

OnDemand ASC Financial Assessment

Improve income collection and effectively manage your caseload

Civica Digital360 EDM is a scalable Workflow and Electronic Document Management solution that securely manages the document and data lifecycle. With it you can capture documents, data and information, deliver them across the whole organisation and then automatically communicate the outcome back to the customer.

The cloud solution uses the latest secure technologies and can be accessed via a browser on any device. The flexible and scalable solution covers over 45 different service areas including Adult Social Care (ASC).

Our OnDemand Financial Assessment solution is an add-on to Civica Digital360 EDM that enables you to access remote assessment services through the cloud. It can also be used as a standalone service.

Why choose Civica OnDemand ASC Financial Assessment?

Managing financial assessment workloads can be challenging given the needs of service users and number of stakeholders who are involved in the process. You need to ensure that service users are making correct contributions towards the cost of their care, and that they're receiving all their entitlements.

Faced with a national shortage of experienced financial assessment staff and a forecast increase in assessment caseloads in 2023 (resulting from the Government's ASC charging reforms), our solution supports you in delivering this vital service. We can complement your teams to manage business as usual assessments, handling peaks, clearing backlogs or completing specific projects.

We can assist your team by carrying out financial assessments, brokerage services, appointee, deputyship and associated service for both residential and non-residential service users efficiently and accurately, using intelligent workflow within Digital360 EDM.

Working with your teams we undertake new assessments so that service users are notified promptly of contributions they need to make. We also periodically review cases to identify financial changes in circumstance.

Our dedicated and experienced team are all trained financial assessors with at least five years' experience in ASC or a similar benefits-related area. The team are familiar with Care Act regulations, are all DBS checked and can use any ASC financial system.

You don't have to provide our team with office space, computers or phones. Through our cloud solution they work remotely, accessing your systems over secure connections. They have access to the DWP's customer information system (CIS), which boosts the speed and accuracy of their assessment work.

Implementation

We've a track record of successful implementations. Our Project and Programme Management policy is based on industry best practice (PRINCE 2) and applied to all projects and programmes. Key stages:

- Implementation kick off – review implementation plan, assign tasks, and agree timescales
- Scoping document – details customer requirements
- Connectivity – obtain details required for our staff to connect to your systems
- Training – our team undertake required training e.g. local procedures and security policies
- Signposting – information for your staff on the service and contact details
- Purchase order – raised based on estimated caseload and timescales finalised based on customer requirements
- Service go live.

Welcome to Civica

Civica is proud to be the UK's largest software company focused on the public sector, which we have served as a trusted partner for over 30 years.

Our products and services are used by 2.5 million professionals across national, regional and local government, health and care, housing, education and democracy. They deliver improved outcomes for 90 million citizens.

Our deep sector and technology expertise helps our customers to meet unprecedented challenges as they sustain and enhance public services. Through greater digitisation and automation, a growing use of cloud solutions and smart use of data, we help address rising citizen expectations for innovative and efficient public services around the world.

We have a strong commitment to delivering social value and sustainability, which includes supporting our customers' Net Zero ambitions, creating software with sustainability built in and reducing our own impact on the planet.

OnDemand ASC Financial Assessment features and benefits

Features

- Dedicated account management working alongside your service managers
- Fully flexible service where you can turn on/off or increase/decrease resource as required
- All our officers have a minimum of 5 years' experience working within Financial Assessment of similar benefits related-area
- All work is processed in line with your policies and procedures
- Officers are dedicated to each contract providing continuity and familiarisation with your requirements
- Proven and quick implementation approach
- GDPR and DPA compliant.

Benefits

- Improves income collection, reduces debtor days and write-offs
- Reduces contribution collection time
- Supports digital and cloud strategies
- Streamlines end-to-end processing
- Provides remote working capabilities
- Potential income stream for customer via appointee and deputyship service
- Debt prevention
- Reduce administrative brokerage burdens.

Additional information

- Scale up to effectively manage increases in caseload
- Meet your service processing targets
- Maintain service levels during workload peaks
- Reduce the time to process
- Eliminate financial assessment delays
- Regularly review cases maintaining accuracy of contribution.



Certification Number 663
ISO 9001
ISO 14001
ISO 27001
ISO 22301
ISO 45001
ISO 27701