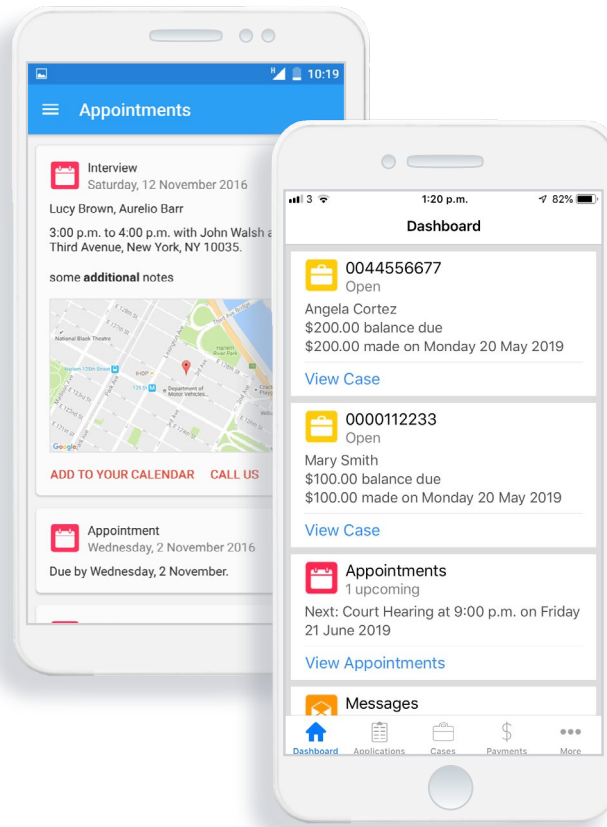## Help for Custodial and Non-Custodial Parents

Transform how Custodial (CP) and Non- Custodial (NCP) parents interact with your Child Support Services agency.

Diona Child Support turns mobile devices into tools for parents to apply for child support, meet their payment obligations, and provide and receive information related to their child support cases.

By providing a user-friendly and efficient alternative to office visits and phone calls, your agency can simultaneously improve client experiences and satisfaction while reducing obligation payment defaults.

Access to cases and information for parents, when and where they need it

From a single intuitive mobile interface CPs and NCPs have access to a unified view of interactions with their Child Support Services agency. With case details at hand and important notifications and messages delivered directly to mobile devices without effort, parents are better informed.

Easily access documents, court notices and agency notifications

Diona Child Support makes accessing appointments, court orders and notices from the agency and reminders for payments and appointments a breeze. No more missed appointments or payments.

Apply for Child Support Services (the easy way)

Applying for child support services and submitting evidence required in support of the application is costly and cumbersome when it is paper based. Finding original documents, traveling to offices, waiting in line, copying and scanning, sorting, and filing are inefficient and error prone. Everyone has felt the pain of when a paper document goes missing.
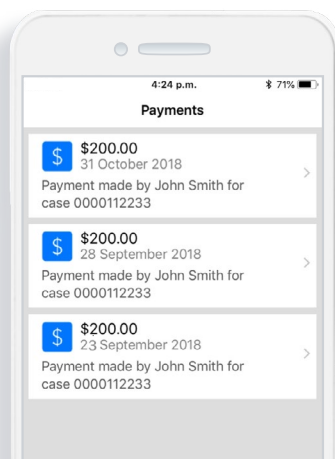
Diona Child Support gives clients the ability to photograph and send images of documents such as birth certificates and pay slips. Delivering evidence directly to the agency in a format that is usable saves time, and resources and speeds up the application processing and approval.

Better appointment management and success

Missed appointments and court dates are expensive and frustrating. By making it easier for parents to manage their appointments, receive reminders, and use device maps for directions to court or agency offices using maps, Diona Child Support helps decrease no-shows and improve outcomes.

Update personal details

Empowering CPs and NCPs to provide personal up to date information without waiting in line or filling out forms or navigating agency phone systems makes it more likely that they will keep their information current. Diona Child Support makes it easier for CPs and NCPs to ensure that their agency records are accurate resulting in a better and more fitting service.

Make and Track Payments

Diona Child Support provides an easy interface for Non-Custodial parents to make payments and view pending and past payments., right from their phone Custodial parents can view past payments and get notified when a payment is made to them. They don't need to wonder about when their next payment will arrive or wait in a line or be put on hold to find out.

Show the value of your enterprise system investment

Many agencies have made large investments in back-end systems for Child Support Enforcement. Diona Child Support offers the opportunity to get more out of these legacy investments. It moves data and processes away from the data room and closer to the field where they have more value by better connecting clients with the back-end systems designed to support their needs. Clients are better served and in a more effective way. It's called a system of engagement and transforms how organizations get work done.

DIONA

Features for a client

- Easy and intuitive user interface
- Hassle free application for Child Support Services
- Secure push notifications
- Ability to make and track payments
- Ability to upload documents directly to an agency
- Easy access to notices, court orders and other documents

Features for an agency

- Extended value of your investments in enterprise systems
- Deliver modern experiences to parents, while leveraging your existing enforcement case management systems
- Highly configurable solution
- Ability to send messages and notifications directly to CPs and NCPs
- Support mobile payments

Support multiple mobile operating systems

For agencies, the prospect of developing for different device types and operating systems can be daunting. By design, Diona Child Support supports Android and iOS while taking advantage of their built-in capabilities. That's one less thing to worry about and a cushion against change in the rapidly evolving mobile device market.

Make security central

IT professionals know that effective security must be integral to every element of an enterprise solution's design. With Diona Child Support, security is designed in from the core out. Clients expect their transactions to be secure and helping agencies protect client data is central to our thinking and design.

Get a handle on your non-functional requirements

Behind-the-scenes requirements can pose some of the most difficult challenges for an IT project. Individually, they can require serious expertise and collectively, they can be overwhelming. Diona solutions lift the burden by providing essential non-functional requirements out of the box including reliability, scalability, extensibility, and configurability.
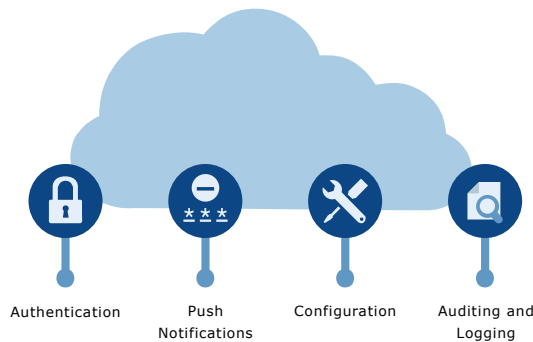
Phone

Tablet

SECURE

Authentication
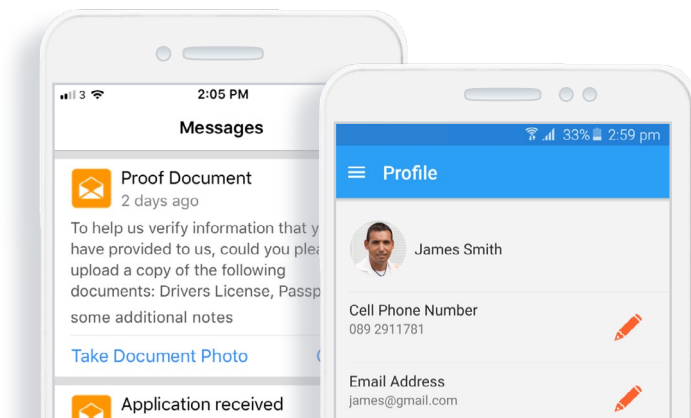
Push Notifications

Configuration

Auditing and Logging

SECURE

Enterprise IT System

Cloud Service (optional)

Configuration not coding

Agency service delivery is always changing, and as agency requirements change, the supporting technology needs to change with it. Agencies need a truly flexible solution that can implement changes fast without the need for expensive re-coding. This is why configuration beats coding every time. With a user-friendly interface, agencies can alter the look and feel,

configure functionality on and off, and add/delete fields using the Diona Configuration Manager. These changes can be quickly made available to clients without requiring the client to reinstall their application. Now that's powerful!

Deliver successful projects in less time and with less risk

Diona Child Support is a commercial-off-the shelf (COTS) solution. This reduces the time, resources, and success risks associated with one-off coding projects. Projects can be delivered in weeks rather than months or years, as requirements change

updates can be made in hours rather than days! Starting with a real product specifically designed for Health & Human Services, by people who understand the unique needs of clients and agencies, is a much better approach than building something from scratch.

About Diona

Diona provides innovative systems of engagement solutions to government Health and Human Services, Social Care, and Social Security agencies and NGOs around the world. Diona's family of social program engagement solutions turn mobile devices—such as smartphones and tablets—into tools to achieve better outcomes by helping agencies serve people more effectively, while improving how their employees work and collaborate.

Contact Diona

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