

IBM Cúram Social Program Management



Cúram for Return to Work Outcome Management Guide

Version 6.05

IBM Cúram Social Program Management



Cúram for Return to Work Outcome Management Guide

Version 6.05

Note

Before using this information and the product it supports, read the information in "Notices" on page 31

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. What is Cúram for Return to Work Outcome Management? 3

2.1 Introduction	3
2.2 The Roles of Eligibility Worker and Outcome Worker	3
2.3 Supervisor Role	4
2.4 Pre-Defined Outcome Management Content.	4
2.5 Integration with the Income Support Case	4
2.6 Support for the Work Referral Process.	4
2.7 Support for Attendance Tracking Process.	4
2.8 Ability to Create Single or Multi-person Plans	5
2.9 Integration with Cúram Provider Management.	5

Chapter 3. Managing Outcome Services Referrals 7

3.1 Introduction	7
3.2 Outcome Services Referral	7
3.3 Determining Who is Work Eligible	7
3.4 Referring Clients	8
3.5 After Referrals are Made	9
3.6 Referral Client Deadline for Appearing at Agency	9
3.7 Cancelling Referrals based on Client Wishes	9

Chapter 4. Managing Self-Sufficiency Assessments 11

4.1 Introduction	11
4.2 A&T Assessment Initial Data	11
4.2.1 Assessment Types	11
4.3 Running an Assessment to Identify Client Needs	14
4.3.1 Pre-populating Question Answers from Evidence	14
4.4 Answering Factor Questions	15
4.5 Scoring Assessments	15
4.6 Viewing Assessment Status	15
4.7 Prioritizing Factors After an Assessment	16
4.8 View Assessment Report	16
4.9 Rerunning an Assessment	16
4.10 Viewing Factor History	16

Chapter 5. Managing Advisements 17

5.1 Introduction	17
----------------------------	----

5.2 Creating Advisements.	17
5.3 Accepting or Rejecting Advisements	17
5.4 Monitoring Advisements.	17

Chapter 6. Building Outcome Plans to Achieve Positive Outcomes. 19

6.1 Introduction	19
6.2 Managing Outcome Plans	19
6.2.1 Opening Outcome Plans	19
6.3 Managing Client Activities	19
6.3.1 What are activities?	19
6.3.2 Selecting Activities	20
6.3.3 Scheduling Actions and Services	20
6.3.4 Validating Activities within a Plan	21
6.3.5 Generating External Referrals	21
6.3.6 Associating Plan Activities with Federal Components	22
6.3.7 Understanding Food Assistance Federal Components	22
6.4 Approving Plans	23
6.5 Closing an Outcome Plan	23
6.6 Managing Client Agreements	23
6.7 Monitoring Client Plans	23
6.8 Monitoring Client Eligibility Changes	23
6.8.1 Change in Work Eligibility	24
6.8.2 Change in Program Eligibility	24

Chapter 7. Monitoring Client Participation 25

7.1 Introduction	25
7.2 Tracking Attendance	25
7.2.1 Projected Hours	25
7.2.2 Projected Hours and Attendance Records.	25
7.2.3 Excused Absences and Holidays.	25
7.3 Viewing Participation Summaries	26
7.4 Managing Discrepancies	26
7.4.1 Generating Discrepancies	26
7.4.2 Investigating and Resolving Discrepancies	27
7.4.3 Viewing Discrepancies Over Time	27
7.5 Monitoring Client Progress/Case Reviews	28

Chapter 8. Using Productivity Tools 29

8.1 Introduction	29
8.2 Productivity Features	29
8.3 Outcome Worker Summaries	29
8.4 Outcome Worker Supervisor	30
8.5 Outcome Supervisor Summaries	30

Notices 31

Trademarks	33
----------------------	----

Figures

Tables

Chapter 1. Introduction

1.1 Purpose

The purpose of this document is to provide a business level overview of Cúram for Return to Work Outcome Management. After reading this guide, the reader should have a basic understanding of how outcome management can be used to identify and address clients' needs that will help towards achieving positive client outcomes for self-sufficiency.

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 or user guide.

1.2 Audience

This guide is intended for business analysts working within a social enterprise organization. It is assumed that you are familiar with the concepts of Social Enterprise Management (SEM), and have a strong knowledge of the organization's business requirements.

1.3 Prerequisites

Before reading this guide, it would be useful to have a basic knowledge of the Cúram product. It is assumed that you are familiar with the basic concepts of Social Enterprise Management. It is assumed that the reader is familiar with the basic concepts of Cúram for Income Support. To better understand the topics covered in this guide, the reader should also read the following guides:

- Cúram Provider Management Business Guide
 - Cúram Income Support Cash Assistance Program Guide
 - Cúram Income Support Food Assistance Program Guide
 - Cúram Outcome Management Support Guide
 - Cúram Outcome Management Configuration Guide
-

1.4 Chapters in this Guide

The following list describes the chapters within this guide:

What is Cúram for Return to Work Outcome Management?

This chapter provides an overview of Return to Work Outcome Management and the roles of the workers that use it.

Managing Outcome Services Referrals

This chapter provides information on support for the work referral process. It also provides background on work eligibility processing for Income Support programs.

Managing Self-Sufficiency Assessments

This chapter outlines how outcome workers perform assessments to determine the client's strengths, needs and barriers to self-sufficiency. Assessment results can then be viewed in detail for the client. Sample assessments and plans are provided for both Food Assistance and Cash Assistance. Based on the assessment of an individual, an agency has the option to create an outcome plan.

Managing Advisements

This chapter describes advisements that are a communication tool between an eligibility worker and an outcome worker on issues related to the client's plan.

Building Outcome Plans to Achieve Positive Outcomes

This chapter outlines how Assessment and Tracking (A&T) content uses Outcome Management. When a client visits the employment agency to register for work, the outcome worker creates an outcome plan for the client. Based on the Self-Sufficiency assessment score/classification, A&T provides a recommendation for activities. An agreement identifies the actions and services that a client has agreed to perform.

Monitoring Client Participation

This chapter provides an overview of how A&T assists an outcome worker to ensure the client is achieving the self-sufficiency goal by monitoring the client's progress on plan activities. Outcome workers monitor the client's progress through attendance tracking, participation summary views, and receiving notifications of discrepancies in scheduled to actual hours.

Using Productivity Tools

This chapter provides an overview of the worker productivity tools in Return to Work Outcome Management.

Chapter 2. What is Cúram for Return to Work Outcome Management?

2.1 Introduction

Cúram for Return to Work Outcome Management starts with a client-centric approach to service delivery and case management which focuses on the results the client and household are trying to achieve. It provides a comprehensive approach towards reaching positive outcomes for clients referred to an employment or outcomes agency.

Return to Work Outcome Management leverages Cúram Income Support, Cúram Provider Management, Cúram Provider Management (CPM), Cúram Outcome Management, Cúram Outcome Management Enterprise Module (COM), and Assessment and Tracking content such as Self-Sufficiency Assessments and Self-Sufficiency Outcome Plans. It has its basis in the multi-disciplinary team processes throughout the life cycle of an integrated case. The A&T content includes built-in business processes, functionality, and content for assessments, outcome plans, activities, referrals, advisements, and monitoring and worker productivity tools.

The configurable nature of the A&T content allows social enterprises to quickly respond to changes in legislation, policy, and workload patterns. A&T is intended to be used by either the employment outcome worker or the Cash Assistance and/or Food Assistance program eligibility worker. A&T allows the outcome worker to:

- Manage client referrals from the eligibility worker.
- Perform assessments to identify the barriers to becoming self-sufficient for clients who are receiving or have applied for Cash Assistance and/or Food Assistance benefits.
- Manage outcome service plans to support clients in self-sufficiency attainment including managing client agreements. Allows for service provisioning with providers through activity selection and referrals.
- Ensure that the client is achieving the self-sufficiency goal by monitoring the client's progress on the services attended by him.
- Coordinate with the eligibility worker on referrals, sanctions, participation issues, work registration, and recommended non-participation reasons.
- Enter activity attendance directly or receive it through CPM processes.
- Know when the client's program eligibility and work eligibility status changes.

2.2 The Roles of Eligibility Worker and Outcome Worker

Because eligibility workers are busy determining eligibility and maintaining cases, many agencies split the functions of an eligibility worker and an employment agency caseworker. The employment agency worker is the agency staff member who regularly monitors and evaluates clients' progress toward their self-sufficiency goals. The product uses the term 'outcome worker' for this role because this is the agency worker who focuses on the benefits of services to the client (outcomes). When there are two separate workers, the eligibility worker role refers clients to the outcome worker role. When an eligibility worker uses A&T and there is no separate outcome worker, this communication is not necessary as eligibility workers do not need to send, for example, a referral to themselves.

The outcome worker receives referred clients, sends advisements, performs assessments, manages plans and agreements, monitors clients' participation toward federal and personal goals, and resolves attendance discrepancies.

2.3 Supervisor Role

The outcome worker supervisor manages the workload of an organizational unit responsible for outcomes functions. The worker in this role can perform the same functions as an outcome worker and will have access to supervisory functions and receive escalation of tasks where necessary.

2.4 Pre-Defined Outcome Management Content

Return to Work Outcome Management features pre-defined Assessment and Tracking content designed for Income Support. This content includes several key features including self-sufficiency assessment scripts encompassing nine factors, a scoring continuum (0-10), and ratings in four classifications. The assessment also includes a pre-defined self-sufficiency assessment report. Additionally there are a variety of pre-defined service and action activities. These activities are mapped to federal components for Cash Assistance and Food Assistance. Also Cash Assistance has pre-defined validations that check that the plan is meeting federal guidelines.

2.5 Integration with the Income Support Case

Return to Work Outcome Management with the Assessment and Tracking content automatically works with the Income Support integrated case. This means there is integration with features of the integrated case. Evidence from the integrated case provides defaults for answers to assessment questions. There is integration with sanctions because the outcome worker creates an advisement about the need for a possible sanction. Another way that integration occurs is through automatic notifications. The outcome worker is notified when the client's eligibility status or work eligible status changes. The eligibility worker is notified when a participation agreement is signed. Through the integrated case, the eligibility worker is able to create a work referral to the outcome agency.

2.6 Support for the Work Referral Process

The work referral process starts with the eligibility worker. The eligibility worker runs the check eligibility process on the integrated case where rules determine the clients that need to work register using the work eligible status. The eligibility worker is able to search for a convenient outcomes agency office near a client's home by geographic location.

Note: Geocode functionality must be enabled in order for Assessment and Tracking referrals to work. Geocoding supports the capture and storing of longitude and latitude details for a participant address. Recording of this detail allows implementation of mapping features such as Google Maps. In Assessment and Tracking, the geocode details are used to help choose an office located in close proximity to the client. Geocode functionality is enabled as part of application administration using an application property.

The outcome worker is automatically notified when there is a change in work eligible status. The outcome worker has the ability to create advisements to the eligibility worker so that the eligibility worker can be kept informed of the client's status at all times. So that the eligibility worker can process denials for non-registration by the client, this worker is automatically notified when a client fails to register by the deadline.

2.7 Support for Attendance Tracking Process

The attendance tracking process has several components. The outcome worker has the ability to view real-time attendance for a client and not have to wait until the end of the month. For government regulations an important time-saver for workers is the ability to project actual attendance hours for up to six months. This feature is included. Attendance tracking is flexible. A provider registered in CPM can use the built-in attendance tracking features. Providers can submit client attendance either through the provider self-service application or by submitting the completed paper roster sent by the organization. Or when there is no provider, the outcome worker can enter the attendance directly. Also the outcome worker is automatically notified if the client's actual participation hours do not meet scheduled hours for

the time period. Additionally, there is the ability to track hours toward core and non-core federal components so that monitoring toward participation rate can occur.

2.8 Ability to Create Single or Multi-person Plans

Often there is more than one person that is referred to the outcomes agency from a household. A&T provides the flexibility to create a plan for each person or to combine all the referred members into one plan.

2.9 Integration with Cúram Provider Management

Return to Work Outcome Management uses CPM processes. In addition to attendance tracking described above, CPM is also used for activity referrals. When activities are added to a client's plan, the activity can be a referral to provider. These providers are maintained in CPM.

Chapter 3. Managing Outcome Services Referrals

3.1 Introduction

As a condition of eligibility for Cash Assistance and Food Assistance programs, many clients are required to register for work though not all clients are required to work as a condition of eligibility. Children and the elderly are generally exempt from this requirement as are some adults. For example, a mother caring for a very young infant or an adult with a disability which prevents them from working may be exempt from the work requirement.

When an eligibility worker who uses Cúram Income Support wants a client to visit an outcome worker who uses the A&T content, the eligibility worker generates a referral to the outcomes agency. Once the client arrives at the outcomes office, the client can register for work then plan for work, educational, or other activities that can help the client to become self-sufficient.

3.2 Outcome Services Referral

The outcomes services referral defines who needs to register for work. The eligibility worker creates an outcomes services referral for the client who needs to work register for Cash Assistance or Food Assistance. This referral process is the same whether the referral is generated due to the need for a client to work register based on a condition of eligibility or due to being a voluntary participant in the A&T process.

An outcomes services referral can be generated by the eligibility worker for either new applications and for reassessments.

An outcomes services referral is different from referrals in other areas of the product in that it is a referral from one internal agency to another internal agency. Return to Work Outcome Management activities include referrals to external agencies.

There are two new types of Evidence for v6 related to referrals and Work Eligibility: Non Participation Reason and Work Registration.

- Non Participation Reason - The Non-Participation Reason entity contains a temporary/short-term reason why a client does not need to participate in work registration (called a Non Participation Reason). Cash Assistance federal TANF Data Reports, when available, will use this reason along with Work Eligible Status to calculate the value Work Participation Status.
- Work Registration - The Work Registration entity holds the dates the client registered for work and when registration ends. This entity replaces the Work Requirement entity from 5.2 when Cúram Eligibility Rules (CER) are used.

See the Cúram Evidence Guide for more information.

3.3 Determining Who is Work Eligible

The eligibility worker needs to know who to refer to work register. Cúram provides tools for this task. Income Support uses the output of CER rules to determine which clients must be referred. The Work Eligibility portion of CER rules determine for adults a status of Work Eligible or Not Work Eligible and a recommended Non Participation Reason, if any. The CER rules provide the following information:

- Work Eligible – A client determined Work Eligible by the CER rules does not have an exclusion from having to work register for Cash Assistance or Food Assistance. A client can be Work Eligible and have a Non Participation Reason at the same time.

- Not Work Eligible – A client determined Not Work Eligible by the CER rules meets regulations to not have to register at all for that program. Not Work Eligible is usually a permanent (or semi permanent) condition such as the client is disabled/incapacitated, caring for someone who is disabled/incapacitated, or someone who is aged. The reason for being Not Work Eligible is determined by rules and displayed as part of work eligibility.
- Non Participation Reason – A Non Participation Reason is a temporary reason why a client does not need to work register. Non Participation Reasons may be recommended for a client as part of CER rules based on evidence. If the recommended reason is acceptable to the eligibility worker, this worker creates Non Participation Reason evidence for the client.

There are separate CER sets for Work Eligibility for Cash Assistance and Food Assistance. Two rule areas of note relate to these concepts:

- CER Sanction Assessment rules look at Work Registration and Non Participation Reason evidence when determining if a client has work registered appropriately.
- If a client is determined Work Eligible and if a client does not have Work Registration evidence and a client has a Non Participation Reason that is in effect at the period of time when eligibility rules run, a sanction will not be recommended for the client.

Work eligible rules are run as part of an eligibility run and do not run again when a work eligible screen is accessed. The following types of information display:

- List of client names (all clients in household who don't have a work registration record and are not dependent children)
- Work Eligible Status (based on Work Eligibility rules run in Income Support)
- Not Work Eligible Reason (based on Work Eligibility rules run in Income Support)
- Non Participation Reason (based on existing Non Participation Reason evidence)
- Recommendation for Non Participation (based on Work Eligibility rules)
- Registration Status (whether a work registration record exists in evidence)
- Plan Exists (Yes/No)

For more information on the pre-defined Not Work Eligible Reasons, the pre-defined Non Participation Reasons, sanction assessment rules, and the work eligible rules, see the *Cúram Income Support Cash Assistance Program Guide*, the *Cúram Income Support Food Assistance Program Guide*, and the *Cúram Evidence Guide*.

3.4 Referring Clients

A Work Eligible client does not have an exclusion from having to work register. Therefore, Work Eligible clients must be referred unless they have a Non Participation Reason. A referral can be created as soon as the eligibility rules have run and the case is determined eligible for Cash Assistance and/or Food Assistance. A case that is not eligible has no need for a referral. The eligibility result does not need to be authorized before the referral can be created. If the intake worker checked eligibility and the case was determined eligible for either Cash Assistance or Food Assistance, the eligibility worker can make the referral immediately without checking eligibility again.

The eligibility worker selects the clients to refer. To aid this worker in knowing who to refer, Income Support provides information such as name, work eligible status, existing non participation reason (from evidence), non participation recommendation reason, and whether the client is already registered for work. The non participation recommendation reason is determined based on CER rules and run as part of the Work Eligible rules during the most recent eligibility run. The eligibility worker refers each client individually. If a client determined eligible for Food Assistance has also been determined eligible for Cash Assistance, the client does not need to be referred again for Food Assistance.

In larger cities, many outcomes agencies have multiple offices. To assist the eligibility worker in finding a convenient office for the referred client to visit, A&T provides a search for an outcomes agency office based on the proximity to the client's home address.

The eligibility worker informs the client of the deadline for registering based on agency policy. After choosing the desired office, the eligibility worker can provide the referral details using a method that is convenient to the client. The eligibility worker prints out a document with the address of the selected agency office and other details. Alternatively, the details can be sent in an email if the client had previously provided the email address as part of the application process. Whether emails are sent is configurable. A referral is created in pending status.

3.5 After Referrals are Made

When the referred client arrives at the outcomes agency, the outcome worker searches for the referred client with the pending referral. Information is available such as: client name, case reference, whether there is an active plan, date referred, referred by name, and referral status. Outcome workers can assign the client's referral to themselves. The referral is now considered to be in progress. At this point the outcome worker can complete the referral, or it can be left in progress. If more than one person from the same household is referred, A&T does not assume all the clients will visit the outcome worker at the same time. Referrals are processed by individual.

A&T makes it easy for the eligibility worker to know when a client has visited the outcome worker. The eligibility worker can view the referral details and note that the status has changed. The outcome worker can create an advisement with details of the referral meeting. For more information, see the Advisements section of this guide.

When the eligibility worker learns that the client has work registered, the eligibility worker enters in Evidence the work registration details.

3.6 Referral Client Deadline for Appearing at Agency

Because eligibility workers need to know if a referred client has visited the outcome worker by the agency's deadline for eligibility purposes, Return to Work Outcome Management provides tools for this purpose. When the referred client does not arrive at the outcomes agency by the deadline, the eligibility worker is notified. The default number of days for this notification is 5. If after 10 days the client has not appeared, the referral expires and another notification is generated to the eligibility worker. The number of days for these notifications can be configured.

After a referral has expired, the client's referral is no longer selectable by the outcome worker.

3.7 Cancelling Referrals based on Client Wishes

Sometimes a client may change his mind after accepting a referral. In this situation the eligibility worker cancels the referral. If the client has not yet visited an outcomes agency, then the client's referral is no longer selectable by any outcome worker after it has been cancelled.

Chapter 4. Managing Self-Sufficiency Assessments

4.1 Introduction

For social enterprise agencies, assessments play an essential role in assisting clients in their ultimate goal of self-sufficiency. Assessments provide an organization with comprehensive support for developing and managing information to identify client needs. Assessment and Tracking (A&T) provides agencies with the ability to quickly assess the issues and needs of clients. The A&T assessment content is configured with one assessment type: Self-Sufficiency. Assessments use Intelligent Evidence Gathering (IEG) to present questions, applicable answers and collect assessment data. Either Cúram Decision Assist (CDA) or Cúram Eligibility Rules (CER) can be used to determine the assessment results. Using the assessment results, the client and outcome worker can identify the outcomes desired as a part of the planning process.

4.2 A&T Assessment Initial Data

To support an agency in quickly using the A&T content, Return to Work Outcome Management is pre-defined with a Self-Sufficiency assessment. This assessment consists of commonly used assessment factors, factor questions, defaulted client responses to questions based on client evidence already entered, a rating classification scale, and scoring. For more information on defining assessments, see the Cúram Outcome Management Guide.

4.2.1 Assessment Types

Agencies can configure and run multiple types of assessments to identify client needs. As part of the A&T content, the Self-Sufficiency assessment is featured as part of the product. The assessment is associated with an integrated case and an outcome plan. A Self-Sufficiency assessment can be used for both Cash Assistance and Food Assistance as a client will only have one Self-Sufficiency assessment at a time. While Cúram Outcome Management has the option to specify whether the assessment is used to assess a group or household of clients or to assess clients individually, the A&T content is configured to assess clients individually. Assessing clients individually means that questions are asked of each client (if there is more than one client being assessed for a plan) and a result is displayed for each client.

4.2.1.1 Assessment Factors

Client needs are assessed using categories called factors. Agencies typically assess clients to measure their current situation in relation to one or more factors. The Self-Sufficiency Assessment has the following nine initial factors:

- **Employment** - Gathers information on basic work experience, skills, and employment barriers.
- **Education** - Gathers information on education level, training or skills, and barriers that may affect employment.
- **Child Care** - Identifies a child care need that may hinder a client's ability to participate in work.
- **Transportation** - Identifies a transportation need that should be resolved to help a client achieve self-sufficiency.
- **Housing** - Identifies a housing need that should be resolved to help a client achieve Self-Sufficiency.
- **Substance Abuse** - Identifies a possible substance abuse need that may require further assessment or treatment.
- **Physical Health** - Gathers information on any physical health needs that may limit a client's ability to work or perform daily activities.
- **Mental Health** - Identifies a possible mental health need that may require further assessment or treatment.

- **Domestic Violence** - Identifies a possible domestic violence situation that may threaten a client's safety and well-being.

4.2.1.2 Assessment Questions by Factor

The Self-Sufficiency Assessment is based on an IEG script. There are multiple questions for each factor. The following are the questions in the script across all the factors along with the score for the answer in {}:

Employment –

- Are you currently working? (yes{4}, no{0})
 - If Yes, asks
 - What is your current employment type? (Full-Time{3}, Part-Time {2}, Seasonal {1})
 - Are you earning the federal hourly minimum wage or above? (yes {1}, no {-1})
 - If No, asks
 - When did you last work? (Never {0}, In the Last 11 Months {3}, Within 12 to 18 Months {2}, Over 18 Months {1})
 - Why are you not currently working? (No Jobs Available, Criminal Record, Pregnant, Attending School/Training, Health Problems, No Child Care, Carer of Ill/Disabled Family Member, Lack of Transportation) {all score as 0}
 - Do you have a resume prepared? (yes{1}, no{0})
 - Have you ever had a job interview? (yes{1}, no{0})
- Do you have skills? (yes{2}, no{0})
 - If Yes, asks
 - Indicate which skills (select multiple): Car Repair/Mechanic, Cashier, Childcare, Computer, Construction, Housekeeper, Nursing, Healthcare, Office Work, Restaurant Work, Retail Work, or Other {all score as 0}
 - If No, asks no additional questions

Education -

- Is English your primary language? (yes{0}, no{0})
- Are you able to read and write and do basic math? (yes{1}, no{0})
 - If Yes, asks
 - Primary (8th grade or less) {0}
 - High School (9th, 10th, 11th) {2}
 - GED or High School Diploma (Basic Education) {3}
 - Vocational, Technical, Or Trade School Diploma or Certification) {5}
 - Post Secondary Degree (Associates, Bachelors, Masters) {8}
 - If No, asks no additional questions
- Are you currently attending school or a training program? (yes{1}, no{0})

Child Care Details -

- What best describes your child care situation? (select 1)
 - Child Care Not Needed (no additional questions) {10}
 - Child is Unsupervised and Unsafe {0} (then asks Has child care or lack of child care ever kept you from getting or keeping a job? (yes {0}, no {1}))
 - Child Care is Unavailable/Inaccessible {0} (then asks Has child care or lack of child care ever kept you from getting or keeping a job? (yes {0}, no {1}))
 - Child Care Unaffordable/unreliable {4} (then asks Has child care or lack of child care ever kept you from getting or keeping a job? (yes {0}, no {1}))

- Child Care is Affordable and Subsidized {6} (then asks Has child care or lack of child care ever kept you from getting or keeping a job? (yes {0}, no {1}))
- Child Care affordable and Non-Subsidized {8} (then asks Has child care or lack of child care ever kept you from getting or keeping a job? (yes {0}, no {1}))

Transportation Details -

- How do you usually get to the places you need to go? (select 1)
 - I currently have no Transportation {0} (no additional questions)
 - Public Transportation {2} (then asks: Is your primary form of transportation reliable? {5} (yes{0}, no{0}) Do you own a vehicle? (yes{1}, no{0}))
 - Drive Myself {2} (then asks: Is your primary form of transportation reliable? (yes{5}, no{0}) Do you own a vehicle? (yes{1}, no{0}))
 - Get a Ride {2} (then asks: Is your primary form of transportation reliable? (yes{5}, no{0}) Do you own a vehicle? (yes{1}, no{0}))
- Do you have a valid driver's license (yes {2}, no {0})?

Housing Details -

- What is your current housing situation? (select 1)
 - Homeless or Threatened with Eviction {1}
 - Eviction or Foreclosure {1}
 - Unsafe Housing {2}
 - Temporary Shelter/Housing 3}
 - Transitional Housing {4}
 - Un affordable Rental/Ownership Housing {4}
 - Subsidized Rental {6}
 - Non-Subsidized Rental {8}
 - Affordable Home Ownership {10}

Substance Abuse Details -

- Do you or have you ever had a problem with alcohol in the last 12 months? (yes{5}, no{10})
 - If Yes, asks
 - Do you feel or have you felt (in the last 12 months) you should cut down on your drinking or drug use? (yes{0}, no{0})
 - Do people or have people (in last 12 months) annoyed you by criticizing your drinking or drug use? (yes{0}, no{0})
 - Do you or have you (in the last 12 months) left bad or guilty about your drinking or drug use? (yes{0}, no{0})
 - Have you ever lost a job or failed to complete school or training program because you had been drinking or using drugs? (yes{0}, no{0})
 - Have you had a any emotional or psychological problems from using alcohol or drugs - such as feeling uninterested, depressed, suspicious of people, paranoid, or having strange ideas? (yes{0}, no{0})
 - Have you (in last 12 months) ever had a drink first thing in the morning to steady your nerves or to get rid of a hangover? (yes{0}, no{0})
 - Do you or have you attended a treatment program or support group? (yes{1}, no{-1})
 - If Yes, asks How long have you been in recovery? (Less than 6 Months {-1}, Less than 2 Years {1}, More than 2 Years{2})
 - If No, asks Are you scheduled to attend a treatment program? (yes{-1}, no{-3})
 - If No, asks no additional questions

Physical Health Details -

- Do you have any health or medical conditions? (yes{1}, no{10})
 - If Yes, asks
 - Do you have any medical conditions or disabilities that would make it hard for you to get or keep a job? (yes{0}, no{2})
 - Are you currently under a doctor's care or receiving treatment for your condition? (yes{3}, no{0})
 - Does your health limit any day to day activities such as housework, climbing the stairs, grocery shopping, standing or lifting heavy objects? (yes{0}, no{2})
 - If No, no additional questions

Mental Health -

- Have you ever been diagnosed as having a mental health condition? (yes{3}, no{7})
 - If Yes, asks Are you currently receiving services for this condition? (yes{0}, no{0})
 - If No, asks no additional questions
- During the last 12 months, have you felt that you needed help for emotional issues, personal problems, or stress? (yes{0}, no{1})
- Have you issues that have affected your normal day-to-day activities, work or relationships with others? (yes{0}, no{2})

Domestic Violence Details -

- Is there anyone in your life now or in the past that has physically hurt you or threatened to hurt you or someone close to you? (yes{0}, no{2})
- Has anyone followed or intruded into your activities that made you uncomfortable? (yes{0}, no{2})
- Is there anyone in your life now or in the past that has tried to control you by keeping you from going to work, shopping, looking for a job, or some other activity? (yes{0}, no{2})
- Is there anyone in your life now or in the past that has tried to prevent you from spending money or making important decisions about your own life? (yes{0}, no{2})
- Are you sometimes afraid to stay at home because you have been hit, hurt, or attacked by a relative, a spouse, or a partner? (yes{0}, no{2})

4.2.1.3 Assessment Scoring

Pre-defined assessment scoring is also provided for each factor for both Cash Assistance and Food Assistance. For both programs each factor is scored on the same ten-point scale and assigned a rating classification. In the Self-Sufficiency Assessment, all factors are assigned the same rating. Scores are based on a four category rating scale of Vulnerable, Engaged, Progressing, and Self-Sufficient or Safe. The scores associated with the rating scale are: Vulnerable is 0 to 2, Engaged is 3 to 5, Progressing is 6 to 8, and Self-Sufficient or Safe is 9 to 10. These ratings are also known as barriers categories in Cúram Outcome Management.

4.3 Running an Assessment to Identify Client Needs

The outcome worker will initiate the creation of an outcome plan and assessment upon receiving a referred client at their location. For the A&T content, an assessment must be created from within a plan. When an assessment is initiated, the defined assessment questions display. After answering all questions for each factor, the results display.

4.3.1 Pre-populating Question Answers from Evidence

The Self-Sufficiency assessment pre-populates based on evidence for the client as default values. For example if there is an assessment question on education, the Student evidence defaults into the assessment for a related question. Because an eligibility worker must be aware of all changes to evidence, changes to information in the assessment do not automatically update back to evidence.

On completion of assessment, the system verifies the answered values to check if there is any difference from the default values. If differences exist, a notification is sent to the case owner with the list of fields where the default and answered questions have different values. This allows user to verify the answers of the client to check if everything answered is correct.

4.4 Answering Factor Questions

Factors where the score is automatically derived by the system have a set of questions associated to them. However, just as not all agencies will provide the facility to perform assessments on clients, not all agencies will provide the facility to perform an assessment on all nine of the Self-Sufficiency assessment factors. The facilities and resources an agency has dictates whether the agency provides a client an assessment on one, more, or all of the nine factors. Agencies that do not provide the facility to run assessments or do not provide the facility to run an assessment on one or more of the nine self-sufficiency factors have an external party who will. For example, an agency may have the facility and resources to assess a client on employment, education, housing, transportation, child care, substance abuse, physical health and mental health but source an external party who will assess the client on domestic violence.

An agency who does not perform an assessment on a client for one, more or all of the nine A&T factors may request the assessment results from the external party who performs the assessment on the client. In this instance, the user may manually enter a score for a factor assessment for a client.

4.5 Scoring Assessments

Upon completion of the assessment, the assessment rules are executed for the factors and the assessment results are displayed to the outcome worker. The outcome worker is then presented with information on the factor scoring. For the Self-Sufficiency Assessment two types of graphs are provided - a Bar Chart and a Radar Chart. The type of graph displayed by default can be configured in assessment administration; however a case worker can also switch between the two types of graphs.

The assessment result for a factor can be derived automatically by the system based on the answers to factor assessments questions, or the assessment result for the factor is entered manually by a user. The two types of scores are totaled.

Score derived automatically by the Self-Sufficiency Assessment:

When there are questions for factors, each answer for each question for the factor has a score associated to it. Based on the answers to the factor questions. The system determines the factor assessment result by totaling the scores for each question associated with that factor. Based on the total score for each factor, the rating classification is determined (Vulnerable, Engaged, Progressing, and Self-Sufficient or Safe) for each factor.

Score manually entered by the user:

When the agency has received an external score, the user may manually enter a score for a factor assessment for a client. No additional scoring occurs for the factor. A rating classification is determined based on the score.

4.6 Viewing Assessment Status

An outcome worker needs a quick reference to see when an assessment is due. The system indicates to a user when a client is due or overdue for an assessment.

4.7 Prioritizing Factors After an Assessment

Agencies do not always have the capacity to address all of the issues identified by an assessment and must concentrate on the most urgent needs. The assessment framework supports factor prioritization. Factor prioritization allows outcome workers to prioritize factors identified by the assessment as needing urgent or further attention. Prioritization is for a person for a specific assessment. For example, if a client's assessment results indicate that housing is an identified need, these results can be prioritized so that the outcome worker attempts to address this issue before any other issues are addressed.

4.8 View Assessment Report

After an assessment is complete, the assessment results can be viewed in a report. The following displays:

Summary

Displays client details.

Assessment Results

Displays for the current assessment each factor and the classification (Vulnerable, Engaged, Progressing, Self-Sufficient or Safe), the assessment score, and if the factor is a priority.

Assessment Details

After a reassessment has occurred for an individual, the result displays for each factor for each assessment. For each factor whether it was reassessed or not, the following is listed in the report: each date/time the factor was assessed, the classification, score, and priority.

4.9 Rerunning an Assessment

An existing assessment can be rerun. For reassessment, the outcome worker can reassess all the factors from the existing assessment or just a subset of those factors. The outcome worker can select which factors to reassess from the existing assessment. For example the outcome worker may choose to run three factors from the existing assessment and only the questions related to those three factors will be asked to the client. The results of the other factors are not updated.

The user can modify the next re-assessment date for the client. The next date will default based on the assessment frequency, but can be modified by the user to be an earlier date.

4.10 Viewing Factor History

An outcome worker may want to see how a client's score on the Self-Sufficiency assessment has changed over time. The system allows the user to compare between two assessments for the same client. The assessment results and the assessment answers can be viewed. The purpose of the assessment history is to provide an outcome worker with access to the results achieved by client each time the client was assessed. Results are available in a list format.

Chapter 5. Managing Advisements

5.1 Introduction

Agencies overwhelmed by heavy workloads need to consistently and quickly communicate about possible actions required on a case. Outcome workers and eligibility workers assist the same client through different roles and need an easy way to communicate with each other. Assessment and Tracking (A&T) offers an advisements feature that can be used by an outcome worker to send various notifications and recommendations to the eligibility worker. The purpose of the advisement can be for reasons such as the client completed a work registration, the outcome worker recommends a non participation reason recommendation based on the Self-Sufficiency assessment, or the outcome worker recommends a sanction based on an unresolved attendance discrepancy. Rather than sending a task to the eligibility worker, the outcome worker can send an advisement that can be tracked. The eligibility worker receives a notification of the advisement and can send back a status and comments.

5.2 Creating Advisements

From within the integrated case, the outcome worker can create an advisement to send to the eligibility worker for the client. The advisement includes information such as an advisement type, short subject, plan reference, date, and longer advisement text. The advisement is created in pending status. The creation of the advisement creates a notification to the eligibility worker who is associated with the application or the integrated case. An advisement is sent to the associated eligibility worker. Once the advisement is sent, the outcome worker cannot modify it. When an advisement is created the status is pending.

5.3 Accepting or Rejecting Advisements

From within participation on the integrated case, the eligibility worker can view the status of the advisements for the case. This worker can accept or reject the advisement based on what he or she decides to do with the advisement recommendation. The eligibility worker can enter a status and comments about the rejection which displays to the outcome worker.

5.4 Monitoring Advisements

The outcome worker can monitor the status of all the advisements for the case. The worker can view the status and rejection comments, if any, entered by the eligibility worker.

Chapter 6. Building Outcome Plans to Achieve Positive Outcomes

6.1 Introduction

The most important part of achieving positive outcomes for clients is to identify the best course of action to meet their needs. Return to Work Outcome Management provides the tools to address these needs by allowing for the identification, scheduling, and maintenance of appropriate activities to achieve client goals and objectives.

Based on Self-Sufficiency assessment information, an outcome worker develops the outcome plan for the client. An outcome worker can select activities recommended by the system. Plans must be understood by the client with tasks and responsibilities clearly identified. Clients are asked to participate in the planning process and sign-off on the plan. Outcome plans are monitored and updated on a regular basis and may be changed when circumstances change.

6.2 Managing Outcome Plans

If the agency has the outcome worker and the eligibility worker set up as two separate roles when the client visits the outcomes agency based on a referral, the outcome worker searches the pending referrals for the client and creates the plan. If the agency has the outcome worker and eligibility worker as the same role, the eligibility worker creates the plan directly through Return to Work Outcome Management.

With the exception of the referral, all work an outcome worker does is within a plan. Because agencies have different procedures on what happens at the initial visit, A&T provides flexibility in these procedures. On the initial visit, the agency may wish the outcome worker to complete only the referral. Alternatively the agency may wish the outcome worker on the initial visit to create activities for the client without an assessment or immediately start an assessment which leads to activities.

6.2.1 Opening Outcome Plans

An outcome plan is always associated with an integrated case. When creating an outcome plan from an integrated case, the referred members of the integrated case are available for addition to the outcome plan.

Because agencies have differing procedures, each referred client on an integrated case can have their own plan. Or they can all be on the same plan.

6.3 Managing Client Activities

The most important part of achieving positive outcomes for a client is the identification and scheduling of activities to address their needs. Outcome workers assign activities (actions, services, or referrals) to the client based on barriers or needs. Activities can be associated with a federal component. Federal components are a way to group activities based on regulatory policy; these components can be further categorized as core or non-core.

6.3.1 What are activities?

As part of activity assignment, A&T allows the outcome worker to assign activities that are classified as actions or services to a client. A service has a provider associated. Providers are maintained in Cúram Provider Management. Actions do not have a provider associated. An activity can also be a referral to an external provider for a service which can help the client but are not paid for by the agency.

The following is the list of actions that are pre-defined as part of the A&T content:

- Apply for Child Care Assistance
- Arrange for Backup Child Care
- Become Self-Employed
- Enroll Child with Child Care Provider
- Increase Hours
- Increase Wages
- Meet with Child Care Resource & Referral Representative to Select child Care Provider
- Obtain Benefits
- Obtain Full-Time Employment
- Obtain Temporary/Seasonal Employment
- Participate in Advanced Degree Program
- Participate in Bachelor's Degree Program
- Retain Employment
- Submit Attendance Log
- Submit Job Search Daily Logs to Case Manager

The following is the list of services that are pre-defined as part of the A&T content:

- Attend Job Readiness Workshop
- Attend Life Skills Training
- Child Care
- Gain Work Experience through Vocational Education
- House Care
- Participate in ESL Program
- Participate in High School/GED Certificate Program
- Participate in Job Search
- Participate in Literacy Program
- Participate in Vocational Certification/Licensure Program
- Participate in Work Experience Placement
- Participate in on-the-Job Training Placement

6.3.2 Selecting Activities

Based on the Self-Sufficiency assessment, the system recommends plan activities. Work activities (services, actions, and referrals) are suggested based on the assessment factors and ratings for the client. The outcome worker can choose to add the suggested work activities to the outcome plan. For instance an individual who has not finished high school will be assigned activities that will lead to obtaining a diploma or GED before starting other work activities. Non-suggested activities can also be added.

The A&T content includes initial activities for Cash Assistance. Also many of these activities are recommended based on self-sufficiency scores. Mapping of recommended activities can be configured.

For information on activities, see the Cúram Outcome Management Guide.

6.3.3 Scheduling Actions and Services

The system enables the outcome worker, for each action plan item, to specify:

- The start date of the action or service plan item.
- The end date of the action or service plan item.
- The frequency for an action plan item.

- The number of hours per week for the action plan item.
- The number of days per week for the action plan item.
- The estimated cost for the action plan item.
- The federal component, if any, with which to associate the action (the action will count towards this component for reporting).

6.3.4 Validating Activities within a Plan

When the outcome worker has added all the activities to the plan, they can validate if any of the activities added were outside of what was expected. Plan validations of activities can be manual or automatic. When validations are triggered manually on the plan, they are run across a plan for each client on the plan. When validations are triggered automatically at the time the agreement is completed, they run for each client on the agreement. A&T validations are set up for Cash Assistance using CER rule sets. Agencies can set up validations for Food Assistance as desired.

For validations that run on a new plan, checks look for scheduled hours because actual hours do not exist yet. Validations that run on an existing plan need to check a combination of actual hours and scheduled hours. Validations before the plan validation date check the client's actual hours; validations after the validation date check the client's scheduled hours. A&T includes validations as follows:

Vocational Education Training Activities Validation: Checks if the client's Vocational Education Training activities total more than 12 months for any individual.

Job Search & Job Readiness Assistance Activities Maximum Validation:

- If the state is not configured as a Needy State, checks if an individual's participation in activities associated with Job Search & Job Readiness Assistance Cash Assistance federal component exceeds 120 or 180 hours in the preceding 12-month period. 120 hours is for single custodial parents with a child under age 6. 180 hours is for other clients.
- If the state is configured as a Needy State, checks if an individual's participation in activities associated with Job Search & Job Readiness Assistance Cash Assistance federal component exceeds 240 or 360 hours in the preceding 12-month period. 240 hours is for single custodial parents with a child under age 6. 360 hours is for other clients. A&T is configured as a Needy State as initial content.

Participation in activities associated with Job Search & Job Readiness Assistance For 5 Consecutive Weeks Validation: Checks if activities associated with the Job Search & Job Readiness Assistance Cash Assistance federal component are scheduled for 5 or more consecutive weeks in the preceding 12-month period.

Maximum Number Of Hours Per Week: Validates whether the client is participating in activities of more than 40 scheduled hours per week.

Duplicate Activities: Validates that the same activity is not listed more than once for the same time period.

6.3.5 Generating External Referrals

The system allows the outcome worker to manage external referrals to a provider in Cúram Provider Management. This referral is different from an outcomes services referral that is between internal organizational units and is not associated with a plan item.

If referral follow up is indicated that it is required, the outcome worker may indicate whether the client has contacted the referral provider along with the date.

6.3.6 Associating Plan Activities with Federal Components

Government regulations set goals that clients participate a specified number of hours in specialized groups of activities. A&T includes features to associate activities to groups of activities (federal components) to facilitate tracking and regulatory reporting. Initial content is provided for components for both Cash Assistance and Food Assistance. Government regulations further break down the specialized groups of activities into sub categories called core and non-core activities. Agencies can configure the federal components and if they are considered core or non-core. For Cash Assistance, activities are mapped to federal components as part of initial content. For Food Assistance federal components are provided as part of initial content; however, because no activities (services or actions or referrals) are provided as initial content, no mapping of components to activities is provided. Agencies can configure Food Assistance activities as desired.

In viewing participation, if an activity is associated with a federal component that is configured as Core, then the hours are listed in the Core column. Likewise if an activity is associated with a federal component that is configured as Non-Core, the hours are listed in the Non-Core column. Activities that are not associated with a federal component are listed in the Other Hours column.

6.3.6.1 Understanding Cash Assistance Federal Components

Below are the initial Cash Assistance federal components and whether they are considered to be core or non-core.

Component	Core or Non-Core Type
Unsubsidized Employment	Core
Subsidized Private Sector Employment	Core
Subsidized Pubic Sector Employment	Core
On-the-Job-Training	Core
Work Experience	Core
Job Search & Job Readiness Assistance	Core
Community Service	Core
Providing Child Care Services To An Individual Who Is Participating In A Community Service Program	Core
Vocational Education Training	Core
Vocational Education Training	Core
Job Skills Training Directly Related to Employment	Non-Core
Education directly related to employment, in the case of a recipient who has not received a high school diploma or a certificate of high school equivalency	Non-Core
Satisfactory attendance at secondary school or in a course of study leading to a certificate of general equivalence, in the case of a recipient who has not completed secondary school or received such a certificate	Non-Core

6.3.7 Understanding Food Assistance Federal Components

Below are the initial Food Assistance federal components and whether they are considered to be core or non-core.

Component	Core or Non Core Type
Work experience or Training	Core
On-the-Job-Training	Core

Workfare	Core
Education	Non-Core
Self-employment Training	Non-Core
Independent Job Search	Non-Core
Job search Training and Support	Non-Core
Vocational Training	Non-Core
Self-initiated Workfare	Non-Core
WIS	Non-Core

6.4 Approving Plans

As the client progresses through the self-sufficiency plan, the worker will conduct periodic assessments to reevaluate the client's strengths, needs, and barriers and will adjust the plan accordingly. Outcome workers monitor the client's progress by performing reassessment and adjusting the activities or creating new activities based on the needs identified for the client to become self-sufficient. Based on agency procedures, a new agreement can be created.

6.5 Closing an Outcome Plan

An outcome plan can be closed when all goals and objectives within the outcome plan have an outcome specified (i.e. whether the outcome was attained or not attained) or when the associated eligibility case closes. Once closed the outcome plan status changes from 'Open' to a status of 'Closed'. A status history is maintained for outcome plans displaying the start and end date of changing statuses.

6.6 Managing Client Agreements

Return to Work Outcome Management uses plan agreements from Outcome Management to track the status of the planning process. An important part of the plan is for both the client and the outcome worker to acknowledge the plan. There is typically only one client on an agreement. There can be more than one agreement for a plan. If there is more than one person on a plan, the agreements for the various individuals can have different dates on their plans. A client agreement is created, approved, issued, signed, and monitored. When an agreement is marked as complete, validations will be performed automatically by the A&T content.

Because Return to Work Outcome Management is integrated with Cúram Income Support, the eligibility worker is notified when the plan agreement is completed and the plan agreement is signed.

6.7 Monitoring Client Plans

As the client progresses through the self-sufficiency plan, the worker will conduct periodic assessments to reevaluate the client's strengths, needs, and barriers and will adjust the plan accordingly. Outcome worker monitors the client's progress by performing reassessment and adjusting the activities or creating new activities based on the need identified for the client to become self-sufficient. Based on agency procedures, a new agreement can be created.

6.8 Monitoring Client Eligibility Changes

Because an agency can have multiple workers making changes on an integrated case, the outcome worker needs to be aware of changes that have occurred to the case as they happen. Often a client's circumstances change while they are in receipt of benefits. The outcome worker is automatically notified of changes in work eligible and program eligibility status.

6.8.1 Change in Work Eligibility

When work eligibility changes, the outcome worker receives a notification. Additionally, the outcome worker can monitor work eligibility through the features for Work Eligibility and View Participation Summary for both Cash Assistance and Food Assistance.

6.8.2 Change in Program Eligibility

When program eligibility status changes for Cash Assistance, an outcome worker receives a notification. If the Cash Assistance product delivery has closed, the outcome worker can close the plan.

Chapter 7. Monitoring Client Participation

7.1 Introduction

Fundamental to the success of achieving positive outcomes for a client is the ability to monitor a client's progress toward his or her own goals. It is important to also monitor and maintain activities to make certain that the client is not only participating, but also getting what they need from these activities (effectiveness) and to ensure that providers are delivering the appropriate quality level of service provision. Return to Work Outcome Management supports the maintenance of activities on an outcome plan. An important aspect of delivering services to clients is to ensure that the service being delivered is of high quality and to also ensure that providers are paid for the services delivered. The system provides the outcome worker the flexibility to make changes to a service or action based on client needs (participation and effectiveness). Monitoring is done through tracking attendance, managing discrepancies from expected attendance, and monitoring toward personal and federal participation goals.

7.2 Tracking Attendance

Attendance is tracked from within the plan. Providers can submit client attendance either through the provider self-service application or by submitting the completed paper roster sent by the organization. Cúram Provider Management generates attendance rosters for all providers that are required to report client attendance for the reporting period. The system also automatically creates client attendance records based on the provider rosters. An outcome worker can also complete and submit an attendance roster.

For more information, see Cúram Provider Management Business Guide.

7.2.1 Projected Hours

To expedite attendance tracking, Assessment and Tracking (A&T) offers a way to track attendance through projecting hours based on actual hours. Projecting actual hours is only allowed for activities associated with a federal allowable component that is set up to "Projection Allowed" in outcome management administration. The maximum number of months to project is configurable. The default value is six months.

7.2.2 Projected Hours and Attendance Records

A scheduled process evaluates all plan items where projected attendance is indicated for the time period being assessed and generates a missing attendance record for the projected period. It is anticipated that this process will run monthly, and it is configurable. For example, a client may have a part time job, which is scheduled for 20 hours a week where the period is entered as projected. During the projected period, the system will calculate the attendance for this activity rather than require the entry of attendance by an employer or the outcome worker.

7.2.3 Excused Absences and Holidays

Absence types can be configured in Cúram Provider Management. Certain absence types are considered excused as follows:

- Authorized Holiday
- Did not attend
- Discharged
- Emergency Closing of
- Family Bereavement
- Hospitalization
- In Custody

- Medical
- Sickness

The following types are considered not excused: Did not attend - Not Excused and Unauthorized Holiday.

7.3 Viewing Participation Summaries

It is important for the outcome worker to have feedback as soon as possible as to whether the client is meeting his or her own plan's participation goals. The outcome worker can select from clients on a plan and view by month a summary of the hours in which the client participated by program. Summaries are available for the entire month and can be viewed by week in the month.

The outcome worker can see for the selected month and client and program the following: the total scheduled monthly core hours, total scheduled monthly non-core hours, and an indication of whether the client met his or her own hours for the selected month.

If a client's attendance is to be submitted weekly or bi-weekly rather than monthly, an outcome worker can view real-time client attendance for the weeks that have been entered rather than waiting until the end of the month. The hours for the month are summed by week and categorized by: week in the month, start and end date of the week, total core, total non core, other hours, and whether the client met his or her own scheduled hours. For each week, the worker can see additional details by type of hour (core, non core or other): scheduled hours, attended (actual) hours, excused absence hours, recognized holiday hours, and unexcused absences.

Agencies can configure how months are displayed/reported. The configurations include the first day of the week and the month calculation method. The two main types of month calculation methods are calendar method and a full-weeks methods. By default, the first day of the week is Sunday. The month calculation method is a full-weeks method. When the actual calendar month does not start on the first day of the week (Sunday) or end on the last day of the week (Saturday), the system determines which month has the most days in the week. For example if the calendar month of March ends on a Tuesday (so that March includes Sunday, Monday, and Tuesday) then for that week there are only three actual days in March. Then April has four actual days which is more than the three days in March. So the March days are determined be in the "April" reporting month. If the calendar month is selected, then a multiplier is used to calculate the number of weeks in the month. The default of 4.33 can be configured.

7.4 Managing Discrepancies

Outcome workers overwhelmed by heavy workloads need an easy way to know if clients are meeting all the expected hours for the activities and services outlined in their plans. Some activities lend themselves to a provider entering attendance while for others, the outcome worker may enter the attendance. When the provider enters attendance, the outcome worker may not be aware if the client is short hours. Discrepancy checks on scheduled hours vs. actual participation hours can be planned periodically to create notifications to all outcome workers of potential issues with their clients' attendance. These checks evaluate if any of their clients are missing expected plan hours as of a pre-selected date.

7.4.1 Generating Discrepancies

On a configured day of the month, A&T executes a batch process that compares scheduled versus actual attended hours for Cash Assistance clients for all active outcome plans to determine whether the client has met the required participation. If a discrepancy exists, it is stored. So that the outcome worker knows which cases to review, the outcome worker is notified for each outcome plan where there might be an issue. Discrepancies are created and recorded for individual activities. The information captured on discrepancy records may include: client name, discrepancy date, activity, period, scheduled hours, actual hours (indicates if projected hours are used), and discrepancy month. The configured date to run the

batch process is after all the attendance is in the system for the previous month. The initial date is the 15th. There are separate "paid" and "unpaid" activity checks that are set up as part of federal allowable components.

Paid Activity Check:

If projected hours have been recorded for a client's paid scheduled hours, no discrepancy exists as projected data is considered to be actual data.

If the client's scheduled hours of participation in paid activities does not match the actual hours of paid activities and a client does not have a Cash Assistance work non-participation reason which covers the period, a discrepancy record is stored.

Unpaid Activity Check:

If the client's scheduled hours of participation in unpaid activities does not match the actual hours of unpaid activities, the system validates for Cash Assistance clients the excused absence reason for not attending the activity and determines if a discrepancy situation exists and whether a discrepancy record should be created.

Part of discrepancy evaluation is checking for exceeding regulatory limits for excused absences and holidays. Limits for excused absences are 16 hours in a month and 80 hours in 12 months. Limits for holidays are 10 in a calendar year. Specific checks include:

- If the excused absence reason is determined acceptable and no Cash Assistance non participation reason exists, no discrepancy exists. The client's hours of not participating count towards meeting their actual hours.
- If the excused absence reason is determined acceptable and a Cash Assistance non participation reason exists, no discrepancy exists. The client's hours of not participating count towards meeting their actual hours.
- If the excused absence reason is determined acceptable and a Cash Assistance non participation reason exists, no discrepancy exists. The client's hours of not participating count towards meeting their actual hours.
- If the excused absence reason is acceptable and the client does have a Cash Assistance non participation reason that covers the scheduled period, no discrepancy exists and the client's absence hours count towards meeting their actual hours.

7.4.2 Investigating and Resolving Discrepancies

The worker views the discrepancy records and determines the resolutions manually. Tools are provided to help the worker know which discrepancies must still be acted upon. Discrepancies are created by activity so that discrepancies on different activities on the same plan can be monitored separately. Possible tasks that a worker may perform are to verify the attendance records and enter the missing attendance/absences and update the discrepancy status. Based on client's circumstance and his participation in work activities, outcome worker can send an advisement to the eligibility worker about any issues.

7.4.3 Viewing Discrepancies Over Time

When investigating a client's current discrepancy, a worker may wish to review if a client has previously had an issue with this particular activity in the past. A&T provides the information for this review including such details as: client name, activity name, activity period, scheduled hours, actual hours, associated month when the discrepancy occurred, previous resolution, resolution date, and comments. A possible resolution might include that the discrepancy was a client error, a provider error, or a valid discrepancy.

7.5 Monitoring Client Progress/Case Reviews

To ensure that the activities on the outcome plans are achieved and appropriately address the needs of clients, outcome workers review outcome plans regularly. This feature allows an outcome worker to review the goals, objectives, services and actions, and modify any component of outcome plans based on the client's progress.

Each type of outcome plan can be configured to define the number of days after which the plan is created that the first review should occur. In addition, a review frequency can then be specified that defines when the next review needs to be undertaken.

As part of the review process, A&T includes a number of assessment tools to assist in the decision making process with regards to the needs of the family and the recommended self-sufficiency goals of a client. If warranted, the client and outcome worker will also complete an updated Self-Sufficiency Assessment to help guide and formulate the revised outcome plan activities.

Chapter 8. Using Productivity Tools

8.1 Introduction

This chapter provides an overview of the outcome workers' productivity tools.

8.2 Productivity Features

Assessment and Tracking (A&T) provides a number of features from the integrated case to assist the outcome worker role in achieving a positive outcomes for clients:

- Attachments
 - Case Participants
 - Communications
 - Events
 - Notes
 - Tasks
-

8.3 Outcome Worker Summaries

Because of the high caseload of eligibility and outcome workers it is often difficult to be constantly aware of activities that need immediate attention. To assist them with their daily work activities, A&T provides a number of summaries available on the home page for the outcome worker role which can be used to highlight areas of work that may need their urgent attention. For example, a plan review may need to be performed in the next few days or the review may be overdue already. This section outlines functionality which will help workers to easily identify work activities that need to be addressed. The productivity pages and case summaries described below are specific to outcome planning and are in addition to those available in other parts of the Cúram Business Application Suite.

My Assigned Referrals

So that the outcome worker role has an easy reference to all assigned outcomes services referrals, A&T displays outcomes services referrals that have been reserved by, or assigned to, the currently logged in worker. The outcome worker can also mark the outcomes services referral as complete changing the status of the outcomes services referral. Once the outcomes services referral is marked as complete, it no longer displays as a pending outcomes services referral.

Find a Client's Pending Referral

When a referred client comes into the outcomes services office, the outcome worker role can search from the available (non-reserved) outcomes services referrals for the currently logged in worker's unit. The worker can search by name and date of birth. A list of all pending outcomes services referrals for the office is also available.

My Assessments Due

Outcome workers can view a summary of Self-Sufficiency Assessments that are due or overdue that have been assigned to the currently logged in worker. This summary can be used by the outcome worker role to identify Self-Sufficiency Assessments that need to be performed immediately. For example the assessment might be due within 90 days (the initial value) of the application date. The deadline is a configurable value for the agency.

My Pending Discrepancies

So that the outcome worker has a quick reference to newly detected or unresolved discrepancies, they can view a summary list of the attendance / participation discrepancies identified by A&T that are pending review by the currently logged in user. This summary can be used by the outcome worker role to identify reviews that need to be performed immediately.

8.4 Outcome Worker Supervisor

The Outcome Worker Supervisor manages the workload of an organizational unit responsible for outcome worker functions. This worker can perform the same functions as an outcome worker and will have access to supervisory functions and receive escalation of tasks where necessary.

8.5 Outcome Supervisor Summaries

This section outlines functionality that will help supervisors to easily identify work activities that need to be addressed. The summaries described below can be made available to a outcome supervisor role on their home page and are specific to A&T. These summaries are in addition to those available in other parts of the application.

Overdue Assessments

Supervisors can view a listing of the Self-Sufficiency assessments that are within the 'warning' time frame or are overdue based on the work flows defined that are associated with the currently logged in supervisor's unit. The outcome worker supervisor role can see details such as plan reference, plan owner, client, due date, and days overdue. Time frames can be configured.

Overdue Discrepancies

Supervisors can view a listing of the overdue attendance / participation discrepancies identified by the monthly discrepancy check job that are pending review by workers in the currently logged in supervisor's unit. The outcome worker supervisor role can see details such as plan reference, plan owner, client, due date, and days overdue. Time frames can be configured.

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