



## Newgen Child and Family Welfare Solution

Fostering brighter future with Case Management

### Introduction

Government agencies time and again introduce various welfare schemes for children's education, health and well-being. The agencies continuously strive to provide a healthy and secure growing environment to the responsible citizens of tomorrow.

To support Federal agencies, a governing body is assigned which is solely responsible for children's care and well being such as Children's Bureau or Department of Child and Family Services. The common goal for these departments is to enhance quality of services and life for the children. However, besides all the efforts, what is noticeable is that the number of children in Foster care is increasing. This upward trend suggests that Government agencies need to rethink their care program and processes.

A formal program comprises- assessment and on-boarding of foster families, matching children's needs with foster families, monitoring of placements, post placement support for children and foster families, reintegration, and after care support. To ensure better care, it's a primer for agencies to frequently review their care plans, and allow for seamless collaboration across stakeholders.

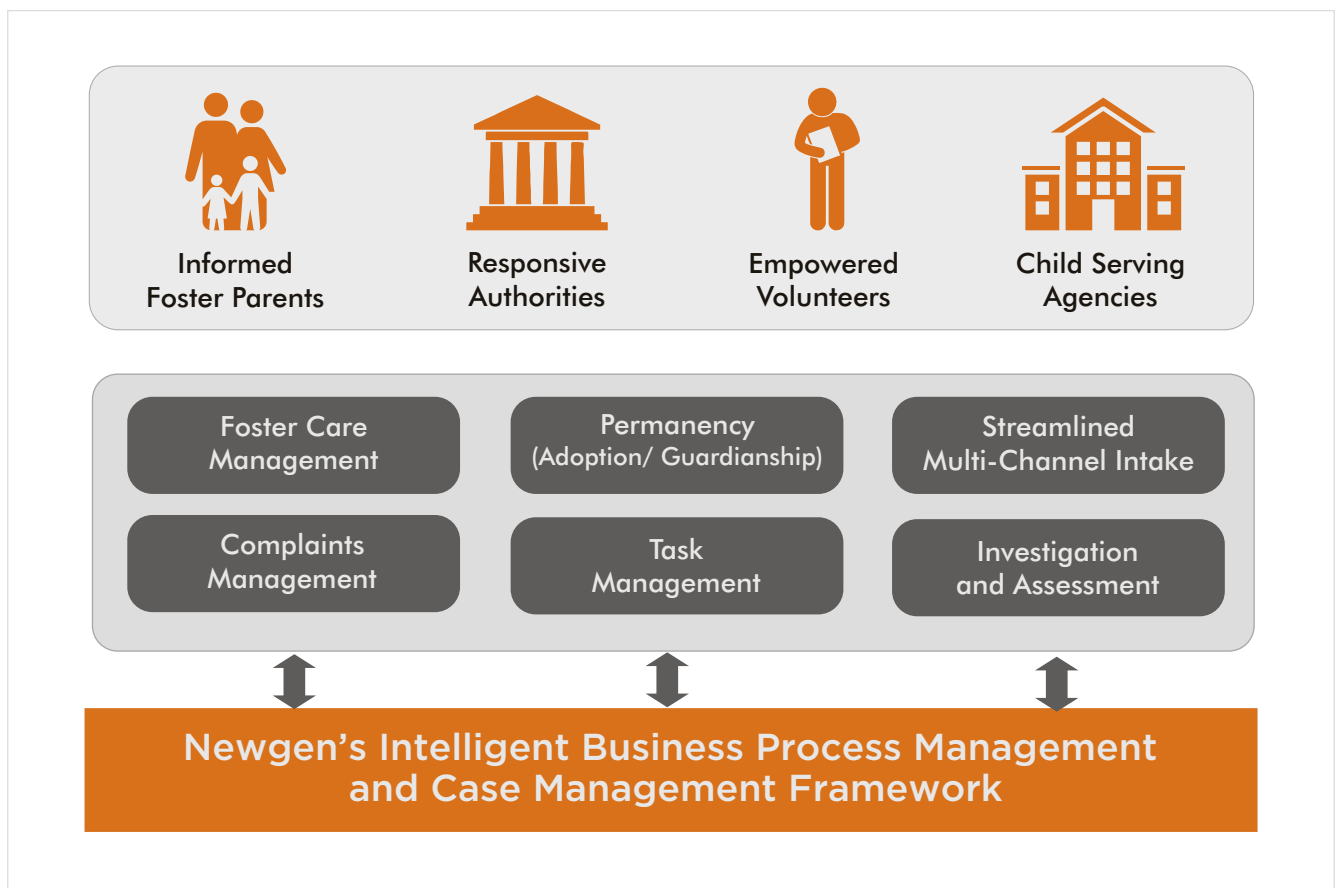
## Rethinking Foster Care Program

When a child is adopted in foster care, the goal of the agency is to provide a permanent home to the child, securing his/her childhood. In the current state, the agencies work with various siloed systems, resulting in low collaboration and multiple manual hand-offs. To foster better care and ensure that every child gets the right placement, it presents a strong case for government agencies to leverage technology and strengthen their foster care program and support volunteers, government departments, and child serving agencies in their endeavors.

### Challenges

- Siloed information systems
- Lack of collaborative mechanisms
- Limited access to case related information
- Low visibility across children's case history and information
- Inadequate tracking capabilities to maintain track of child's progress over the years
- Lack of monitoring and reporting tools

## Newgen's Child and Family Welfare Solution



The solution is built on Newgen's Intelligent Business Process Management and Case Management framework. It supports government agencies towards their goal to foster better care by empowering case volunteers, keeping foster parents informed and transforming department authorities to become more responsive.

Leveraging the case management capabilities, the solution streamlines processes such as investigation and assessment, person management, foster case management, staff management and others. The solution enables continuous process improvement by allowing users to monitor and re-engineer processes. It creates a unified case file for every child and captures their information from disparate sources, allowing access to all the indispensable information pertaining to the case. Empower case workers with contextual information and real-time insights through personalized dashboards, detailed reports and tracking capabilities to maintain a track-record of child's progress over the years.

## The solution facilitates:

### **Empowered Volunteers/ Social Workers**

- Easy information capture and analysis tools
- Seamless collaboration on-the-go with a centralized repository
- Virtual volunteer network and child profile management

### **Informed Foster Parents**

- Better visibility across the registration process with real-time updates
- Easy access to information and authorities
- User-friendly and mobile-enabled portal

### **Responsive Department Authorities**

- Case management capabilities
- Victim record management
- Real-time reports and personalized dashboards
- Extensive auditing and reporting capabilities



## **Leading Child and Family Services Department enhances citizens' quality of life**

Leveraging Newgen's Child Welfare solution, the department streamlined its Investigation, Foster Home, Permanency and Complaints Management workflows. The solution enabled effective request management by capturing requests from multi-channels and auto-routing of applications. It facilitates the best placement for a child by providing detailed insights on every child's case history through reports and dashboards.





## About Newgen

Newgen is the leading provider of a unified digital transformation platform with native process automation, content services, and communication management capabilities. Globally, successful enterprises rely on Newgen's industry-recognized low code application platform to develop and deploy complex, content-driven, and customer-engaging business applications on the cloud. From onboarding to service requests, lending to underwriting, and for many more use cases across industries. Newgen unlocks simple with speed and agility.

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