

INFOSYS COMPREHENSIVE CHILD WELFARE SOLUTION

Outdated systems, increasing caseloads, lack of focus on data quality and analytics, inadequate mobile support and changing regulations make it difficult for child welfare agencies to effectively deliver the right care to children and families.

Digitization of the child welfare systems and practices can help agencies address all these challenges, enhance case worker productivity and improve efficiency and effectiveness of their programs.

Digitize Child Welfare Information Systems with Infosys









Infosys Comprehensive Child Welfare Solution (iCWS) enables agencies to navigate this digital transformation and set up a modular child welfare platform that delivers the best outcomes in safety, permanency and well-being.

iCWS is an integrated, commercial-off-the-shelf (COTS) platform. It includes interoperable modules that digitize core child welfare functions and offers innovative add-ons like robotic process automation and artificial intelligence tools that allow agencies to balance service and prevention.

iCWS is built using open-source architecture, industry-standard technologies and platforms. This gives agencies the flexibility to choose the technology foundation that best suits their needs and minimize cost of operating and maintaining the system.



Key features and benefits of iCWS

 <p>Modularity</p> <p>Loosely coupled modules for each function</p> <hr/> <p>Compliance with CCWIS and Accelerated Deployment</p>	 <p>Automation</p> <p>Workflow automation to improve service delivery and outcome</p> <hr/> <p>Reduced Manual Tasks</p>	 <p>Integrated</p> <p>Service-oriented Architecture and web-services</p> <hr/> <p>Improved Collaboration and Scalability</p>	 <p>Configurability</p> <p>Intuitive, streamlined and dynamic workflows</p> <hr/> <p>Improved Operational Efficiency and Accuracy</p>
 <p>Multi-channel Access</p> <p>Anytime, anywhere, any device online and offline access</p> <hr/> <p>Improved Case Worker Productivity</p>	 <p>Responsive UI</p> <p>Simple, intuitive user interface meets accessibility standards</p> <hr/> <p>Superior User Experience</p>	 <p>Security</p> <p>Role-based access and latest cyber security methodologies</p> <hr/> <p>Assured Service Delivery</p>	 <p>Data & Insights</p> <p>Next-gen analytics tools for effective data management, real-time data sharing, and insights</p> <hr/> <p>Operational and Predictive Insights for Improved Decision Making</p>

Agile implementation

iCWS solution is implemented using our proven Agile and DevOps framework. The approach below allows clients to realize value faster, reduce risk and optimize implementation cost and effort.

	PHASE 0	PHASE 1	PHASE 2	PHASE 3
ACTIVITY	ANALYZE	MODERNIZE		
Key modules	Legacy system assessment	<ul style="list-style-type: none"> • Intake • Investigation/Alternate Response • Structured Decision Making (SDM) • Help through Intervention and Prevention (HIP) 	<ul style="list-style-type: none"> • Child Plan of Services • Family Plan of Services • Human/Sex Trafficking • Child Care Licensing 	<ul style="list-style-type: none"> • Adoption • Kinship • Foster/Adoptive Home • Contracts/Financials

Client example

Texas Department of Family and Protective Services is modernizing Child Welfare Information System into a modular, mobile-enabled application with automated workflows and self-service capabilities for Child Protective Services, Adult Protective Services, Child Care Licensing, and Prevention and Early Intervention program areas. This will improve efficiency and effectiveness of caseworkers, streamline operations, and reduce their administrative burden, enabling them to deliver better services to over 12 million children, elderly and differently-abled.

Learn how your agency can digitize child welfare with Infosys. Write to us at askus@infosyspublicservices.com for a free workshop.

About Infosys Public Services

Infosys Public Services is a leader in business consulting, technology solutions, and next-generation digital services. We enable public sector organizations in the US and Canada to navigate their digital transformation. We do this by combining:



35+ years of cross-industry experiences and insights adapted for the public sector



Comprehensive Digital Navigation Framework and solutions to transform operations and service delivery



Design Thinking framework and always-on learning to enable innovation



Proven and flexible delivery models for predictable, on-time, on-budget execution

For more information, contact askus@infosyspublicservices.com

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