

Pega for Child Welfare

Enriching casework with a child- and family-centric, outcome-driven solution

A Pega data sheet

Rapid innovation. Better outcomes for children.

Child welfare caseworkers are among the most overworked government employees, shouldering responsibility for the safety and well-being of one of the most vulnerable populations. This task becomes even harder when caseworkers are limited by labor-intensive business processes, data collection, and workflows not supportive of today's child-centric, collaborative case management. Aging, disparate systems prevent agencies from innovating to help caseworkers in the field.

With child maltreatment and neglect continuing to make headlines, caseworkers help prevent abuse by ensuring children and families have access to the right services at the right time. The Pega for Child Welfare solution empowers child protection agencies to build mission-critical applications using modern, innovative technology.

The solution is:

- Based on a single, unified platform comprised of business process management, case management, decision management, and customer relationship management (CRM) technology.
- Delivered with a robust set of government-specific processes, data model, portals, dashboards, and other accelerators.
- Coupled with Pega's unified, omni-channel CRM platform, which crosses the service-delivery ecosystem, connecting families, caseworkers, service providers, and other stakeholders.

Why do government agencies choose Pega?

- We're ranked by analysts as a leader in customer engagement, case management, intelligent business process management, and digital process automation.
- Our unique model-driven development technology eliminates hard-coded programming that make traditional applications hard to build and change.
- Our solution adapts to diverse agency program requirements, channels, geographies, and policies.
- Most importantly, Pega's powerful technology facilitates seamless, collaborative service delivery across intake, investigations, assessments, eligibility, case planning, and resource management.

Challenge

Nothing is more important to child welfare caseworkers than ensuring child safety and providing families with what they need when they need it. Often, though, their agency's outdated systems get in their way. These caseworkers are passionate and committed, but without the right technology, they can't save lives, make smart decisions, and support family stability.

Solution

The Pega for Child Welfare solution is powered by a fully integrated, unified government platform built to empower child welfare agencies in an agile, modular fashion. Our powerful technologies drive seamless service delivery across intake, investigations, case planning, and placements – giving caseworkers the tools they need to protect children and families.



Streamlined screening and intake

- Engage stakeholders with intuitive, user-friendly self-service and contact center channels and guided interactions to conduct screening and intake.
- Facilitate fast, accurate intake by assessing and understanding the reported situation using rules, analytics, artificial intelligence, and contextually-driven, real-time decisioning.
- Optimize communication with unified channel management – seamlessly transitioning interactions started in one channel to another while maintaining full context – avoiding gaps in communication about critical child-protection actions.
- Ensure everyone gets the right information consistently with proactive knowledge retrieval, situationally guided processes, and automated, real-time contextual scripting.

Informed, thorough, insight-driven investigations

- Ensure streamlined, consistent case management and workflows with end-to-end automation to optimize productivity and outcomes.
- Coordinate intake, assessments, case planning, and outcome tracking across teams.
- Anticipate child and family needs and trigger next best action recommendations using a library of machine-learning algorithms.
- Gain insight to personalize interactions and make informed decisions with complete child profiles spanning channels, programs, and cases.

Collaborative case management for optimized programmatic outcomes

- Evaluate family and child circumstances using assessment tools to establish needs and recommend next best actions to create comprehensive case plans.
- Simplify data sharing with a complete child and case dashboard, including investigations, assessments, eligibility, case history, and placement details.
- Adjust case plans to the circumstances of each family, (including the benefits needed, services, and appropriate providers) using Pega's powerful next-based-action capabilities.
- Maintain a complete audit trail of case activity for case review and analysis.

Minimized risk, maximized business agility, and increased ROI

- Leverage the power of the Pega® Platform to allow business and IT to quickly and easily collaborate, implement, and go live – ensuring the result meets end-user needs.
- Quickly scale for changes using business-friendly tools to introduce new programs, policies, and technology.
- Easily introduce changes at your pace – incrementally or all at once – with cloud-based or on-premise technology.
- Eliminate the hard-coded programming that makes traditional applications tough to build, and adapt to diverse agency program requirements with Pega's unique model-driven development technology.

For more information, visit pegacom/government