

Reliable Solutions for Child Care Programs

Full-Service Operations and Systems Solutions

Accomplish More with Less

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 helped parents, providers and states through the development, implementation and operation of full-service child care programs and child care information systems.

Partnering to Serve Children and Families

MAXIMUS has been *Helping Government Serve the People®* since 1975. As an organization

solely focused on health and human services, we leverage expertise across business lines — our workforce services, child welfare and child support enforcement practices, for example, complement the work of our child care programs. Our professionals bring real-world operations and systems experience to deliver the best solutions and methods for efficient and effective delivery of program services.



Program Offerings

Operations Offerings

- Application processing
- Child care payment processing
- Full-service case management services
- Customer relationship and contact center management
- Electronic invoicing
- Direct deposit
- Technical assistance
- Training
- A state of the art, Web-based child care information and case management system to support program operations

Systems Offerings

MAXIMUS can use an existing state system, or our customized system, MAXChild™, which assists 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

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 state-of-the-art telephony, providers are able to receive 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.

MAXIMUS 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:

- Issued more than \$2.3 billion in child care payments
- Saved states millions of dollars in fraud and abuse recovery
- Provided case management services for thousands of parents
- Provided accurate and timely child care payments to thousands of providers
- Helped thousands of parents retain employment
- Helped tens 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.

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 to children, adults and families in need. We combine four decades of program experience with innovative thinking and a caring attitude of partnership and shared goals. Every process, procedure and project we undertake is empowered with deep subject matter expertise focused on delivering high-quality cost-effective solutions that help government agencies fulfill their missions. We invite you to contact MAXIMUS to discuss how our comprehensive range of health and human services capabilities can support your needs.

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