



Early Intervention Case Management

Connecting children and families with life-changing services. With TCS, change starts here.

Approximately one in six children in the U.S faces a developmental disability or a disabling behavioral problem. Intervening early has been proven to significantly reduce the child's future educational and healthcare needs—and the associated cumulative costs. Yet fewer than 50% of these children are identified before they start school. Early Intervention works to identify children in need of services and connect them with care before the age of three. Efficiency is key, but fractured systems hinder agency productivity and make it harder to achieve targeted outcomes for children in need of services.

TCS partners with Human and Health Service agencies to implement forever-modern, user-friendly, and holistic early intervention case management solutions. With our deep knowledge of digital transformation, we support agencies to quickly identify and achieve their strategic objectives without impacting service delivery.

Our Early Intervention solution accelerates the time and effort required for system design and implementation, while still being highly configurable to fit specific needs. It integrates the family, case management, and provider portals, so all three areas work together seamlessly. Building an Early Intervention solution that eases the service journey for families, reduces agency inefficiencies and costs, and empowers service providers to help children and families more effectively.

Key Features and Benefits

- ✓ **Accelerated Success:** Core solution built to be rapidly configured and implemented.
- ✓ **Child- and Family-Centric:** Empathy-led approach to address the unique needs of families and, by extension, the service providers and coordinators.
- ✓ **Smart Case Management:** Improved efficiency through actionable insights and intelligent automation.
- ✓ **Human-Centered Design:** Outcome-based focus with the child and family at the heart of all case management.
- ✓ **User-Centered Design:** Responsive and tailored to the family's service needs to ensure relevant user journey.
- ✓ **Modular, Configurable and Extensible:** Low-code solution built on the scalable and extensible Salesforce Public Sector platform.

Driving better outcomes for children through continuous engagement, intelligent automation and actionable insights.

Child and Family Wellbeing

User-friendly Family Portal to enable timely and compassionate support from experienced personnel where and when needed.

- ✓ Multi-channel access
- ✓ 24/7 virtual assistant
- ✓ Self-referrals
- ✓ Service requests
- ✓ Schedule appointments
- ✓ E-sign consent forms
- ✓ Access care plans
- ✓ Monitor outcomes
- ✓ Engage closely with the care team

Enhanced Service Provider Productivity

A Provider Portal that enables effective collaboration with the state and families in order to deliver quality services to children and families.

- ✓ Comprehensive case history
- ✓ Dynamic assessments for multi-disciplinary evaluations
- ✓ Home visits for developmental services
- ✓ Periodic evaluation and redeterminations
- ✓ Service invoicing
- ✓ Compliance requirements
- ✓ Integrated communication tools

Enhanced Case Worker Productivity

Comprehensive Case Management Solution with smart tools for actionable case insights, improved coordination

- ✓ 360-degree case view
- ✓ Mobile app for home visits
- ✓ Dynamic assessments
- ✓ Actionable case insights
- ✓ Transition planning
- ✓ Guided workflows
- ✓ Intelligent automation
- ✓ Offline access and data sync

Agility and Compliance

Enhanced case insights and visibility to allow for better program oversight, effective utilization of federal funds, and program adaptability to policy or regulatory changes.

- ✓ Built-in analytics to understand the entire developmental disabilities eco-system
- ✓ Rapid prototyping and deployment
- ✓ Integration with other agency systems
- ✓ No one-size-fits-all approach to meet unique needs

The TCS Difference

TCS has vast experience delivering enterprise-scale services on time and within budget. Our mission is to help government agencies implement holistic, citizen-centric solutions that deliver better services and outcomes. We perpetually innovate, applying the latest technologies to ensure agencies remain forever-modern and able to serve the constituents who need them.

Contact us at US.PublicServices@tcs.com

Tata Consultancy Services (TCS) US Public Services

Change starts here. At TCS, we believe public sector change starts with the way change is delivered. The ambition and desire of governments across the U.S. to transform how they deliver services have never been greater. As the rate of change accelerates, TCS is committed to helping governments achieve success by improving the ability to serve people. TCS helps governments transform their ability to respond rapidly to ever-evolving technology and constituent expectations, enabling consumer-grade digital experiences and a future-ready workforce. Change begins with understanding your needs and a long-term commitment to your success, because people deserve government that is there when they need it, the way they need it.

About Tata Consultancy Services Ltd. (TCS)

Tata Consultancy Services is an IT services, consulting and business solutions organization that has been partnering with many of the world's largest businesses in their transformation journeys for over 50 years. TCS offers a consulting-led, cognitive powered, integrated portfolio of business, technology and engineering services and solutions. This is delivered through its unique Locati on Independent Agile™ delivery model, recognized as a benchmark of excellence in software development.

A part of the Tata group, India's largest multi-national business group, TCS has over 606,000 of the world's best-trained consultants in 55 countries. The company generated consolidated revenues of US \$25.7 billion in the fiscal year ended March 31, 2022 and is listed on the BSE (formerly Bombay Stock Exchange) and the NSE (National Stock Exchange) in India. TCS' proactive stance on climate change and award-winning work with communities across the world have earned it a place in leading sustainability indices such as the MSCI Global Sustainability Index and the FTSE4Good Emerging Index. For more information, visit www.tcs.com.