

Pega for Child Welfare

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

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 manual business processes, data collection, and duplicate data entry, as well as lack workflows supportive of today's child-centric, collaborative case management. Aging, disparate systems prevent agencies from innovating at the rate and pace required to address an ever-changing world.

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.

Pega simplifies and automates outcomes of complex systems and processes

- **Personalize the experience:** Provide the right information at the right time, enabling informed decisions with 24/7 offline mobile access.
- **Accelerate child welfare workflow:** Deliver automated and guided experiences for case workers, foster families, and service providers.
- **Automate participant self-service:** Empower youth, families, and providers to locate and share resources and on-demand services.
- **Streamline case management:** Call disparate systems in the moment, breaking down agency and data silos while enabling data-driven decisions and collaboration.
- **Resolve compliance issues:** Proactively escalate issues and provide suggestions so caseworkers can focus on client interactions.

Why do government agencies choose Pega?

- [Analysts rank Pega 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 and enables applications to be built for change.
- Our solution allows agency and program-wide standards while allowing unique county requirements, channels, and policies.
- The Pega Platform™ enables collaborative service delivery across intake, investigations, assessments, eligibility, case planning, and provider 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 struggle to save lives, make informed decisions, and support family stability.

Solution

Pega for Child Welfare 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.

Collaborative case management built-in decision tools

The Pega Government Platform™ provides assessment and decision tools to evaluate family and child circumstances and determine needs as well as recommend next best actions for case plan adjustments, such as benefits, services, and providers using a library of machine-learning algorithms. Pega maintains a complete audit trail of case activity for case review and analysis.

Disconnected mobility supports social workers in the field in poor connection areas

Pega Mobile Client™ supports offline work when the user is disconnected from a network. It can incorporate secure local storage with guaranteed store-and-forward messaging, so mobile apps can continue to function when network connectivity is limited or nonexistent.

Business rules and workflow automation

Pega out-of-the-box workflows allow child welfare agencies to define and manage business rules and workflows based on state and federal policies. Business rules determine task assignment, based on availability, skills, or properties of the case. Rules can be customized based on program and county-specific processes.

Design in collaboration with business and IT to ensure user adoption

Pega drives seamless collaboration between business and IT. Instead of creating mountains of requirement documents, business and IT use a shared visual model to automatically generate system documentation. The Pega development framework increases the speed and accuracy at which applications are delivered and adopted by end users.

Minimize risk, maximize business agility, and increase ROI

The Pega Government Platform enables agencies to respond to change using business-friendly tools to introduce programs, policies, and technologies. Agencies introduce changes incrementally or all at once with cloud-based or on-premises technologies. Pega eliminates hard-coded programming, reducing cost to build and maintain.

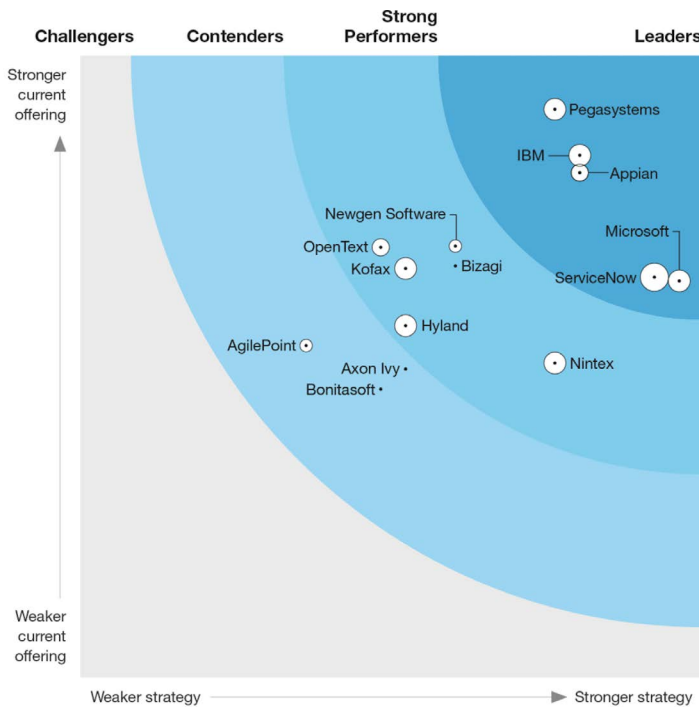
Counties and program units can specialize processes, where allowed by the state

Pega's modular development enables agencies to design reusable common capabilities and the layers of specialized processes required across business units and counties. Models with common functionality, enterprise-wide integrations, and core application features reside at the bottom. Additional layers are built up to add new capabilities or to supersede models in the lower layers.

Pega named a leader in The Forrester Wave™: Digital Process Automation Software, Q4 2021

The Forrester Wave™ describes Pega as “one of the most established vendors in the DPA space.” Our low-code Pega Platform™ automates processes – from the simple to the complex – so you can spend more of your time focusing on what matters most to your business. Intelligent automation is the framework that automates these technologies to work in concert – unifying data, automating processes, optimizing operations, and enabling smarter, better employee and customer experiences.

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About Pegasystems

Pega is a low-code platform that builds agility into the world's leading organizations so they can adapt to change. From personalizing engagement to automating service to streamlining operations, clients use our AI-powered decisioning and workflow automation solve problems fast and transform for tomorrow.

For more information, please visit us at pega.com

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