Child support innovation: Why wait?
Taking a quantum leap forward.

June 2013
Innovation: Why now?

The child support program has always moved forward through innovation. But in today’s environment, finding ways to innovate can be tough. State and local funding has been tight for several years and ongoing economic uncertainty poses a great challenge for program leaders. Many child support agencies have been forced to put off technology investments, cut back on services, and reduce their workforce. As the national child support dialogue continues to explore a greater emphasis on addressing family issues with worthwhile initiatives such as encouraging healthy family relationships and economic stability, limited resources can only be spread so far.

In this environment it’s no surprise that program performance nationwide has been relatively flat for several years. Nearly every program indicator – caseload, support orders established, total expenditures – has only moved a few percentage points or not at all since 2006.

Instead of working harder to maintain or marginally increase your current performance – what if you could change everything and make a quantum leap forward?

What we offer.

For more than 100 years, Xerox helped business and government to simplify their operations. You may know us as a premier provider of child support State Disbursement Unit (SDU) services, but we also have expertise in the broader child support enforcement field. To help state agencies make a significant leap forward in productivity, we realized we need to view problems from a different perspective and apply new tools to solve them. Building on the Xerox tradition of innovation and invention, we’ve developed a new set of child support service offerings around the principles of:

- Centralizing clerical and repetitive processes for consistency and performance
- Driving processes through simple-to-use, efficient technology
- Managing worker performance based on accuracy and throughput
- Measuring and managing quality through technology
The results of our innovations are new services to perform case related and back office activities. These services are focused on increasing worker productivity. Now your limited and valuable resources can be freed up from clerical-type activities to focus on more complex problems and decisions needed on each case. Using this model in related programs has helped our clients achieve performance improvement well above 20 percent in only one year.


As shown in the illustration above, our services can be grouped either by program area or type of service. Service types like document management and call centers support all child support program areas. Other services such as Case Initiation and Locate are specific to case activities.

This isn't just a matter of taking specific services that you're performing and handing them over to us to perform the exact same way. Using our technology, services, and quality management we can drive many of these services faster and with higher quality. We can also centralize high-volume processes and use technology to deliver fast and accurate results.
What’s the leap?

Many vendors will claim to be able to help you improve performance. But our culture of innovation takes it well beyond the few percentage points of improvement that most vendors can deliver. Instead, we expect to deliver improvements of 20 percent of more – a leap in productivity that makes a substantial difference to your program’s performance. Here are three key ways in which our solutions enable you to make a quantum leap forward:

1. **You move at the speed of electronic data, not paper.**

   We move your information off paper at the first available opportunity, scanning and imaging paper documents as soon as they are received. Then the rest of the process happens from image. Unlike paper, images can move anywhere, be securely accessed everywhere, and stored inexpensively. Our virtual processing environment gives you huge efficiency gains over demanding that a letter received at a location needs to be opened, dealt with, archived and stored at that location. We also integrate case images with your State Disbursement Unit for a more complete view of correspondence with clients.

2. **Our workflow tools do more work.**

   Rather than requiring staff to do the heavy lifting, we use Xerox workflow technology to prioritize and deliver work. A set of business rules and priorities means that workers always have the most important task delivered to their desktop instead of having to search for it or figure it out. It’s the right tool to accomplish your ends, designed just for this. By prioritizing tasks and driving work from one process to the next, we set a new pace for completing your workload.

   In addition to the dramatic efficiency gains delivered by our technology, the way we staff and manage projects also results in further efficiencies. Our workforce is compensated on how accurate they can be and how fast they can be accurate. The result? A motivated workforce with low turnover, delivering the best possible results.

3. **It’s a low-risk, high-reward approach that works in your current environment.**

   Best of all, this workflow technology is complimentary to your existing statewide system or any new system you might implement. There are no changes to your system’s workflow or processes needed in order for our technology to provide exceptional benefits. All work is performed in the legacy system and the only modification to the system is to produce a daily upload file. We fit into your environment instead of forcing your environment to change to accommodate our services.

   Perhaps most importantly, you don’t have to wait for a system replacement to improve how your work gets done. Looking to make a quantum leap? With Xerox, you can make 2013 a leap year.