IBM Cúram Social Program Management

Cúram Temporal Evidence Guide

Version 6.0.5

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Chapter 1. Introduction

1.1 Purpose

The purpose of this guide is to provide a business overview of the main features of the temporal evidence framework and how evidence is maintained using this framework.

1.2 Audience

This guide is intended for any reader wishing to understand the business concepts of temporal evidence.

1.3 Prerequisites

Readers should be familiar with case processing before reading this guide. The capture of evidence is an integral part of case processing as it is used by the rules to return eligibility and entitlement results. To learn more about case processing, see the `Cúram Integrated Case Management Guide`.

1.4 Chapters in this Guide

The following list describes the chapters in this guide:

Temporal Evidence Overview
> This chapter describes the main features of the temporal evidence framework including the ability to maintain evidence at the case and participant level, the maintenance of evidence, and the calculation of attribution periods for active evidence.

Temporal Evidence Maintenance Functions
> This chapter describes the maintenance functions provided with the temporal evidence framework. These functions allow users to capture, validate, activate, and manage updates to evidence over time.

Evidence Administration
> This chapter provides an overview of evidence administration which includes the definition of dynamic and non-dynamic evidence, the association of evidence with participants and cases, and the configuration of evidence metadata and evidence pages.

Chapter 2. Temporal Evidence Overview

2.1 Introduction

The main objective of the temporal evidence framework is to make it as easy as possible for users to capture and maintain evidence as it changes over time. The key features of the temporal evidence framework include:

- Configuring participant and case evidence for use in entitlement
- Using the dashboard to view evidence recorded and not recorded, and to capture evidence
- Using the evidenceFlow and evidence list pages to view, capture and update evidence
- Maintaining relationships between evidence types
- Automating the calculation of attribution periods for active evidence
- Supporting evidence corrections and changes in circumstance
- Approving evidence, if required
- Tracking evidence changes in an evidence change history
- Facilitating the copying of an evidence record and its transferal between cases

2.2 Case and Participant Evidence

The temporal evidence framework approaches evidence maintenance from two equal perspectives: participants and cases. Each evidence record is associated with a participant for whom the evidence relates and with a case for which the evidence is used to determine entitlement.

2.2.1 Case Evidence

Case evidence can be associated with either a standalone product delivery or an integrated case. When associated with an integrated case, it can be shared across multiple product delivery cases within that integrated case. Maintaining evidence at the integrated case level streamlines evidence maintenance. For example, if income evidence is required to determine eligibility for multiple product delivery cases, the income evidence can be captured and maintained at the integrated case level in the one income evidence type list. Although maintained in the same evidence list, the impact that the evidence will have on the product delivery cases will be dependent on their own rule sets.

Note: The organization can choose to configure evidence maintenance so that several products share the same evidence type. The configuration of evidence types occurs as part of product administration and is discussed in more detail in the `Designing Cúram Temporal Evidence Solutions` guide.

2.2.2 Participant Evidence

Participant evidence that is captured in the participant manager can also be used as case evidence for any cases of which the participant is a member. For example, a person's contact information, education details, and medical history can be added to one of the person's cases and used to determine eligibility.

One of the benefits of using participant evidence is that the information will not differ across cases. As the participant's details change over time, these changes can be recorded and applied to the participant record and will automatically be reflected in any cases or product deliveries of which the participant is a member, eliminating the need to capture the same evidence for each product the participant is applying for. This can be configured from the administration application for each participant evidence type.

For participant data captured as evidence in the participant manager, a history of changes is kept. Each change to the record is recorded as an entry in the history of that evidence record. This allows caseworkers to see at a glance when and how the record was modified, and to see a list of all changes that have been made.

2.3 Evidence Type List

The evidence type list provides caseworkers with a central point for maintaining evidence of a particular type, displaying all evidence, verifications and issues for a single evidence type. Evidence can be viewed, updated, deleted and discarded. Pending updates and removals can also be undone, if necessary.

Unlike other evidence list pages, the evidence type list is opened in a new tab.

2.3.1 Evidence Corrections and Changes in Circumstance

The temporal evidence pattern supports two types of evidence changes: evidence corrections and changes in circumstance.

Evidence Correction
> An evidence correction is the replacement of an existing evidence record with a new evidence record in order to correct an incorrect piece of data. For example, an active bank account evidence record which contains an incorrect bank account number can be corrected such that the new bank account number replaces the incorrect one.

Change in Circumstance
> A change in circumstance is when data in an evidence record changes over time due to changes in circumstance. For example, a bank account evidence record may include a bank account balance and this bank account balance is likely to change over time.

The temporal evidence pattern supports a succession of changes in circumstance to the same evidence object. For example, the set of changes to a bank account balance, each in succession of each other, collectively represent the changes to the bank account object.

Participant evidence is much more static than case evidence. As such, when editing participant evidence data the changes are recorded in place and instead of an in-edit record being created, the changes are recorded in place. A copy of the record prior to making this change is stored, which provides a history of changes made to the participant data.

2.4 Evidence Lists

The temporal evidence framework provides several evidence lists for managing case evidence. The 'evidence type list' displays all evidence records on a case for one evidence type. The in edit and active evidence lists provide caseworkers with alternative views for maintaining evidence on the case. The 'in edit evidence list' displays a case's in edit evidence records. The 'active evidence list' displays a case's active evidence records and any changes made to those active records. The 'incoming evidence' list displays evidence shared to this case via the Cúram Evidence Broker.

Evidence is displayed in the same format for each list; summary details identify individual evidence business objects for a participant, the period of time for which the evidence is applicable, the number of updates that have been recorded and the latest activity on that evidence. A second list within each business object details the successive changes to it over time. Details displayed include the period over which the change is effective and the reason a change has been recorded, as well as the date, time and user who made the change.

2.4.1 Evidence Type List

The evidence type list provides caseworkers with a central point for maintaining evidence of a particular type, displaying all evidence, verifications and issues for a single evidence type. Evidence can be viewed, updated, deleted and discarded. Pending updates and removals can also be undone, if necessary.

Unlike other evidence list pages, the evidence type list is opened in a new tab.

2.4.2 Active Evidence List

The active evidence list provides caseworkers with a view of all active evidence on a case, including parent and child evidence. From this list, active evidence records can be viewed, updated, and deleted; additionally pending updates set on active records can be discarded, and pending removals set on active evidence records can be undone.

2.4.3 In Edit Evidence List

The in edit evidence list provides caseworkers with a view of all in edit evidence on a case. From this list, in edit evidence records can be viewed, edited, and discarded. By default, the in edit evidence list displays all of a case's in edit evidence records including parent and child evidence.

2.4.4 Incoming Evidence

The incoming evidence list provides users with a list of evidence that has been shared from other systems and cases to this case.

Shared evidence can be identical or non-identical. Evidence from different sources can be compared to existing evidence on the case so that caseworkers can make an informed decision as to whether or not to accept it. Options are provided to accept or reject identical evidence or dismiss non-identical evidence.

Note that evidence can only be shared if the Cúram Evidence Broker is installed. For more information, see the Cúram Evidence Broker Guide.

2.5 Verifications List

The verifications list displays all of the verifications, both outstanding and captured, that are currently associated with participant or case evidence. A user can view the outstanding verifications and add a verification item to verify. A user can view all verifications that have been captured either in the participant manager or on the case. A user also has the ability to view and manage evidence verifications for a particular evidence type at the individual evidence type level.

Note that verifications are only available if the Cúram Verification Engine is installed. For more information on the functionality available for managing evidence verifications, see the Cúram Verification Guide.

2.6 Issues List

The issues list displays all of the issues currently associated with the evidence on the case. Case workers can use this list to resolve issues. The evidence issues are determined by the Advisor.

2.7 Evidence Relationships

Evidence types can naturally relate to each other. The most common evidence relationship is the parent/child relationship where a parent evidence record can have one or more related child evidence records. For example, an income evidence record can have one or more income usage evidence records.

Evidence relationships impact evidence maintenance in a number of ways. The evidence type list for child evidence types is filtered to display only those evidence records that are related to the parent

evidence record. Also, validations can be called which check for any evidence relationship requirements. For example, it may not be possible to remove a parent evidence record if there are any active child evidence records related to it.

Evidence types can have multiple evidence relationships. For example, an evidence type can be the parent of one evidence type and the child of another; this is referred to as a parent/child/grandchild relationship. Also, evidence relationships can be optional. For example, the housing expense evidence type could be in an optional parent/child relationship with the loan evidence type. From a business perspective, certain loans may be directly related to a housing expense, while other loans may be unrelated to housing expenses, such as a car loan.

Note: Participant evidence maintained in the participant manager has no relationship (or dependency) on any other evidence. It is a standalone evidence and therefore has no child evidence records.

2.8 Calculation of Attribution Periods

The period during which an evidence record is active and being used for assessment is called its attribution period. For example, the attribution periods for employment evidence records might be based on the fiscal year, rather than the actual start and end dates of an employment. Calculating an attribution period is only relevant where using Cúram rules and not where using Cúram Express Rules.

The responsibility of calculating the attribution periods is placed on the system rather than the user. The user simply has to enter required business dates, such as a business start and end date, and activate the evidence. The system calculates attribution periods for the active evidence record based on these business dates and on the requirements of any product deliveries which share the evidence.

More than one attribution period will be created for evidence that is shared across multiple products. This is to accommodate the different attribution period criteria for these products. For example, an integrated case may have employment evidence that is shared across three product delivery cases. An attribution period is calculated for each product delivery case based on its individual rules so that the same evidence record can be used for assessment on all three cases.

Attribution that is calculated using participant evidence is calculated in the same way as that calculated with case evidence. When a piece of participant evidence is used to create an attribution period; an individual attribution period will be created for every product that uses the participant evidence.

2.9 Evidence Approval Checks

Evidence approval checks provide an extra step in the apply evidence change process to ensure that the evidence changes are correct. When a user selects to activate evidence or remove evidence, the system determines whether or not the evidence change requires approval from the case supervisor. If approval is required, the case supervisor is notified that the evidence cannot be activated or removed until the case supervisor approves the evidence change. If the person submitting the evidence is the same as the user to whom the evidence approval task will be assigned the evidence is automatically activated.

The temporal evidence framework provides support for configuring evidence approval checks for an evidence type. A percentage is entered for an evidence approval check which denotes the percentage of evidence changes which will require manual case supervisor approval. For example, 80 percent of evidence changes for the income evidence type can require approval. This means that 80 percent of all income evidence records must be manually approved before they are activated or before they are removed. If no evidence approvals are configured, the system interprets this to mean that evidence approvals are not required.

Note: Evidence approval checks can also apply to different levels of the organization structure, including users, positions, and organization units. This is covered in more detail in the Cúram Organization Administration Guide.

Chapter 3. Temporal Evidence Maintenance Functions

3.1 Introduction

This chapter describes the maintenance functions that are available within the temporal evidence framework. These maintenance functions standardize evidence maintenance across all evidence types.

3.2 Navigating Evidence

A caseworker has the option to view evidence at a case level in a dashboard view or EvidenceFlow view. Additional views are available at the evidence type and individual evidence object level, as well as the view of each piece of evidence.

3.2.1 Dashboard

The dashboard view provides a summary display of evidence for a case. The dashboard groups evidence by category to help a caseworker locate individual evidence types. Further information is available including whether there is any evidence in edit, any verifications outstanding or any issues for each evidence type. Each category offers additional flexibility for a caseworker with three different views of evidence

- all the evidence types that have been configured for that category on a case
- all evidence that has been recorded for the category
- all evidence for the category that has not been recorded

3.2.2 EvidenceFlow

The EvidenceFlow view provides an alternate summary display and navigation through evidence on a case where each evidence type is represented by a tile. When a tile, or evidence type, is in focus then the list of evidence objects (and the successive changes to the object over time) for that evidence type are available. The EvidenceFlow view is described in more detail in 3.4, "Using the EvidenceFlow View," on page 10.

3.2.3 Evidence Object View

A view is provided for each evidence object which displays the latest details for the evidence and lists the successive changes to the object over time. Any additional data pertaining to the evidence object is available; if the evidence is a parent then a list of related child evidence is displayed, one list for each child evidence type. For example, income evidence is a parent of income usage evidence. A caseworker viewing income evidence will have the ability to view a list of income usage evidences relating to the income evidence.

If an evidence type is a child, the parent evidence will be listed. If an evidence type is a grandchild, only the child evidence will be displayed and not the parent evidence - the related evidences are available to one level of relationship (parent to child is one level, child to grandchild another level).

3.2.4 View Evidence

The view evidence page allows a user to view all the evidence details for a specific case evidence record. A caseworker also has the ability to view a list of evidence corrections for that evidence record.

3.3 Maintaining Evidence

A caseworker has several options available for maintaining evidence at a case, evidence type and individual evidence object level.

3.3.1 New Evidence

The new evidence function is used to capture evidence information for an evidence type. A caseworker has the ability to create new evidence from several pages including the dashboard and EvidenceFlow views; the in edit list, active list and the evidence type list; and also the evidence object view. When creating new evidence from any of the case level views or lists, e.g. active evidence list or dashboard, the evidence type must be selected. This step, however, is not necessary from the evidence type list or evidence object view where the evidence type is already known.

As part of creating child evidence, a user can select the parent evidence record. The system will automatically create a parent/child relationship between the two evidence records. When the user selects to save the evidence information, the system validates the information that he or she has entered. These validations are customized to suit the business requirements for an evidence type.

A newly-created evidence record has a status of in edit and is not yet used for assessment purposes. This allows greater flexibility in gathering evidence and allows information to be reviewed before it is activated.

3.3.2 Modify Evidence

The modify evidence function allows users to update evidence information. The information that can be modified is specific to the evidence type.

Similar to creating new evidence, when the user selects to save the evidence updates, the system validates the evidence information. It is important to note that the validations for modifying evidence can differ from the validations applied to inserting new evidence (even when changing the same information). For evidence which is awaiting case supervisor approval, a special validation warns the user of the pending approval. Furthermore, evidence records that have been approved by the case supervisor but have not yet been activated cannot be modified.

This function behaves differently for in edit and active evidence records. When a user updates an in edit evidence record, the modifications are automatically applied to the existing evidence record; however, when a user updates an active evidence record, the modifications are not automatically applied.

Instead, a new, in edit evidence record is created with the modifications. The purpose of this new evidence record is to allow users to work on the evidence updates without impacting case processing as the active evidence remains intact.

It is important to distinguish the two types of evidence changes that can be made to active evidence: evidence corrections and changes in circumstance. An evidence correction replaces the evidence information that has been entered in error. As part of the apply evidence changes process, an in edit evidence record with the evidence corrections will supersede the existing active evidence record.

A change in circumstance does not replace existing active evidence as the original evidence was correct for a given period of time but the new circumstance applies to the next period of time. An in edit evidence record which includes changes in circumstance to an active evidence record will be activated in its own right.

When a user updates active evidence, he or she has the option of entering an effective date of change and a reason for the change. When making an evidence correction, the effective date of change should not be populated; the corrected record applies to the same period as the active evidence record. For changes in circumstance, the effective date of change indicates the date on which the change in circumstance is effective. For example, the bank account balance for a bank account evidence record might go from 100 to 90. The effective date of change is the date on which the bank account balance was reduced. Effective dates are not maintained for participant evidence as participant evidence is much more static and does not require updating as much as case evidence.

3.3.3 Modify Participant Evidence

Participant evidence operates differently to case evidence on modification. Participant data historically was captured and maintained in Participant Manager only and modifications performed in place to the existing record. In line with this, active and in edit differentiation does not apply to participant data itself, the data can be associated with cases and these associations have active or in edit status instead.

A snapshot of the participant evidence record is created prior to the participant evidence record being modified. This snapshot supports a history of changes to the participant evidence. It also supports where existing cases use this participant evidence, to allow them to proceed with the original data until such time as they can review the changes and activate them on their case. Participant evidence is accessible from each case using it, and the modification process is also available at this level. This is however, the same modification process as performed from participant manager. Therefore overall this results in centralized client data which is available for eligibility and entitlement on cases and maintenance functions also made available at the case level so a user does not need to navigate from case evidence back to participant manager to perform modification of participant evidence.

Modifications made to participant evidence will require evidence approval if approval has been configured for the evidence type.

When a modified participant evidence record is activated, where using Cúram rules, every product delivery that uses the evidence will have its attribution period recalculated and the case then reassessed. Modifications to different types of participant evidence can trigger reassessment. For example, changes to the dates of a participant's employment will trigger reassessment as these dates can affect a participant's entitlement to unemployment benefit.

3.3.4 Remove Active Evidence

The remove active evidence maintenance function is used to mark an active evidence record as pending removal. It is important to note that this function does not actually remove the active evidence record. If the active evidence record has already been marked as pending update then it cannot be marked as pending removal. Additionally, active evidence which is itself a parent of an active child evidence record cannot be marked as pending removal.

Pending removal evidence records are still used for assessment until evidence changes are applied and the evidence records are canceled. Canceling an evidence record can affect eligibility and entitlement. Separating the removal and cancellation functions prevents evidence records from being canceled in error.

Active participant evidence can only be removed from the participant manager. Removing active participant evidence that is used as part of an integrated case in the participant manager causes all product delivery cases in the integrated case that use the participant evidence to be reassessed if reassessment of the product delivery case is required.

3.3.5 Discard In Edit Evidence

The discard in edit case evidence maintenance function simply discards an evidence record with an in edit status. Since in-edit evidence records are not used for assessment, the functionality to remove them is much simpler. Note, however, an evidence record that has been approved by a case supervisor but not yet activated cannot be discarded.

3.3.6 Validate Evidence Changes

The validate case evidence changes maintenance function allows a user to validate evidence changes for an evidence type. It is a pre-test of the apply evidence changes maintenance function for a specific evidence type.

As evidence changes can be applied across any number of evidence types at once, it can be difficult for a user to find and correct all errors that have occurred. Pre-testing allows a user to test the evidence changes for just one evidence type and correct these changes before actually apply them.

3.3.7 Apply Evidence Changes

The apply evidence changes maintenance function serves two purposes; one is to activate new and updated evidence, the other is to remove (cancel) active evidence which is pending removal.

A user can enact this function by applying all outstanding changes or by selecting specific changes to apply from the complete list of pending changes for a case.

When a user applies evidence changes, the following occurs:

- The system validates the evidence changes at both the case level and the evidence type level. This ensures that the business requirements defined by the evidence type are met as well as any additional business requirements at the case level. For example, validations applied at the case level can ensure that parent / child relationships are protected.
- The system checks if evidence approval is required. If so, the system notifies the case supervisor with instructions to approve or reject the evidence changes and the apply evidence changes process is put on hold until approved. If case supervisor approval is not required, the apply evidence changes process continues accordingly.
- The system activates in-edit evidence records and, where using Cúram rules, calculates the attribution periods for the newly activated evidence. The newly activated evidence is used for assessment purposes.
- For evidence corrections, the existing active evidence record is superseded.
- For changes in circumstance and where using Cúram Rules, the system re-attributes all evidence records within the set of successive changes to the same piece of active evidence.
- The system cancels active evidence which is pending removal. The canceled evidence will no longer be used for assessment purposes.
- The system assesses each case impacted by the evidence changes to determine if these changes have impacted case eligibility and entitlement.
- Where using Cúram rules, the system uses the attribution periods for a case to determine the assessment period. The earliest attribution period from date and the latest attribution period end date are set as the assessment period. For Cúram Express Rules, the assessment period is incorporated into the time line.

A hook point is provided which enables an agency to automate this functionality, allowing an agency to automatically apply evidence changes rather than a user having to do this manually. This means that when an active evidence record is updated and a new in-edit version of the active record is created, it is automatically activated so that it supersedes the existing active evidence record. In the case of an evidence removal, the evidence record is automatically canceled rather than being marked as pending removal.

3.4 Using the EvidenceFlow View

The EvidenceFlow view is a tool that allows caseworkers to quickly navigate through evidence and see any missing or required information; as such it provides a useful view when talking to the client. Evidence types are grouped in "stacks". A stack is automatically displayed for each evidence category configured by the organization in the form of an accordion within the EvidenceFlow view. The organization can configure the order in which the evidence types are displayed within a category, for example, alphabetically, or by most-commonly entered evidence types. The caseworker navigates through the stacks by clicking on the relevant accordion bar.

Additional issues and verifications stacks are available for evidence types that have issues, and evidence types that have outstanding verifications. For more information see 3.4.1, "System Generated Stacks."

Within each stack, evidence types are displayed in a list as tiles and summary information is displayed for each tile that is in-focus. The caseworker can select a tile by clicking it in the sequence or can scroll through the tiles using controls beneath the EvidenceFlow view.

The system dynamically updates the bottom panel of the EvidenceFlow view with the evidence type list for each evidence type in focus on the top panel. Caseworkers can maintain evidence for the evidence type in the standard fashion from this list.

The system dynamically updates the bottom panel after a configurable amount of time has passed with the current tile in focus. For more information on the setting that allows administrators to configure this amount of time and on other available EvidenceFlow configuration options, see the `Cúram Integrated Case Management Configuration Guide`.

Evidence issues and reminders are displayed to the user navigating through the EvidenceFlow view. The issues and reminders that are displayed to the user are configured using the Cúram Advisor.

For more information on configuring the Cúram Advisor, see the `Cúram Advisor Configuration Guide`.

Issues highlight missing information that is required before eligibility can be determined. For example, if an earned income record is missing the income amount, an issue is displayed to the caseworker as this is a required field.

Reminders prompt the user to ask additional related questions based on evidence captured. For example, if the caseworker captured a property resource record, the system reminds the caseworker to also ask the client about resource income. The EvidenceFlow view displays the number of issues, reminders and outstanding verifications associated with an evidence type in the EvidenceFlow view top panel. The user can review details of the issues and outstanding verifications from the lists displayed along with the evidence type list. The user can review details of the reminders in the Smart Panel.

3.4.1 System Generated Stacks

The system automatically displays the following system generated stacks: a stack for each evidence category configured, an issues stack and a verifications stack. For more information on configuring evidence categories, see 4.3, "Associating Evidence Types with Participants, Cases and Categories," on page 13. System-generated stacks cannot be modified or deleted by the user. The evidence types within stacks are automatically updated. For example, if the evidence issues associated with a particular evidence type are resolved, the system automatically updates the issues stack and the evidence type is no longer displayed within that stack.

The issues stack includes any evidence types that have issues associated with them. The issues stack enables users to quickly view all evidence types that have issues which must be resolved.

The verifications stack includes any evidence types that have outstanding verifications associated with them. The verifications stack enables users to quickly view all of the evidence types which require verification.

3.4.2 User Defined Stacks

The EvidenceFlow view supports the creation of user defined stacks. A user can create new stacks and manually add evidence types to the stacks. For example, a user may wish to create a Household Member stack, and include all evidence types relating to the Household Member evidence so he or she can focus on those evidence types together.

A new stack is created by using the New Stack accordion bar in the EvidenceFlow view. A name is recorded for the stack, and evidence types are added by dragging and dropping tiles onto the stack accordion bar.

Evidence types can be added and removed from a user-defined stack. Additionally a user-defined stack can be renamed, or removed. User-defined stacks are persisted per user for the application they were created on, i.e. if a caseworker closes the EvidenceFlow view, then reopens it, the user-defined stacks are still available. Note that when a new stack is defined, only the caseworker who created the new stack can access it. No other users can access stacks created by another caseworker.

3.5 Additional Features

3.5.1 Evidence Approvals

As part of the apply evidence changes maintenance function, a case supervisor is notified when evidence approval is required. The case supervisor can choose whether to approve or reject the evidence changes.

If the case supervisor chooses to approve evidence changes, the case supervisor is brought directly to the approve evidence change conformation page. If the case supervisor chooses to reject evidence changes, the case supervisor is brought directly to the reject evidence change confirmation page.

Once an evidence change is approved or rejected, the system notifies the user who submitted the evidence change that the approval check has been completed by the case supervisor.

The temporal evidence framework provides a list of all evidence records on a case that have been submitted for approval. The status of each evidence record is shown to provide a history of which evidence records have been rejected and which have been approved.

3.5.2 Evidence Change History

A comprehensive change history is maintained for evidence. This history is started when a new evidence record is inserted and is added to whenever a change such as a modification or cancellation occurs. Each entry in the change history contains the type of change, the date and time that the change was made, and the user who performed the change. The change history is useful for determining the reason why a participant's eligibility may have changed. It is also useful as an audit trail and for traceability purposes.

Changes to participant evidence can be viewed from the participant manager. A history of changes that have been made to the participant evidence can be viewed from the participant manager home page This allows the user to see at a glance any changes that have been made to the participant data.

3.5.3 Snapshot of Evidence for Issue Cases

The snap shot evidence feature provides the ability to create a copy of a case evidence record. A snap shot of evidence is used if an inquiry into evidence is required. A snap shot of the evidence record is recorded at the time a discrepancy is raised and is used in the issue case to manage the investigation of any evidence discrepancies. For more information, please see the `Cúram Issue Management Guide`.

3.5.4 Transfer Evidence

Transferring evidence allows case evidence to be copied from one case to another. The transfer evidence maintenance function allows a user to select a case participant and from a list of the evidence associated with the participant, choose which evidence is to be transferred. The user then selects which evidence from the list is to be transferred for use on a different case. The user can choose to include all evidence related to a participant or a specific evidence record. Evidence can be transferred between cases of different types, however, for this to happen, the case to which the evidence is being transferred must be configured to receive evidence of the type being transferred.

Chapter 4. Evidence Administration

4.1 Introduction

This chapter describes the steps that must be followed within application administration in order to capture and maintain evidence at the case level. These steps include configuring evidence metadata for evidence types, and then associating the evidence types with cases, participants and categories. The chapter also introduces dynamic evidence and describes how it offers a complementary or alternative approach to the traditional non-dynamic evidence approach followed by the system which previously required some development downtime.

4.2 Evidence Metadata

Evidence metadata must be configured for each evidence type. For non-dynamic evidence, evidence metadata is maintained as part of application administration. Evidence metadata that is set up includes the names of the application pages to be used for displaying and editing evidence. This metadata information is primarily the view and modify pages for evidence types, but can also include the create page and list pages. It also contains an effective from date which allows flexibility for the pages to change over time. Effective dates are not maintained for participant evidence.

Evidence metadata is also configured for dynamic evidence types. For information on configuring dynamic evidence metadata, see the Cúram Dynamic Evidence Configuration Guide.

Evidence metadata is also used to specify if a non-dynamic evidence type is participant evidence or case evidence (participant evidence is not supported for dynamic evidence). The pages stored in evidence metadata are used at runtime when viewing or modifying custom evidence. The differentiation between case and participant evidence also prevents participant evidence from being incorrectly created, modified or discarded from within the case manager.

Whether a piece of evidence is linked to a product or integrated case determines how it will be used in an integrated case or an individual product. For example, a piece of evidence may be linked to integrated case and can be used by any products within that integrated case. An evidence type linked to a product may not be used by the integrated case that contains the product as it specifically relates to the product.

4.3 Associating Evidence Types with Participants, Cases and Categories

Once evidence metadata is set up for the evidence types, the evidence types can be associated with integrated case types and product delivery case types. These associations determine the evidence that can be captured at the case level. It is important that these associations are correctly made to prevent evidence from being duplicated on integrated cases and product delivery cases within those integrated cases.

Evidence types can be logically grouped into evidence categories. Examples of evidence categories are expenses evidence and household evidence. Grouping evidence types by category provides an easy way for caseworkers to view and create evidence. Evidence types can also be marked as preferred, indicating that they are commonly-used which provides caseworkers with a quick method to create evidence records for frequently recorded evidence types.

Participant evidence is configured by creating evidence types for participant categories of information and then linking these evidence types to cases. When a participant evidence type is linked to an integrated case type, that participant evidence can be reused as required with any integrated case of that

type (and therefore any product delivery within the integrated case). When a participant evidence type is linked to a specific product delivery, it may only be used on product deliveries of that type. Note that participant evidence is only supported for non-dynamic evidence and is not supported for dynamic evidence.

4.4 Dynamic Evidence

Traditionally evidence configuration has been a development-time activity involving data modeling, code generation and custom code development. Non-dynamic evidence is the term used in the application to describe this approach. With dynamic evidence, evidence definition and maintenance changes from a development-time activity into a runtime, administrative one. By configuring evidence within application administration, agencies are better equipped to respond to changes in legislation which frequently require additional information to be captured in respect of eligibility decisions. The time to implement these changes dynamically results in less development downtime, as making a change to evidence administratively rather than by development eliminates the need for a full development build cycle.

4.4.1 Dynamic Evidence Configuration

With dynamic evidence, many of the development-time tasks traditionally associated with non dynamic evidence can be performed by administrators within application administration.

Dynamic evidence configuration allows administrators to dynamically define the user interface for maintaining dynamic evidence at runtime along with evidence structure and evidence relationship information for each evidence type. These evidence types are represented as design-time evidence entities for non dynamic evidence.

Dynamic evidence metadata is configured and maintained using the Dynamic Evidence Editor within administration. For more information on maintaining dynamic evidence metadata using the Dynamic Evidence Editor, see the Cúram Dynamic Evidence Configuration Guide.

4.4.2 Evidence Definition - A Consistent Approach

To ensure a consistent caseworker experience across non-dynamic and dynamic evidence, dynamic evidence follows the temporal evidence lifecycle. Similar to non-dynamic evidence, dynamic evidence also integrates with verifications and is shareable across cases through the evidence broker.

Dynamic evidence types are associated with cases in the same way that non-dynamic evidence are so that they can be used as case evidence on product delivery and integrated cases. A case can be configured to use both dynamic or non-dynamic evidence, or a combination of both. For example, a product can contain non-dynamic evidence types that haven't been affected by legislation in 50 years, and also contain dynamic evidence types that change every year.

At the case level, dynamic evidence behaves equivalently to non-dynamic evidence. Caseworkers do not know that they are looking at dynamic or non-dynamic evidence as the functionality is practically identical. This means that the case worker experience is the same regardless of whether the evidence captured has been configured as dynamic or non dynamic evidence.

Chapter 5. Conclusion

5.1 Summary

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

- An evidence record can relate to a case and a participant. An evidence record can also relate to other evidence records, such as a parent evidence record.
- Evidence records for an evidence type can be maintained from the in edit, active, and evidence type lists.
- EvidenceFlow provides an alternate summary display and navigation through evidence.
- Evidence that is shared across multiple cases can be maintained from one evidence type list.
- Participant evidence can be maintained from the participant manager.
- The system recognizes two types of evidence change: an evidence correction and a change in circumstance.
- When using Cúram Rules, the system automatically calculates the attribution periods for active evidence and for each product delivery case that uses that active evidence.
- If evidence is shared across multiple product deliveries within an integrated case, the system creates an attribution period for each product delivery case that uses the evidence.
- Evidence approval checks can be set up to ensure that evidence changes are approved by a case supervisor.
- Dynamic evidence is introduced, allowing administrators to dynamically design and maintain evidence types at runtime within application administration.

5.2 Additional Information

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

Cúram Evidence Generator Business Guide
> This guide provides a business overview of the Cúram Evidence Generator.

Cúram Dynamic Evidence Configuration Guide
> This guide covers the basic concepts of dynamic evidence.

Cúram Evidence Broker Guide
> This guide covers the basic concepts of evidence sharing and the Cúram Evidence Broker.

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