



maximus

Forward-thinking Solutions for Child Care Programs

Full-service operations and systems

Reimagining the child care experience

Our communities rely on affordable, accessible, and quality child care programs. Successfully run child care programs promote emotional and intellectual development in children and enable parents to perform productively in the workplace. Since 1992, Maximus has supported parents, providers, and states through the development, implementation, and operation of full-service child care programs and child care information systems.

Supporting children and families to help communities thrive

As the go-to partner for state and local agencies, we leverage our expertise across health and human services programs - applying insights and innovations from workforce services, child welfare, and child support to our child care approach. Just as importantly, our professionals bring real-world operations and systems experience to deliver the best solutions and methods for efficient and effective delivery of program services.

How we help

Operations

- Application processing
- Child care payment processing
- Full-service case management services
- Customer experience and contact center management
- Electronic invoicing
- Direct deposit
- Technical assistance
- Multi-level and continuous training
- Leading-edge, web-based child care information and case management system to support program operations

Systems

We can use your existing state system, or our customized system, Nova, to assist with:

- Intake and eligibility determination
- Case and document management
- Time and attendance tracking
- Recoupment
- Referrals
- Provider licensing and management
- Quality and credentialing
- Fiscal management
- Complaint management
- Federal and ad hoc reporting

Experience that delivers results

Maximus has more experience developing and operating child care systems and programs than any other vendor. We have developed child care management systems in Connecticut, Florida, Georgia, Maryland, and Vermont, and operated child care programs in Connecticut, Florida, Georgia, and Hawaii. At each of these projects, we have achieved exceptional results, which collectively include:

- Issuing more than \$6.2 billion in child care payments
- Saving states millions of dollars in fraud and abuse recovery
- Providing case management services for thousands of parents
- Delivering accurate and timely child care payments to thousands of providers
- Helping thousands of parents retain employment
- Ensuring hundreds of thousands of children remain in child care

Through our services, states realize benefits like:

- Cost savings through reduction of improper payment, fraud waste, and program abuse
- Reduced error rates for application timeliness and redeterminations
- Accurate federal and ad hoc reporting

Moving people forward

At Maximus, we believe extraordinary missions call for extraordinary results. As a strategic partner, we improve the delivery of public services and empower governments to respond to complex challenges with agility and urgency. From technology infrastructure to program operations, our end-to-end solutions help agencies better meet their mission and the growing expectations of the people they serve.

We are Maximus. We move people forward.

Success in action

Maximus has partnered with Georgia since 2000 to provide child care invoicing and payment services. Our web-based processing system reduced the number of payment processing staff by 80%. Maximus answers 2,300 calls per month from child care providers. With leading-edge telephony, providers are able to access services independently, or choose to hold for an average of less than 60 seconds to speak with a live representative. Our representatives are cross-trained to answer various questions and can connect clients directly to program specialists for specific requests.

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 childcare@maximus.com

[maximus.com](https://www.maximus.com)