



## CUTTING-EDGE TECHNOLOGY



CASE MANAGEMENT  
ON THE CLOUD



EFFECTIVE  
MOBILITY



DYNAMIC PROCESS  
MANAGEMENT



PERSONALIZED  
REPORTING TOOLS

## KEY FEATURES

- Integrates with State Disbursement Unit (SDU)
- Interstate Case Transfer & Monitoring
- Intelligent Dashboards and Predictive Analytics
- Unified Case Intake
- Role and User Management
- Reduce Time and Complexity
- Easy Implementation and Training
- Integrated Optical Character Recognition (OCR)
- Modular and Customizable Architecture
- Reduced Training Curve
- Data Warehousing and Interoperability
- Low Cost and Effort of Implementation
- 24x7 Customer Service Help Line

# Realizing the Child Support Vision

CITI's Child Support Solution - **Align**, has been designed to empower agencies and governments align parents towards a common goal—the well-being of their children.

## BETTER OUTCOMES FOR ALL

Align is powered by **Empower** - CITI's robust and versatile platform for Health and Human Services, Align's automated and streamlined features can help you reduce cost, improve productivity, deliver timely and secure payments to custodial parents, and help caseworkers focus on delivering a hassle-free child support experience.

### Child Support Life-cycle



## WHY ALIGN

Changing social dynamics, rising incarceration rates, parental alienation due to rising child support debts, and a volatile economy make it difficult to maintain a steady stream of payments.

Using new technologies and innovation, Align fosters an approach of **"Involvement"** rather than "Enforcement" to help agencies persuade parents towards a shared mission, while ensuring continuity of financial support. Align addresses every possible child support scenario, keeps costs down, and helps deliver the Child Support mission: That every child receives the support, participation, and love of both parents.

## ALIGN BENEFITS

Align manages all child support scenarios and assists agencies to provide benefits to:

**Divorced, Separated, or Unmarried Couples** who are bound by law to share the costs.

**Teenage Mothers** whose fathers are usually non-custodial, and unable to pay child support.

**Disabled Adult Children** who are deemed incapable of earning a livelihood.

**Step-Parents** who have legally adopted or are willing to adopt the child.

**Legal Guardians** who are financially unable to provide for the child.

## VERSATILITY REDEFINED

- Align provides highest security and compliance with state and federal regulatory laws.
- It offers convenience by allowing scheduled or unscheduled, electronic and manual transactions, anywhere in the U.S.
- It allows easy reviews and adjustments of Support Orders.
- Align extends complete transparency and information sharing with governing authorities such as TANF and the State Treasury.

## ALIGN ADVANTAGES



**Sustained alignment** and participation in co-parenting activities



**Reliable, secure, and timely payments** through State Disbursement Unit (SDU)



Integration engine for **effective information sharing** with state and federal agencies



**Faster and accurate decision-making** for enforcement and modifying child support orders



**Improved communication** between caseworker, families, and agencies



Data and predictive analytics for applying **appropriate enforcement and remedial measures**

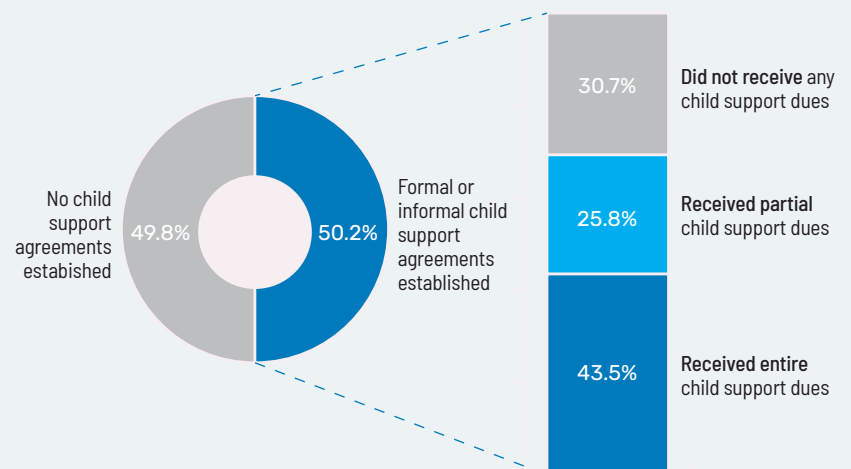


**Enhanced service experience** for caseworkers and families



Automated workflow processes for **optimized service delivery**

### U.S. Child Support Agreements vis-a-vis Payments



**Out of 13.6 million custodial single parents, 9.4 million received no dues at all.**

*Source: US Census Bureau - Custodial Mothers and Fathers and Their Child Support: 2017 Report (re-released in 2020)*

**We can help you realize the child support vision**

Email us at [sales@citi-us.com](mailto:sales@citi-us.com) for a free demo and consultation by our experts.



7799 Leesburg Pike, Suite 500 North  
Falls Church, VA 22043

(703) 483-4300

[www.citi-hhs.com/human-services](http://www.citi-hhs.com/human-services)

**About CITI:** Headquartered in Falls Church, Virginia, and with offices throughout the greater Washington, D.C., area as well as in South Asia and Europe, CITI is a global and diversely talented confluence of business professionals working together to provide clients with real-world solutions for the healthcare, federal, and commercial areas. CITI State and Local has a robust Health & Human Services line of products, solutions and services that support the various business needs of state and local governments such as Child Welfare, Child Care, Eligibility and Benefits, Child Support, Data Warehousing and Analytics, Business Process Automation, and IT Services.