-world solutions for the healthcare, federal, and commercial areas. CITI State and Local has a robust Health & Human Services line of products, solutions and services that support the various business needs of state and local governments such as Child Welfare, Child Care, Eligibility and Benefits, Child Support, Data Warehousing and Analytics, Business Process Automation, and IT Services.