



# Adult and Aging Interactive

Custom Integration • Voice • Data • Process Automation

*Reduced stress on employee resources*

*Reductions in salary overhead and even supply costs*

*Improved service to citizens*

*Effective Return on Investment*

Public agencies that provide Adult and Aging Services need to have an accessible information delivery system in order to be effective. Access to information regarding timecard and paycheck status, how to apply for benefits, forms, address changes and more is essential. Operating on limited or shrinking budgets, the staff serving the public is commonly small and often overwhelmed by high volumes of telephone and in-person inquiries. Telephone callers can experience busy signals, long hold times, or end up leaving multiple messages before they can get the information they need. Providers of in-home support routinely call in regarding status of their timecards. Without self-serve access to this info via phone or Web, the public goes to the agency office, creating long lines and increased service demands.

## **Provide Automated Access to Information**

The **Adult and Aging Interactive** module provides a comprehensive interactive speech and Web system that allows the public to obtain real-time information via the telephone or internet at any time. As a result, agency staff is relieved of a large percentage of repetitive phone calls and visits. Adult and Aging staff can be far more efficient, the agency saves money, and most importantly – the public receives a better overall experience.

*Upon entering personal identification criteria, **Recipients** have timely access to information and transactions, including:*

- General Information on In-Home Supportive Services
- How to qualify and apply over the phone or to request an application
- Case Information
- Application Status
- Worker lookup
- Information on fair hearings
- Share of cost
- Authorized hours
- Reassessment due date

**800-333-8394**

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# Adult and Aging Interactive

Upon entering personal identification criteria, **Providers** have timely access to information and transactions, including:

- Timecard/Payroll Information Services
  - Confirmation of timecard receipt, number of hours, pay period, and \$ amount
  - Number of hours authorized/not authorized
  - Date check was printed/mailed
  - Option- proactive email/SMS notifications of completed timecard with total hours, check amount, check #, date mailed
- Forms
  - Request a duplicate timesheet
  - Request written verification of employment and/or income
  - Request a duplicate W2 form
  - Request an amended W2 form
  - Request a new W4 form
- Request verification letter
- Address change instructions
- Reach a payroll specialist if payment wasn't received

Based on proven Interactive Voice Response and Web technology, the **Adult and Aging Interactive** module is:

- **Customizable** – Virtual plug-and-play, component model design.
- **Compatible** – With virtually any database.
- **Easy to Manage** – Changes are implemented on the fly and system maintains continual up-time.
- **Scalable** – Distributed client/server architecture allows users to build upon existing investments with new technologies and standards.

## Other eGovernment Products

ATI also offers Interactive Voice Response applications for counties, cities and other public sector organizations in the following areas:

- Adult and Aging Services
- Benefits Center
- Child Support Services
- Court Jury Services
- Court Traffic & Criminal Interfaces
- Live Call Center Agent Support
- Public Works
- Public Health
- Healthcare Solutions
- Registrar of Voters
- Treasurer Tax Collector
- Utility Billing
- CalWin Database Integration for Human and Social Services Agencies



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