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MAXIMUS Georgia Childcare and Parent Services Operations Designated as Certified Center of Excellence

ATLANTA--(BUSINESS WIRE)-- MAXIMUS (NYSE: MMS), a leading provider of government services worldwide, announced today that its Georgia Childcare and Parent Services (CAPS) operations have once again been recognized as a Certified Center of Excellence by BenchmarkPortal in collaboration with the Center for Customer-Driven Quality (CCDQ) at Purdue Research Park.

As a certified as a Center of Excellence, the Georgia CAPS project met rigorous operational standards of efficiency and effectiveness. This certification was achieved after BenchmarkPortal audited and verified Georgia CAPS' key performance indicators and compared the data to that of other peer organizations.

Georgia CAPS is a statewide program that helps more than 55,000 children from low-income working families and families receiving Temporary Assistance for Needy Families (TANF) benefits access child care services. MAXIMUS provides childcare provider management and payment services each month for an average of 3,900 providers across Georgia's 159 counties. Through a local office in Atlanta, the Company provides attendance processing services and issues payments to childcare providers. Additionally, the Company provides compliance, verification and documentation support, and compiles data for federal reporting.

"Our Georgia CAPS project first received certification in 2011, so this year's recertification underscores our continued commitment not only to deliver high-quality services to child care providers across the state, but also to provide efficient and cost-effective services for our government client, the Georgia Department of Human Services," commented Kathleen Kerr, President of MAXIMUS Human Services North America.

About MAXIMUS

MAXIMUS is a leading operator of government health and human services programs in the United States, United Kingdom, Canada, Australia and Saudi Arabia. The Company delivers business process services to improve the cost effectiveness, efficiency and quality of government-sponsored benefit programs, such as Medicaid, Medicare, Children's Health Insurance Program (CHIP), Health Insurance BC (British Columbia), as well as welfare-to-work and child support programs around the globe. The Company's primary customer base includes federal, provincial, state, county and municipal governments. Operating under its founding mission of *Helping Government Serve the People*®, MAXIMUS has approximately 8,800 employees worldwide. For more information, visit www.maximus.com.

About BenchmarkPortal

Founded in 1995, BenchmarkPortal is a global leader in the contact center industry providing

benchmarking, certification, training, consulting and industry reports. The BenchmarkPortal team of professionals has gained international recognition for its expertise and an innovative approach to best practices for the contact center industry and hosts the world's largest database of contact center metrics. BenchmarkPortal's mission is to help contact centers reach peak performance in operational effectiveness and efficiency so that the centers will realize increased levels of agent and customer loyalty while containing costs and building enterprise value. For more information on BenchmarkPortal please visit www.BenchmarkPortal.com.

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