



IBM **Information Management** software

## HCL AMERICA, INC. iGovern Child Care

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### Partner Solution

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■ **Target Industries**

*Government*

■ **Business Application**

*Attendance Management*

*Budgeting and Planning*

*Case Management*

*Eligibility/Subsidy Processing*

*Fund Management*

*Payments Processing*

*Reporting*

■ **Products**

*Data Management DB2 UDB*

*IBM FileNet Business Activity  
Manager*

*IBM FileNet Business Process  
Manager*

*IBM FileNet Capture*

*IBM FileNet Content Manager*

*IBM InfoSphere Enterprise Records*

*IBM OmniFind Enterprise Edition*

### Business Challenge

Health and Human Services (HHS) agencies have a tremendous responsibility to protect and ensure children's welfare. To support this critical work, they need accessible and robust reporting systems that allow administrators, managers and staff to track and report process and performance status and outcomes in real time. However, many agencies struggle with the absence of centralized and integrated information repositories, which make it difficult to retrieve data on a real-time basis and to facilitate collaboration and process optimization.

There is a great need for transparency and accountability, both to combat fraud and assist with funds forecasting. Many states do not have a mechanism to validate that payments are made only to legally operating providers/vendors. As a result, a significant amount of program dollars never reach the intended citizens. Likewise, the reporting capabilities of existing state applications do not permit adequate business analysis or forecasting of funds disbursement.

There's also a requirement to improve processes surrounding constituent service. Most state systems provide little government to citizen (G2C) connectivity, so customers and providers lack the means to access services, understand policies, track requests and/or register feedback/queries. Processes are often fraught with inefficiencies. Systems implemented by most states are

manual or semi-automated with a heavy reliance on paper processes, hampering productivity and efficient resource utilization, resulting in high-cost but low-value services.

### Solution

The HCL iGOVERN Child Care solution is a Web-based, fully integrated and flexible solution that provides out-of-the-box support for the core business processes and functions of key stakeholders. It is a unified solution that facilitates direct data sharing and collaboration among different stakeholders, including the state and counties, contractors, customers, providers and partners. The solution also allows these stakeholders automation of their processes, such as budgeting and planning, subsidy calculation, attendance submission and payment processing.

The solution automates cumbersome manual or paper processes, while providing the requisite flexibility to seamlessly adapt to policy changes. All automated processes are executed with exhaustive checks and validations to ensure accuracy and prevent fraud.

iGOVERN Child Care provides numerous out-of-the box reports (e.g., federal ACF 800 and ACF 801, and state reports, such as Income Sliding Fee scale and Wait List Status). Basic batch and on-demand reports are available directly from the reporting database and, to accommodate more complex and ad-hoc reports, HCL also provides data warehouse capabilities.



## Value Proposition

iGOVERN Child Care addresses issues pertaining to the Child Care program executed under the Department of Health and Human Services, including

- Eligibility/Subsidy Processing
- Payments Processing
- Fund Management
- Case Management
- Attendance Management
- Budgeting and Planning
- Reporting

The solution's secure customer and provider portals provide a platform for citizens to connect with government and vice versa, which improves the quality of service and constituent satisfaction, and supports collaboration among stakeholders. iGOVERN Child Care provides a uniform experience to all stakeholders and maintains a centralized and integrated system with extensive edits and checks, thereby allowing for ready access of critical information, detection of fraudulent actions and consistency of operations statewide. Organizations are empowered to provide better service via business process improvements, increased productivity, and better resource utilization.

Based on a Service Oriented Architecture using open standards and state-of-art commercial off-the-shelf products, iGOVERN Child Care is a proven, tested solution that offers a low total cost of ownership and is scalable, extensible and customizable to meet current and future requirements.

## Company Description

HCL AMERICA, INC. is a full service provider of IT consulting and software services to leading corporations and government clients worldwide. HCL leverages its local and offsite capabilities to create effective solutions for the client's most challenging business problems.

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