

IBM Cúram Social Program Management



# Cúram Verification Guide

*Version 6.05*



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*Version 6.05*

**Note**

Before using this information and the product it supports, read the information in "Notices" on page 19

**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.

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# Chapter 1. Introduction

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## 1.1 Purpose

The purpose of this guide is to describe the business processes that underpin Cúram Verification™. In order to best understand these concepts, the guide should be read in full. The guide is not intended to be used as a training manual or user guide.

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## 1.2 Audience

This guide is intended for business analysts employed by your organization. It is assumed that this audience has a strong knowledge of the organization's business requirements.

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## 1.3 Prerequisites

Readers should be familiar with the application, specifically with the processes related to evidence maintenance and case processing. The Cúram Integrated Case Management Guide and the Cúram Evidence Guide should be read prior to reading this guide.

In addition, some understanding of Workflow and Administration functionality is useful in order to understand how Cúram Verification interacts with workflow processing and parts of the Administration component (e.g., application security). This information can be found in the Cúram Workflow Overview Guide and the Cúram System Configuration Guide, respectively.

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## 1.4 Chapters in this Guide

The following list describes the chapters within this guide:

### **Understanding Verification**

This chapter defines verification, reveals the challenges faced by organizations attempting to implement verification, and describes the benefits offered by Cúram Verification.

### **Verification Administration**

This chapter describes the administration component of Cúram Verification, which is used to set up a structure of verification elements. This structure is the template for all verification processing within the application.

### **Verification for Caseworkers**

This chapter describes the impact of verification on case maintenance, from initial evidence capture to adding and changing both evidence and the verification information recorded for that evidence.



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## Chapter 2. Understanding Verification

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### 2.1 What is Verification?

Verification is the process of checking the accuracy of the information given by clients seeking services from a Social Enterprise organization. The verification of client information (or “evidence”) can take a number of forms; it can be provided by documents, e.g., birth certificates or bank statements, or by verbal means, e.g., telephone calls. Some examples of evidence verifications that might be required by a Social Enterprise organization are:

- An original copy of a birth certificate.
- A fax from a doctor's certifying a person's inability to work.
- A telephone call from a parole officer certifying that someone has met his or her parole obligations.

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### 2.2 The Challenges of Verification

The process of verifying the evidence gathered by an organization has many challenges. Verification requirements can vary by jurisdiction; for example, states and counties may have different verification requirements. In addition, verification requirements often vary between agencies or programs/products. Finally, verification requirements can change as a result of frequent changes to social welfare legislation.

Currently, agencies implement verification rules by translating legislation into sets of rules that are coded directly into the application. This means that any changes to verification processing require the rebuilding and redeploying of the application. For these reasons, the definition and maintenance of an organization's requirements can be both time consuming and inefficient.

Cúram Verification addresses these difficulties by providing a flexible verification module that allows a user to define both the evidence that requires verification and the means by which that evidence can be verified. Verifications can be configured at runtime, which means that the application does not need to be rebuilt or redeployed in order to change verification requirements. Using these methods, Cúram Verification allows caseworkers to efficiently manage verification processes that have previously been complex and very difficult to implement and maintain.

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### 2.3 Cúram Verification

Cúram Verification consists of three components; an administration component, a case component, and a participant component. The administration component provides the ability to customize many aspects of verification functionality, such as: limited access to verifiable data, specialized processing triggered by changes to verified evidence, and determining whether or not a verification is mandatory. These verification settings can either be applied to one product or can be re-used for multiple products. They can also be applied to the different types of participant evidence. Chapter 3, “Verification Administration,” on page 5 provides information on using the administration component of Cúram Verification to configure evidence verification requirements.

The case and participant components of Cúram Verification allows caseworkers to record verifications for evidence. In order to do this, the Cúram Verification engine interprets the rules defined during verification administration, identifying whether or not there are any verification requirements for a selected piece of evidence. During the maintenance of this evidence, the Cúram Verification engine will ensure that any rules pertaining to the verification are implemented. For example, if two verification items are needed to satisfy a verification requirement, then the evidence in question cannot be activated unless two items are provided.

Evidence and case list pages are provided to assist caseworkers in fulfilling verification requirements. Caseworkers can also view verifications related to participant evidence from the participant manager. These pages allow caseworkers to view either the full list of verifications or outstanding (unsatisfied) verifications. Caseworkers can also perform additional functionality such as adding attachments, e.g., graphics files, to verification items. Chapter 4, "Verification for Caseworkers," on page 11 provides information on using the case management component of Cúram Verification.

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## Chapter 3. Verification Administration

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### 3.1 Introduction

The administration component of Cúram Verification allows administrators to define the verification rules that are associated with case and participant evidence. The following sections describe the elements used in verification administration and relate these components to real-world examples of evidence verification.

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### 3.2 Verification Engine Tree Structure

The administration component of Cúram Verification provides a tree view that displays verification elements according to their hierarchical relationships. These elements - categories, verifiable data items, verification item utilizations, verification requirements, verification requirement usages, and dependent data items - are described in the following sections.

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### 3.3 Verification Categories

A *verification category* is a means of arranging evidence data into logical groups by grouping elements called *verifiable data items*. (Verifiable data items are fully defined in the following section). For example, an organization might define a list of evidence that relates to personal information: social security number, date of birth, place of birth, income. This related evidence can then be grouped into a “Personal” verification category. Other verification categories could include employment, financial, or child support information.

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### 3.4 Verifiable Data Items

In practical terms, the *verifiable data item* can be defined as a piece of evidence that requires verification. This piece of evidence corresponds to a single attribute within a specific evidence entity, e.g., an income amount on the income entity. In order to create a verifiable data item, two attributes must be entered for the evidence entity; the name of the entity (this is stored in the “evidence type” field for an entity) and the exact name of the desired attribute to be verified.

Verifiable data items also provide built-in application security functionality by allowing organizations to enter a security identifier (SID) that can restrict a user's ability to access sensitive verifications. If a user's security profile does not contain the SID entered in this field, then that user will not be able to access the verification. For more information on how application security functionality works, see the Cúram System Configuration Guide.

#### 3.4.1 Verification Item Utilizations

*Verification item utilizations* defines which *verification items* (e.g. passport, birth cert) are to be used for a particular verifiable data item. A verification item defines what can be used to verify the information provided by a participant, for example a passport, birth certificate, pay slip or medical certificate. For some verifiable data items, it may be possible to provide a number of options as to how the data item is verified, in which case such verifiable data items will have a number of verification item utilizations. For example, date of birth can be verified by providing a birth certificate or a passport.

There are a number of configuration settings for verification item utilizations and these impact the runtime functionality. The following list gives an overview of these setting.

##### From and To Dates

You can define a set period of time during which a verification item can be used to verify a verifiable data item. This is set by defining a period of time on the verification item utilization.

Once past this period of time the verification item can no longer be used to verify the verifiable data item; therefore either one of the alternative verification item utilizations defined must be used or a new verification item utilization configured for the verifiable data item in question.

### **Usage Type**

This property defines how a verification item should be utilized when multiple evidence records exist for a client for a particular evidence type which requires verification. The following values can be set for a Usage Type – Shared and Unique. By default, the usage type for a verification item is set as Shared. When the usage type is set as Shared, if multiple evidence records exist for a client for a particular evidence type which requires verification; once the caseworker captures a verification item against the first evidence record, this document is applied by default to the other evidence records of this evidence type. For example, a hospital receipt could be used to verify more than one medical expense. A client may have an asthma condition as well as an arthritis condition that are being treated in the same hospital and so a receipt from the hospital might contain information about the amount that the client was responsible for paying for both conditions. When the usage type is set as Unique, if multiple evidence records exist for a client for a particular evidence type which requires verification; once the caseworker captures a verification item against the first evidence record, this document is applied only to that record. For example, a client has two part time jobs and must verify the Earnings evidence from both the jobs by providing two separate pay slips (one per job). In this scenario, the verification item can be set as Unique so that when the client produces one pay slip, it is not applied to the other Earnings verification record.

### **Expiry and Warning Days**

By setting expiry days on verification item utilizations, the expiry date will be calculated when a verification is added at runtime and when the expiry date is reached a workflow event is initiated. If warning days have been specified, the case owner will be notified when the warning date is reached. Note that expiry date processing and due date processing for verification uses Workflow functionality. For more information on expiry date and due date workflow processing, see section 4.4.1 Deadline Management

**Note:** Verification items for participant information do not expire. Participant information is not subject to the same time limits as cases are.

**Level** Indicates the level achieved by the verification item utilization. Levels range from 1 to 5 in ascending fashion, a level 1 item cannot satisfy a level 5 requirement. For example, a photocopy of a birth certificate might be considered a level 1 verification item, but the original birth certificate might be considered a level 5 verification item. The Verification Engine will compare the level setting of verification items as they are added against the level setting of the verification requirement in evaluating if the data item is verified.

### **Mandatory**

This property indicates that a particular verification item is mandatory in order to verify a particular verifiable data item. If a verifiable data item has any associated verification items that must be supplied, then regardless of what other items have been added, the verifiable data item is not considered verified until all of the mandatory verification items have been supplied.

### **SIDs (For Adding or Removing Items)**

These two properties specify the SIDs that a user must have in order to either add or remove a particular verification item for a given verifiable data item. If a SID is not supplied for either of these properties, then any user can perform the action associated with that property. For example, if no SID is provided for the  $\Delta$ Remove Items $\Delta$  SID property, then any user will be able to remove a verification item.

### **Client-Supplied**

This property indicates whether or not a verification item is provided by a client for a particular verifiable data item. This property could be used during communications between the organization and the client to ensure that a client is not asked to supply a verification item that



should be sourced elsewhere. Note there is no system processing associated with this property, it is used for informational purposes only for the user.

### 3.4.2 Verification Groups

Verification groups can be used in scenarios where a user has to submit a varying combination of verification items to verify a piece of evidence. For example, Citizenship evidence can be verified by providing either a passport or (a driver's license and a utility bill) or (photo-copy of a passport, a utility bill and a bank statement). In this scenario, three different verification groups can be created with the same level. The verification requirement for the Citizenship evidence can be satisfied when all the verification items from any of the groups are submitted.

Each verification group has a level associated with it. This indicates the level achieved when all the verification items of a group are provided. For example, if a level 5 is associated with a verification group, the Verification Engine will consider a verification requirement of level 5 to be satisfied when all the verification items defined in a group are provided.

The user can also define verification item utilization settings for each of the verification items in a group. For more information on verification item utilization settings, refer section Verification Item Utilizations.

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## 3.5 Verification Requirements

A *verification requirement* provides the rules of verification for a piece of data (verifiable data item). There are many variables included in these rules including where and how the rules apply at runtime. For example whether the verification engine needs to apply the rules to participant level data or to a specific product delivery case or to a specific integrated case. Again using date of birth as an example of a verifiable data item, for some organizations the rules may be to verify this piece of data once and therefore verification engine applies the rules within participant manager. For other organizations the rules may require that date of birth is verified at a program level and therefore the verification engine applies the rules to specific product delivery cases - see 3.5.3 Verification Requirement Usages for further information.

### 3.5.1 Verification Requirement Properties

The following is an overview of the properties that can be set on a verification requirement.

#### **Due Date and Warning Date**

A number of properties exist for setting a due date on a verification. The “due days” property specifies the number of days after a particular event that a verification should fall due. Administrators can also specify whether the number of due days should be calculated from the date the case was created or from the date evidence was inserted or received. The “warning days” property specifies how many day's prior notice a caseworker will receive before the verification due date. If no warning date is specified, a caseworker will not receive a warning before the verification due date. Note that due date processing for verification requirements uses workflow functionality. For more information on expiry date and due date workflow processing, see section 4.4.1 Deadline Management.

**Level** This property indicates the level of verification that must be achieved in order to consider data verified. Evidence will not be considered verified unless a verification item with the appropriate level is received. For example, if a verification requirement specifies a level 5 verification item (such as an original birth certificate) then providing a level 1 item (a photocopy of a birth certificate) will not satisfy the verification requirement. Alternatively, a combination of verification items that form a verification group of level 5 can be provided to satisfy the verification requirement.

#### **From and To Dates**

These properties indicate the period during which this verification requirement is effective. Note that these properties interact with the effective dates of verification item utilizations and the

effective dates of evidence in order to determine the verifications that a caseworker can perform. For example, a requirement to verify an income amount might be defined as effective from January to December. However, one verification item may be defined as effective from January to July (e.g., a payslip), while another is defined to be effective from July to December (e.g., a tax return). The date that the income evidence is active determines which verification item is necessary to satisfy the verification requirement.

### **Minimum Items**

This property specifies the minimum number of verification items that must be provided before data can be considered verified. For example, if the minimum item specified is 2, then the verification requirement will be considered satisfied if at least two verification items or verification groups are provided. When all the verification items specified in a verification group are provided, the Verification Engine will consider it to be a single item. A combination of verification items and groups can also be provided to satisfy the minimum number of verification items of a verification requirement.

### **Mandatory**

This property indicates whether or not the verification requirement is mandatory. A mandatory verification requirement means that evidence and cases associated with the verification may not be activated until the rules defined for the verification have been met. When the mandatory property is not set, the verification requirement is optional and therefore the evidence associated with the verification can be activated even if the evidence has not yet been verified.

### **Client-Supplied**

This property indicates if it is the case participant's responsibility to supply the verification items. This property could be used during communications between the organization and the client to ensure that a client is not asked to supply a verification item that should be sourced elsewhere. Note there is no system processing associated with this property, it is used for informational purposes only for the user.

### **Re-verification**

This property allows users to specify the Cúram Verification engine's response to changes to "Active" evidence. The following list provides the names and impact of the settings for this property. Note that re-verification property does not apply to participant evidence.

#### **Reverify Always**

If a caseworker changes "Active" evidence, no previously met verification requirements are carried over to the new "In Edit" evidence. The new "In Edit" record must then be reverified.

#### **Reverify If Changed**

If a caseworker changes "Active" evidence, and the value entered for the verifiable data item or any dependent data items has not changed, the existing verification information on the "Active" record is copied to the new "In Edit" record. If the value entered for the data item or any dependent data items has changed, then no verification information is copied from the "Active" record.

#### **Never Reverify**

If a caseworker changes "Active" evidence, the verification information on the "Active" record is always copied to the "In Edit" record.

## **3.5.2 Conditional Verifications**

The Conditional Verifications feature is where verification is based on a set of conditions as opposed to verification based on added or modified evidence only. The Verification Engine will check the conditions specified, at the time of adding or modifying evidence but will create an outstanding verification record only when a condition that has been defined is met and not every time a verifiable data item is added or modified. The conditions can range from conditions against the value of the verifiable data item to more complex conditions where the values of a set of dependent evidences determine whether or not verification is required.

For example, a verification may be required only when the value of Earnings amount is more than \$ 200 per week or a verification may be required only where the alternate ID is of type SSN. Or to give a more complex example involving a set of dependent evidences; eligibility for an income assistance program requires verification of "Household Income" evidence type when the income is more than \$1150 per month. The "Household Income" evidence type is made of multiple income evidence types such as "Dividends", "Pension" and "Wages and Salaries". Though the verification is set up for the income amount of the "Household Income" evidence type; the Verification Engine re-evaluates whether the "Household Income" requires verification when the income of any dependent evidence types, Dividends, Pension and Wages and Salaries, changes.

The Verification Engine allows a conditional verification to be created by allowing the user to associate a rule class. The organization must provide their own rule classes that define the conditions for the verifiable data item. To use conditional verifications that suit specific business scenarios, your organization has to provide the following:

#### **Rule Class**

A rule class that defines the conditions for which verification should be triggered for the verifiable data item must be provided.

#### **Display Rule Class**

If required, a rule class that defines how the results of the verification should be displayed can be provided.

#### **Display UIM**

If required, a UIM page reference for displaying the results of the conditional verifications in the verifications page can be provided.

### **3.5.3 Workflow Events for Verification Requirements**

In addition to due date workflow processing, Cúram Verification provides a number of optional workflow events that your organization can further extend to suit specific business scenarios. The following list provides the names of these workflow events and describes what triggers each event.

#### **Due Date Event**

This event is triggered when the verification due date has been reached.

#### **Expiry date event**

This event is always triggered if an expiry date has been specified.

#### **Add Event**

This event is triggered when a caseworker creates a verification for this requirement.

#### **Update Event**

This event is triggered when the verification is updated by the addition or removal of a verification item.

#### **Value Changed Event**

This event is triggered when the value of the verifiable evidence is changed.

These workflow events allow the verification process to be integrated with workflow functionality. Note that if your organization wishes to enact workflows using these events, a software developer must customize application code in order to support this. For more information on workflow, see the Cúram Workflow Overview Guide.

### **3.5.4 Verification Requirement Usages**

The Cúram Verification engine allows an individual verification requirement to be used by many different types of cases. A *verification requirement usage* allows administrators to associate specific case types with specific verification requirements. In practical terms, this enables an administrator to specify different evidence verification requirements for different types of cases. For example, a client's income amount is captured at the integrated case level. If there is a requirement to verify the income amount,

this requirement can be used by multiple cases within the integrated case. Verification requirement usages are beneficial because they allow verification rules to be applied to groups of cases (i.e., all the cases within an integrated case), or separately applied to individual cases.

A verification requirement usage also exists for participant evidence. This enables an administrator to specify different evidence verification requirements for participant evidence.

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## 3.6 Dependent Data Items

*Dependent data items* are specific pieces of evidence that have a direct influence on the verification of a related data item. Although these pieces of evidence do not require verification, it may be important to record them for the verification of a related data item. For example, if your organization wishes to verify the reason that a household member was absent from the household, the length of the absence may be an important fact to record for the verification. In this example, the “Absence Reason” is the verifiable data item, and the “To” and “From” dates of the absence are dependent data items. The Cúram Verification engine treats any change to a dependent data item in the same manner as a change to the verifiable data item.

The properties that must be stored for a dependent data item include a unique name and the name of a specific data item. The “Data Item” that is entered for the dependent data item should reference an attribute from the evidence type specified in the parent verifiable data item.

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## Chapter 4. Verification for Caseworkers

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### 4.1 Introduction

The Cúram Verification engine is called as part of maintenance of case evidence, and as part of maintaining participant data which is used as evidence. It is also called whenever verifications are added or modified. The Cúram Verification engine uses the rules specified in the verification administration component to perform verification processing for evidence.

The following sections describe the processes that are performed by the Cúram Verification engine throughout the life cycle of a piece of evidence. These processes are performed during the addition and modification of evidence, as well as the addition and modification of verification information. In addition, the following sections describe the ways in which caseworkers can access verification details at various stages in the evidence life cycle.

**Security Settings:** Note that during all of these processes documented in the following sections, the Cúram Verification engine takes into consideration any security settings implemented within the verification settings for a piece of evidence. For example, if a caseworker does not have the security privileges to add a verification item, then that caseworker will not be able to see or effect that verification item.

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### 4.2 Capturing Evidence

When evidence is captured for a case, the Cúram Verification engine is called in order to determine if any of the evidence data requires verification. If a piece of data requires verification, the Cúram Verification engine checks to see whether or not verifications are required for the case type where the evidence has been captured. In the case of shared evidence captured for an integrated case, the Cúram Verification engine determines if either the integrated case or its product deliveries (if any exist) require that the evidence be verified. All non-closed product deliveries are considered. If the evidence has any verification requirements, a list of these requirements is returned to the caseworker via an informational message.

When participant evidence is captured, it can be verified in isolation of any case usage of the evidence. Participant evidence is automatically activated when captured and therefore any mandatory verification defined about the participant evidence will exist against this active evidence. The caseworker will see these verifications listed in Verifications listed at both the Person and Case level. Note that participant level verifications do not impact the case level processing. Even if there are outstanding mandatory participant verifications present, the Verification Engine will allow the cases for that participant to be activated and will not impact the eligibility and entitlement processing. Where verification of participant data (e.g. verification of a person's date of birth or SSN) must impact the case level processing, the recommended approach is to associate that evidence with the case and set up case level verifications.

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### 4.3 Accessing Verification Requirements

Caseworkers can view data requiring verification in numerous ways. Within a case, an integrated case or a product delivery case, when in the evidence area a caseworker can view verifications associated with the case or can view verifications associated with a particular evidence type or can view verification associated with a particular piece of evidence. Verifications lists are also provided at the Person home page so that a caseworker can see verifications configured on participant evidence. Each of these lists provides the following information about the listed verification requirements:

- general information, e.g., the name of the verifiable data item;
- an indication of whether or not a verification requirement is mandatory; and
- an indication of whether or not a verification requirement has been satisfied.

- an indication of whether or not items have been received for the verification requirement when the verification requirement is outstanding.

This information gives caseworkers the ability to easily determine if verification items need to be added, modified, or removed for a particular piece of evidence. The following sections describe the pages that provide lists of verification requirements.

### **4.3.1 Evidence Type list**

Evidence Type list pages provide the ability to list all verifications specific to the evidence type in question on the current case. This list displays the verification requirements defined for a specific evidence type. Note that while verification items may have been provided for a particular verification requirement, they are applied to the evidence and thus may be used to satisfy other verifications required for that evidence e.g. on other cases.

### **4.3.2 Evidence Object**

We can list verifications specific to a particular piece of evidence. As a particular evidence object changes over time if verifications are defined for it and therefore may need to be re-verified as the evidence is corrected or changed over time, it may be useful to look at these group of verifications together given they are relate to the same evidence object.

### **4.3.3 Integrated Case Verifications**

This list displays all verification requirements associated with a specific integrated case. The list is split into two parts - a list of current verifications and a list of outstanding verifications. The overall list contains only verification requirements that are defined for the integrated case. It does not contain any verification requirements that are defined for product deliveries that are present within the integrated case. In addition, the list does not display verification requirements that are associated with canceled or superseded evidence.

### **4.3.4 Product Delivery Verifications**

This list displays all verification requirements associated with a specific product delivery. The list is split into two parts - a list of current verifications and a list of outstanding verifications. The overall list contains all verification requirements that are defined for the product delivery. This list does not display verification requirements that are associated with canceled or superseded evidence.

### **4.3.5 Participant Verifications**

The verification requirements for participant data can be viewed in the participant manager which is accessed the evidence type page. Verification items may also be added from these pages. Caseworkers can view lists of verifications and outstanding verifications for all participant evidence types from the participant manager homepage. This list does not display verification requirements that are associated with canceled or superseded evidence.

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## **4.4 Verifying Evidence**

Verifying evidence is the process of adding verification items that satisfy the verification rules for evidence. The following sections describe the functionality that Cúram Verification provides to caseworkers to manage the task of verifying case and participant evidence.

### **4.4.1 Deadline Management**

The organization can set up an expiration period on a verification item after which the item will no longer be valid. An organization can also specify the number of days after a particular event has occurred that the verification is due. The due day event may be one of the following:

- The date on which the evidence associated with a verification was entered;



- The date on which the evidence associated with the verification was received (receipt date, present on the evidence descriptor); or,
- The date on which the case for which the evidence is being recorded was created.

When a verification is created, the due date is calculated by adding the number of due days defined to the date on which the specified event occurred. An administrator can also specify a warning date. A warning date indicates the number of days prior to the due date on which the caseworker is notified of the outstanding verification. If a verification is satisfied before the associated deadline has been reached, the deadline will not be monitored further unless the status of the verification changes.

When a verification item is added to a verification requirement, the expiry date is calculated by adding the number of expiry days to either the date the verification is added or the date the item is added. A workflow event is always initiated if expiry dates have been specified. If warning dates have been specified, a notification will be sent to the case owner of the encroaching verification expiry. When the expiry date is reached the administrable expiry date event is kicked off.

**Note:** Due date functionality is not maintained for participant verifications. This is because the criterion that can be used to define due date only apply to cases e.g. date on which the case was created.

#### **4.4.1.1 Modify Due Date**

This process allows caseworkers to modify the due date associated with a verification requirement. Note that due dates can only be modified if the verification due date has been defined as “modifiable” within the verification administration component. Modifying a due date allows caseworkers to increase or decrease the number of days before the verification item is due.

#### **4.4.1.2 Workflow**

The business processing that occurs in response to the deadline management functionality is defined by a sample workflow that is enacted in response to the creation of a verification which has a deadline. A similar sample workflow is enacted in response to the creation of a verification item which has an expiry date. The processing that is undertaken when a verification due date elapses without the verification being satisfied varies by both program type and jurisdiction. Therefore the processing executed within the sample workflow is not mandated and an agency may instead define its own workflow process in order to meet agency specific verification processing requirements. The following are the principal activities executed within the sample "Due Date" workflow for a verification requirement:

1. The case worker is notified and a communication sent to the client in advance of the deadline date, if warning days are specified.
2. The case worker is notified when the due date is reached
3. The case is closed when the deadline has been reached.

The following are the principal activities executed within the sample "Expiry Date" workflow for a verification item:

1. The case worker is notified and a communication sent to the client in advance of the expiry date, if warning days are specified.
2. The case worker is notified when the expiry date is reached.
3. The item is expired and can no longer be used to verify the requirement when the verification item is mandatory or is required to meet the minimum items for the requirement. The verification status is then set to "Not Verified".

### **4.4.2 Bypassing Mandatory Verifications**

Under normal circumstances, when a verification is defined as mandatory, that verification must be captured before the evidence can be activated and used as part of eligibility and entitlement calculations. However in some circumstances it may be necessary to expedite the process and therefore allow the evidence to be activated and used in eligibility and entitlement calculations prior to the verification being satisfied.

For example, expedited food stamps is the same product as standard food stamps but it allows clients to get a benefit earlier than standard food stamps and for the first month the verifications are not mandatory.

To support this, the Verification Engine provides a hook where it checks for "Verification Waiver" entries. If a current entry exists, then the mandatory verification is bypassed and the evidence can be activated thereby allowing the evidence to be used in eligibility and entitlement. Entries on the "Verification Waiver" database table must be added on a product by product basis as the rules defining whether a mandatory verification can be bypassed and if so, the duration for which it can be bypassed, are product specific. Likewise any product that allows mandatory verifications to be bypassed must also ensure that the product rules are modified to ensure that bypassed evidence is only used for the period of time specified on the "Verification Waiver" table.

While a mandatory verification is bypassed, the application will continue to present this verification as being outstanding but will indicate that it is "Bypassed". Also for each verification a history of "Verification Waiver" entries is maintained. This allows a user to determine if a verification was bypassed for a piece of evidence at any point in time and if so, the duration of time it was bypassed.

### 4.4.3 Satisfying Verification Rules

The verification requirements defined for evidence cannot be satisfied unless caseworkers provide verification items that meet a number of rules. The following is a list of these rules:

1. The level of a verification item or a verification group must be at least the same level as that defined for the verification requirement.
2. If a minimum number of items has been defined for the verification requirement, then at least this many items must be provided. Note when all the verification items of a group are provided, the Verification Engine will consider this as one item.
3. If a particular verification item is defined as mandatory, then that item must be provided unless the verification is bypassed. The Verification Engine will consider all product delivery cases that are not closed or suspended. Note that a hook point is provided to implement custom conditions that suit specific business needs to exclude mandatory verification requirements from activating an evidence.
4. The items provided for a verification requirement must be valid for the date range specified in the verification requirement.

All of these rules must be met in order for a verification requirement to be satisfied. For example, if a verification requirement is defined to be "Level 5" (e.g., requiring an original copy of a birth certificate) and requires two items, then that verification requirement cannot be satisfied by a one "Level 1" item (e.g., a photocopy of a birth certificate). In order for the requirement to be fully satisfied, at least two verification items must be provided, both of which must be "Level 5".

Verification items may be propagated forward when verifying evidence when the verification item added meets the verification requirement of more than one evidence item. The items are propagated forward across each instance of the evidence in the following circumstances only: If the re-verification mode for the requirement is set to Never Reverify, or if the re-verification mode is set to Reverify if Changed and the evidence has not been changed.

#### 4.4.3.1 Adding a Verification Item

The Add Verification Item process is used to declare that an item of verification has been provided in order to confirm the accuracy of entered evidence. When adding a verification item, the caseworker is only presented with a list of items that are valid for the period defined in the verification requirement.

During this process, the caseworker can also add an attachment relating to the verification item. Attachments can be added to verification item provisions in order to provide an electronic record of a verification. Attachments can be in the form of graphics or documentation.



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## 4.5 The Impact of Evidence Changes on Verification

There are two types of evidence changes that can impact verification: modification and removal of evidence. The effect that an evidence modification has on a verification requirement depends on whether or not the evidence is question is “Active” or “In Edit”. The effect that evidence removal has on a verification requirement, however, does not depend on whether or not the evidence has been activated.

Note that the processing used for evidence changes to verifiable data items also applies to any dependent data items. For example, evidence might contain a “date of birth” verifiable data item that has a dependent data item called “place of birth”. In this case, any changes to the “place of birth” dependent data item will trigger the same processing that is used for the “date of birth” verifiable data item.

The following sections describe the impact that different types of evidence changes can have on verification processing.

### 4.5.1 Modifying “In Edit” Evidence

The impact of modifying “In Edit” evidence that requires verification depends on whether or not the verification items have been provided. If no verification items have been provided, then no verification processing is necessary. For example, the “In Edit” evidence for a person’s date of birth may require verification. However, if the caseworker has not provided a verification item (e.g., a birth certificate), modifying this evidence does not trigger verification processing.

If the caseworker has provided a verification item for the “In Edit” evidence, an informational message is returned to the caseworker. The informational message lists each verifiable data item that has been impacted by the modification of the evidence. For example, the message might say: The changes that you have made may affect the verification information recorded for the following item(s): Date of Birth. Please review this verification information. In this example, the text “Date of Birth” refers to the name of the verifiable data item.

If verification has been provided, then the Cúram Verification engine raises a workflow event for every verification requirement that contains a Value Changed workflow event, as defined in the administration component. Note that this event occurs regardless of whether or not the data actually meets any or all verification requirements. The Value Changed event is only raised once for each verification requirement.

### 4.5.2 Modifying Active Evidence

Modifying a currently active evidence record results in the creation of a new “In Edit” evidence record. From the perspective of the Cúram Verification engine, the creation of a new “In Edit” record in this manner is identical to the creation of a new “In Edit” record when evidence is first added. The verification information that is recorded for the new “In Edit” record is independent of the information recorded for the “Active” record, as in effect a new piece of data is being recorded.

However, the re-verification mode defined for a verification requirement determines whether or not verification information from the previously active evidence record is copied forward to the newly created “In Edit” record. The three re-verification modes are: “Reverify Always”, “Reverify If Changed”, and “Never Verify”. These re-verification modes are described in full in 3.5, “Verification Requirements,” on page 7. They do not apply to modifications made to active participant evidence.

If information is copied forward to the “In Edit” record, the new verification information for this record is maintained separately from any verification that was associated with the previous “Active” evidence record. In other words, no link exists between the previous verification information and new verification information.

### 4.5.3 Removing Evidence

Removing evidence has no impact on the associated verifications. However, any verification associated with the removed evidence may not be modified or changed in any manner.

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## 4.6 Activating Evidence

Evidence cannot be activated unless all mandatory verification requirements have been met for a piece of evidence. When a caseworker attempts to activate evidence, the Cúram Verification engine is called to verify whether or not there are any outstanding mandatory verification requirements. If all mandatory verification requirements have been satisfied, then the Cúram Verification engine does not prevent the activation of the evidence.

If there are mandatory verification requirements that have not been satisfied, then the Cúram Verification engine prevents the activation of the evidence and returns an informational message to the caseworker stating that mandatory verification requirements must be satisfied before the evidence can be activated.

As described in 4.4.2, “Bypassing Mandatory Verifications,” on page 13, a hook exists which supports bypassing mandatory verifications for a period of time, which allows evidence to be activated and used in eligibility and entitlement calculations even though mandatory verifications exist for the evidence.

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## 4.7 Activating Cases

A case cannot be activated until all mandatory verification requirements have been met for the evidence associated with that case or a current verification waiver exist for the mandatory verification. When a caseworker attempts to activate a case, the Cúram Verification engine is called in order to check that all mandatory verifications associated with active evidence have been satisfied or a current verification waiver exist for the mandatory verification.. If evidence with unsatisfied mandatory verification requirements is found, the Cúram Verification engine prevents the activation of the case and returns an informational message to the caseworker stating that mandatory verification requirements must be satisfied before the case can be activated.

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## Chapter 5. Conclusion

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### 5.1 Summary

The following is a summary of the main concepts covered in this guide:

- Verification is the process of checking the accuracy of the information given by clients seeking services from a Social Enterprise organization. Cúram Verification implements simple and effective methods of verification that allow organizations control and flexibility over verification processing.
- Cúram Verification consists of three components; an administration component, a case component and a participant component. The administration component allows an organization to define the data items that require verification and the conditions under which these verification requirements must be satisfied. The case component of Cúram Verification allows caseworkers to record verified data that is received for case evidence. The participant component of Cúram Verification allows caseworkers to record verified data that is received for participant evidence.
- The elements of Cúram Verification that are set up in the administration component include: categories, verifiable data items, verification items, verification item utilizations, verification groups, verification requirements, verification requirement usages, and dependent data items. Conditional Verifications can be set for a Verification Requirement such that a verification record is created only when a custom condition that has been defined is met and not every time a verifiable data item is added or modified.
- The structure of these elements, as laid out in the administration component, is the template for all verification processing in the application. For example, these elements can be customized to determine whether or not certain aspects of verification are mandatory or optional, and to determine if there should be any specific deadlines set on the provision of verifications.
- In the case component of Cúram Verification, caseworkers have the ability to manage deadlines for verification requirements and to provide verification information for captured evidence.
- Changing evidence has an impact on verification, depending on whether that evidence is “active” or “in edit”. The effect of a change to “active” evidence also depends on the re-verification modes that are specified for verification items in the administration component.
- Evidence cannot be activated unless all verification requirements that have been defined as mandatory for that evidence are satisfied or a current verification waiver exist for the mandatory verification.
- A case cannot be activated unless all evidence verification requirements that have been defined as mandatory are satisfied or a current verification waiver exist for the mandatory verification.

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### 5.2 Additional Information

Additional information on the topics covered in this guide are covered in several related documents:

#### **Cúram Evidence Guide**

This guide provides an overview of evidence.

#### **Cúram Workflow Overview Guide**

This guide provides an overview of workflow functionality.



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