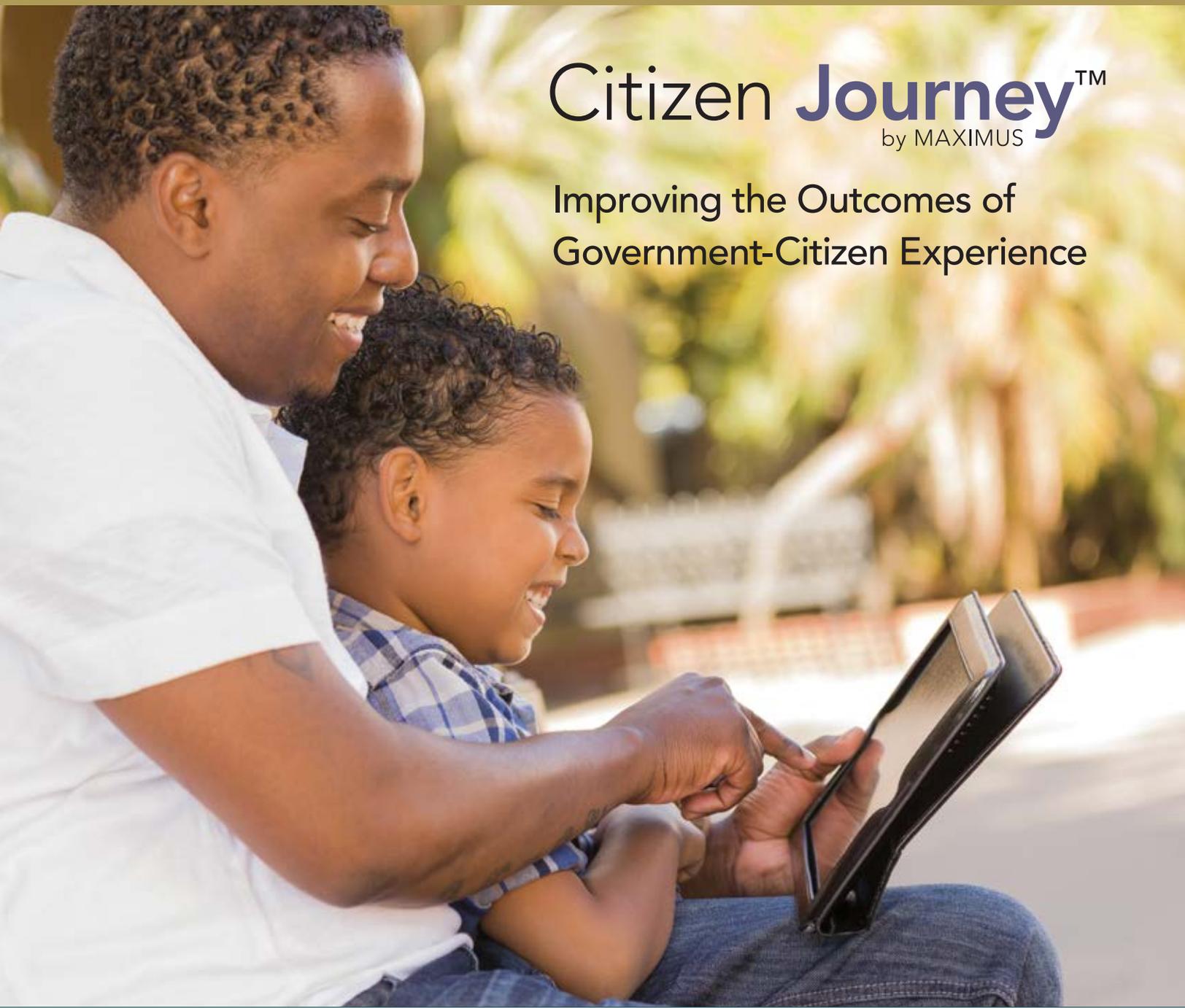


# Citizen Journey™

by MAXIMUS

Improving the Outcomes of  
Government-Citizen Experience



For nearly 40 years, MAXIMUS has helped citizens engage with their governments across a variety of programs. We assist those who seek health care coverage, require employment assistance, or need help connecting to government services — from child support assistance to student loan repayment.

At every touch point throughout the Citizen Journey, we offer a streamlined experience with easy-to-access information and helpful customer service. It's what citizens have come to expect from their governments and we are a proud partner to more than 4,000 government agencies around the globe.

[maximus.com/citizen-journey](https://www.maximus.com/citizen-journey)

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## Our Services

|                          |                            |         |                                 |                            |
|--------------------------|----------------------------|---------|---------------------------------|----------------------------|
| Eligibility & Enrollment | Independent Benefit Review | Appeals | Employment & Workforce Services | Children & Family Services |
|--------------------------|----------------------------|---------|---------------------------------|----------------------------|

## Our Expertise

|                                      |                    |                      |                    |                                     |
|--------------------------------------|--------------------|----------------------|--------------------|-------------------------------------|
| Business Process Management Services | Contact Centers    | Case Management      | Mobile & New Media | Outreach, Literacy & Communications |
| Financial Integrity                  | Program Management | Rapid-Scale Staffing | Fulfillment        | Document Management                 |

## We're there at every point of engagement in a citizen's life.

At MAXIMUS, we understand that it's all about meeting the public's expectations. When citizens interact with their government, a streamlined experience and knowledgeable assistance is an important part of connecting them to critical services. Their level of satisfaction has a huge effect on the outcomes that matter to government agencies – whether it's selecting the appropriate health care coverage, moving into productive and sustainable employment, or meeting child support obligations.

When an individual or a family experiences different life events and requires government services, the quality of their interactions with the government is critical to helping them move forward. If they seek health insurance, we can resolve their most important questions during the first call. If they are struggling to find a job due to a disability, we provide a tailored approach to connect them with opportunities for obtaining employment and support services.

MAXIMUS knows how to effectively deliver a world-class customer service experience for all citizens using government services. Our 11,000 employees around the globe understand that a positive experience along the citizens' journeys makes a big impact on their relationship with their government.

Contact us today at [federalservices@maximus.com](mailto:federalservices@maximus.com) to learn how we can help you effectively connect your citizens with the services they need.