

# Elevate the Customer Experience and Increase Program Performance

## *The Maximus Child Support Mobile App*

Today's younger parents grew up with technology. From online banking to ordering dinner, buying clothes, and even purchasing a car with a few taps of their smartphone, Millennials and Generation Z not only prefer to communicate using the latest technology, they expect it. For these tech savvy generations, the customer experience is all important — and it certainly doesn't include phone calls or in-person visits if they can be avoided.

The Maximus Child Support Mobile App can help elevate your agency's program to a whole new level of customer service, meeting the expectations of today's parents while increasing program performance. Parents benefit from a convenient option that's available 24/7 and provides a contact-free, virtual experience. And caseworkers benefit as parents utilize the app for status-checks and routine questions, decreasing overall call volume and enabling staff to focus on more challenging conversations with parents. It's the technology you need to ensure your customers are at the center of your service-delivery model.



In Illinois, **overall call volumes are decreasing** while **app views are on the rise**, demonstrating parents' preference for convenient technology that gives them the information they need quickly and easily.

## HOW IT WORKS



The app launches for the first time with a request for the parent to register. The registration process establishes the flow of information between the child support office and the parent, and ensures that the information shared is both unique to the

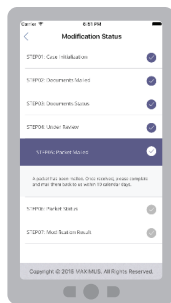
parent's case and secure. Once registered, the parent is redirected to the home screen, where they can choose from among six menu options containing information on topics most commonly requested. States can choose to implement all six options, or just those that make the most sense for their programs.

Following is a brief tour of the Maximus Child Support Mobile App, highlighting its main features and benefits.

## Mod Center

Allows parents to track the status of modification requests over the different stages.

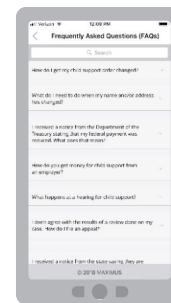
- Displays all steps
- Indicates which have been completed and those that remain
- Provides a description of what is happening in the active step



## FAQs

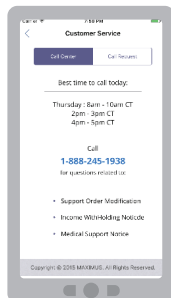
Provides static text answers to commonly asked questions, and resources to learn more:

- Links to websites
- Phone numbers and email addresses
- Physical addresses



## Customer Call Center

- Reports best times to call each day
- Enables parents to send a message and request a call back



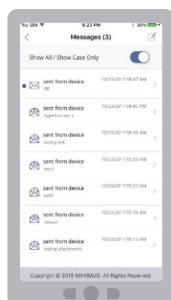
## About Us

Allows parents to learn more about their local child support services and provides links to additional resources.

## Message Center

Facilitates private, secure communication between parents and the child support office.

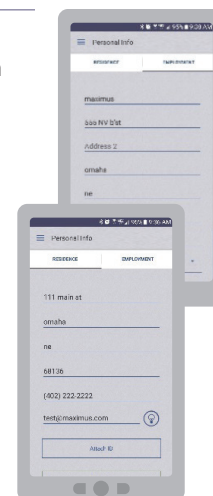
- Offers both send and receive functions, including attachments
- Allows caseworkers to send reminders, announcements and links to informational videos



## Personal Information

Enables sharing of current home address and employment information with the child support office.

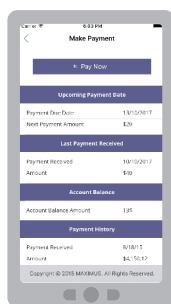
- Requires documented proof of all information
- Allows parents to snap a picture of the appropriate document and securely submit via the app
- Updates to employment information include new, existing and terminated status



## Payment Center

Notifies parents of payment actions, including:

- Payment reminders
- Account balance
- Payment history



## One Focus, One Source

Maximus has maintained a single focus on government service since 1975. Our dedicated professionals help government agencies provide essential health and human services with an innovative, compassionate approach and deep subject matter expertise. Every process, procedure and project we undertake is focused on delivering high-quality, cost-effective solutions that help government agencies fulfill their missions.