

IBM Cúram Social Program Management



# Cúram Decision Assist Guide

*Version 6.05*



IBM Cúram Social Program Management



# Cúram Decision Assist Guide

*Version 6.05*

**Note**

Before using this information and the product it supports, read the information in "Notices" on page 35

**Revised: May 2013**

This edition applies to IBM Cúram Social Program Management v6.0 5 and to all subsequent releases unless otherwise indicated in new editions.

Licensed Materials - Property of IBM.

© **Copyright IBM Corporation 2012, 2013.**

US Government Users Restricted Rights – Use, duplication or disclosure restricted by GSA ADP Schedule Contract with IBM Corp.

© Cúram Software Limited. 2011. All rights reserved.

---

# Contents

**Figures . . . . . v**

**Tables . . . . . vii**

**Chapter 1. Introduction . . . . . 1**

1.1 Purpose . . . . . 1  
1.2 Audience . . . . . 1  
1.3 Prerequisites . . . . . 1  
1.4 Chapters in this Guide . . . . . 1

**Chapter 2. Understanding Decision Assist . . . . . 3**

2.1 Introduction . . . . . 3  
2.2 Requirements of a Decision Making Solution . . . . . 3  
2.3 Usage of Cúram Decision Assist. . . . . 3  
2.4 Cúram Decision Assist Benefits . . . . . 3  
    2.4.1 Ability to Maintain Simple Rule Sets . . . . . 3  
    2.4.2 Ease of Configuration . . . . . 3  
    2.4.3 Efficiency and Consistency in Decision Making . . . . . 4  
2.5 Overview of Decision Assist Administration . . . . . 4  
2.6 Overview of Determination-Based Assessments . . . . . 4

**Chapter 3. Decision Assist Administration . . . . . 7**

3.1 Introduction . . . . . 7  
3.2 Determination Configurations . . . . . 7  
    3.2.1 Stand Alone Determinations . . . . . 7  
    3.2.2 Recording Answers from Multiple Sources and Consolidation . . . . . 7  
    3.2.3 Support for Change of Circumstances . . . . . 8  
3.3 Determination Packages . . . . . 8  
3.4 Questionnaires . . . . . 8  
    3.4.1 Typical Pictures . . . . . 9  
    3.4.2 Presentation Data . . . . . 9  
3.5 Outcomes . . . . . 9  
3.6 Decision Matrices . . . . . 10  
3.7 Decision Assist Assessments . . . . . 11  
    3.7.1 Setting up Determination Configurations for an Assessment Configuration . . . . . 11  
3.8 Version Control . . . . . 11  
3.9 Localization Support . . . . . 12

**Chapter 4. The Decision Matrix . . . . . 13**

4.1 Introduction . . . . . 13  
4.2 Usage of the Decision Matrix . . . . . 13  
4.3 Elements of the Matrix . . . . . 13  
    4.3.1 Questions . . . . . 13  
    4.3.2 Answers. . . . . 13  
    4.3.3 Scores . . . . . 14  
    4.3.4 Answer Priority . . . . . 14  
    4.3.5 Outcomes . . . . . 14  
    4.3.6 Contradictions. . . . . 14

4.4 Maintaining Decision Matrices . . . . . 14  
    4.4.1 Decision Matrix Header . . . . . 14  
    4.4.2 Creating New Decision Matrix . . . . . 15  
    4.4.3 Decision Matrix Editor . . . . . 15  
4.5 Cloning Decision Matrices . . . . . 19

**Chapter 5. Determination-Based Assessment Lifecycle . . . . . 21**

5.1 Introduction . . . . . 21  
5.2 Creating a Determination-based Assessment . . . . . 21  
    5.2.1 Selecting the Determination Package . . . . . 21  
5.3 Answering Questionnaires . . . . . 22  
    5.3.1 Recording Third Party Answers . . . . . 22  
    5.3.2 Consolidating Answers. . . . . 22  
5.4 Making Decisions . . . . . 22  
5.5 Canceling Determination-based Assessments . . . . . 23  
5.6 Completing Determination-based Assessments . . . . . 23  
5.7 Cloning Determination-based Assessments. . . . . 23  
5.8 Changing and Comparing Decisions Over Time . . . . . 23

**Appendix. Configuring Sample Assessment . . . . . 25**

A.1 Introduction. . . . . 25  
A.2 Asthma Assessment Overview. . . . . 25  
    A.2.1 Assessment Objective . . . . . 25  
    A.2.2 Assessment Outcomes . . . . . 25  
    A.2.3 Questions . . . . . 25  
A.3 Setting up Asthma Medical Assessment in Decision Assist . . . . . 26  
    A.3.1 Assessment . . . . . 26  
    A.3.2 Determination Configuration and Determination Packages . . . . . 26  
    A.3.3 Questionnaires . . . . . 27  
    A.3.4 Decision Matrices . . . . . 27  
    A.3.5 Associate Determination Configuration with Assessment. . . . . 28  
A.4 Juvenile Detention Screening Assessment Overview . . . . . 29  
    A.4.1 Assessment Objective . . . . . 29  
    A.4.2 Assessment Outcomes . . . . . 29  
    A.4.3 Questions . . . . . 29  
A.5 Setting up Juvenile Detention Screening Assessment in Decision Assist . . . . . 31  
    A.5.1 Assessment . . . . . 31  
    A.5.2 Determination Configuration and Determination Packages . . . . . 31  
    A.5.3 Questionnaires . . . . . 32  
    A.5.4 Decision Matrix . . . . . 32  
    A.5.5 Associate Determination Configuration with Assessment. . . . . 33

**Notices . . . . . 35**

Trademarks . . . . . 37



---

## Figures

1. Decision Matrix Editor Layout . . . . .	15	2. Questions flowchart. . . . .	30
--	----	---------------------------------	----





---

## Tables

1. Answer Values for Answer Types . . . . .	8	7. Scores Context Menu item . . . . .	18
2. Outcome and Scoring Options . . . . .	10	8. Priorities Context Menu item. . . . .	18
3. Options Context Menu items. . . . .	16	9. Contradictions/Outcome Header Context Menu items . . . . .	18
4. Filter Matrix Context Menu items . . . . .	16	10. Contradictions/Outcome Combination Header Context Menu items . . . . .	19
5. Question Context Menu items . . . . .	17		
6. Answer Context Menu items. . . . .	18		



---

# Chapter 1. Introduction

---

## 1.1 Purpose

The purpose of this guide is to provide a business overview of the Cúram Decision Assist™ enterprise module. As the name suggests, this enterprise module supports the ability to make decisions based on rules set up administratively.

---

## 1.2 Audience

This guide is intended for any reader interested in understanding the business concepts of Cúram Decision Assist.

---

## 1.3 Prerequisites

It is assumed that the reader is familiar with assessments and basic decision making concepts. The Cúram Integrated Case Management Configuration Guide describes the assessment case type.

---

## 1.4 Chapters in this Guide

The following list describes the chapters within this guide:

### **Understanding Decision Assist**

This chapter provides a high level overview of the requirements for a decision assist solution. It introduces Cúram Decision Assist, Decision Assist Administration, and Determination-based Assessments.

### **Decision Assist Administration**

This chapter describes the configuration of the Decision Assist Administration components. These components determine how determination-based assessments behave.

### **The Decision Matrix Editor**

This chapter describes the elements of the decision matrix and the maintenance of decision matrices using the decision matrix editor.

### **Determination-Based Assessment Lifecycle**

This chapter covers the lifecycle of determination-based assessments from answering questions to making decisions and completing a determination.

### **Appendix**

This section explains the configuration of a few sample assessments.



---

## Chapter 2. Understanding Decision Assist

---

### 2.1 Introduction

This chapter describes the main requirements of a decision making solution and maps Cúam Decision Assist with these requirements. It also provides an overview of the Decision Assist Administration and Determination-based Assessment components.

---

### 2.2 Requirements of a Decision Making Solution

One of the main goals of a Social Enterprise Management solution is to assist agencies in managing their products, many of which require the capture of large amounts of data concerning their clients, and the administration and execution of complex rule sets. Therefore, a great deal of focus has traditionally been placed on decision making solutions which help agencies to manage these complexities.

There are however instances where the decision making of an agency does not involve large amounts of data or complex rule sets. Increasingly, agencies require these decision making processes to be quickly configured and executed. Another common requirement is the ability to track assessment outcomes over time, and to have visibility into the reasons for any changes.

All of this implies that a decision making solution is required which provides an alternative to the traditionally complex model, but which maintains the transparency and consistency to support agencies' decision making requirements.

---

### 2.3 Usage of Cúam Decision Assist

The Cúam Decision Assist module allows agencies to dynamically configure and run Decision Assist assessments. These assessments can range from medical assessments used to determine the severity of medical conditions that a client may suffer to a fraud, housing or child care assessment.

For example, a family risk assessment can be used to determine the risk level of abuse or neglect for a family. Agencies can use the outcome of this assessment to determine the best way to assist the family, first by removing the members from harm, and then by helping them resume their normal lives again. Cúam Decision Assist provides the outcomes and then the agency decides what to do with these outcomes.

---

### 2.4 Cúam Decision Assist Benefits

#### 2.4.1 Ability to Maintain Simple Rule Sets

There are rules that are used to provide statistical outcomes such as a percentage, number or cost. These can be categorized as complex rules and are normally based on legislation. Not all rules used in the human services domain deal with such complex calculations. Often, the decision could be arrived at by answering a number of yes/no questions, and the outcome could not be a statement of financial entitlement, but rather a statement of a client's situation, such as eligible or not eligible, safe, unsafe or conditionally safe. The determination of these decisions are done by comparing the evidence collected against what is configured to arrive at an outcome, there are no calculations required. Decision Assist supports the configuration and execution of such simple rules.

#### 2.4.2 Ease of Configuration

The evidence required to determine the eligibility of a client may vary based on the program for which he is being assessed. Age and gender of the client may also determine the type of evidence required and

the rules that need to be applied to determine the assessment outcome. Decision Assist supports the configuration of rules that vary based on the above parameters, which allows assessments to be run for clients of different ages and gender, without having to develop or customize the decision making process.

### **2.4.3 Efficiency and Consistency in Decision Making**

Decision making involves collection of evidence and then executing the rules to determine the outcomes. Decision Assist provides an easy way of answering questionnaires, reviewing the answers, making decisions and comparing the answers and decisions made over time. Answers given to questionnaires can be changed and new decisions can be made. This provides an easy and efficient way of maintaining rules based assessments. The assessment life cycle supported by Decision Assist is easy to complete and repeat, if required.

Because the assessments are run based on configured data, consistency can be achieved in decision making. This is because the interpretation of evidence is not left to the user's discretion. The rules defined in the Administration apply to all assessments and hence uniform results are achieved independent of the user creating and maintaining the assessments.

---

## **2.5 Overview of Decision Assist Administration**

Determination configurations are created based on the programs that require client assessments and evaluations. One or more packages are defined for the determination configuration. Questionnaires are defined using the Curam Intelligent Evidence Gathering™ (IEG) application and are related to relevant packages. Rules based on the questionnaires are defined in the decision matrix. Answer combinations and outcomes specific to the package characteristics, such as age and gender are defined in the matrix.

Optional configurations include typical pictures for questionnaires and medical conditions for determination configurations. Typical pictures are used to define the typical answers that can be expected for a questionnaire. Medical conditions can have one or more ICD codes which are published by the World Health Organization. ICD Codes help standardizing the references to medical conditions in the application.

---

## **2.6 Overview of Determination-Based Assessments**

Typically, standard assessment processing mimics real eligibility determination: it involves the capture of evidence and the execution of rules against that evidence to determine potential eligibility. While determination-based assessments are standard assessments in their own right, they do not mimic real eligibility determination. Questionnaires are used to collect evidence, and the decision matrix is executed to determine the outcome.

Determination-based assessment processing begins with asking the person being assessed relevant questions to be used in the evaluation. If necessary, questionnaires can also be completed by third parties. For example, medical assessments may require input from a person's doctor. When more than one answer exists for the same question, a consolidation process must take place, wherein the user selects an answer from a set of answers given by multiple sources. This selected answer is used when making a decision. This can be done manually by the user or automatically by the system.

Answers recorded for the questionnaires are passed into a decision matrix, and one or more outcomes are determined. For example, the Juvenile Detention screening assessment is used to determine the placement level for an arrested youth. Information is recorded about the youth, such as whether or not the youth has committed any crimes of violence, and whether the youth has active warrants. The answers are passed into the decision matrix, and an outcome of 'Level 1' is returned, requiring the most secure placement level.

When change of circumstance processing is supported, new determinations can be created for a determination-based assessment based on the change of circumstances. Each determination has an effective date from which the change of circumstances is relevant





---

## Chapter 3. Decision Assist Administration

---

### 3.1 Introduction

This chapter describes the Decision Assist Administration components and the administration settings required to support determination-based assessments.

---

### 3.2 Determination Configurations

The determination configuration is a central concept in Decision Assist Administration, as it controls the behavior of the determination-based assessment when it is run. As the name indicates, it is the administration component that has all the configurations required to run an actual determination. Within it the administrator can define the evidence required to run the assessment, how it is to be collected, and the logic to be used in the decision making process.

The following settings for a determination configuration determine the behavior of determination-based assessments.

- Stand Alone indicator
- Multiple Sources indicator
- Automatic Consolidation indicator
- Support CoC indicator

#### 3.2.1 Stand Alone Determinations

The Stand Alone indicator is used to identify assessments for which only a single determination type is required. Where this indicator is set, only a single determination configuration can be related to an assessment configuration. When a user creates a determination-based assessment, the determination configuration will automatically be used to create the determination.

Alternatively, multiple determination configurations can be associated with a Decision Assist assessment. In that case, the user should be able to select from the list of associated determination configurations. It is currently possible to associate multiple determination configurations to an assessment configuration, where the Stand Alone indicator is not set. However, this functionality is not yet available for a determination-based assessment.

#### 3.2.2 Recording Answers from Multiple Sources and Consolidation

Evidence for a determination-based assessment is collected by recording answers to questionnaires. These answers are usually collected from the client being assessed. Some agencies prefer to get a third party opinion on the problem that the client is being assessed for. This decision depends on the factor that the client is being assessed and/or the program. For example, a questionnaire that is used for determining the severity of a medical condition can be sent to the doctor, to get an independent view of the situation. The Multiple Sources indicator is used to identify assessments for which evidence from a third party may be required. When set to true, the Third Party Request functionality will be available for a determination-based assessment.

After recording answers from a third party, a single answer value has to be chosen to be used in the decision making process. The Automatic Consolidation indicator is used to control whether this consolidation is done manually by the user, or by the system. Where the indicator is set, the system automatically picks up the latest answer provided. If the indicator is not set, the user will be required to select the answer to use in decision making.

### 3.2.3 Support for Change of Circumstances

Agencies normally require clients to notify them in case of any change of circumstance. This is relevant for assessments because the change may have an impact on the determination results. For example, a client may be receiving income support because his earnings were lower than the limit defined by the government. His salary and wages are then increased as a result of a promotion. The client has to inform the agency of this change of circumstance, so that the income support given to him can be re-evaluated. The Support CoC indicator is used to support scenarios such as the one above, where a determination must be repeatable over time as client circumstances change. For each new determination, new evidence can be collected and new decisions can be made.

Not all determination types require a determination to be repeatable over time. In some cases, the agency may not wish to change the determination decision for an assessment, but prefer to create a new assessment and re-run the determination. For such determinations, the Support CoC indicator must not be set.

---

## 3.3 Determination Packages

Questions and rules used in making decisions may vary based on parameters like the program for which the client is being assessed, or the age and gender of the client. Determination packages provide a way for setting up these rules and parameters. A determination package can contain one or many questionnaires and decision matrices, specific to a program and/or gender and/or age of the client.

The system uses this configuration to select the questions to be asked for a determination-based assessment and the rules used to decide the outcome of the assessment. For example, a determination-based assessment for assessing the severity of a medical condition could have multiple determination packages, each one targeting a particular gender and age bracket, i.e. a determination package for men aged 18-35, a determination package for women aged 18-35, a determination package for men aged 36-60. See section 5.2.1 for more information on how the system picks up the relevant package.

---

## 3.4 Questionnaires

Decision Assist is integrated with IEG2 to create and maintain questionnaires. Questions and relevant answer data types are configured using the IEG2 editor. Please refer to Section 4.4 of the Inside CĂ°ram Decision Assist guide for more information on integration with IEG2.

The administrator can also control the question text which will be displayed to the user running the assessment. If the multiple sources configuration is set for the determination, then relevant aliases must be configured for the questions. For example, the question, "suicidal or risk of self harm", could be presented to a third party medical representative, such as a doctor. The wording of the question for the doctor would read, "Based on your medical evaluation, is this person suicidal or at risk for self harm?". This is done through the third party alias configuration in the IEG2 editor.

Some questionnaires may have questions that do not vary based on determination package parameters or can be used for more than one determination package configuration. Such questionnaires can be related to multiple determination packages. Questionnaires that are specific to a program or client characteristic can be related to a specific determination package.

*Table 1. Answer Values for Answer Types*

Answer Type	Answer Value
Boolean	Answers have a true or false, yes or no, answer value.
Code table	Answers are selected from a drop-down list of answer values. For example, a frequency code table will have a drop-down list of values such as never, often, frequently, always.

Table 1. Answer Values for Answer Types (continued)

Answer Type	Answer Value
Numeric	Numeric answers can have minimum and maximum numeric values.

### 3.4.1 Typical Pictures

Typical pictures are a set of answers to questions that can be expected based on a previous determination outcome. So typical pictures are particularly relevant where multiple determination types exist in the same assessment (i.e. a non-standalone determination). For example, an asthma care questionnaire is used to ascertain the care needs of a person who has received an outcome of "severe" for an asthma medical determination. The asthma care questionnaire will ask the person a series of questions pertaining to his or her care needs due to the asthma condition. A person first answers the asthma needs questionnaire and an outcome of severe asthma is returned. The person then answers the asthma care questionnaire. The person's answers are compared with the typical answers for a severe asthma sufferer in order to observe similarities and differences.

If there is any change to the questions in the questionnaire, the system allows the user to run the 'Synchronize Typical Picture' functionality to resynchronize a typical picture with the questionnaire. For example, if a question has been removed from the questionnaire, resynchronizing the typical picture results in the removal of the question from the typical picture.

**Important:** It is important to note that while typical pictures can be configured as part of Decision Assist Administration, the ability to compare typical answers to actual answers is not supported for determination-based assessments, because only determinations of the same type can be created for the assessment.

### 3.4.2 Presentation Data

Presentation data is used to decide whether a questionnaire is mandatory or recommended to be answered for a determination-based assessment. When executing the decision matrix for a determination-based assessment, this configuration is used to see if questionnaires that are marked as mandatory have been answered. A decision cannot be made if mandatory questionnaires have not been answered.

These settings apply for standalone determinations as well as non standalone determinations. In the case of non standalone determinations, the presentation of the questionnaire may depend on the outcome of the determination run previously. In some cases the questionnaire may not be relevant for the determination, based on a decision made on the previous determination. The value is then set to 'Do Not Display'.

---

## 3.5 Outcomes

Outcomes are decision outputs for a determination. Examples of outcomes include the level of benefit to be awarded, the level of abuse suffered by a child, or the risk of fraud for a particular client. An outcome may be common across decision matrices and hence these are configured separate from decision matrices and then related. For example, 'High' might be suitable as an outcome for both a risk assessment and an assessment of a client's need for support. Therefore, the outcome of 'High' can be created by the administrator, and then added to the both risk determination decision matrix and the support matrix, along with any other matrices for which it is relevant.

## 3.6 Decision Matrices

The decision matrix is used to define the logic (rules) to be used in determining an assessment outcome. Decision matrices are configured for a determination package i.e., for a combination of product, gender and age. More than one decision matrix can be configured for a package, based on the number of factors that are being assessed. An example is a client being assessed to determine the support required to return to work. The assessment must be done for education and job skills factors. When an assessment is run a decision will be generated for each factor (decision matrix type), for which answers have been provided.

The decision matrix has questions, corresponding answer values, outcomes, scores and answer combinations for the outcomes. Each of these elements is described in Chapter 4.

The decision matrix can be considered as a table which has rows and sub rows, columns and sub columns. Each row in the matrix represents a question; each sub row represents an answer; each column represents a potential outcome; each sub column represents a combination of answers that lead to an outcome.

A decision matrix can have a single outcome, multiple outcomes, and/or a rating based on a scoring mechanism for each answer. While the next chapter provides more detail on scoring and outcomes for a decision matrix, the following table provides a high level overview of the outcome and scoring options for decision matrices.

*Table 2. Outcome and Scoring Options*

Option	Description
Cumulative	When selected, this means that a total score will be calculated when the answers are passed through the decision matrix. Scores must be assigned to answers specified in the decision matrix. For example, the decision matrix for a family risk assessment can be configured to produce a total score; the higher the score, the greater the risk. Cumulative scores can be mapped to outcomes outside the matrix. For example, the score range of 1-5 can be mapped to low risk, 6-10 to medium risk and 11-15 to high risk.
Multiple Outcomes	When selected, this means that the execution of the decision matrix can result in more than one outcome. For example, the assessment is configured to assess the support required for the head of the family in order to get back to work. The client is asked a series of questions in a number of areas relating to the needs of the family. The result of running the responses through the rules is that the client requires support in the areas of Child Support, Education and Training, and Transportation. These outcomes are returned from the matrix.
Scoring by Outcomes	This configuration allows a score to be returned for each outcome which is generated from a decision matrix. The score for the outcome is calculated by adding together all the scores for each answer which is included in the logic for the generation of that outcome.

For more information on the decision matrix setup please refer to Chapter 4.

---

## 3.7 Decision Assist Assessments

An assessment configuration holds the data based on which assessments are created in the case management application. After setting up the Decision Assist Administration components, the determination configuration must be related to the assessment configuration. The type of the assessment must be set to 'Decision Assist' in order to create determination-based assessments. Assessment configurations of this type can be created from the case section of the Administration application or from within the Decision Assist component. The homepage identifier must be set to the relevant determination-based assessment home page. Out of the box, the home page identifier supported is DA\_resolveAssessment.

Determination-based assessments can be created for an integrated case, product delivery case or an investigation case. To support this, the assessment configuration has to be related to all these case types. For example, when associated with an integrated case type, a determination-based assessment can be carried out at the integrated case level. Each of the household members in that integrated case can be assessed as individuals.

### 3.7.1 Setting up Determination Configurations for an Assessment Configuration

One or more determination configurations can be related to an assessment configuration. This depends on the Stand Alone indicator value configured for a determination configuration. See section 3.2.1 for more details on this indicator.

More than one determination configuration has to be set up for an assessment configuration to support the following scenarios:

- When the client has to be assessed for multiple problems. For example, a client may have an asthma medical condition as well as a sleeping disorder. Assessment of the impact of both these conditions on the client's lifestyle is carried out through two determinations, one for asthma and the other for sleeping disorder. This involves relating determinations configurations of the same type to an assessment.
- When the final decision of the assessment depends upon a sequence of determination steps. For example, for a disability benefit assessment, the level of disability has to be determined before deciding on the level of care required. So two determinations, disability and needs, are configured for the disability benefit assessment. In this case, determinations of two different types have to be related to the assessment.

While multiple determination configurations can be associated with an assessment configuration in the Decision Assist Administration component, this functionality is not yet supported in determination-based assessments. When a determination-based assessment is created for a client, only one determination can be run at a time, multiple determinations cannot be created. So in order to successfully run a determination-based assessment, only one determination configuration should be associated with each assessment configuration.

---

## 3.8 Version Control

When running an assessment for a date in the past, the administration configurations that are valid on the assessment date are used. This way decisions that are made for clients on the same date are consistent. It also helps support agency policies in decision making that are effective from a specific date.

Therefore versioning is provided for determination packages, questionnaires, decision matrices and typical pictures. Determination-based assessments can access and use released components while changes are being made to in edit versions.

In order to run an assessment, the admin components configured for the determination configuration must be released. The sub components must be released before releasing a component, i.e., decision matrices and questionnaires must be released before a determination package can be released. The typical pictures must be released before releasing a questionnaire.

If any change is required to be made to the configuration, new versions can be created and edited. The data from the previous version is copied over and acts as a base for the next version.

---

### **3.9 Localization Support**

Localization support is provided for questionnaires. Using the IEG editor, questionnaire scripts can be translated into different languages. This includes translations for question pages, question groups, and questions.

Support is also provided to translate the names of determination configurations, outcomes, and medical conditions. One of the benefits of localization is the ability to send communications in a person's preferred language. For example, a letter sent to a person being assessed for a particular medical condition can be written in that person's preferred language.

---

## Chapter 4. The Decision Matrix

---

### 4.1 Introduction

As described in section 3.6, the logic required to determine the determination decision is configured in the decision matrix. The decision matrix is set up within the determination package, as the logic to be configured and questionnaires may vary based on the package parameters. This section describes the recommended usage of the decision matrix, the matrix elements and how to go about matrix configuration.

---

### 4.2 Usage of the Decision Matrix

The decision matrix is designed to handle simple rule sets. It is not designed to support complex rule sets and interpretation of data, such as calculations and data comparison.

The decision matrix:

- Allows Administrators to configure assessment rules using AND logic between answers across questions and OR logic for answers within a question.
- Can be used to match a given set of answers to a configured answer combination and determine the outcome.
- Can be used to evaluate Boolean, enumerated list type and integer answers.
- Can be used to produce single or multiple outcomes and scores.

---

### 4.3 Elements of the Matrix

#### 4.3.1 Questions

Questions are the means by which evidence is collected to make a decision for the determination-based assessment. Therefore questions from IEG questionnaires that have been configured for the determination package must be added to the matrix in order for the logic to be configured for the outcome.

Only questions that are relevant to the decision type should be added to the matrix. For example, if the decision to be made is on the severity of the Asthma medical condition, only those questions relating to Asthma medical condition are added to the matrix. These questions will appear as rows in the matrix. The determination decision is based on the answers given to the questions added to the matrix.

Questions from more than one IEG questionnaire can also be added to the matrix. This questionnaire must already have been released before the questions can be added to the matrix. The reason for this is that changes could have been made to the questionnaire, and therefore the decision matrix configuration may become invalid.

#### 4.3.2 Answers

The way the responses are captured can vary depending on the question being asked. As previously mentioned, Decision Assist supports the capture of boolean, code table and numeric answer types. The answer type is configured at the same time as the question, in IEG2.

When the questions are added to the matrix, sub rows are created for each question depending on the answer data type configured for the question:

- For integers the user is presented with options to specify either a range or a fixed value.
- For enumerated lists, a dropdown with values from the code table selected in IEG2 is displayed for the user to choose



- For boolean, True and False options are displayed.

Multiple answer values can be specified for the questions, to cover different combinations of answers. For example, the answer True for a question can be mapped to one outcome and False can be mapped to another outcome, which means that the question has two sub rows, one for True and the other for False.

### 4.3.3 Scores

Execution of the matrix when making a decision for a determination-based assessment can result in a score. This depends on the decision matrix configuration. See section 3.6 for more information on the configuration.

There are two types of score configuration: cumulative score and a score per outcome. If either of the scoring options is set, a score column is added to the matrix. A score can be specified for each answer value added to the matrix.

### 4.3.4 Answer Priority

Agencies normally strive to produce a decision that is favorable to the client and the answers are assigned priorities based on this objective. Priorities can be assigned to the answers configured in the decision matrix. This is useful where answers from multiple sources are recorded in the determination-based assessment and there is a requirement to identify the highest priority answer given.

### 4.3.5 Outcomes

Outcomes are program decisions defined by the agency, such as different levels of risk for a risk assessment carried out by child protective services agencies, or benefit rates for an income support program.

In Decision Assist, such outcomes are set up in the Administration application and can then be added to the matrix. There are two ways in which outcomes can be determined and hence two configuration methods are required:

- By matching determination-based assessment answers with the answer combinations in the matrix.
- By comparing the determination-based assessment score with the scores configured for the outcomes.

To support the first method, the outcomes are added to the matrix directly along with answer combinations. For the second method, scores are assigned to answers in the matrix and outcomes are configured for different score ranges outside the matrix. More information on the method of determining outcomes for a determination-based assessment is available in section 5.4.

### 4.3.6 Contradictions

Sometimes the answers recorded in the determination-based assessment may be contradictory in nature and an organization may wish to identify these contradictory answers when a determination decision is made. These combinations can be setup in the matrix under the contradiction column. A suitable message to be returned when a contradiction combination is hit can also be set up in the matrix.

---

## 4.4 Maintaining Decision Matrices

The decision matrix information can be categorized into the matrix header data and the actual matrix data. The sections below describe the header and the matrix data which is maintained using the decision matrix editor, and how they are set up.

### 4.4.1 Decision Matrix Header

Details such as the matrix version, type, outcome (whether multiple outcomes are required from the assessment) and scoring options are specified in the decision matrix header details. The configuration



selections in the header determine how the matrix data must be set up. These details are carried over to the subsequent versions of the matrix, and can be modified. Once the header is created, the matrix editor can be launched.

## 4.4.2 Creating New Decision Matrix

The Matrix Creation Wizard can only be launched once the matrix header has been created and no actual matrix data has been added. The wizard then guides the user through four setup steps:

- **Questionnaires:** This step lists the questionnaires configured for the determination package and can be used in this matrix.
- **Questions:** This step lists the questions from the questionnaires selected in the previous Questionnaires step. The selected questions will be added to the matrix.
- **Outcomes:** This step lists the outcomes available to the matrix. These will have been setup previously in the Administration application. The selected outcomes will be added to the matrix.
- **Options:** This step lists the extra options, such as Contradictions, Priorities, and Scores all of which can be added to the matrix.

## 4.4.3 Decision Matrix Editor

### 4.4.3.1 Decision Matrix Editor Layout

The Decision Matrix Editor provides a user-friendly environment and interface for the users to create, edit and validate a decision matrix. It consists of the following components:

1. Main Menu.
2. Filter Matrix.
3. Validation Panel.
4. Main Matrix Content.

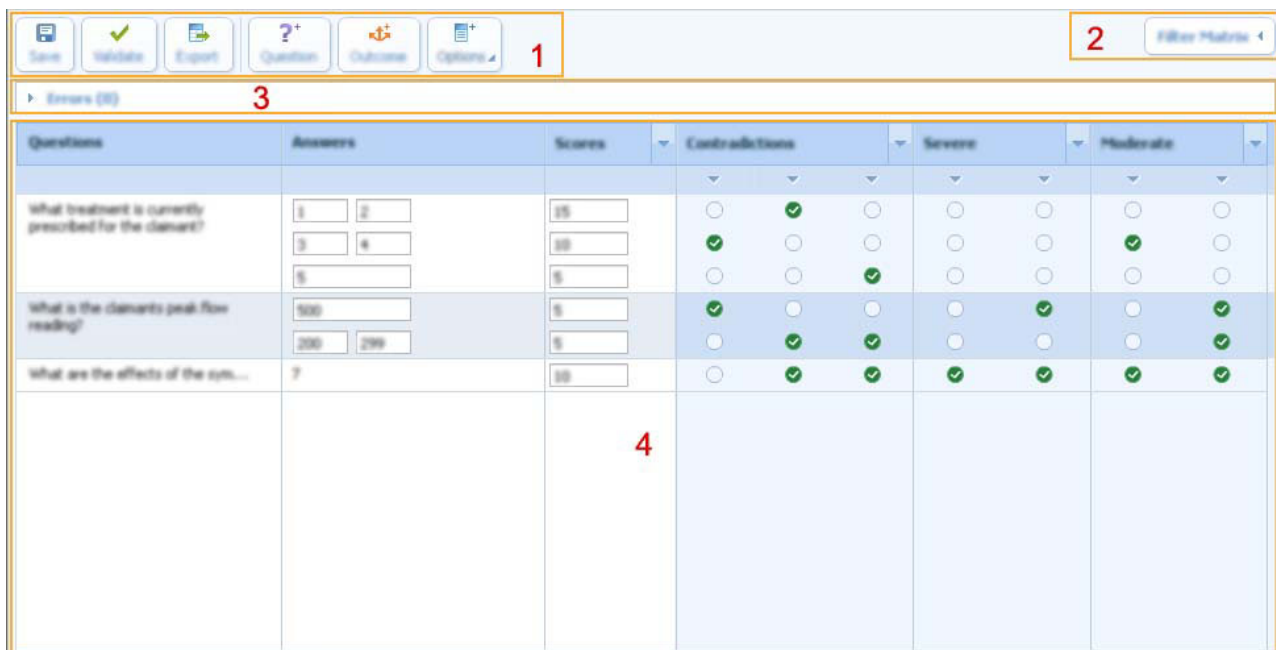


Figure 1. Decision Matrix Editor Layout

### 4.4.3.2 Main Menu

The main menu panel is where all high level user actions are held. The following actions can be performed using these Main Menu buttons:

- **Save:** Validates and saves the matrix. If there are validation errors, these will be shown in the validation panel and must be resolved before the matrix can be saved.
- **Validate:** This button checks that there are no errors within the matrix configuration. A list of validation errors will be shown in the validation panel, if there are invalid configurations in the matrix.
- **Export:** Exports the matrix into a comma-separated values (CSV) file to allow for formatting for ease of printing.
- **Question:** Adds additional questions to the matrix. All questions which are used in the decision making logic, or contribute a score, can be added. The type of answer for a question is defined when creating the questionnaire in the IEG editor. Currently the supported types are numeric, boolean and codetable.
- **Outcome:** Allows a user to select outcomes to add to the matrix. Only outcomes which can be generated based on a combination of answers should be added. If an outcome is generated based on the cumulative score produced from a matrix (for example, if the score is greater than 0 and less than 10 then the outcome is Low Risk), it should not be added to the matrix. Multiple outcomes can be added to a matrix.
- **Options:** There is a context menu available on this button which allows to add the following options to the matrix:

Table 3. Options Context Menu items

Name	Description
Add Contradictions	Adds a Contradiction outcome to the matrix to the left of all the outcome columns. There can only be one contradiction column in the matrix, though it can contain multiple combinations.
Add Priority	Adds a column of text boxes to the right of the answers which are used to assign a numeric priority to each answer.
Add Score	Adds a column of text boxes to the right of the answers which are used to assign a numeric score to each answer.

#### 4.4.3.3 Filter Matrix

Filter Matrix component contains a button with a context menu. The context menu has the following items to allow a user to filter the matrix by outcomes which includes the contradiction column:

Table 4. Filter Matrix Context Menu items

Name	Description
Show All	Allows a user to show the contradiction column and all other outcome columns if the menu item's checkbox is selected. Otherwise hides the contradiction and all the outcome columns from the view if unselected.
Contradictions	Allows a user to hide the contradiction column from view if the menu item's checkbox is unselected. Otherwise shows the contradiction column if selected.
Outcomes	In the filter matrix context menu for each outcome in the matrix there is a check box option available. This allows a user the option to hide each outcome columns from view if the menu item's checkbox is unselected. This is a usability feature to aid the navigation of the large matrixes.

#### 4.4.3.4 Validation Panel

As described above, the matrix can be validated to ensure configuration errors are not made, for example to ensure duplicate rules are not accidentally created. The validate action can be initiated by the user and/or performed on a save of the matrix.

After validating the matrix, any resulting errors will be presented to the user in the validation panel. The validation panel is located under the menu buttons in the editor, and above the main matrix content area.

When a validation is triggered by a user and there are errors to be resolved, the panel will list the errors. On hovering over an error message, the corresponding offending sub-columns or combinations will be highlighted, to direct the user to the error that needs to be resolved. Selecting the message will permanently highlight the offending columns until the matrix is re-validated. De-selecting the message will remove the highlight of the offending columns. The user is free however to minimize the validation panel and continue on with their work if they wish.

Once a save is initiated, the matrix will be revalidated, and if resolved the error will be removed from the validation list.

There are various validations which must be performed by the decision matrix before it can be saved successfully:

- There cannot be any duplicate answers of numeric type for the same question. By this we mean, entering the same value twice, entering a value which is within a range already entered, or having overlapping ranges.
- The same priority cannot be given to two answers for the same question.
- The selections made in two or more different contradiction and outcome combinations cannot be identical.
- For contradiction combinations, there must be selections made for at least two answers and these answers must be from different questions.

#### 4.4.3.5 Main Matrix Content

Main Matrix Content area contains a table with the following columns:

**Questions:** There is a context menu available for the questions in this column:

*Table 5. Question Context Menu items*

Name	Description
Add Answer	<p>This menu item is available if the answer is numeric. This action allows a user to add an answer to a question. A 'Value' answer is added to a question by default. This supports logic such as "If Question 3 answer = 2". This can optionally be changed using the answer context menu to be a 'Min/Max' answer. This supports logic such as "If Question 4 answer is greater than 200 and less than 500".</p> <p>If the question is of boolean type, it contains two answers by default (true and false), and more answers cannot be added. In this case this menu item is disabled.</p> <p>This menu item is not available if the question is of type codetable. The maximum number of available answers are added to a question by default.</p>
Restore All Answers	<p>This menu item is available if the question is of type codetable. The maximum number of available answers are added to a question by default. For example, if the codetable contains seven values, a maximum of seven answers can be added to a question. These answers will be automatically populated when the question is added to the matrix. The user can then remove the answers they don't wish to include in the matrix logic.</p> <p>If a user chooses to delete some answers this menu item is enabled and allows a user to restore all the original answers. Otherwise this menu item is disabled if all the answers have been added.</p>
Delete Question	<p>Allows a user to delete the selected question from the matrix. The question and all its answers are removed from the matrix.</p>

**Answers:** There is a context menu available for the answers in this column:

Table 6. Answer Context Menu items

Name	Description
Use Value	This menu item is available if the answer is numeric. Numeric answers support both a specific number answer, and a range. This action changes range answer to use a specific number answer. This menu item is disabled if the answer already uses a specific number.
Use MinMax	This menu item is available if the answer is numeric. Numeric answers support both a specific number answer, and a range. This action changes a specific number answer to use a range. This menu item is disabled if the answer already uses a range.
Delete Answer	Allows a user to delete the selected answer from a question. This is only allowed if there are more than one answer added for the question. Otherwise it is disabled. This menu item is not available if the answer is of boolean type.

**Scores:** The text boxes in this column allows a user to assign a score to each answer.

There is a context menu available for the header of this column:

Table 7. Scores Context Menu item

Name	Description
Delete Scores	Allows a user to delete the scores from all the answers.

**Priorities:** The text boxes in this column allows a user to assign a priority to each answer.

There is a context menu available for the header of this column:

Table 8. Priorities Context Menu item

Name	Description
Delete Priorities	Allows a user to delete the priorities from all the answers.

**Contradictions and Outcomes:** The check boxes in this column allows a user to select contradiction and outcome combinations.

There is a context menu available for the Contradictions/Outcome header:

Table 9. Contradictions/Outcome Header Context Menu items

Name	Description
Show Related Questions	This action filters out all questions whose answers are not used in all combinations of the selected Contradiction/Outcome, this allows a user to easily see the logic for that rule or set of rules. The header will remain highlighted if this option is selected.
Show All Questions	This action removes the filter set by the menu item 'Show Related Questions' described above and will remove the highlight of the column header.
Add Combination	Allows a user to add a single combination column with empty check boxes to the outcome or contradiction. This represents a combination of answers which will generate that outcome.
Delete Contradictions	This menu item is available for the Contradictions column header only. Allows a user to delete the contradiction column and all combinations within the contradiction, of which there can be one or more.

Table 9. Contradictions/Outcome Header Context Menu items (continued)

Name	Description
Delete Outcome	This menu item is available for the Outcome column header only. Allows a user to delete the outcome column and all combinations within the outcome, of which there can be one or more.

There is a context menu available for each Contradiction/Outcome Combination header:

Table 10. Contradictions/Outcome Combination Header Context Menu items

Name	Description
Show Related Questions	This action filters out all questions whose answers are not used in the selected combination, this allows a user to easily see the logic for that rule or set of rules. The header will remain highlighted if this option is selected.
Show All Questions	This action removes the filter set by the menu item 'Show Related Questions' described above and will remove the highlight of the column header.
Copy	This action copies a single combination column into memory, which can later be pasted into any outcome or contradiction. If another combination has previously been copied, the newer copy overrides the older copy.
Insert Before	This action pastes a previously copied combination before the selected combination of the outcome or contradiction. If no combination has been copied previously, this action is disabled.
Insert After	This action pastes a previously copied combination after the selected combination of the outcome or contradiction. If no combination has been copied previously, this action is disabled.
Delete	This action deletes a single combination column from within an outcome or contradiction. If there is only one combination in the outcome or combination, removing the combination will remove the outcome or contradiction.
Set Message	This menu item is available for the Contradiction Combination header.  Each contradiction combination can have a set of localized messages assigned to it which explain the reason for the contradiction. These reasons are presented to the user when a decision is made for the assessment.  This action displays the Edit Messages Pop-up window which allows a user to set localized messages for the defined languages.

## 4.5 Cloning Decision Matrices

Decision matrices can be cloned to be used within the same determination package or for a different determination package. For example, the matrix data for the age range 10 to 25 could be quite similar to the one configured for the age range 26 to 40. Instead of setting up the matrix from scratch, the decision matrix that is configured for the 10 to 25 age range package can be cloned over to the 26 to 40 age range package. The cloned matrix can be modified to reflect the differences between the logic used for the two age ranges.



---

## Chapter 5. Determination-Based Assessment Lifecycle

---

### 5.1 Introduction

Determination-based assessments are assessments run to make decisions on an organization's clients using the rules configured in the Decision Assist Administration application.

The following sections explain the lifecycle of a determination-based assessment.

---

### 5.2 Creating a Determination-based Assessment

A determination-based assessment can be created for an integrated case, a product delivery case or an investigation case. As mentioned in section 3.7, the Decision Assist assessment configuration must be related to the relevant case types in the Administration application. Once these relationships are created, the assessment configurations are available for selection from the relevant cases. When creating a new assessment, any of the case members can be selected to be the subject of the assessment. The assessment is created effective the date specified by the user.

As described in section 3.7.1, the assessment and determinations created depend on the configuration in the Administration application. The assessment and corresponding determination are created based on the assessment configuration selected. Currently only stand-alone determination configurations are supported. So a single determination is created, with the same effective date as that specified for the assessment.

#### 5.2.1 Selecting the Determination Package

As described in section 3.3, a determination package holds the questionnaires and decision making logic for the assessment. Where an assessment has different rules or logic specific to the client's age, gender and agency program, an assessment can have several determination packages. In order to make decisions, the system must select the determination package most suited to meet the needs of the client being assessed, based on the product, age and gender criteria configured on the determination packages.

The process of choosing the determination package for a client begins with the system retrieving case and participant information for the client. The system then compares the participant and case information to the information contained within the different determination packages set up for the determination configuration, and all determination packages for the effective date of the assessment are retrieved. Next, the system selects the determination package for which the configuration best matches the client being assessed. This process differs slightly for different case types:

- For assessments run for product delivery cases, the system will select any determination packages configured for that product, and then within that selection, the system selects the determination package for which the configuration best matches the client being assessed. So a package for which the age and gender specified matches those of the client will be selected before a package for which only the age matches. This "best matching" approach is also followed where none of the packages have a matching product.
- For assessments run for integrated or investigation cases, determination packages which have a product configured are disregarded. The selection of the package follows the same approach as described above, with the package which matches on the highest number of criteria being the one which is selected. Where no criteria are configured, this means there will only be a single determination package configured for the determination, and that package will be selected by default.

---

## 5.3 Answering Questionnaires

As described in section 3.4, questionnaires are used to gather evidence required to run a determination-based assessment. Answers have to be recorded for the questions in order to execute the decision matrix. Sources for answers can originate from the client or a third party.

The question scripts are created using IEG2. With IEG2, information is gathered interactively by displaying a script of questions that a user can provide answers to. Clicking the Exit or Next button saves the answers recorded in the questionnaire. A user can continue to return to a questionnaire and change the answers at any time. The latest released versions of the questionnaires valid on the assessment effective date are used.

### 5.3.1 Recording Third Party Answers

As mentioned in section 3.2.2, a determination configuration can be configured to collect evidence from multiple sources. To support this, question aliases can be configured in IEG2. Third party requests can be created by the user, by selecting a list of questions from the questionnaires. Questions for which answers have not been recorded as well as those that require a second opinion can be selected to be sent to the third party.

Once the questions for which third party opinions are required have been selected, the third party request is recorded on the system with a status of 'Not Sent'. When the user selects to send the third party request, the status changes to 'Sent', though it should be noted that currently no communication is automatically generated by the system. When the responses from the third party are received, the user can record the answers against the questions. Answers can be recorded from more than one third party for a question.

### 5.3.2 Consolidating Answers

As described above, answers from multiple sources can be recorded for questionnaires. Before making decisions, a suitable answer value must be selected by the user for those questions that have multiple answers. This is required because a single answer has to be compared with that configured in the decision matrix. This process is referred to as consolidation.

Consolidation can either occur automatically, where the latest answers replace previous ones, or manually, where a system user selects the most appropriate answer. As mentioned in section 3.2.2, whether the questionnaires are consolidated automatically or manually is configured in the determination configuration.

Questionnaire information for a determination includes the consolidation status. This status is marked as 'No' prior to consolidation, as 'Partially' when some but not all answers have been consolidated, and 'Fully' when all answers are consolidated. All the questionnaires must be fully consolidated before making a decision.

---

## 5.4 Making Decisions

After collecting evidence through questionnaires, the outcome of the determination can be determined. This is done by executing the decision matrix. The determination answers are compared with the answers configured in the matrix and the matching outcome(s) and scores(s) are returned. Sometimes the answers given to the questionnaires could be contradictory. In such cases, the reason for the contradiction is returned instead of an outcome or score.

Decisions can be made multiple times and each time a decision is made, the previous decision is superseded. This is useful in scenarios where the user finds that there is a change in evidence or when new answers have been received from a third party.



The user can continue to make decisions for the determination until it is completed i.e., the status is changed to 'Completed'. Once the determination is completed, then for any change in evidence, a change of circumstance has to be recorded, if the 'Support CoC' indicator has been set for the determination configuration.

---

## 5.5 Canceling Determination-based Assessments

Typically determination-based assessments are canceled when created in error, or when an error is introduced. It is not possible to cancel a completed determination-based assessment, as further processing might have happened based on the completion of the assessment, for example the award of a benefit. When cancelling a determination-based assessment, all its decisions are also canceled.

---

## 5.6 Completing Determination-based Assessments

When a decision for an assessment has been made, an organization may want to complete the assessment, to indicate that the determination is final and the decision can be used in further processing, such as making benefit payments. Determination-based assessments can be marked as complete in Decision Assist to facilitate this. At least one decision must exist in order to mark a determination as complete. Completed determination-based assessments cannot be updated. However, change of circumstance processing allows new determinations to be made over time for the same determination-based assessment.

---

## 5.7 Cloning Determination-based Assessments

Some programs may require periodic reviews to be carried out on the benefits being given to the client. An example is where James Smith is availing of disability benefit for the Asthma medical condition and is currently under medication. His condition has to be reviewed every 6 months to see if there is any improvement or deterioration, which may lead to a change in benefit. So a determination-based assessment has to be created after 6 months, followed by collection of evidence and decision making. In majority of the scenarios, the change in client condition will not be much. So it is easier for users to take the previous assessment as the base for the new assessment and make relevant updates. This is supported in the form of assessment cloning in Decision Assist.

A determination-based assessment can be cloned at any stage in its lifecycle. Note, however, that the determination configuration associated with the determination-based assessment must be active in order for a clone to be created. This is to make sure that the administration configuration is still valid and can be used for the new assessment. All questions, answers, primary client details, and determinations are copied over to the new determination-based assessment.

---

## 5.8 Changing and Comparing Decisions Over Time

Decisions made for an assessment could change because of a change of circumstance or because new evidence was received. Equally, an organization may wish to track a client's progress over time, to see if the client's needs are changing, or if the organization's interventions are effective. Based on this information, corrective actions can be taken. For example, it is important to monitor a client's risk of abuse or neglect over time to ensure that the risk does not progress from low to medium or high.

Determination-based assessments support making decisions more than once and also comparison of those decisions. Two decisions can be selected, which can be from within the same determination, or across determinations for a client. The information that can be compared includes decision outcomes and scores, the questions asked, and the answers provided.



---

## Appendix. Configuring Sample Assessment

---

### A.1 Introduction

This appendix provides an overview of configuring sample assessment.

---

### A.2 Asthma Assessment Overview

The purpose of this appendix is to explain how to set up an assessment in Decision Assist Administration, using the sample Asthma Assessment as an example.

#### A.2.1 Assessment Objective

This assessment gathers information on a specific medical condition (Asthma) for a client, to attempt to determine the severity of that condition. That outcome may then be used outside Decision Assist in deciding upon a client's eligibility for disability benefits.

This example of a medical assessment uses a single determination type, and is a standalone assessment. Medical assessments were originally conceived as holding multiple determination types in Decision Assist. That is to say, each condition to be assessed would be set up as a different determination configuration, and all of these determination configurations would be associated to a single assessment. Although the Administration component supports this, the Determination Based Assessment component, for this release, does not (see section 3.7.1, Setting up Determination Configurations for an Assessment Configuration).

#### A.2.2 Assessment Outcomes

The outcome of the assessment is the severity of the condition Asthma. This can be Mild, Moderate or Severe, and these are generated by various combinations of answers.

An outcome may not always be obtained, dependent on the answers given. Where an outcome can't be produced, one of the following result types will be produced:

- Outcome Not Determined: Where there has been insufficient information to reach an outcome, i.e. an outcome combination has not been "hit";
- Contradiction: Where some of the answers contradict one another. This result type can also be configured to return a message to the user advising them which answers are contradictory and why.

#### A.2.3 Questions

There is one questionnaire for Asthma which has 3 questions.

Q1 - What step of the treatment plan is the claimant on?

Q2 - What is the claimants peak flow/FEV1 reading?

Q3 - What are the effects of the symptoms and signs?

The questions are non-mandatory and answers can be sought from a number of sources. If answers obtained from the claimant are insufficient to reach an outcome, questions not answered may be submitted to a third party, for example a doctor.

The caseworker must manually select which source of evidence they wish to use to make a decision, i.e. the doctor's answer or that of the claimant. This is different from automatic consolidation, where the latest answers received would always be accepted.

While the same questions are asked of both male and female claimants, the answers are interpreted differently. For example, a Peak Flow of 100 litres/min may be small for a male, but average for a female.

---

## A.3 Setting up Asthma Medical Assessment in Decision Assist

There are five broad steps which must be followed to set up a new assessment in Decision Assist:

- Create an assessment, and link it to a case type
- Create a determination configuration, and associate it to the assessment
- Create one or more determination packages
- Create questionnaires
- Create rules (in the decision matrix)

### A.3.1 Assessment

A Decision Assist assessment is a type of application assessment, and as such the assessment name needs to be added to the Assessment Name code table in System Administration.

1. Log in as sysadmin
2. Go to *Application Data*
3. Select the AssessmentName code table
4. Select to add a *New item* to the code table:
  - Code AST-01
  - Description Asthma Assessment
  - Selectable indicator set
5. Publish the code table changes  
Next, the Decision Assist assessment must be created.
6. Log in as Admin
7. Go to the Decision Assist shortcuts panel section
8. Select *New* on the Assessments tab
9. Enter the assessment details:
  - Select the assessment name created above.
  - Select type Decision Assist.
  - Enter Home page Identifier as DA\_resolveAssessment.

In order for the assessment to be available to be run from an Integrated or Product Delivery case, the new assessment must be associated with the case type. In this case we are associating with the Assistance Integrated Case; we could equally associate with a Benefit Product in the same way.

10. Select *Case* section from the shortcuts panel.
11. Select *Integrated Cases*
12. Add the assessment to the Assistance integrated case type, ensuring that the period of association is correct.

### A.3.2 Determination Configuration and Determination Packages

A determination configuration can be created from the Home Page of Decision Assist. This will be an assessment with a single type of determination within it (Medical), which may need to be reassessed following changes of circumstance over time. Therefore the Standalone and Allow Change of Circumstances indicators should be set.

Information may come from a number of sources, therefore the multiple sources indicator is set. The caseworker selects which source of answer to use (Client or Third Party) to make a decision, so the Automatic Consolidation indicator should not be set.

1. From the Decision Assist shortcuts panel section, select *New Determination Configuration*
2. Enter the configuration details:
  - Name Asthma Adult
  - Type Medical
  - Multiple Sources indicator set
  - Standalone indicator set
  - Support CoC Processing set

As mentioned previously, the answers to the questions vary depending on gender. One of the questions asks about Peak Flow, and this is assessed differently for males and females due to differences in lung capacity. Therefore two Determination Packages are required. These are differentiated by gender, and so this criteria is added when setting the determination packages up; one Determination Package with gender = Male and the other with gender = Female. The appropriate Package will be picked up at runtime based on the claimant's gender.

3. From within the determination configuration, select *New Determination Package*
  - Name Asthma Female
  - Gender Female
4. Repeat for the Male determination package

We are now ready to add questionnaires and rules to the packages.

### A.3.3 Questionnaires

The method of gathering evidence in Decision Assist is via questionnaires. For our assessment, there are only three questions, which are used in both determination packages. Therefore only one questionnaire is required. This questionnaire will be associated to both packages. This will be a single IEG script.

To add the questionnaire, follow the following steps.

1. From within a determination package, select *New Questionnaire*
  - Name Asthma Adult
  - Type Medical
2. Select *Edit Questions* from the actions dropdown.
3. Create the questionnaire in the IEG Editor (see IEG documentation for guidance)
4. On exiting and refreshing the Questionnaire page, the questions will be visible
5. Select *Release*; this makes the questionnaire available to be added to a Decision matrix

### A.3.4 Decision Matrices

As different rules will be used for the male and female claimants, two different matrices are required in the two determination packages. They will however both be configured in the same way.

A single outcome is produced from this assessment from the combination of the answers given. Therefore the Multiple Outcomes Indicator is not set. No scoring is required in this Assessment therefore the Cumulative Score and Score By Outcome indicators are not set.

Contradictions can be produced if the combination of answers is unlikely or inconsistent; in this case, it is inconsistent that a client is engaged on a late stage of a treatment plan when he has a maximum lung capacity (peak flow reading). Therefore contradiction combinations are required in the matrix.

Outcomes would then be added to the matrix in order of priority. For this medical assessment, Severe has the greatest priority, and this would be added first followed by Moderate then Mild.

Finally, the rules which generate the outcomes are added in the form of combinations within each outcome.

1. From within the determination package, select *New Decision Matrix*
2. Enter matrix details:
  - Name Asthma Female
  - Type Medical
  - No indicators set
3. Select the matrix from within the Decision Matrices cluster
4. From the decision matrix page, select *Edit Matrix Data*  
The decision matrix editor is now launched.
5. Select the *Question* action button
6. Select the Asthma Adult questionnaire from the drop down list.
7. Select all questions and add them to the matrix. The questions with numeric responses (questions 1 and 2) are initially added with a single answer. The question with a codetable answer (question 3) is added with all three possible answers.
8. For each possible answer to a question which will be used by the logic, left click the row heading and select *Add Answer*. Where the answer data type is a number, either enter a value or a range, using the answer context menu to select either Use Min/Max or Use Value. Add as many ranges as required by the assessment rules. For example, for question 2:
  - First answer, select Use Min/Max, enter 0 to 249
  - Add Answer, select Use Min/Max, enter 250 to 449
  - Add Answer, select Use Min/Max, enter 450 as the lower bound; leave the upper bound blank to indicate "anything above 450"
9. Select *Add Contradictions*.
10. For each sub column, select the combination of answers that should lead to the contradiction outcome, for example:
  - IF on step 5 of the treatment plan, AND peak flow / FEV reading > 450
11. Add further combinations as required by left clicking the column context menu and selecting *Add Combination*.
12. Select *Outcomes*, and select the outcomes of Severe, Moderate and Mild to be added to the matrix.
13. For each outcome, add combinations for each rule by selecting *Add Combination* from the column context menu. Select answer combinations using AND and OR logic as required, for example:
  - IF symptoms occur daily, major effect AND on step 3 or 4 of treatment plan OR on step 5 of treatment plan => Severe outcome
14. Save the matrix, using the Save action button, ensuring no validation errors are present, and exit the matrix editor.
15. From the decision matrix home page, select *Release*.
16. The determination package can now be released; from the determination package home page, select *Release*.

### **A.3.5 Associate Determination Configuration with Assessment**

The determination configuration should now be associated with the assessment, in order to make it available to in the Determination Based Assessment component.

1. From the Assessments tab, expand the *Asthma Assessment row item*
2. Select *New Determination Configuration*
3. Add the Asthma Adult configuration to the assessment

The Asthma assessment is now ready to be run by the Caseworker.

---

## **A.4 Juvenile Detention Screening Assessment Overview**

The purpose of this appendix is to explain how to set up an assessment in Decision Assist Administration, using the sample Juvenile Detention screening assessment as an example.

### **A.4.1 Assessment Objective**

This Juvenile Detention assessment gathers information about an arrested youth, and helps decide on a level of placement for that youth.

### **A.4.2 Assessment Outcomes**

The outcome of the assessment is the placement level. There are five placement levels in which a youth can be placed:

- Level 1 - Secure Detention
- Level 2 - Staff Secure
- Level 3 - Residential/Shelter Care
- Level 4 - Home Detention Services
- Level 5 - Release

Placement levels are decided based on the combination of answers to 22 questions. The rules are described below.

### **A.4.3 Questions**

There is one questionnaire with 22 questions in 7 question categories. The question categories are shown below:

- Mandatory Holds (questions 1 to 3)
- Serious Delinquent (questions 4 to 8)
- Risk of Self Harm (questions 9 to 12)
- Public Safety Risk (questions 13 to 16)
- Family or Community Resources (questions 17 to 20)
- Responsible Adult (question 21)
- Felony Charge (question 22)

Not all question groups are asked for all youths. Whether a group is asked depends on positive responses to questions in previous groups.

The logic for this can be seen in the flowchart below.

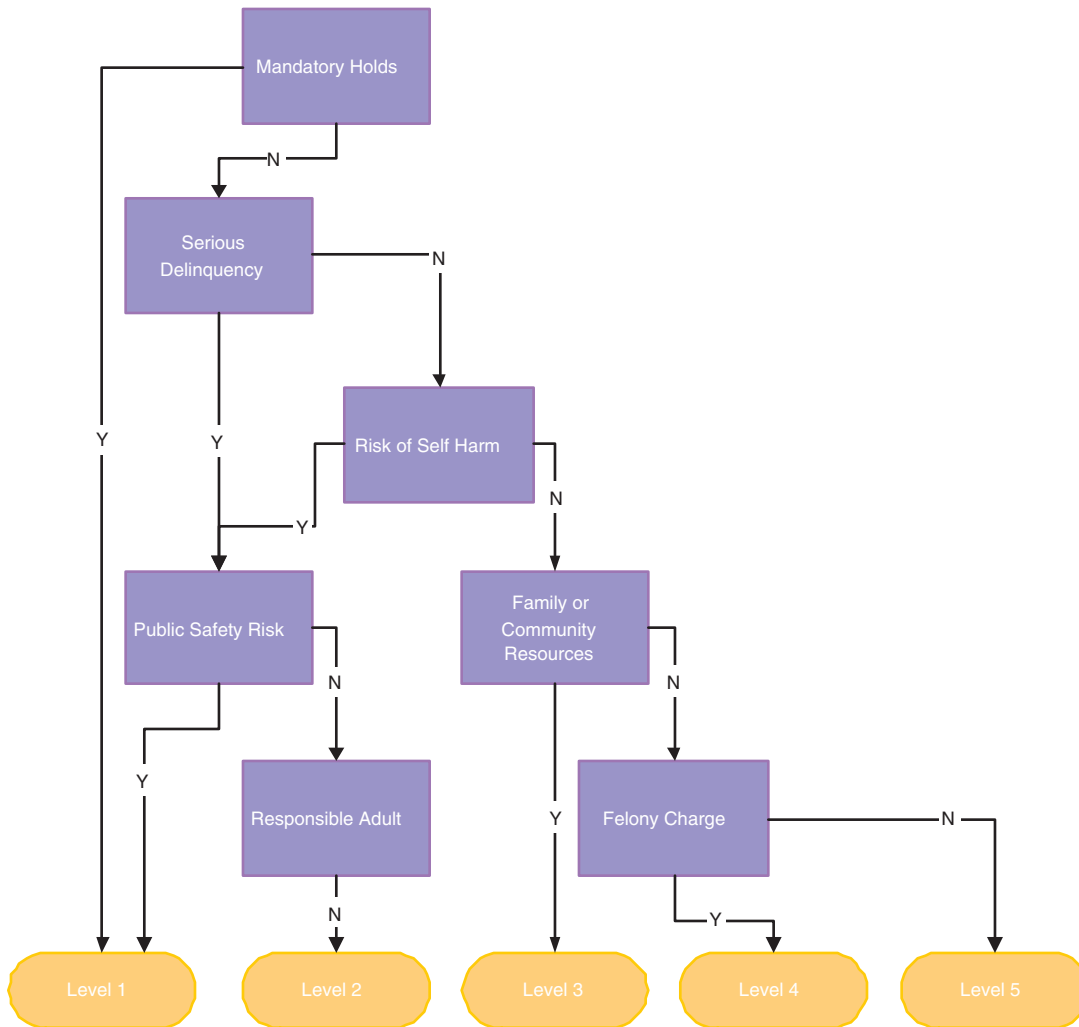


Figure 2. Questions flowchart

From this flowchart, we can derive the rules for the assessment.

For example:

- If answer 1 or 2 or 3 is not 'Yes'
- AND answer 4 or 5 or 6 or 7 or 8 is 'Yes'
- AND none of 13 or 14 or 15 or 16 is 'Yes'
- AND answer 21 is not 'Yes'
- Then result is Level 2

We will see later that for this assessment, it isn't necessary to set up all this logic, due to the ability to direct a user through an IEG script using preconditions.



---

## A.5 Setting up Juvenile Detention Screening Assessment in Decision Assist

There are five broad steps which must be followed to set up a new assessment in Decision Assist:

- Create an assessment, and link it to a case type
- Create a determination configuration, and associate it to the assessment
- Create one or more determination packages
- Create questionnaires
- Create rules (in the Decision Matrix)

### A.5.1 Assessment

A Decision Assist assessment is a type of application assessment, and as such the assessment name needs to be added to the Assessment Name code table in System Administration.

1. Log in as sysadmin
  2. Got to *Application Data*
  3. Select the AssessmentName code table
  4. Add a New item for the new assessment:
    - Code JUVDET
    - Description Juvenile Detention
    - Selectable indicator set
  5. Publish the code table changes
- Next, the Decision Assist assessment must be created.

6. Log in as Admin
7. Go to Decision Assist shortcuts section panel
8. Select *New* on the Assessments tab
9. Enter the assessment details:
  - Select the assessment name created above
  - Select type Decision Assist
  - Enter Home page Identifier as DA\_resolveAssessment

In order for the assessment to be available to be run from an Integrated or Product Delivery case, the new assessment must be associated with the case type. In this case we are associating with the Assistance Integrated Case; we could equally associate with a Benefit Product in the same way.

10. Select *Case* section from the shortcuts panel.
11. Select *Integrated Cases* shortcuts link
12. Add the assessment to the Assistance integrated case type, ensuring that the period of association is correct.

### A.5.2 Determination Configuration and Determination Packages

A determination configuration can be created from the Home Page of Decision Assist.

The Standalone Assessment Indicator will be set when creating the Determination Configuration, as this assessment has a single determination type of "Screening" within it. The assessment does not allow change of circumstances as it is a "point-in-time" assessment; therefore the Allow CoC Processing Indicator is not set.

Information will always come from the caseworker only, therefore the multiple sources indicator and Automatic Consolidation should not be set. There are no different rules depending on who is being assessed, hence only one Determination Package is required, and no criteria (age, gender etc) need to be added when creating that Determination Package.

1. From the Decision Assist shortcuts panel section, select *New Determination Configuration*
2. Enter the configuration details:
  - Name Juvenile Detention
  - Type Screening
  - Multiple Sources indicator not set
  - Standalone indicator set
  - Support CoC Processing not set

There are no different rules or questions in use for different youths, so in this case a single determination package is used.

3. From within the determination configuration, select *New Determination Package*
  - Name Juvenile Detention

We are now ready to add questionnaires and rules to the package.

### A.5.3 Questionnaires

In Decision Assist the questions could be asked in a single IEG script, or split into a number of questionnaires. For this example, we have created a single questionnaire with 7 question groups, as this fits logically with the question groups above. We could also have set up 7 separate questionnaires if we wanted to manage these separately. On creation of the IEG script in Admin, all the questions would be set up as mandatory questions.

1. From within a determination package, select *New Questionnaire*
  - Name Juvenile Detention
  - Type Screening
2. Select *Edit Questions* from the actions dropdown.
3. Create the questionnaire in the IEG Editor (see IEG documentation for guidance), setting up preconditions based on the flowchart in the "Questions" section above. For example, Serious Delinquent question group only to be asked if Mandatory Holds questions are False
4. On exiting and refreshing the Questionnaire page, the questions will be visible
5. Select *Release*; this makes the questionnaire available to be added to a Decision Matrix

### A.5.4 Decision Matrix

One decision matrix is required as there is only one decision type in this assessment. This assessment requires a single outcome to be returned from the combination of answers entered; therefore we do not set the Multiple Outcomes Indicator. We do not require scoring of any type to be returned, so we do not set the Cumulative Score or Score By Outcome Indicators on creation of the matrix.

As this assessment determines the level of placement, the highest priority outcome is Level 1: Secure Detention, and the lowest priority is Level 5: Release. So our next step is to add outcomes to the matrix in this order. This means that the matrix will check first if Level 1 conditions are satisfied; if not, then Level 2; and so on.

1. From within the determination package, select *New Decision Matrix*
2. Enter matrix details:
  - Name Juvenile Detention
  - Type Screening
  - No indicators set

3. Select the matrix from within the Decision Matrices cluster
4. From the decision matrix page, select *Edit Matrix Data*  
The decision matrix editor is now launched.
5. Select the *Question* action button to add questions to the matrix.
6. Select the Juvenile Detention questionnaire from the drop down list
7. Select all questions for which we'll need to add rules (see below) and add them to the matrix. As all questions have Boolean answer types, it is not necessary to configure the answer values, as they're added by default.
8. Select *Outcomes*, and select the outcomes of Level 1, Level 2, Level 3, Level 4, and Level 5 to be added to the matrix.
9. Select answer combinations using AND and OR logic as required, and adding combinations for the outcomes as required, for example:
  - If Current Crime of Violence = True => Level 1 outcome
10. Save the matrix, ensuring there are no validation errors, then exit the matrix editor.
11. Select *Release* from the decision matrix home page.
12. From the determination package home page, select *Release*.

Note: Due to the set up of preconditions in IEG, it is not necessary to include the logic from groups other than the last group asked. We can therefore condense the assessment logic down to the following rules:

- If Answer 1 or 2 or 3 is 'Yes'  
then result is Level 1
- If none of the above,  
AND answer 13 or 14 or 15 or 16 is 'Yes'  
then result is Level 1
- If none of the above  
AND answer 21 is not 'Yes'  
then result is Level 2
- If none of the above  
AND answer 17 or 18 or 19 or 20 is 'Yes'  
then result is Level 3
- If none of the above  
AND answer 22 is 'Yes'  
then result is Level 4
- If none of the above  
AND answer 22 is not 'Yes'  
then result is Level 5

### **A.5.5 Associate Determination Configuration with Assessment**

The determination configuration should now be associated with the assessment, in order to make it available to in the Determination Based Assessment component.

1. From the Decision Assist shortcuts section, select the *Juvenile Detention* screening assessment
2. Select *New Determination Configuration*
3. Add the Juvenile Detention configuration to the assessment

The Juvenile Detention assessment is now ready to be run by the Caseworker.



---

## Notices

This information was developed for products and services offered in the U.S.A. IBM may not offer the products, services, or features discussed in this document in other countries. Consult your local IBM representative for information on the products and services currently available in your area. Any reference to an IBM product, program, or service is not intended to state or imply that only that IBM product, program, or service may be used. Any functionally equivalent product, program, or service that does not infringe any IBM intellectual property right may be used instead. However, it is the user's responsibility to evaluate and verify the operation of any non-IBM product, program, or service. IBM may have patents or pending patent applications covering subject matter described in this document. The furnishing of this document does not grant you any license to these patents. You can send license inquiries, in writing, to:

IBM Director of Licensing

IBM Corporation

North Castle Drive

Armonk, NY 10504-1785

U.S.A.

For license inquiries regarding double-byte (DBCS) information, contact the IBM Intellectual Property Department in your country or send inquiries, in writing, to:

Intellectual Property Licensing

Legal and Intellectual Property Law.

IBM Japan Ltd.

19-21, Nihonbashi-Hakozakicho, Chuo-ku

Tokyo 103-8510, Japan

The following paragraph does not apply to the United Kingdom or any other country where such provisions are inconsistent with local law: INTERNATIONAL BUSINESS MACHINES CORPORATION PROVIDES THIS PUBLICATION "AS IS" WITHOUT WARRANTY OF ANY KIND, EITHER EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OF NON-INFRINGEMENT, MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. Some states do not allow disclaimer of express or implied warranties in certain transactions, therefore, this statement may not apply to you.

This information could include technical inaccuracies or typographical errors. Changes are periodically made to the information herein; these changes will be incorporated in new editions of the publication. IBM may make improvements and/or changes in the product(s) and/or the program(s) described in this publication at any time without notice.

Any references in this information to non-IBM Web sites are provided for convenience only and do not in any manner serve as an endorsement of those Web sites. The materials at those Web sites are not part of the materials for this IBM product and use of those Web sites is at your own risk.

IBM may use or distribute any of the information you supply in any way it believes appropriate without incurring any obligation to you. Licensees of this program who wish to have information about it for the purpose of enabling: (i) the exchange of information between independently created programs and other programs (including this one) and (ii) the mutual use of the information which has been exchanged, should contact:

IBM Corporation

Dept F6, Bldg 1

294 Route 100

Somers NY 10589-3216

U.S.A.

Such information may be available, subject to appropriate terms and conditions, including in some cases, payment of a fee.

The licensed program described in this document and all licensed material available for it are provided by IBM under terms of the IBM Customer Agreement, IBM International Program License Agreement or any equivalent agreement between us.

Any performance data contained herein was determined in a controlled environment. Therefore, the results obtained in other operating environments may vary significantly. Some measurements may have been made on development-level systems and there is no guarantee that these measurements will be the same on generally available systems. Furthermore, some measurements may have been estimated through extrapolation. Actual results may vary. Users of this document should verify the applicable data for their specific environment.

Information concerning non-IBM products was obtained from the suppliers of those products, their published announcements or other publicly available sources.

IBM has not tested those products and cannot confirm the accuracy of performance, compatibility or any other claims related to non-IBM products. Questions on the capabilities of non-IBM products should be addressed to the suppliers of those products.

All statements regarding IBM's future direction or intent are subject to change or withdrawal without notice, and represent goals and objectives only

All IBM prices shown are IBM's suggested retail prices, are current and are subject to change without notice. Dealer prices may vary.

This information is for planning purposes only. The information herein is subject to change before the products described become available.

This information contains examples of data and reports used in daily business operations. To illustrate them as completely as possible, the examples include the names of individuals, companies, brands, and products. All of these names are fictitious and any similarity to the names and addresses used by an actual business enterprise is entirely coincidental.

#### COPYRIGHT LICENSE:

This information contains sample application programs in source language, which illustrate programming techniques on various operating platforms. You may copy, modify, and distribute these sample programs in any form without payment to IBM, for the purposes of developing, using, marketing or distributing

application programs conforming to the application programming interface for the operating platform for which the sample programs are written. These examples have not been thoroughly tested under all conditions. IBM, therefore, cannot guarantee or imply reliability, serviceability, or function of these programs. The sample programs are provided "AS IS", without warranty of any kind. IBM shall not be liable for any damages arising out of your use of the sample programs.

Each copy or any portion of these sample programs or any derivative work, must include a copyright notice as follows:

© (your company name) (year). Portions of this code are derived from IBM Corp. Sample Programs.

© Copyright IBM Corp. \_enter the year or years\_. All rights reserved.

If you are viewing this information softcopy, the photographs and color illustrations may not appear.

---

## **Trademarks**

IBM, the IBM logo, and [ibm.com](http://www.ibm.com) are trademarks or registered trademarks of International Business Machines Corp., registered in many jurisdictions worldwide. Other product and service names might be trademarks of IBM or other companies. A current list of IBM trademarks is available on the Web at "Copyright and trademark information" at <http://www.ibm.com/legal/us/en/copytrade.shtml>.

Other names may be trademarks of their respective owners. Other company, product, and service names may be trademarks or service marks of others.









Printed in USA