The Foundation for Accenture Child Support Enforcement Solutions (FACSES)

Making a positive impact on families and children through modern, proven and flexible technology solutions to automate child support

Child support agencies help children get the financial support they need by locating absent parents, establishing paternity, obtaining child support orders and enforcing support payments. Without assistance from state child support agencies, many single-parent homes would not receive the child support payments required for basic necessities.

Even as funding and access to skilled caseworkers decrease, these agencies face rising caseloads and increasing regulatory complexity. Given those challenges, agencies need modern, proven technology systems.

They need systems that minimize administrative burden, increase productivity, improve program effectiveness and accelerate delivery of benefits to the people who depend on them—while still maintaining compliance with Federal certification requirements.

Many legacy child support systems across the US are falling short in meeting those requirements. Aging technologies, siloed functions, high levels of manual intervention and lack of visibility into performance are all undermining the efficiency and effectiveness of child support enforcement programs.

Child support agencies need new systems with these critical features:

- Responsiveness to agency and federal certification requirements
- Increased automation
- Modern, accessible and collaborative user interaction
- Analytics-driven performance insight
- Enhanced customer self-service
- Easier upgrades and integration with existing technology investments
FACSES: certified, proven at scale, flexible and modern

For many child support agencies, technology transformation is now essential. But implementing new systems, or updating existing ones, can be a daunting challenge.

A certified, proven solution...

Accenture’s proven child support enforcement system is purpose-built to help agencies overcome this challenge. FACSES (the Foundation for Accenture Child Support Enforcement Solutions) reflects our 30+ years of experience in software solutions as well as our deep knowledge of child support enforcement. It is a unique and powerful asset. Developed, implemented and certified for the State of California, FACSES has been proving its value in the country’s largest child support system since 2007 and has now been implemented in the Commonwealth of Massachusetts.

...that’s flexible...

FACSES is a repository of proven, configurable and certified Child Support Enforcement (CSE) application components that speed implementation and lower implementation risk. It provides a modern application core that serves as a reliable and extensible application foundation. This means it is ready to address all current and future growth needs.

Extremely flexible and extensible, FACSES is built to be future-ready. With an open standards-based architecture, it can quickly and seamlessly integrate with other existing solutions—including data warehouse platforms and CRM solutions, as well as forms and content management COTS applications.

...ready for enterprise Human Services integration...

FACSES is also unique in its alignment to the Accenture Public Service Platform (APSP). A service-based technology platform, APSP helps public agencies across the US manage citizen services in an integrated way—reducing technology and management costs and fostering reuse while improving delivery. With more than 50 pre-built technical services, frameworks and adapters ready to use, APSP enables rapid implementation along with the flexibility needed to customize requirements to each agency’s specific environment.

FACSES is also part of the Accenture Human Services Suite, which provides seamless integration with the other eligibility and child welfare programs required for federal certification and mandatory for provision of “holistic” family-centric services.

...and modern

FACSES is a proven, industry-leading solution that’s delivering results today. It also represents the next generation of Child Support Enforcement (CSE) systems, with innovative approaches to automating business processes and advanced technologies. Capabilities include a web-based interface, configurable business rules, an industry-leading Java batch framework, sophisticated automated workflow and application integration, and enterprise content management. Beyond that, FACSES links to the power of digital technologies, with integration points for advanced child support-specific data analytics and BI capabilities.
Transformational benefits

FACSES is the right solution at the right time. With child support agencies under increasing pressure to deliver more with less, it creates a flexible foundation for increasing productivity, reducing costs and improving the lives of the citizens they serve.

**Increased productivity.** FACSES minimizes the administrative burden for caseworkers, increasing their productivity and performance through real-time case management and automation.

**Future-ready flexibility.** With its open standards-based architecture, FACSES is easy to upgrade and refine, and ready for integration with other systems and software products.

**High interoperability across human services.** As part of the Accenture Human Services Suite, FACSES is ready to interact seamlessly with Accenture’s industry-leading family case management and public assistance eligibility systems.

**Enhanced user satisfaction and program performance.** FACSES is founded on a standards-based, open architecture that leverages proven SOA concepts from our APSP architecture and aligns with industry standards, such as NIEM for data exchange. FACSES drives improved outcomes including mobility, collaboration, navigation improvements and planning tools. A web-based user interface transforms usability and interactivity, and embedded analytics and BI capabilities provide in-depth insight into program performance.

**Improved customer engagement.** With its award-winning, patented citizen self-service portal, FACSES delivers an experience that enhances customer engagement.

Accenture brings a tremendous amount of knowledge to the table. They really do understand what this [Child Support] program is about, how it is about the federal complexities of the program, the interstate nature of the program, but they also bring that engagement, that...that sense of how important the mission of child support is to families, as well as the creativity to see what’s possible in the future and what we can be doing to do a better job serving the families of our country.”

Marilyn Stephen, IV-D Director
Michigan Department of Human Services
About Accenture

Accenture is a leading global professional services company, providing a broad range of services and solutions in strategy, consulting, digital, technology and operations. Combining unmatched experience and specialized skills across more than 40 industries and all business functions—underpinned by the world’s largest delivery network—Accenture works at the intersection of business and technology to help clients improve their performance and create sustainable value for their stakeholders. With 469,000 people serving clients in more than 120 countries, Accenture drives innovation to improve the way the world works and lives. Visit us at www.accenture.com.