



A CITIZEN-CENTRIC SOLUTION

Schenectady County, New York



The SDL Portal has been a great way for families to apply for child care assistance online. One of the best features is that the forms include all of the paper requirements in one digital application.

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CHALLENGES



Historically, anyone looking to apply for childcare assistance needed to submit an application by mail, fax, or physically drop it off at the county's Department of Social Services office.

After the State of New York increased its eligibility thresholds, the county needed to transition off paper processes to support the increase in families seeking childcare assistance.

SOLUTIONS



Schenectady County used SDL Connect to create its online portal, digitize its CCAP forms, and customize the backend workflow when processing requests in SDL's software.



Citizen Portal



Inter-Departmental Services



PII & Payment Collection

PROBLEMS SOLVED BY SDL



Immediate increase in applications to become a certified caregiver, receiving 16 applications in 1 month.



Visibility rules were into their digital forms to simplify applications for residents.



Accept applications online, with over 50% of applications now coming in digitally.



Securely collect, store and view birth certificates, pay stubs, and other PII documents.

