



IBM Cúram Social Program Management

Cúram Family Services Suite Configuration Guide

Version 6.0.4

Note

Before using this information and the product it supports, read the information in Notices at the back of this guide.

This edition applies to version 6.0.4 of IBM Cúram Social Program Management and all subsequent releases and modifications unless otherwise indicated in new editions.

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Chapter 1

Overview

1.1 Document Overview

The purpose of this document is to describe a range of configuration options for an administrator of solutions developed as a part of Cúram Family Services Suite™ (CFSS). This includes configurable parameters that allow the Administrator to manage an array of CFSS functions, including defining the age parameters, search parameters, configuring notifications, etc. The configurable options defined in this document will be applicable to all solutions within CFSS or be specific to a single solution as defined.

1.2 Intended Audience

This guide is intended for administrators responsible for configuring any solution in the CFSS. The audience must be familiar with management of Cúram's administrative functionality, including (but not limited to) code tables, application properties, and system security.



Note

Please note that updating application properties requires System Administrator security access.

1.3 Prerequisites

To understand the topics covered in this guide better, the reader should first read the pertinent CFSS Solution Business Guide(s).

1.4 Chapters in this Guide

The following is a list of chapters within this guide:

Workflows - This chapter provides a description of all the solution specific workflows implemented and available for configuration in the application.

Notifications - This chapter provides a description of the solution specific notification request workflows implemented and available for configuration in the application.

- Cúram Family Services - This chapter provides a description of the configurable components available as part of the CFSS.
- Cúram Child Services™ - This chapter provides a description of the configurable components available as part of the CCS solution. This addresses both CCS with the Structured Decision Making ® (SDM) System and CCS (without SDM®).
- Cúram Youth Services™ - This chapter provides a description of the configurable components available as part of the CYS solution.
- Outcome Management for Child Services- This chapter provides a description of the outcome plan and assessment definition configurations implemented as part of the CCS solution.
- Outcome Management for Youth Services - This chapter provides a description of the outcome plan and assessment definition configurations implemented as part of the CYS solution.

Chapter 2

Cúram Family Services

2.1 Introduction

This section will highlight the configurable options available to an administrator of either Cúram Child Services (CCS) or Cúram Youth Services (CYS).

2.2 Configuring Notification Requests

Cúram provides the ability, as part of its framework, to generate notifications or correspondence. CFSS extends the functionality to allow the administrative definition of when an activity or event (e.g. return home of a child from a placement or facility) might result in such a notification. The notification request administration also provides the ability associate specific templates per communication method type (e.g. mail and email templates) per activity/event. The intention of this functionality is to allow individuals (e.g. participants of a case, collaterals of a case, persons or organizations impacted by a case, etc.) who have the right or need to receive notification regarding actions of a case the ability to be easily identified by the case worker.

2.2.1 How

Access the Family Services administration area of the application, and access the Notification Requests area. From here, the administrator may create a new request or manage an existing request configuration.

Each notification request will include the following details:

- A workflow event to be associated with the notification request
- A template for each method of communication

2.2.2 Outcome

Notification events configured for the CFSS case will be available to the case worker to create a notification request for a case participant. For example, if an administrator defines Case Closure as a notification event with the specified templates for phone and hard copy notifications, then the case worker will be able to create a notification event for a case participant. This will result in a notification being created, based on the case participant's preferred communication method, upon the closure of the case.

2.3 Configuring Units of Measure

CFSS provides the ability to capture and manage participant data, including their physical description. As a global product, CFSS provides the ability to configure the units of measure to manage a person's physical description via the application property. This primarily relates to height and weight. Height can be measured in meters or feet. Weight can either be measured in kilos or pounds.

2.3.1 How

Access the property administration area of the application. Select the following application property to modify the unit of measure for a person's height:

`curam.cfss.physicaldescription.heightUnit`

This property is maintained in the Family Services Configuration – CFSS Common category.

Select the following application property to modify the unit of measure for a person's weight:

`curam.cfss.physicaldescription.weightUnit`

This property is maintained in the Family Services Configuration – CFSS Common category.

2.3.2 Outcome

The height and weight units are configured and available in the application.

2.4 Configuring Milestones

Milestone functionality is used to track the completion of significant events or tasks during the life of a case. Cúram provides the ability to administer milestone functionality for different case types, including integrated (Ongoing, Adoption and Youth Services) and screening (Intake) cases. A milestone may be created manually by a user or automatically based on

events that occur within a case.

2.4.1 How

Access the case administration area of the application. Select the Cúram case type, and navigate to the milestones section of the case configuration. From here, the administrator may associate a new milestone with the Cúram case type or manage existing milestone configurations for the Cúram case type.

2.4.2 Outcome

A milestone is configured for the selected case type.

2.4.3 Milestone Configurations

Each milestone has an expected start and end date during which the important event is scheduled to start and complete and an actual start and end date. Cúram case management provides functionality to set up the milestones. Note, however, some development is required to create milestone deliveries at the case level. All case milestones are based on an associated milestone configuration. The following table describes the available milestone configuration settings (both optional and mandatory):

Configuration Settings	How Used	Optional or Mandatory
Name and Type	The name and type are used to distinguish the milestone configuration. When creating a manual milestone, a user must select the milestone configuration to be applied using the milestone configuration name.	Mandatory
Earliest Start Day (days)	This setting is used to determine the expected start date for automatically created milestones. The expected start date is set to the current date on which the milestone is created plus the number of days defined here. For example, if the milestone is created on April 1 and this setting	Mandatory

Configuration Settings	How Used	Optional or Mandatory
	<p>is 3, then the expected start date of the milestone is set to April 4. Also, this setting is used to validate the Expected Start Date entered by a user when manually creating a milestone. A milestone cannot have an Expected Start Date earlier than this number of days after the start date of the case.</p>	
Duration (days)	<p>This setting is used to determine the expected end date for all milestones. For manually created milestones, the expected end date is set to the user entered expected start date plus this duration minus one. For example if the expected start date is April 1 and the duration is 7 days, the expected end date is set to April 6. For automatically created milestones, the same calculation is applied to the expected start date defined by the date on which the milestone was created and the Earliest Start Day (days).</p>	Mandatory
Start Date	<p>The start date determines the active, and thus availability, period of the milestone configuration.</p>	Mandatory
End Date	<p>The end date determines when the milestone configuration is no longer active. This date is not</p>	Optional

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Configuration Settings	How Used	Optional or Mandatory
	mandatory as milestone configurations can remain active for an indefinite time period.	
Expected Date Extension Allowed	This indicates whether or not the expected start and end dates for an automatically created milestone can be re-defined. If this indicator is not set, then the expected start and expected end date calculated upon creation of a milestone are unchangeable.	Optional
Waiver Required	This indicates whether or not a waiver is required in order to change the expected start and expected end date for an automatically created milestone. This can only be set for milestone configurations which allow the expected dates to be extended (as described in the setting above). Milestone Waivers are described later in 2.4.5 Milestone Waiver Request Approval.	Optional
Milestone Added	Any existing workflow event can be associated with the creation of a milestone. This event can be used to extend the milestone creation processing. For example, when a milestone is added, a workflow can be enacted to notify the case owner.	Optional
Milestone Complete	Any existing workflow event can be associated	Optional

Configuration Settings	How Used	Optional or Mandatory
	with the completion of a milestone. This event can be used to extend the milestone completion processing. For example, when a milestone is completed, a workflow can be enacted to notify the case owner.	
Expected Start Date Not Achieved	Any existing workflow event can be associated with the expected start date in order to track the timeliness of the milestone. For example, if no actual start date is entered for the milestone and the expected start date passes, a workflow can be enacted to notify the case owner that the milestone has not yet started.	Optional
Expected End Date Not Achieved	Any existing workflow event can be associated with the expected end date in order to track the timeliness of the milestone. For example, if no actual end date is entered for the milestone and the expected end date passes, a workflow can be enacted to notify the case owner that the milestone has not been completed in a timely fashion.	Optional

Table 2.1 Milestone Configuration Settings

2.4.4 Associating Milestones with Cases

To support the manual and automatic creation of milestones within a case, it

is necessary to set up an association between a milestone configuration and the case type (e.g., integrated or screening case type). There are two options for setting up these associations: either a new milestone configuration can be recorded at the same time it is associated with the case type or an existing milestone configuration can be selected.

When recording a new milestone configuration as part of the association process, the milestone configuration information (as described in section Milestone Configurations) must be defined. Additional association information can also be defined if the milestone is to be created automatically. The two main configuration settings for automatically created milestones are the creation event and the completion event. These events are used by the application to automatically create and complete an instance of the milestone. For example, a milestone can be set up to track the completion of an assessment. To set up the automatic creation of this milestone, a case event (e.g. Case is reopened) can be selected as the creation event and another case event can be selected as the completion event. When the first case event occurs, the event will trigger an instance of the milestone. The second event will result in the closing or completion of the milestone instance.

The matching process for creating milestones within a case can be further specified using the component type and component category settings. A clear distinction can be made between creation and completion events at the case level and at the case component level. For example, the case component, Legal Action, can be set, with a creation event of Create Legal Action and a completion event of Complete Legal Action. When a legal action is created, the Create Legal Action event will trigger an instance of the milestone and the application will associate both the Legal Action ID and the case ID with it. Later when the Legal Action is completed, the Close Legal Action event will use both of these IDs to find and close the correct milestone instance.

2.4.5 Milestone Waiver Request Approval

Given that milestones are used to track important case events over time, a milestone waiver request may be required in order for the milestone expected start and end dates to be changed for an automatically created milestone. Expected start and end dates for manually created milestones can be changed without a waiver request. The milestone waiver request approval process is used to confirm that the changes in dates to the milestone are valid. Once a submitted request has been approved, the new expected start and/or end dates will take effect.

Milestone waiver requests can only be submitted (i.e., the expected dates for a milestone can only be changed) if the Expected Date Extension Allowed setting has been configured. The approval process (i.e. the need to submit a waiver request for approval) for these requests will only be necessary if the Waiver Required setting has also been configured. If the Waiver Required setting has not been configured, a user will be able to change the expected start and/or end dates directly.

Milestone waiver request approval check settings for a milestone determine the percentage of submitted waiver requests for a milestone of a particular type that need to be reviewed by a case supervisor. For example, an approval check can be set up on a milestone that requires 60% of all submitted requests to be approved; 40% will not require approval. Setting approval checks at the milestone level governs all milestones of a particular type. Milestone waiver request approval checks can also be set up at the organization and user level, with user configuration settings taking precedence over organization unit and milestone settings, and organization unit settings taking precedence over milestone settings. Consequently, the approval check settings for a particular type of milestone are the last step in the system's evaluation of whether or not a waiver request requires approval. In other words, when a waiver request is submitted for approval by a user, the system first checks the user's milestone waiver request approval check settings, and then checks the milestone waiver request approval check settings for the organization unit that the user belongs to. After checking these settings, the system checks the approval settings at the milestone level. The system may determine at any point in this process that the milestone waiver request requires approval.

2.5 Contact Compliance

A key operational activity which can consume the majority of a worker's time is the documentation of contacts made with children or families. To help ensure contacts are made in a timely manner, and in line with organizational policy, CFSS includes a number of features which can be used to define compliancy.

For investigations, the objective is to quickly contact an alleged victim within X days. The timeframe is based on the Respond Within value associated with the investigation. Compliance with local policy can also be configured based on Contact Purpose (e.g. Alleged Victim Contact), Contact Type (e.g. Home Visit) and Contact Methods (e.g. Phone).

With other situations such as dealing with a child in foster care or incarcerated, there are often standards which determine how frequently contacts need to be made. In addition to the parameters mentioned above, frequency and Placement Type can be used to define compliance for other CFSS case types. For example, compliant contacts for children in foster care may require monthly face-to-face contact, while children in an adoptive placement may require weekly phone contacts with the child.

2.5.1 How

Access the Family Services administration area of the application, and access the Contact Log Administration area. From here, the administrator may configure the compliance criteria associated with the contact logs for a Cúram case type. Configurable compliance criteria includes

- Case Type
- Contact Purposes
- Contact Types
- Contact Methods
- Contact Frequency
- Placement Type (to define frequency of contact required)

2.5.2 Outcome

Contact Log parameters associated with investigation cases are used to alert investigators how many days remain before their initial contact is considered overdue. Contact Log pods prominently displayed on the user's home page list names of children who need to be contacted and the number of days remaining. Contact Log entries can be completed for one or more individuals using capture contact functions available directly from the pod or from navigation available within the case.

Caseworkers also have a Contact Log pod which lists names of children on their caseload that need to be contacted. The last contact date, whether or not the child is in placement and the child's next court date is displayed to help the worker prioritize and schedule contacts.

2.5.3 Contact Log Configurations

The following configurations are included with the application out of the box.

Case Category	Case Type	Purposes	Types	Method
Investigation	Child Services	Initial Contact with Alleged Victim, Alleged Victim Contact	Foster Home Visit, Home Visit, Interview	Face to Face
Integrated Case	Ongoing	Assessment Discussion Entry, Discharge Planning, General Participant Contact Entry	Foster Home Visit, Home Visit, Interview, Office Visit, Site Visit	Face to Face
Integrated Case	Adoption	Assessment Discussion	Foster Home Visit, Home	Face to Face

Case Category	Case Type	Purposes	Types	Method
		Entry, Discharge Planning, General Participant Contact Entry	Visit, Interview, Office Visit, Site Visit	

Table 2.2 Contact Log Configurations

2.6 Placement Type Mapping

This feature, is intended to significantly simplify the end user process for completing placements. In prior versions, the user was required to identify both Placement Type and Service Offering before conducting a provider search. With this feature, the mapping of Placement Type to Service Offering can be defined administratively thus reducing the steps required by the end user. For example, in the past, the user might indicate a Placement Type of Foster Care, then also have to select from relevant Service Offerings such as Traditional Foster Care, Treatment Foster Care, etc.

2.6.1 How

Access the Family Services administration area of the application, and access the Placement Type Mapping area. From here, the administrator may map a family services placement type to a specific Cúram Provider Management (CPM) service offering. Configurable values include the placement type and the CPM service offering.

2.6.2 Outcome

Identification of a Service Offering is no longer required when searching for appropriate placement provider or creating a placement record.

2.6.3 Placement Mapping Configurations

The following configurations are included with the application out of the box.

Placement Type	Service Offering
Foster Care	Traditional Foster Care
Adoption	Traditional Adoption
Runaway	NONE
Trial Home Visit	NONE

Table 2.3 Placement Type to Service Offering Mapping

Chapter 3

Cúram Child Services

3.1 Introduction

This section will highlight the configurable options available to an administrator of Cúram Child Services.

3.2 Age of Majority

The age of majority (or maximum age for a child) is controlled by the Maturity Age rate table. This table defines the age up to which a person is considered as a child in CCS. The maturity age (also known as the age of attrition or the age of maturity) is an important factor during the management of a participant in a CCS. For example, in child welfare, a child can be removed from his or her home and maintained by the organization in an out-of-home setting until he/she reaches the age of maturity. The maturity age can be different for various jurisdictions. CCS provides the ability to define the age when a person is considered an adult (the ADULT age) as well as (for the United States' IV-E eligibility rules) the age of exception (EXTENDED AGE) for rules processing.

3.2.1 How

Access the system administration area of the application to navigate to the rate tables. From here, the administrator may manage the Maturity Age rate table. The age limit for a child in the solution is based on the value set in the rate table.

3.2.2 Outcome

A child beyond the Maturity Age cannot be removed or placed in a child welfare case.

A child beyond the Exception Age may fail IV-E eligibility (US only).

3.3 IV-E Eligibility

IV-E Eligibility is a United States specific feature that provides the ability to capture evidence regarding children in care to determine whether or not they are deemed eligible for Title IV-E reimbursements. CCS provides the ability to enable a tab within the ongoing case.

3.3.1 How

Access the administration area of the application to navigate to the tabs link in the User Interface section. Navigate to the CCSOngoingCaseHome page. In the CCSOngoingCaseHome page, select the Navigation Bar tab and edit the Eligibility folder to make it visible or not visible.

3.3.2 Outcome

When accessing the ongoing case homepage in the application, the IV-E tab in the case will be visible or not visible based on the configuration selected.

Chapter 4

Cúram Youth Services

4.1 Introduction

This section will highlight the configurable options available to an administrator of CYS.

4.2 Maximum Permissible Age

CYS provides the ability to configure the maximum permissible age via the Youth Services Attributes rate table to support jurisdictional configurability of the age range for a youth based on law or policy of the youth/juvenile justice organization.

4.2.1 How

Access the system administration area of the application to navigate to the rate tables. From here, the administrator may manage the Youth Services Attributes rate table. The age limit for a youth in the solution is based on the value set in the rate table.

4.2.2 Outcome

A CYS case cannot be created for a youth whose age exceeds the maximum age configured.

4.3 Enforce Age Validation

Some jurisdictions define the age of a youth to be involved with a youth or juvenile justice organization based on law or policy, while other jurisdictions may not require age to be a factor in managing youth justice issues. CYS provides the ability to configure whether or not the age defined previ-

ously will be considered while creating a case.

4.3.1 How

Access the property administration area of the application. Select the following application property to consider or not consider the age limit set previously when creating a case:

`curam.cys.integratedcase.enforce.age.validation`

This property is maintained in the Family Services Configuration - Youth Services Configuration category.

4.3.2 Outcome

A CYS case can be created regardless of the age of majority configured.

4.4 Multiple versus Single Youth Service's Case

CYS only allows one active case per youth at any time. After a case is closed, either a new case can be created for the youth or the same case can be reopened depending on how the Youth Services organization operates. This configuration allows the organization to define their business policy regarding how to manage youth returning to their purview - either to mandate the reopening of the previous case or allow the creation of a new CYS case. In other words, CYS provides the ability to configure whether a youth may have multiple cases or only a single case during his or her lifetime of interactions with the CYS solution.

4.4.1 How

Access the property administration area of the application. Select the following application property to enable or disable the creation of multiple Youth Services cases (only one can ever be active) for a youth.

`curam.cys.integratedcase.allow.multiple`

This property is maintained in the Family Services Configuration - Youth Services Configuration category.

4.4.2 Outcome

When set to TRUE, the user will be permitted to create a new case or reopen an existing [closed] case. When set to FALSE, the user will only be permitted to reopen an existing [closed] case. Regardless of the setting, the system will only permit one active youth service's case at a time.

4.5 Setting Admission Validation to Apply to Organi-

zation or Per Facility

The Admission process can be a complex activity involving completion of multiple steps, such as capturing property information, conducting an initial health screening, assigning a room, etc. CYS provides the ability to configure the validations required to complete an admission. This setting determines whether these admission validations are applied to the entire organization or per facility.

4.5.1 How

Access the property administration area of the application. Select the following application property to manage the admission process configuration setting for the organization:

`curam.cfss.admissionvalidationsetting.organisationwide.enabled`

This property is maintained in the Family Services Configuration - Youth Services Configuration category.

4.5.2 Outcome

When the Admission Validation Setting is set to TRUE, the admission validation configuration is effective organization wide. When the Admission Validation Setting is set to FALSE, the admission validation configuration can be defined per facility (by the facility manager).

4.6 Admission Wizard Validations

CYS supports an Admission wizard which allows the case worker to capture admission details via the Cúram Agenda Player. CYS provides the ability to configure the validations to be considered in order for an admission to be completed. The validations to be considered also define the pages to be included in the Cúram Agenda Player (See Section 8.23 Agenda Player in the Cúram Web Client Reference Manual).



Note

This process defines the admission validations and the agenda player configuration for the entire organization. Individual facilities (if allowed based on the admission validation setting) can configure their own agenda player via the facility manager's functionality. The `curam.cfss.admissionvalidationsetting.organisationwide.enabled` must be enabled.

4.6.1 How

Access the Family Services administration area of the application, and ac-

cess the Admission Validation Configuration area. From here, the administrator may configure a new admission process (if none exists), or manage the existing admission process configuration. Configurable components include:

- Room Assignment (always mandatory)
- Health Screening
- Personal Items

4.6.2 Outcome

Components configured via the Admission configuration will be part of the Admission process and will be required to be completed for the Admission to be marked as Completed.

4.7 Room Assignment

CYS and CPM support the management of place (bed or room) assignments for youth in a facility. As a new place for a youth may not be recorded immediately, if the youth has an active facility and admission record, but no place assignment record for X amount of time, a task will be sent to the facility staff notifying them to assign the youth. CYS provides the ability to configure X.

4.7.1 How

Access the property administration area of the application. Select the following application property to manage the number of hours after which a task will be sent to the facility worker to create a new room assignment:

`curam.roomassignment.assignroom.task`

This property is maintained in the Family Services Configuration - Youth Services Configuration category.

4.7.2 Outcome

X hours after the creation of the Admission, a task is created for the facility staff notifying them to assign a new room for the youth if no assignment has been made.

4.8 Return Date/Time Setting for a Temporary Release

The temporary release process involves tracking the temporary removal of a youth from placement for a variety of reasons while maintaining a place for

the youth at the facility. When a temporary release record is created, the default duration of a temporary release can be administratively configured based on organization's policy. The estimated return date and time is calculated to default to the configured value when creating a temporary release in the application.

4.8.1 How

Access the property administration area of the application. Select the following application property to configure the default return date time for a scheduled temporary release:

`curam.cys.temporaryrelease.hour.limit`

This property is maintained in the Family Services Configuration - Youth Services Configuration category.

4.8.2 Outcome

The default Estimated Return Date/Time when scheduling a temporary release will be calculated based on the duration configured in the application property and the Release Date/Time. For example, if the duration is set to 1 hour, then the estimated return date and time will default to one hour from the estimated start date and time.

4.9 Scheduled Temporary Release View

The application provides a view of scheduled temporary releases for a facility. CYS provides the ability to configure how many days of scheduled releases should be included in the view of all scheduled temporary releases.

4.9.1 How

Access the property administration area of the application. Select the following application property to configure the timespan in hours that the scheduled temporary releases are listed.

4.9.2 Outcome

The temporary release list will only display releases scheduled for the configured number of days from the current date.

4.10 Security Search Record View

A security search (or sweep) is typically conducted in a facility to uncover contraband items. CYS supports the ability to filter security search records based on a defined time frame (two given dates). If the user selects to filter the security search records list without entering any dates, the system de-

faults to all the security sweep records that have been created within X days in the past and current date.

CYS provides the ability to configure X.

4.10.1 How

Access the property administration area of the application. Select the following application property to configure the timespan for which the security search records should be listed:

`curam.facility.securitysearch`

This property is maintained in the Family Services Configuration - Youth Services Configuration category. The default value is 90 days.

4.10.2 Outcome

The Security Search list will display all the records created within X days in the past and the current date.

Chapter 5

Outcome Management for Child Services

5.1 Introduction

This section will define the default outcome management configurations to be included with CCS. Outcome management configurations include plan and assessment configurations.

5.2 Assessment Page Configuration

In Cúram, the assessment page may be configured to either present the Outcome Management or CEF assessments on the assessments list. Specifically, when selecting to create a new assessment, the list of available assessments when the user select to create a New Assessment will either be assessments configured in CEF or assessment configured in Outcome Management.

5.2.1 How

Navigate to the User Interface section of the administration and set the assessment page of a specific case to call the Outcome Management UIM (Case_listAssessmentDeliveries) instead of the standard CEF UIM.

5.2.2 Outcome

This setting will determine whether the list of assessments available from the assessments page of a specified case will show CEF assessments or Outcome Management assessments.

5.3 Outcome Management Configurations

The outcome plan will replace the former Case Plan and Case Review functionality. Outcome management configuration settings provide a number of

configuration points for managing child welfare and youth service plans. This includes the details of the plan itself, goals, objectives, activities, factors, etc. This section will identify the configurations included by default in the out of the box CCS application.

5.3.1 How

Navigate to Outcome Plan via the Outcome Management section of the administration. From here, the administrator may manage the details of an existing outcome plan or create a new one.

5.3.2 Outcome Plan Details

Name	Child Welfare Outcome Plan
Reference	Blank
Home Page	Blank
Goals Applicable To	Outcome Plan and Clients
Agreement Approval Check	0%
Ownership Strategy	Blank
Description	The Child Welfare Outcome Plan focuses on child welfare activities. If licensed, the outcome plan will include SDM assessment tools and associated business processes.
MDT	
Type	Ad Hoc
Sharing Enabled	Yes
Portal Home Page	Blank
User Creation Options	
Create Actions	Yes
Create Objectives	Yes
Create Factors	Yes
Review Options	
First Review	30
Frequency Calculation	Previous Review Date
Frequency	60

Table 5.1 Outcome Plan Type Configuration

5.3.3 Goals

For the goals to be configured for child welfare:

- The Reference value will always be blank

Name	Description
Maintain at Home	To maintain children in their home.
Return Home	To reunify a child who has been removed from their home with their parent or caretaker.
Kith/Kin Care	To find the most appropriate relative or community placement for the child.
Adoption	To facilitate the adoption of the child.
Emancipation	To assist the child in achieving self-sufficiency to emancipation.
Guardianship	To facilitate the guardianship of the child by some other adult.

Table 5.2 Configured Outcome Management Goals

5.3.4 Objectives

For the objectives to be configured for child welfare:

- The Reference value will always be blank

Name	Description
Provide youth specific supportive activities to enhance his or her psychological, social and educational needs	These could include voluntary and paid services, such as mentoring, tutoring and after school sports activities. The purpose of these activities is to maintain the proper nurturing environment for a child under the auspices of the organization.
Provide services to meet unique accessibility requirements of the client or family member	Interpretation service (such as translation and sign language) requests and other accessibility requests can be captured via this objective.
Provide therapeutic services that meet the child or family members psychological needs	As many, if not all, children under the auspices of the organization require some sort of therapeutic services (as do many of the parents), this objective is intended to capture plan items (or services) to address these needs, like art therapy, psychiatric counseling, etc.

Name	Description
Provide temporary child care services to help the family overcome a barrier towards self-sufficiency	This objective identifies situations where the parents (foster or biological) require some assistance to overcome a barrier and achieve permanency for the child – specifically temporary or long-term day care services. Some scenarios where this would be recommended would include job interviews, emergency respite care, etc.
Provide evaluative services to assess the needs of the identified person	This objective is intended to better understand the needs and requirements of the client and his/her family via third party evaluations of the person in question to identify their needs to achieve permanency.
Provide assistance for the mother and children who have been victims of domestic violence	In situations where the child is coming into focus due to situations of domestic violence, this objective presents the user with activities/services that would be specific to families dealing with issues of domestic violence.
Provide activities and/or services to meet the educational needs of an identified person	This objective focuses on activities and services specifically related to the educational needs of a participant in the case.
Provide education and support in the maintenance of the home environment	This objective addresses issues associated with basic home management activities, such as cleaning the home, budgeting, etc. These services assist the client in achieving independent living skills.
Provide supportive services and assistance in the preparation of a youth preparing to enter adulthood	This objective focuses on activities and services geared towards preparing a child for independence.
Provide appropriate medical services for the identified person	This objective focuses on medical related activities, such as physical exams.
Address any accessibility issues for a person with a disability	This objective addresses accessibility issues or barriers specific to persons with disabilities, such as providing handicap accessible facilities.
Address issues of substance abuse and addiction	This objective focuses on treatment for substance addiction.

Table 5.3 Configured Outcome Management Objectives

5.3.5 Actions

For the actions to be configured for child welfare:

- The Reference value will always be blank
- The Cost Model value will always be No Cost
- The Fixed Cost value will always be None
- The Multiple Clients value will always be No
- The Client Participation value will always be No
- The Responsibility value will always be Client
- The Owner value will always be Client
- The Create SID value will always be blank
- The Modify SID value will always be blank
- The Exclude from Availability Check value will always be Yes

Name	Description
Mentorship	Mentoring services for the client (e.g. Big Brothers & Big Sisters of America) assist the client in developmental, educational and social issues.
After School Program	After school programs provided by schools or community agencies that provide educational, developmental and social activities.
Recreational Services	Recreational services provide physical and developmental activities
Disabled Access	The case worker will address any accessibility issues for a disabled child.
Support Group	Services provided to help an individual find and participate in support groups and learn techniques to become more self-reliant.
Community College	Adult education classes at community college.
Community Services	Services related to education avail-

Name	Description
	able in the community and outreach services to provide information relating to education to families.
High School Equivalency Test	Certification for individuals who have not been able to complete high school that they have passed an equivalency test.
Pre-Natal Classes	Services to pregnant mothers and their families regarding prenatal care, and what to expect when you are expecting.
Budgeting Training	Financial planning training and services for individuals.
Nutritional Education	Information and educational materials on how to improve diets and lives.
Education Plan	An individualized education plan for school children with special needs that identify a child's unique needs.
Tutoring	After school services provided by a tutor to a child to focus on educational needs and improve child's learning.

Table 5.4 Configured Outcome Management Actions

5.3.6 Factors

Factors will only be configured for the outcome plan. With regards to the factors to be configured for child welfare:

- The Start Date value will always be April 1, 2011
- The End Date value will always be blank
- The Reference value will always be blank
- The Rating Interval value will always be 30 days

Name	Type	Description
Substance Abuse	Need	This factor identifies whether the client has a substance abuse problem.
Parenting Skills	Barrier	This factor identifies

Name	Type	Description
		whether the caregiver's parenting skills are a strength or an issue.
Child's Functioning	Need	This factor identifies whether the child's medical or psychological health is a strength or an issue.

Table 5.5 Configured Outcome Management Factors

5.3.7 Recommended Actions

The following recommended actions will be available for the outcome plan. For the recommended actions to be configured for child welfare:

- The Programs value will never be selected.
- The Recommendation value will always be blank.

Action	Reason
Mentorship	Mentoring services for the client (e.g. Big Brothers & Big Sisters of America) assist the client in developmental, educational and social issues.
After School Program	After school programs provided by schools or community agencies that provide educational, developmental and social activities.
Recreational Services	Recreational services provide physical and developmental activities
Disabled Access	The case worker will address any accessibility issues for a disabled child.
Support Group	Services provided to help an individual find and participate in support groups and learn techniques to become more self-reliant.
Community College	Adult education classes at community college.
Community Services	Services related to education available in the community and outreach services to provide information relating to education to families.

Action	Reason
High School Equivalency Test	Certification for individuals who have not been able to complete high school that they have passed an equivalency test.
Pre-Natal Classes	Services to pregnant mothers and their families regarding prenatal care, and what to expect when you are expecting.
Budgeting Training	Financial planning training and services for individuals.
Nutritional Education	Information and educational materials on how to improve diets and lives.
Education Plan	An individualized education plan for school children with special needs that identify a child's unique needs.
Tutoring	After school services provided by a tutor to a child to focus on educational needs and improve child's learning.

Table 5.6 Configured Recommended Actions for Outcome Plan

5.3.8 Case Types

The configured outcome plans will be set to be available from the Adoption and the Ongoing integrated cases.

Chapter 6

Outcome Management for Youth Services

6.1 Introduction

This section will define the default outcome management configurations to be included with Cúram Youth Services solution. Outcome management configurations include plan and assessment configurations.

6.2 Assessment Page Configuration

In Cúram, the assessment page may be configured to either present the Outcome Management or CEF assessments on the assessments list. Specifically, when selecting to create a new assessment, the list of available assessments when the user select to create a New Assessment will either be assessments configured in CEF or assessment configured in Outcome Management.

6.2.1 How

Navigate to the User Interface section of the administration and set the assessment page of a specific case to call the Outcome Management UIM (Case_listAssessmentDeliveries) instead of the standard CEF UIM.

6.2.2 Outcome

This setting will determine whether the list of assessments available from the assessments page of a specified case will show CEF assessments or Outcome Management assessments.

6.3 Outcome Management Configurations

The outcome plan will replace the former Case Plan and Case Review functionality. Outcome management configuration settings provide a number of

configuration points for managing child welfare and youth service plans. This includes the details of the plan itself, goals, objectives, activities, factors, etc. This section will identify the configurations included by default in the out of the box Youth Services solution.

6.3.1 How

Navigate to Outcome Plan via the Outcome Management section of the administration. From here, the administrator may manage the details of an existing outcome plan or create a new one.

6.3.2 Outcome Plan Details

Name	Youth Services Outcome Plan
Reference	Blank
Home Page	Blank
Goals Applicable To	Outcome Plan and Clients
Agreement Approval Check	0%
Ownership Strategy	Blank
Description	The Youth Services Outcome Plan provides a comprehensive approach towards reaching positive outcomes for youth and their families. This includes: defining assessments as required by the agency, developing goals and objectives, defining and managing the actions to achieve positive outcomes, defining factors based on needs and barriers, and monitoring youth progress and developing and managing visitation plans.
MDT	
Type	Ad Hoc
Sharing Enabled	Yes
Portal Home Page	Blank
User Creation Options	
Create Actions	Yes
Create Objectives	Yes
Create Factors	Yes
Review Options	
First Review	30
Frequency Calculation	Previous Review Date

Frequency	60
------------------	----

Table 6.1 Outcome Plan Type Configuration

6.3.3 Goals

For the goals to be configured for youth services:

- The Reference value will always be blank

Name	Description
Prevention of Delinquency	To help keep a young person from engaging in delinquent acts.
Maintain Youth in Community	To keep a young person in the community by providing alternative services and/or placements.
Re-Entry into Community	To prepare young person for discharge from a restrictive placement and support through the re-entry process and independent living.
Family Services	To provide families with services that support young person and address family needs.

Table 6.2 Configured Outcome Management Goals

6.3.4 Objectives

For the objectives to be configured for youth services:

- The Reference value will always be blank

Name	Description
Provide youth specific supportive activities to enhance his or her psychological, social and educational needs	These could include voluntary and paid services, such as mentoring, tutoring and after school sports activities. The purpose of these activities is to maintain the proper nurturing environment for a child under the auspices of the organization.
Provide services to meet unique accessibility requirements of the client or family member	Interpretation service (such as translation and sign language) requests and other accessibility requests can be captured via this objective.
Provide restorative and therapeutic	Youth often require restorative or

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Name	Description
services that meet the youth or family members psychological needs	therapeutic services is intended to provide services to address these needs, like art therapy, psychiatric counseling, community service, etc.
Provide activities and/or services to provide vocational training and work experience for a youth	This would include vocational training in areas such as business, trade or technical. This can also include work programs/ work release for youth that provide on the job training and experience for youth.
Provide evaluative services to assess the needs of the identified person	This objective is intended to better understand the needs and requirements of the client and his/her family via third party evaluations of the person in question to identify their needs to achieve permanency.
Provide Gang/Intervention services	This is specialized treatment for the youth focused on reformative treatment aimed at the youth as a gang affected participant who intends to change his or her life.
Provide activities and/or services to meet the educational needs of an identified person	This objective focuses on activities and services specifically related to the educational needs of a participant in the case.
Provide education and support in the maintenance of the home environment	This objective addresses issues associated with basic home management activities, such as cleaning the home, budgeting, etc. These services assist the client in achieving independent living skills.
Provide supportive services and assistance in the preparation of a youth preparing to enter adulthood	This objective focuses on activities and services geared towards preparing a child for independence.
Provide appropriate medical services for the identified person	This objective focuses on medical related activities, such as physical exams.
Address any accessibility issues for a person with a disability	This objective addresses accessibility issues or barriers specific to persons with disabilities, such as providing handicap accessible facilities.
Address issues of substance abuse and addiction	This objective focuses on treatment for substance addiction.
Victim Meditation	Mediation and contact with youth

Name	Description
	and victim.

Table 6.3 Configured Outcome Management Objectives

6.3.5 Actions

For the actions to be configured for youth services:

- The Reference value will always be blank
- The Cost Model value will always be No Cost
- The Fixed Cost value will always be None
- The Multiple Clients value will always be No
- The Client Participation value will always be No
- The Responsibility value will always be Client
- The Owner value will always be Client
- The Create SID value will always be blank
- The Modify SID value will always be blank
- The Exclude from Availability Check value will always be Yes

Name	Description
Vocational Training	Training in business, technical, trades.
Gang Intervention	Intervention services to assist youth in removing connections with gangs and supportive services to replace connections with positive connections in youth's community.
Victim Meditation	Medication between youth and victim(s) and/or community.
Mental Health	Mental Health services for individual including sex offender treatment, depression, bipolar disorder, etc
Counseling	Counseling services for individual to address issues such as anger management.

Name	Description
Work Experience	Employment/ Job training for individual to gain hands-on experience to become fully independent.
Mentorship	Mentoring services for the client (e.g. Big Brothers & Big Sisters of America) assist the client in developmental, educational and social issues.
After School Program	After school programs provided by schools or community agencies that provide educational, developmental and social activities.
Recreational Services	Recreational services provide physical and developmental activities
Disabled Access	The case worker will address any accessibility issues for a disabled child.
Support Group	Services provided to help an individual find and participate in support groups and learn techniques to become more self-reliant.
Community College	Adult education classes at community college.
Community Services	Services related to education available in the community and outreach services to provide information relating to education to families.
High School Equivalency Test	Certification for individuals who have not been able to complete high school that they have passed an equivalency test.
Pre-Natal Classes	Services to pregnant mothers and their families regarding prenatal care, and what to expect when you are expecting.
Budgeting Training	Financial planning training and services for individuals.
Nutritional Education	Information and educational materials on how to improve diets and lives.
Education Plan	An individualized education plan for school children with special needs that identify a child's unique needs.
Tutoring	After school services provided by a tutor to a child to focus on educa-

Name	Description
	tional needs and improve child's learning.

Table 6.4 Configured Outcome Management Actions

6.3.6 Factors

Factors will only be configured for the outcome plan. With regards to the factors to be configured for youth services:

- The Start Date value will always be April 1, 2011
- The End Date value will always be blank
- The Reference value will always be blank
- The Rating Interval value will always be 30 days

Name	Type	Description
Substance Abuse	Need	This factor identifies whether the client has a substance abuse problem.
Family	Barrier	This factor identifies the ability of the family to provide parental support and guidance for the young person.
Community Support	Barrier	This factor identifies the safety net and availability of activities for youth within the community, neighborhood, and school.
Medical	Need	This factor identifies physical health issues such as pregnancy, chronic illness/ disease, or other medical needs.
Mental Health	Need	This factor identifies is the youth is experiencing mental health issues such as depression, bipolar disorder, suicidal risk, etc

Name	Type	Description
Developmental	Need	This factor identifies developmental issues.
Education/Vocation	Need	This factor identifies if the youth has educational and/or vocational needs.
Social Interaction and Peers	Barrier	This factor identifies the appropriate peer relationships including gang affiliation.
Delinquent Behavior	Need	This identifies the youth's involvement with delinquent activities and criminal activities.
Independent Living	Need	This identifies the youth's ability to transition to independent living and ability to take responsibility for actions.
Behavior/Emotional	Need	Youth has behavioral and emotional needs.

Table 6.5 Configured Outcome Management Factors

6.3.7 Recommended Actions

The following recommended actions will be available for the outcome plan. For the recommended actions to be configured for youth services:

- The Programs value will never be selected.
- The Recommendation value will always be blank.

Action	Reason
Vocational Training	Training in business, technical, trades.
Gang Intervention	Intervention services to assist youth in removing connections with gangs and supportive services to replace connections with positive connections in youth's community.
Victim Meditation	Medication between youth and vic-

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Action	Reason
	tim(s) and/or community.
Mental Health	Mental Health services for individual including sex offender treatment, depression, bipolar disorder, etc
Counseling	Counseling services for individual to address issues such as anger management.
Work Experience	Employment/ Job training for individual to gain hands-on experience to become fully independent.
Mentorship	Mentoring services for the client (e.g. Big Brothers & Big Sisters of America) assist the client in developmental, educational and social issues.
After School Program	After school programs provided by schools or community agencies that provide educational, developmental and social activities.
Recreational Services	Recreational services provide physical and developmental activities
Disabled Access	The case worker will address any accessibility issues for a disabled child.
Support Group	Services provided to help an individual find and participate in support groups and learn techniques to become more self-reliant.
Community College	Adult education classes at community college.
Community Services	Services related to education available in the community and outreach services to provide information relating to education to families.
High School Equivalency Test	Certification for individuals who have not been able to complete high school that they have passed an equivalency test.
Pre-Natal Classes	Services to pregnant mothers and their families regarding prenatal care, and what to expect when you are expecting.
Budgeting Training	Financial planning training and services for individuals.
Nutritional Education	Information and educational materi-

Action	Reason
	als on how to improve diets and lives.
Education Plan	An individualized education plan for school children with special needs that identify a child's unique needs.
Tutoring	After school services provided by a tutor to a child to focus on educational needs and improve child's learning.

Table 6.6 Configured Recommended Actions for Outcome Plan

6.3.8 Case Types

The configured outcome plans will be set to be available from the Youth Services integrated case.

Appendix A

Backward Compatibility

A.1 Introduction

Cúram Child Services and Cúram Youth Services were originally available in Cúram v5.0 and Cúram V5.2. At the time, the solutions heavily leveraged available features in Cúram Services Plans. Cúram Family Services Suite v5.0 also introduced Case Plan, Case Review and other Family Service specific features.

In v6, Service Plans, Case Plans, Case Reviews and other features have been replaced with new functionality implemented in V6 (e.g. Outcome Management). The v5.0 and V5.2 features will be available solely for the purpose of backward compatibility – to support projects that prefer to continue to use the originally available features for Service Plans, Case Plans and Case Reviews.

A.2 Service Plan Components

This section defines the service plan demonstration data included as part of the Suite. The intent of this data is to provide a base line of service plan specific details to expedite the implementation of a solution.

A.2.1 Service Plan Goals

Name	Description	CCS	CYS
Family Services	To maintain children in their home.	Yes	No
Return Home	To reunify a child who has been removed from his/her home with parent(s) or care-taker(s).	Yes	No

Name	Description	CCS	CYS
Kith/Kin Care	To find the most appropriate relative or community placement for the child.	Yes	No
Adoption	To facilitate the adoption of the child.	Yes	No
Emancipation	To assist the child in achieving self-sufficiency to emancipation.	Yes	No
Guardianship	To facility the guardianship of the child by some other adult.	Yes	No
Prevention of Delinquency	To prevent delinquent behavior by at risk participant.	No	Yes
Maintain Participant in Community	To maintain participant in community with law abiding behavior.	No	Yes
Re-Entry into Community	To return participant to community/family following facility placement/commitment and/or treatment.	No	Yes

Table A.1 List of Service Plan Goals

A.2.2 Service Plan Sub-Goals

Name	Description	CCS	CYS
Accessibility	This sub-goal addresses accessibility issues or barriers specific to persons with disabilities, such as providing handicap accessible facilities or interpretation services.	Yes	Yes
Alternative Child Care	The desire of this sub-goal is to identify situations where the parents (foster or biological) require some assistance to overcome a barrier and achieve permanency for the child - specifically temporary or long-term day care services. Some scenarios where this would be recommended would include job	Yes	No

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Name	Description	CCS	CYS
	interviews, emergency respite care, etc.		
Child and Adolescent Activities	These could include voluntary and paid services, such as mentoring, tutoring and after school sports activities. The purpose of these activities is to maintain the proper nurturing environment for a child under the auspices of the organization.	Yes	Yes
Counseling/ Therapy	As many, if not all, participant under the auspices of the organization require some sort of therapeutic services (as do many of the parents), this sub-goal is intended to capture plan items (or services) to address these needs, like art therapy, psychiatric counseling, etc.	Yes	Yes
Diagnostic Services	To better understand the needs and requirements of the child and his/her family, this sub-goal allows the user to request third party evaluations of the person in question to identify their needs to achieve goals.	Yes	Yes
Domestic Violence	In situations where the child is coming into focus due to situations of domestic violence, this sub-goal presents the user with activities/services that would be specific to families dealing with issues of domestic violence.	Yes	No
Education	This sub-goal focuses on activities and services specifically related to the educational needs of a participant in the case.	Yes	Yes
Employment and Training	This could include finding a job, maintaining job, employment training.	No	Yes

Name	Description	CCS	CYS
Family Support	This could include family counseling, support groups, visitation supports.	No	Yes
Gang or Peer Group Intervention Services	This could include support groups; specialized treatment and re-education skills training.	No	Yes
Home Management Services	This sub-goal addresses issues associated with basic home management activities, such as cleaning the home, budgeting, etc.	Yes	No
Independent Living	This sub-goal focuses on activities, life skills education, and services geared towards preparing a participant for independence.	Yes	Yes
Medical Care	This sub-goal focuses on medical related activities, such as physical exams.	Yes	Yes
School Participation	This could include regular attendance at school in community; in facility; in vocational training, alternative schools, or other education program.	No	Yes
Sex Offender Treatment	Includes individual and specialized therapy which could be court ordered or determined as needed through evaluation process.	No	Yes
Substance Abuse	This sub-goal focuses on treatment for substance addiction, abuse, or use.	Yes	Yes
Victim Related Services	This includes Victim/Offender mediation. Other victim specific activities are managed via the case.	No	Yes

Table A.2 List of Service Plan Sub-Goals

A.2.3 Service Plan Outcomes

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Name	Description	CCS	CYS
Academic/Educational competence improved	Participant has attained improvement in educational competence.	Yes	No
Accessibility needs are being met	Accessibility issues due to disabilities are being addressed.	Yes	Yes
Alternative child care services provided	Child care services (e.g. day care) are being provided for the participant.	No	Yes
Appropriate treatment services were provided	Participant has received appropriate residential or specialized treatment as needed.	Yes	No
Communication needs are being met	Exceptional communication needs (e.g. sign language & translation) are being met.	Yes	Yes
Complied with treatment services	The participant is complying with the treatment service (e.g. counseling) as directed by the plan item.	Yes	Yes
Decreased likelihood of abuse	The service identified by the plan item has noticeably decreased the risk factors associated with the abuse.	Yes	No
Diagnostic services completed	Diagnostic evaluations and/or assessments has been completed but not submitted by the agency responsible for conducting the evaluation.	Yes	Yes
Diagnostic services report submitted	Diagnostic evaluations and/or assessments have been submitted by the agency responsible for conducting the evaluation.	No	Yes
Education needs identified	Education needs have been identified for a participant (e.g. via an Individualized Education Plan).	Yes	Yes
Education plan in place	An individualized education plan has been created for the participant based on the unique needs of the participant.	Yes	Yes
Educational needs are being met	The plan item has addressed or is addressing the educa-	Yes	Yes

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Name	Description	CCS	CYS
	tional needs of the participant for whom the plan item has been created.		
Employment is attained and/or maintained	Participant has successfully attained employment, completed employment training, or maintained employment.	Yes	No
Followed through on referral	The participant followed through on a referral as part of the service plan, and is currently actively engaged in the activity.	Yes	Yes
Improved family functioning	The service identified by the plan item has improved the family's functioning, including (but not limited to) communication skills and coping skills.	Yes	Yes
Improved individual functioning	The service identified by the plan item has improved the individual client's functioning, including (but not limited to) communication skills and coping skills.	Yes	No
Increased coping skills	The service identified by the plan item as improved the coping skills of the participant receiving treatment.	Yes	Yes
Psychological needs are being met	The plan item has addressed or is addressing the psychological needs of the participant for whom the plan item has been created.	Yes	Yes
Reduce substance abuse	The service identified by the plan item has reduced the participant's substance dependency.	Yes	Yes
Referral made	A referral to an external provider was successfully made for the participant.	Yes	Yes
Safety issues addressed	The safety issues that predicted the assignment of the plan item have been addressed.	No	Yes

Name	Description	CCS	CYS
School participation has increased	Participant has attended education classes as prescribed by service plan or education plan.	Yes	No
Social needs are being met	The plan item has addressed or is addressing the social needs of the participant for whom the plan item has been created.	Yes	Yes
Stable home environment	The completed plan item has resulted in the creation of a safe and stable home environment for the participant.	Yes	Yes

Table A.3 List of Service Plan Outcomes

A.2.4 Plan Items

Service Plan Item

This section will list the Service plan items and their associated Sub-Goal. All service plan items will be associated with a SERVICE, which is dependent on CPM.

Sub-Goal	Service Plan Item Name	Description	CCS	CYS
Accessibility	Sign Language Services	Interpretive services, where an interpreter facilitates communication between a deaf or hard of hearing individual and a hearing individual.	Yes	Yes
Accessibility	Translation Services	Interpretive services, where an interpreter facilitates communication	Yes	Yes

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Sub-Goal	Service Plan Description Item Name	CCS	CYS
Alternative Child Care	Long Term Child Care	Yes	No
Alternative Child Care	Short Term Child Care	Yes	No
Alternative Child Care	Respite Care	Yes	No

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Sub-Goal	Service Plan Description Item Name	CCS	CYS	
			foster care compensation.	
Child and Adolescent Activities	Day Camp	Paid summer program to provide child care and educational, social & developmental activities.	Yes	No
Child and Adolescent Activities	Day Treatment Program	Paid program to provide educational, social & developmental activities.	No	Yes
Counseling and Therapy	Abuse (Maltreater)	Counseling services focused on alleviating identified problems that may cause or have caused a child to be abused or neglected.	Yes	Yes
Counseling and Therapy	Abuse (Victim)	Counseling services provided to correct or alleviate any mental or emotional illness or disorder that might be associated with abuse towards the child.	Yes	Yes
Counseling and Therapy	Anger Management	Specialized counseling services focused on anger manage-	Yes	Yes

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Sub-Goal	Service Plan Description Item Name		CCS	CYS
		ment.		
Counseling and Therapy	Parenting	Counseling or classes to help parents improve parenting skills and address problems/issues.	Yes	Yes
Counseling and Therapy	Stress Management	Services designed to help an individual to identify and cope with stressors such as environmental stressors, daily stress events, life changes and family/work stressors.	Yes	Yes
Counseling and Therapy	Family Counseling	Services provided to family of participant to improve family interaction.	Yes	Yes
Counseling and Therapy	Therapeutic Counseling	Therapy sessions to nurture change and improvement of family or individual problems.	Yes	Yes
Diagnostic Services	Psychiatric	Psychiatric evaluation of participant's needs.	Yes	Yes
Diagnostic Services	Psychological	Psychological evaluation of participant's needs.	Yes	Yes

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Sub-Goal	Service Plan Description Item Name	CCS	CYS	
Diagnostic Services	Batterer Assessment	Assessment of batterer to determine likelihood of re-offense.	Yes	Yes
Diagnostic Services	Child Development	Determine developmental issues or areas in need of strengthened for children.	Yes	Yes
Diagnostic Services	Alcohol Abuse Assessment	Evaluation/ Assessment of Alcohol abuse.	Yes	Yes
Diagnostic Services	Drug Abuse Assessment	Evaluation/ Assessment of drug abuse.	Yes	Yes
Diagnostic Services	Life Skill Assessment Services	Assessment by an external agency of child's skills and ability to live independently.	Yes	Yes
Diagnostic Services	Educational	Evaluation of educational needs and diagnosis of any learning disabilities/disorders.	Yes	Yes
Diagnostic Services	Dental	Dental screening	Yes	Yes
Diagnostic Services	Hearing	Hearing tests/ evaluations to measure hearing functions.	Yes	Yes
Diagnostic Services	Medical	Various medical tests and assessment to evaluate health of indi-	Yes	Yes

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Sub-Goal	Service Plan Description Item Name		CCS	CYS
		viduals and diagnosis of potential health related issues.		
Diagnostic Services	Vision	Vision test and diagnosis of vision problems.	Yes	Yes
Education	Literacy Program	Service focused on improving reading skills of participant.	Yes	Yes
Gang or Peer Group Intervention Services	Gang Intervention/ Treatment Curriculum	Specialized treatment for participant focused on re-formative treatment aimed at gang affected participant who intend to change their lives.	Yes	Yes
Home Management Services	Environmental Management	Services to help families address environmental issues in the home and make the home safer, cleaner and healthier.	Yes	No
Home Management Services	Homemaker Services	Homemaker services help families care for their family and homes.	Yes	No
Independent Living	Life Skill Assessment Ser-	Assessment by an external	Yes	Yes

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Sub-Goal	Service Plan Description Item Name		CCS	CYS
	vices	agency of child's skills and ability to live independently.		
Independent Living	Independent Living Skills Services	Children receive training and support to obtain independent living skills from an external agency.	No	Yes
Sex Offender Treatment	Specialized Sex Offender Treatment	Specialized treatment for participant who is determined to be sex offender. Can include individual and specialized therapy court ordered or determined as needed through evaluation process.	Yes	Yes
Substance Abuse	Alcohol Abuse Treatment-Inpatient	Inpatient treatment for alcohol addiction.	Yes	Yes
Substance Abuse	Alcohol Abuse Treatment-Outpatient	Outpatient treatment for alcohol addiction.	Yes	Yes
Substance Abuse	Drug Abuse Treatment - Inpatient	Inpatient treatment for drug abuse.	Yes	Yes
Substance Abuse	Drug Abuse Treatment - Outpatient	Outpatient treatment for drug addiction.	Yes	Yes

Sub-Goal	Service Plan Description Item Name	CCS	CYS	
Substance Abuse	Alcohol Abuse Assessment/Evaluation	Evaluation/ Assessment of Alcohol abuse.	Yes	Yes
Substance Abuse	Drug Abuse Assessment/Evaluation	Evaluation/ Assessment of drug abuse.	Yes	Yes

Table A.4 List of Service Based Plan Items

Basic Plan Item

This section will include the configuration details for basic plan items and their associated Sub-Goal.

Sub-Goal	Basic Plan Item Name	Description	CCS	CYS
Accessibility	Disabled Access	The case worker will address any accessibility issues for a disabled child.	Yes	Yes
Child & Adolescent Activities	Mentorship	Mentoring services for children (e.g. Big Brothers & Big Sisters of America) assist child in developmental, educational and social issues.	Yes	No
Child & Adolescent Activities	After School Program	After school programs provided by schools or community agencies that provide educational, developmental	Yes	No

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Sub-Goal	Basic Plan Item Name	Description	CCS	CYS
		and social activities.		
Child & Adolescent Activities	Recreational Services	Recreational services provide physical and developmental activities.	Yes	No
Counseling & Therapy	Support Group	Services provided to help an individual find and participate in culturally sensitive support groups and learn techniques to become more self-reliant.	Yes	No
Education	Community College	Adult education classes at community college.	Yes	Yes
Education	Community Services	Services related to education available in the community and outreach services to provide information relating to education to families.	Yes	Yes
Education	High School Equivalency Test	Certification for individuals who have not been able to complete high school that they have	Yes	Yes

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Sub-Goal	Basic Plan Item Name	Description	CCS	CYS
		passed an equivalency test.		
Education	Pre-Natal Classes	Services to pregnant mothers and their families regarding prenatal care, and what to expect when you are expecting.	Yes	Yes
Education	Budgeting Training	Financial planning training and services for individuals.	Yes	Yes
Education	Nutritional Education	Information and educational materials on how to improve diets and lives.	Yes	Yes
Education	IEP (Individual Education Plan)	An individualized Education plan for school children with special needs that identify a child's unique needs.	Yes	Yes
Education	Vocational Training	Job skill training and services for participant.	Yes	Yes
Education	Alternative School	Specialized controlled school program in community setting.	No	Yes
Education	Facility Edu-	Regular edu-	No	Yes

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Sub-Goal	Basic Plan Item Name	Description	CCS	CYS
	Education classes	Education classes provided at juvenile facility.		
Education	Tutoring	After school services provided by a tutor to a child to focus on educational needs and improve child's learning.	Yes	Yes
Employment & Training	Find a Job/Maintain a job	Individual participant sub-goal to find and maintain employment.	No	Yes
Employment & Training	Employment training	This could include employment or skills training to secure job.	No	Yes
Medical Care	Medical Treatment	Provision of medical treatment including medications, surgery, hospitalization, etc.	Yes	No
Substance Abuse	Support Group	Services provided to help an individual find and participate in support groups and learn techniques to become more self-reliant.	Yes	Yes
Victim Re-	Victim/Of-	This could in-	No	Yes

Sub-Goal	Basic Plan Item Name	Description	CCS	CYS
Related Services	Offender Mediation	Include Victim/Offender mediation to provide reconciliation and communication between participant and victim.		

Table A.5 List of Basic Plan Items

A.3 Next Case Review Date

A Case Review is a re-examination of case components to evaluate the progress towards an agreed outcome and to determine next steps. On completion of a Case Review the system determines the Next Review Due Date based on administrative configuration. CFSS provides the ability to configure the number of days between Case Reviews.



Note

Outcome Management in V6 will provide support for this configuration at the outcome plan level.

A.3.1 How

Access the property administration area of the application. Select the following application property to manage the admission process configuration setting for the organization:

curam.cfss.caseReview.nextDueDate

This property is maintained in the Family Services Configuration – CFSSCommon category.

A.3.2 Outcome

The Next Case Review Due Date will be determined based on number of days configured and the current case review completion date.

A.4 Investigation Recommendation Approval Settings

Recommendations submitted in investigation cases in Cúram Child Services

require approval processing. Cúram Child Services supports the ability to define the approval process to be employed by the organization depending upon the organization's business requirements. The percentage of investigation recommendations requiring supervisor approval can be set by the administrator. For example, an approval check percentage set to 30 signifies that 3 out of 10 investigation recommendations will be sent to the supervisor for approval.



Note

Cúram Investigations in V5.2 is fully supported by platform and will no longer utilize the Family Services specific management capabilities as implemented in V5.0. This feature will only be used to support backward compatibility with free-standing services.

A.4.1 How

Access the Family Services administration area of the application to navigate to the investigation configuration details. From here, the administrator may manage approval check settings for the configured investigations.

A.4.2 Outcome

Investigation recommendations requiring supervisory approval will be determined based on the settings defined in the investigation configuration setting.

Appendix B

CCS Organization Structure

B.1 Introduction

The Cúram Child Services (CCS) organization structure provides the ability to manage the CCS organization's users. This document introduces how the organizational structure is defined in CCS. Each Organization includes one or more positions. The organization unit is the parent element to any positions contained within it.

Organization Unit	Description
CCS Intake	The Intake Organization Unit (OU) is responsible for receipt of referrals and intakes from the community or mandated reporters regarding children at risk of harm, being harmed or in need of other services.
CCS Investigation	The Investigation OU is responsible for investigations or follow up activities based on referrals received by the CCS Intake OU.
CCS Ongoing	The Ongoing OU manages the operational and logistic activities associated with children who are being looked after by the agency.
CCS Adoption	The Adoption OU comes into the picture when a child is in care and when it is not feasible to return the child back to her/ his original home.

Table B.1 CCS Organization Units (OU)

B.1.1 Organization Unit: CCS Intake - Positions

Position	Position Description	Supervisor	Subordinate	Lead	Job
CCS SDM Intake Supervisor	Immediate supervisor of the SDM Intake worker. They conduct supervisory activities related to an intake. This position has access to view full case history and details as well as approve/reject/cancel an intake.		CCS SDM Intake worker	Yes	Supervisor
CCS Intake Supervisor	Immediate supervisor of the Intake Worker. This position has access to view full case history and details as well as approve/reject/cancel an intake.		CCS Intake Worker	Yes	Supervisor
CCS SDM Intake Worker	This position has the access to create an intake at	CCS SDM Intake Supervisor		No	Intake

Position	Position Description	Supervisor	Subordinate	Lead	Job
	the initial level. They conduct all intake level activities in CCS. They capture the information from the reporter and feed it into the system.				
CCS Intake Worker	This position has the access to create an intake at the initial level. They capture the information from the reporter and feed it into the system	CCS Intake Supervisor		No	Intake

Table B.2 CCS Intake OU Positions

B.1.2 Organization Unit: CCS Investigation - Positions

Position	Position Description	Supervisor	Subordinate	Lead	Job
CCS SDM Investigation Super	Immediate supervisor of the SDM Investigator. They conduct all supervisory activities in investiga-		CCS SDM Investigator	Yes	Supervisor

Position	Position Description	Super-visor	Subordin-ate	Lead	Job
	<p>tion. This position has access to view the complete details of any case that is being assigned to an SDM investigation Supervisor. CCS SDM Investigation Supervisor has also the access to approve, reject or cancel any case request that's come from the Investigator.</p>				
CCS In-vestigation Supervisor	<p>Immediate supervisor of an Investigator. This position has access to view the complete details of any case that is being assigned to an investigation Supervisor.</p>		CCS In-vestigator	Yes	Supervisor

Position	Position Description	Super-visor	Subordin-ate	Lead	Job
	CCS In-vestigation Supervisor has also the access to approve, reject or cancel any case re-quest that's come from the Invest-igator.				
CCS SDM Investigator	They con-duct all in-vestigation level activ-ities in CCS. This position has access to assess the safety of the child; makes con-tact with the parti-cipants, dispose al-legations and de-termine the risk factors related to future harm to the child.	CCS SDM Investiga-tion Super		No	Investigator
CCS In-vestigator	They con-duct all in-vestigation level activ-ities in CCS. This position	CCS In-vestigation Supervisor		No	Investigator

Position	Position Description	Supervisor	Subordinate	Lead	Job
	has access to assess the safety of the child, makes contact with the participants, dispose allegations and determine the risk factors related to future harm to the child				

Table B.3 CCS Investigation OU Positions

B.1.3 Organization Unit: CCS Ongoing- Positions

Position	Position Description	Supervisor	Subordinate	Lead	Job
CCS SDM Case Super	Immediate supervisor of the child welfare sdm case-worker		CCS SDM Caseworker	Yes	Supervisor
CCS Ongoing Supervisor	Immediate supervisor of the child welfare caseworker		CCS Ongoing Worker	Yes	Supervisor
CCS SDM Caseworker	This position holds access to contact management, IV-E	CCS SDM Case Super		No	Caseworker

Position	Position Description	Super-visor	Subordin-ate	Lead	Job
	eligibility, legal actions and capturing and maintaining in-depth child and family information, develop, manage and monitor an outcome plan and visitation plan and managing services and placements.				
CCS Ongoing Worker	This position holds access to contact management, IV-E eligibility, legal actions and capturing and maintaining in-depth child and family information, develop, manage and monitor an outcome plan and visitation plan and managing ser-	CCS Ongoing Supervisor		No	Caseworker

Position	Position Description	Supervisor	Subordinate	Lead	Job
	vices and placements.				

Table B.4 CCS Ongoing OU Positions

B.1.4 Organization Unit: CCS Adoption - Positions

Position	Position Description	Supervisor	Subordinate	Lead	Job
CCS Adoption Supervisor	Immediate supervisor of the CCS adoption worker.		CCS Adoption Worker	Yes	Supervisor
CCS Adoption Worker	This position has access to adoption cases. CCS Adoption worker initiates as well as manages an adoption case and takes steps to move the case towards adoption finalization.	CCS Adoption Supervisor		No	Caseworker

Table B.5 CCS Adoption OU Positions

Appendix C

System Administrator

C.1 Rate Tables

Rates are values that can vary over time. Rate tables are used to maintain these rates. Since rate tables can be created and maintained independently, this allows for a more flexible approach to rates that apply to products. Rate tables can be used for values that are effective during set time periods. This section will present the different rate tables being utilized in CFSS.



Note

See section 8.3.13 in the Cúram Integrated Case Management Guide for more details regarding rate tables.

Name	Description	CCS	CYS
Maturity age	Age at which the participant is no longer considered a child or eligible for child welfare services.	Yes	No
IV-E expenses	Title IV-E (US) related evidence rate tables.	Yes	No
IV-E attributes	Title IV-E (US) related evidence rate tables.	Yes	No
IV-E standard need	Title IV-E (US) related evidence rate tables.	Yes	No
IV-E liquid resources	Title IV-E (US) related evidence rate tables.	Yes	No
IV-E properties	Title IV-E (US) related evidence rate tables.	Yes	No
IV-E vehicle	Title IV-E (US) related evidence rate tables.	Yes	No

Name	Description	CCS	CYS
IV-E earned income	Title IV-E (US) related evidence rate tables.	Yes	No
IV-E unearned income	Title IV-E (US) related evidence rate tables.	Yes	No
IV-E self-employment	Title IV-E (US) related evidence rate tables.	Yes	No
Youth Services Attributes	Rate table for Youth Services attributes, such as maximum age for youth.	No	Yes

Table C.1 List of Rate Tables implemented in CFSS

C.2 Property Administration Settings

This section describes the configurable property files implemented as part of CFSS and its solutions.

Name	Description	CCS	CYS
ccs.release	Defines the welcome message, which can include the CCS version being released to the organization.	Yes	No
curam.casevisitor.add.as.caseparticipant	Environmental property that determines whether the case visitor should be added as case participant or not.	No	Yes
curam.casevisitor.include.primaryclient	Environmental property that determines whether the primary client of a youth service case can be added as a visitor in their own visitation plan.	No	Yes
curam.ccs.fostercare.placement.priordays.toenddate	Defines the number of days prior that the end date of a placement should occur (0 or 1) on a previous placement.	Yes	No
curam.ccs.intake.displayapprovedcases.disabled	Indicate whether the display of approved intake cases should be disabled on the case worker's homepage.	Yes	No
curam.ccs.intake.performance.timeframe	Defines the number of hours that an intake approval should take.	Yes	No

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Name	Description	CCS	CYS
curam.ccs.investigation.milestone.configid	Defines the administration configuration ID of the investigation against which a milestone is configured.	Yes	No
curam.cfss.agendaplayerconfiguration.organisationwide.enabled	Defines the whether the organization's admission validation settings apply to all facilities.	No	Yes
curam.cfss.attachment.description.maxlength	Defines the maximum length allowed for an attachment description on the list page.	Yes	Yes
curam.cfss.ccs.afcars.fostercare.filelocation	Defines the location where a generated AFCARS report will be stored.	Yes	No
curam.cfss.ccs.fostercare.placement.approverejectpermission	Defines whether permission (approval or rejection) is required to complete a placement of a participant in out of home care.	Yes	No
curam.cfss.ccs.fostercare.removal.daysincare.activeremoval	Defines whether the days in care since the last active removal or the accumulated days in care for all removals are to be shown in the child services case.	Yes	No
curam.cfss.caseReview.nextDueDate	Defines the number of days between case reviews.	Yes	Yes
curam.cfss.casesearch.excludedcasetypes	Defines the Cúram case types not to be included when doing a case search in CFSS.	Yes	Yes
curam.cfss.incomesupport.installed	Indicates whether or not Cúram Global Income Support Services Suite is installed with Cúram Family Services Suite.	Yes	Yes
curam.cfss.integratedCase.multipleOnGoingAllowed	Indicates if multiple ongoing cases are allowed for any child services case (e.g. intake, investigation, etc).	Yes	No
curam.cfss.participantsearch.excludedconcernroletypes	Defines the Curam concern roles not to be included when doing a participant search in CFSS.	Yes	Yes
curam.cfss.physicaldescription	Defines the unit of measure	Yes	Yes

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Name	Description	CCS	CYS
n.heightUnit	to be presented when capturing height details for a person.		
curam.cfss.physicaldescription.weightUnit	Defines the unit of measure to be presented when capturing weight details for a person.	Yes	Yes
curam.cfss.provider.proximity.unit	Defines the unit of measure to displaying when showing the distance to a provider. Valid values are KM and MILES.	Yes	Yes
curam.cfss.service.approval.task.deadline	Defines the service approval task deadline configuration.	No	Yes
curam.cfss.workflow.case.review	Defines the deadline duration for the task sent regarding a case review.	No	Yes
curam.cys.integratedcase.allowmultiple	The environmental property that determines whether the system should allow a user to create a single or multiple youth service case(s).	No	Yes
curam.cys.integratedcase.enforce.age.validation	Enforces the age validation on the Youth Service case creation process.	No	Yes
curam.cys.integratedcase.full.medicalexam.deadline	Defines the number of hours allowed between an initial health evaluation and full medical examination.	No	Yes
curam.cys.integratedcase.medicalexam.duedate.remider	Defines the number of hours left for full a medical examination to be completed upon initiation.	No	Yes
curam.cys.integratedcase.full.phonenotification.deadline	Defines the default number of hours to apply as the deadline for phone notification task.	No	Yes
curam.cys.temporaryrelease.hour.limit	Defines the default "Return Date/Time Setting" to present when creating a Temporary Release.	No	Yes
curam.cys.temporaryrelease.limit	Defines the number of days of Scheduled Temporary Release to display in the list.	No	Yes

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Name	Description	CCS	CYS
curam.facility.securitysearch	Defines the default time-frame to display in the Security Search View.	No	Yes
curam.roomassignment.assignment.task	Defines the number of hours that should pass before sending a task to facility worker to assign a new room to a youth being admitted to a facility.	No	Yes
curam.ccs.investigation.recommendation.duedate	Defines the due date of the investigation recommendation based on the investigation start date.	Yes	No
curam.maintain.prior.placement	Defines whether the previous placement must be maintained when a new runaway placement record is created.	Yes	No
curam.prior.placement.offset	Defines the number of days a previous placement should be held when a child runs away from that placement.	Yes	No
curam.ccs.investigation.servicedelivery	Defines whether stand-alone services are available from a Child Services investigation.	Yes	No
curam.ccs.ci.intake	Defines whether common intake is enabled.	Yes	No
curam.ccs.maxRecord.size	Defines the maximum number of records to be displayed on CCS pods.	Yes	No
curam.ccs.intake.advisor.enabled	Defines whether the smart panel should include the intake advisor. Note: This application property is not currently in use.	Yes	No
curam.ccs.socialrelationship.enabled	Defines whether social relationship details (e.g. strength of a relationship between two individuals) can be captured.	Yes	No
curam.cfss.iveeligibility.enabled	Defines whether IV-E eligibility is enabled. Note: This application property is not currently in use.	Yes	No
curam.cfss.admissionvalidation.onset-	Defines whether validations for Admissions process have	No	Yes

Name	Description	CCS	CYS
ting.organisationwide.enabled	been enabled.		
curam.cfss.ccs.common.search.max.records.returned	Defines the number of records returned for CFSS specific search processes.	Yes	Yes
curam.cfss.ccs.common.plan.indicator	Defines whether the Plan page group should be enabled to present the case plan functionality implemented in previous versions of CCS.	No	Yes
curam.lucene.luceneParticipantSearchEnabled	Defines whether Lucene enhanced participant search functionality has been enabled for the CCS All Participant Role search. Note: This application property is not currently in use.	Yes	Yes
curam.cfss.premodify.version.update	Defines whether versionNo has to be considered prior to modification of a record.	No	Yes
curam.batch.createcontactcompliance.chunksize	Defines the chunk size to be processed in the Create Contact Compliance batch process.	Yes	Yes
curam.batch.createcontactcompliance.dontrunstream	Defines whether the Create Contact Compliance batch process should sleep while waiting for other batch processes to complete.	Yes	Yes
curam.batch.createcontactcompliance.chunkkeywaitinterval	Defines how long the Create Contact Compliance batch process chunks should sleep while waiting for other batch processes to complete.	Yes	Yes
curam.batch.createcontactcompliance.unprocessedchunkwaitinterval	Defines the interval in milliseconds that the Create Contact Compliance batch process will wait before attempting to read the chunk table again.	Yes	Yes
curam.batch.createcontactcompliance.processunprocessedchunk	Defines whether the Create Contact Compliance batch process should process any unprocessed chunks found	Yes	Yes

Name	Description	CCS	CYS
	after all the streams have completed.		
curam.cfss.cys.common.plan.indicator	Defines whether the Plan page group should be enabled to present the case plan functionality implemented in previous versions of CYS.	No	Yes

Table C.2 List of Application Properties

C.3 Milestones

Milestones are significant events or tasks that are to be completed during the life cycle of a case. CFSS defines some milestones to be included as demonstrate data to be included as part of the Suite. The intent of this data is to provide a base line of milestones to expedite the implementation of a solution.

Please note that Cúram supports the ability to have a milestone managed by (created or completed) or result in Cúram events. The milestones defined here are available to the user to be inserted into a case manually, or can be configured to be managed by the system based on Cúram events.

Name	Description	CCS	CYS
Initiate investigation	Indicates when an initial contact must be completed with a member of the family or alleged victim based on organization policy and practice.	Yes	No
Complete investigation	Indicates when an investigation recommendation must be submitted for approval.	Yes	No
Complete safety assessment	Indicates when a safety assessment must be completed for the household being investigated based on organization policy and practice.	Yes	No
Complete risk assessment	Indicates when a risk assessment must be completed for the household being investigated based on organization policy and practice.	Yes	No
Initial medical exam	Indicates when an initial medical exam should be	Yes	No

Name	Description	CCS	CYS
	completed for the child or children in the case based on organization policy and practice.		
Initial plan	Indicates when an initial case plan should be completed based on organization policy and practice.	Yes	No
Plan review/ evaluation	Indicates when a case plan should be reviewed or evaluated based on organization policy and practice.	Yes	No
Initial service plan	Indicates when an initial service plan should be completed based on organization policy and practice.	No	Yes
Youth referral	Indicates when a youth referral should be completed based on organization policy and practice.	No	Yes
Youth admission	Indicates when a youth admission should be completed based on organization policy and practice.	No	Yes

Table C.3 List of Milestones

C.4 Batch Processes

This section describes the batch processes implemented as part of CFSS and its solutions.

Name	Description	CCS	CYS
CCSAFCARSFoster-CareReport	Automate Foster Care and Adoptions Reporting System -Foster Care (AFCARS-FC) Electronic Data Files (EDF) for the U.S. This extract is for children in foster care. The summary file serves as a header to the Foster Care portion of the AFCARS submission file which is the	Yes	No

Name	Description	CCS	CYS
	mandatory federal reporting requirement (Section 479 of the Social Security Act) for all children who are under the responsibility of the State IV-B/IV-E agency, and who are "in foster care."		
CCSAFCARSAdoptionReport	AFCARS-Adoption EDF for children in who have been adopted in the reporting period. The summary file serves as a header to the Adoption portion of the AFCARS submission file which is the mandatory federal reporting requirement (Section 479 of the Social Security Act) for all children who were under the responsibility of the State IV-B/IV-E agency.	Yes	No
FacilityRelease	This batch process sends a task to the facility worker for all pending scheduled release.	No	Yes
Room Assignment	This batch process sends task to the facility worker to assign the room to youth if not assigned.	No	Yes
CreateContactCompliance	This batch process creates contact compliance records for integrated case participants in placement if no record exists for a future date.	Yes	Yes

Table C.4 List of Batch Processes

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