

IBM Cúram Social Program Management
Version 6.0.5

Cúram Evidence Broker Guide



Note

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

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This edition applies to IBM Cúram Social Program Management v6.0.5 and to all subsequent releases unless otherwise indicated in new editions.

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Cúram Evidence Broker Guide

The Cúram Evidence Broker provides allows evidence to be shared between agencies. Evidence sharing and broadcast settings can be configured. Agencies can define the rules for sharing case evidence per evidence type and per case type.

Introduction

Purpose

The purpose of this guide is to introduce evidence sharing and the Cúram Evidence Broker and to provide an overview of using the Cúram Evidence Broker to share evidence.

Audience

This guide is intended for any reader interested in understanding the business concepts of evidence sharing and the Cúram Evidence Broker.

Prerequisites

The Cúram Evidence Guide is a reading prerequisite as the Cúram Evidence Broker integrates with Cúram Evidence.

Chapters in this Guide

The following list describes the chapters and appendix within this guide:

Introducing Evidence Sharing and the Evidence Broker

This chapter introduces the concepts of evidence sharing and provides an overview of the functionality handled by the Cúram Evidence Broker.

Configuring the Evidence Broker

This chapter describes the administration components which must be configured to support evidence sharing. This includes the setting up of evidence sharing for case types, persons/prospect persons, and evidence types, and configuring the relationship between source and target evidence.

Using the Evidence Broker

This chapter describes the best practices for using the Cúram Evidence Broker to share evidence.

Evidence Sharing Business Scenarios

This appendix provides three simple business scenarios to demonstrate evidence sharing: one demonstrating the manual acceptance of identical evidence, the second demonstrating the automatic acceptance of identical evidence, and the third demonstrating non-identical evidence sharing.

Introducing Evidence Sharing and the Evidence Broker

What Is Evidence Sharing?

Technology has revolutionized the way information is accessed and shared. Most businesses have changed the way they operate to benefit from information sharing and consumers have come to expect business to operate in a more efficient fashion

now that information is readily available. For example, when consumers re-purchase, they expect their existing information to be available for re-use; when mortgage lenders investigate clients, they can access a credit history across other financial institutions.

In principle, evidence sharing is the ability for SEM agencies to share evidence about their clients with other agencies. Historically, SEM agencies have tended to deliver single programs and thus have operated in isolation of other agencies delivering different programs. Clients would have to provide the same evidence about themselves and their family members multiple times. Any evidence changes, such as a change in address, would need to be communicated by the client to the various agencies working with the client. The principle of evidence sharing is widely accepted by SEM agencies. SEM agencies understand that clients do not want to have to fill out the same information repeatedly for different programs and that all associated agencies should be informed when client information changes.

Most SEM agencies recognize the complexities involved in implementing any level of evidence sharing. There are some SEM agencies who want to collect information once and make sure it is reflected across all programs and agencies automatically. Other SEM agencies are not ready to accept sharing at that level. These agencies may want to be made aware of changes to evidence on other programs and agencies, but still be able to decide whether or not to take on the new evidence. There is also the complexity of finding common ground in the evidence captured across agencies and programs. Though agencies are likely to capture similar information, they may not capture that information in identical formats. Any solution which supports evidence sharing has to take into account the different needs and concerns of SEM agencies.

What Is the Evidence Broker?

The Cúram Evidence Broker provides a flexible approach to evidence sharing. SEM agencies can configure how they share evidence with other agencies in one way, and configure how they receive broadcasted evidence from other agencies in a completely different way. SEM agencies can define the rules for sharing case evidence per evidence type and per case type. For systems that are configured to use person/prospect person evidence, the evidence broker can also be configured to share this evidence in addition to case evidence. The main features of the Cúram Evidence Broker are as follows:

- Evidence can be shared between cases, or for systems that are configured to use person/prospect person evidence, evidence can also be shared between a case and a person/prospect person record.
- The evidence broker recognizes the difference between sharing identical and non-identical evidence. For identical evidence, the same evidence type is shared between a source and target. For non-identical evidence, the source evidence type is different from the target evidence type.
- Evidence sharing is fully configurable with separate configuration processes for identical and non-identical evidence.
- Once configured for sharing, identical evidence is broadcast to the target, where it can be automatically or manually accepted and activated. Identical evidence can also be rejected.
- Evidence from different sources can be compared to existing evidence so that a caseworker can make an informed decision as to whether or not to accept it.
- The evidence broker recognizes that evidence can be shared at various stages in its lifecycle (i.e. new, updated and removed evidence) and likewise can be

merged in with evidence at various stages in its lifecycle, and therefore provides the necessary business validations to cater for this and to preserve the integrity of the evidence workflow on both the source and target.

- The evidence broker allows the user to process incoming evidence one by one, e.g. if the user needs to compare against existing evidence on a case, but also allows a user to process incoming evidence in bulk mode; accepting or rejecting all incoming evidence.

How Does the Evidence Broker Work?

The evidence broker's main function is to mediate the sharing of evidence. It acts as both a receiver and a broadcaster of evidence. For example, source evidence on a source case is configured to share with target evidence on a target case. Once the source evidence is activated, it is broadcast to the target case. One of the configuration options in the Evidence Broker is to specify whether evidence is automatically accepted onto the target case or manually worked on by a user. Broadcasted evidence configured for manual follow-up is available on the target case as incoming evidence, which the user must action appropriately. A user can compare the incoming evidence to existing evidence on the target case and make informed decisions on whether to accept or reject the incoming evidence. Alternatively, the evidence broker can be configured to automatically accept broadcasted evidence, which removes the need for the caseworker to make these decisions. If configured for automatic acceptance of broadcasted evidence, the evidence broker can also be configured to automatically activate this broadcasted evidence. Note that for systems which are configured to use person/prospect person evidence, and where the person/prospect person record is specified as the target, some configuration settings and functionality do not apply. For further information, see "Configuring Evidence Sharing to a Person/Prospect Person Record" on page 10 and also the Cúram Evidence Guide.

Broadcasting Evidence from Source to Target

The evidence broker is configured to broadcast new, updated, and removed evidence from the source to the target. For example, income evidence from one product delivery case type can be shared with income evidence in another product delivery case type. Evidence sharing is uni-directional and per evidence type. This means that different case types or persons/prospect persons can be configured to receive and share each evidence type in different ways. For example, if required, one case type might be able to receive shared evidence, but not be able to share its own evidence.

There are two categories of evidence sharing, identical evidence sharing and non-identical evidence sharing, each of which is configured separately. Evidence is identical when the source and target have the same categories of information and are effectively the same evidence. An example of identical evidence is pregnancy evidence; the same information is likely to be recorded for pregnant women across different case types. For non-identical evidence, the source and target evidence will be two different evidence types with some common categories of information. Income evidence types are good examples of non-identical evidence, such as trust income. While two case types will share the name of the trustee and the trust amount, there may be additional aspects of trust income maintained for a specific case type, but not for other case types. When the evidence broker broadcasts evidence available for sharing, it separates identical evidence from non-identical evidence. Identical evidence can be fully shared whereas non-identical evidence cannot.

Each broadcasted evidence record has an associated event which reflects the latest action performed on the source evidence resulting in the evidence being broadcast. The evidence broker reflects the event so that caseworkers can see the sequence of evidence updates applied to the same piece of evidence. By examining the sequence of events on the broadcasted evidence, case workers can decide the order in which to process it. For example, a new evidence record which has been subsequently removed on the source case may not be relevant to the target case. The caseworker can therefore decide not to accept the broadcasted new evidence record since it has subsequently been removed.

There are three main business functions which will trigger the evidence broker to broadcast evidence, each one described below:

- Any time a new person is added to a target, the evidence broker will first check to see if that person is a member on any source cases or has a person/prospect person record. The evidence broker then checks for active evidence on the source case or person/prospect person record which concerns the new person and which is set up to be shared with the target. This evidence is then broadcast to the target.
- Any time evidence changes are made to the source and the evidence changes are for the same person who exists on both the source and target, the evidence broker will broadcast those changes to the target.
- Any time a new target is created, the evidence broker will search for potential evidence to be shared. If found, the evidence broker will broadcast it. This is the default behavior but an API is provided which an agency can use to alter this behavior.

In addition to the business functions which trigger the evidence broker to broadcast evidence, the following business rules exist to ensure that evidence being broadcast will be valid on the target:

- If two members are involved in a piece of evidence on the source, the evidence is only broadcast to the target if both individuals are also members on the target. For example, Relationship evidence recorded for two case members on a source case is only broadcast to a target case, if both individuals are case members on the target case.
- If the evidence concerning a person also involves other participant(s) who are participants on the source but they do not exist on the target, then the evidence is broadcast to the target and the related participant is added to the target with the appropriate role. For example, Student evidence recorded for a case member where the related participant is a school is broadcast to a target case if the individual for whom the Student evidence concerns is a case member on the target case. Once this evidence is accepted onto the target case, the school is added to the target case with a case participant role of 'School'.

Comparing Evidence

A user is informed that there is new incoming evidence by means of an informational on the evidence dashboard and also by a new task in their inbox. Once notified the user should open the incoming evidence list page which separates identical evidence from non-identical evidence. The user must work through this list in order to determine the appropriate action; review all the incoming evidence and compare it to existing evidence on the case as necessary.

The comparison process works slightly differently depending on whether the evidence is identical or non-identical. When the case worker selects to compare identical evidence, the evidence broker displays a list of existing evidence records of the same type for the same client. When the case worker selects to compare non

identical evidence, the evidence broker displays a list of evidence records for a particular client which are of a different type but are likely to be impacted by the selected incoming evidence. The case worker can then select which of these evidence records they wish to compare the incoming evidence to. Up to four existing evidence records can be selected for comparison at any one time.

For identical evidence, like-for-like evidence is displayed in the same row so that the caseworker is better able to make a decision on whether or not to accept the incoming evidence.

For non-identical evidence records, evidence records of different types are displayed on the screen. For example, income evidence from a source case would include employment details as would employment evidence for the target case. Both records are displayed on the comparison in order for the caseworker to determine how the source evidence affects the target evidence for the client.

Evidence Broker Configuration

For identical evidence, there is a configuration option to automatically accept shared evidence. When this configuration option is enabled, the target case will automatically receive the shared evidence. New and updated evidence records will appear in the in edit workspace of the case. A pending removal will be set on all shared evidence removals unless the target evidence is 'in edit', in which case the 'in edit' evidence will be discarded. When this configuration is disabled, caseworkers will need to manually resolve the incoming evidence.

When the evidence broker has been configured to automatically accept evidence, it can also be configured to automatically activate this evidence on the target case. New and updated evidence records will appear in the active workspace of the case. When this configuration is disabled, caseworkers will need to manually activate the incoming evidence.

By default, any verification items associated with a piece of evidence will not be shared to the target. This means that any shared evidence which requires verification will need to be verified on the target and the appropriate verification items provided, even if the evidence was already verified and verification items were provided on the source. There is a configuration option for both identical and non identical evidence, which allows verification items which are associated with a piece of shared evidence, to be copied to the target along with the evidence which is being shared saving the caseworker from having to verify evidence again if it has already been verified.

For more information on Evidence Configuration, see “Configuring the Evidence Broker” on page 6.

Manually Resolving Incoming Evidence

When automatically accepting evidence is not in use, either not configured for identical evidence or not applicable for non-identical evidence, then the user must review the incoming evidence list and decide how to action the evidence. Identical evidence can be accepted or rejected; either one at a time or in bulk mode. Non-identical evidence must be captured manually on the target case based on the incoming details (see “Dismissing Non-Identical Evidence” on page 14), thereafter the user can dismiss the non-identical evidence from the incoming evidence list.

Rejecting evidence is a straightforward process. Once rejected, the broadcasted evidence is removed from the incoming evidence list. Accepting broadcasted evidence requires an understanding of evidence statuses and the logical order in

which evidence updates should be processed. A set of rules will stop the caseworker from accepting evidence outside of this logical order. The following list summarizes the main logic to adhere to:

- When there is already a pending update on a target case, the evidence broker checks to see if the new update is related to the pending update and has the same effective date. If so, the incoming update cannot be accepted.
- When there is already a pending removal on the target case, the evidence broker checks to see if the new update is related to the pending removal and has the same effective date. If so, the incoming update cannot be accepted.
- An evidence removal cannot be accepted unless an active evidence record or in edit evidence record with the same effective date exists on the target case.
- An evidence removal cannot be accepted when there are active evidence records dependent on the active parent evidence record.

More information is provided on the evidence broker logic in Table 1 on page 12 and Table 2 on page 14.

Configuring the Evidence Broker

Introduction

The configuration options for sharing evidence are available in the administration component. As part of setting up evidence sharing, each evidence type can be enabled to share its evidence. Once evidence sharing is enabled at the case evidence or person/prospect person evidence level, the relationship between source and target evidence and case types must also be configured.

Enabling Evidence Broker Functionality

To use evidence sharing, the Evidence Broker functionality must first be enabled in the administration component. To enable Evidence Broker functionality, the property "curam.miscapp.evidenceBrokerEnabled" in Application - Miscellaneous Settings should be set to "YES" in the administration component. This will allow evidence sharing to take place between appropriately configured case types, such as product deliveries and integrated cases. For systems that are configured to use person/prospect person evidence, it will also allow evidence sharing to take place between a case and a person/prospect person record, where the person/prospect person record can either be the source or target.

Setting Up Evidence Sharing

Setting up evidence sharing is simple, and only requires the caseworker to enable or disable each evidence type for sharing on each case type or person/prospect person participant type. This means that SEM agencies can choose only those evidence types that should be shared. For example, the income support integrated case type may have several evidence types and only a few of these evidence types may be enabled for sharing.

The evidence broker will only broadcast evidence changes for evidence types that have been enabled for sharing. If necessary, this configuration option can also be disabled. It is important to note that if this option is disabled, evidence that has already been broadcast will still apply. No subsequent broadcasts of this evidence type will occur, however.

APIs and hook points are provided which an agency can leverage to alter the default behavior of the evidence broker. These are detailed in the following sections.

Create Case API to Prevent Triggering of Evidence Broker

This API can be used by an agency if they don't want to invoke the evidence broker at the time of case creation. This means that evidence can be configured for sharing at all other points in the case life cycle but by calling this API at case creation, the sharing of evidence will be prevented at case creation only.

For example, this may be useful where an agency uses application cases to capture application information before creating an ongoing case to manage the delivery aspects. Using this API will allow the agency to exclude the sharing of evidence at the time of the ongoing case creation, based on the assumption that the user building up the application case will have constructed the initial evidence set they desire for the ongoing cases on the application and taking evidence from elsewhere at this point may confuse matters.

Hook Point prior to Evidence Sharing

A hook is provided which allows an agency to develop their own customized logic so that they can control what evidence should be shared between a source and target regardless of what might have been configured. This is especially useful where configuration has been loosely defined. Note that this hook can only be triggered when evidence sharing is initiated (i.e. There is something to share).

For example, where an event triggers the creation of a new case and the API to prevent the triggering of the evidence broker is being used, sharing will be prevented at case creation (see “Create Case API to Prevent Triggering of Evidence Broker”). When the evidence is subsequently activated, sharing will then be triggered. If an agency is using this hook point, they can control the list of evidence being shared to the target. For example, they might specify a larger list of evidence to be shared than what was configured.

Configuring Evidence Sharing between Case Types

This section describes the configuration options available for evidence sharing between case types. Note that for systems configured to use person/prospect person evidence, the evidence broker configuration information contained within this section also apply where a person/prospect person record is specified as the source and a case as the target. However, where a person/prospect person record is specified as the target, some evidence broker configuration settings do not apply. For further information on the differences when configuring sharing to a person/prospect person record, see “Configuring Evidence Sharing to a Person/Prospect Person Record” on page 10.

Selecting Source and Target

There are two processes for configuring evidence sharing between case types: one for identical evidence and one for non-identical evidence. For both processes, it is necessary to select a source and target. The evidence broker will broadcast shared evidence from the source to the target. The two processes differ in how the source and target evidence types are configured.

For identical evidence, it is only necessary to select the evidence types that will be shared between the source and target. This is because the evidence types are identical. For non-identical evidence, it is necessary to select both the source evidence type and the target evidence type because the evidence types are different and the source evidence type may affect the target evidence type.

Evidence broker allows for the sharing definition to be tightly or loosely defined. Where tightly defined, the configuration specifies the exact case on both source and target. Where loosely defined, the wildcard (*) feature can be used. This supports sharing specifications such as; share the specified evidence type with any product delivery containing this evidence type, share the specified evidence type with any integrated case containing this evidence type, share the specified evidence type with any application case containing this evidence type. Therefore this is a more open specification as the exact case type does not need to be specified.

Specifying Amount of Information to be Shared

The evidence broker includes a configuration option to limit the amount of information which can be shared per evidence type. This ensures that any out of date or redundant information is not shared. The configuration options include:

- Share the latest update only. If selected, only the latest active record will be shared.
- Share a specified number of evidence updates. If selected, the specified number of active records including the latest will be shared. For example, if 5 was specified here, the last 5 active records will be shared. If there are only 2 records, the system will only share 2.
- Share updates from a specific period of time (months, weeks or years). If selected, any active records from the specified period of time will be shared. For example, if the user selected 10 years, any active records, including the latest active record will be shared.

The default behavior is to share all active records of that evidence type. Where the limit sharing configuration is not specified, the default behavior of sharing all active evidence of that evidence type between source and target, will apply.

Automatically Accepting Shared Evidence

The evidence broker can be configured to automatically accept identical evidence from each source evidence type and source case onto each target evidence type and target case. This saves the caseworker from having to manually accept incoming evidence. Note that for systems which are configured to use person/prospect person evidence, and where the person/prospect person record is specified as the target, this configuration setting does not apply.

When a new evidence record is shared (and automatically accepted), it is added to the list of in edit evidence; when an evidence update is shared (and automatically accepted), it is also added to the list of in edit evidence and the connection with the original record which has been changed is automatically maintained by the system. The caseworker can then choose whether or not to activate the new evidence or evidence updates.

Shared evidence removals can also be automatically accepted. This results in either the pending removal indicator being set on an active evidence record or the discarding of an in edit evidence record.

As mentioned above, shared evidence that is automatically accepted does not require manual intervention. A task is assigned to the caseworker each time shared evidence is automatically accepted. Unless configured for automatic activation, the caseworker will still need to manually activate the shared evidence. This allows the caseworker to check that the shared evidence is correct, make any necessary

changes, and run validations against the evidence before it is activated. Shared evidence that is configured for automatic activation will be automatically activated when broadcast.

Automatically Activating Shared Evidence

When the evidence broker has been configured to automatically accept evidence, it can also be configured to automatically activate this evidence on the target case. This saves the caseworker from having to manually activate evidence that has already been automatically accepted. Note that for systems which are configured to use person/prospect person evidence, and where the person/prospect person record is specified as the target, this configuration setting does not apply.

When a new evidence record is shared (and automatically accepted and activated), it is added to the list of active evidence; when an evidence update is shared (and automatically accepted and activated), it is also added to the list of active evidence and the connection with the original record which has been changed is automatically maintained by the system. To ensure that the evidence is brokered as a complete set, activation happens in bulk rather than activating each evidence record separately.

Shared evidence removals can also be automatically activated, resulting in the removal of the evidence record rather than the pending removal indicator being set.

Should the system be unable to activate any evidence records on the target case, because a validation fails for example, a task is assigned to the caseworker notifying them that the evidence record cannot be activated. The records that cannot be activated remain in edit on the target case, but all records which can be activated appear as active on the target case.

Sharing Verification Items

By default, verification items associated with a piece of evidence will not be shared to the target. The evidence broker can however be configured so that verification items which are associated with a piece of identical or non identical evidence can be copied to the target along with the evidence being shared. This saves the caseworker from having to verify evidence that has already been verified for the person.

Verification items can be configured to be always shared or to be shared only if applicable. Selecting 'Always' would result in the verification item always being copied to the target, even if it is not used or required by the target. Selecting 'If Applicable' would result in the verification item only being copied to the target if the verification item is used or required by the target.

The incoming verification items are viewed from the Incoming Evidence page. The evidence broker displays the due date and an indicator to show if the verification being shared is applicable to the target. The verification can be expanded to show further details including links to any attachments which might exist for the verification item.

On acceptance of the incoming evidence or where evidence is automatically accepted, the incoming verification items are created against the accepted evidence record. Where evidence is automatically activated, the incoming verification items are created against the active evidence record. If the same verification items are used on the target to verify the evidence, the evidence automatically becomes verified. If different verification items are required on the target to verify the

evidence, then the evidence would remain as not verified and the case owner will receive a notification informing them that the evidence requires further verification.

Configuring Evidence Sharing to a Person/Prospect Person Record

For systems that are configured to use person/prospect person evidence, the evidence broker can be configured to share this evidence in addition to sharing case evidence. Where the person/prospect person record, rather than a case, is specified as the target, some evidence broker configuration settings and functionality do not apply.

When the evidence broker broadcasts new evidence to a person/prospect person record, the evidence is automatically accepted and activated on the person/prospect person record. This means that it is added to the list of active evidence for the person/prospect person without the user having to manually accept and activate. Similarly, when an evidence update is shared to a person/prospect person record, it is also added to the list of active evidence and the connection with the original record which has been changed is automatically maintained by the system. When an evidence removal is shared to a person/prospect person record, the evidence is removed straight away from the person/prospect person record.

As the user does not need to manually accept and activate evidence which has been broadcast to a person/prospect person record, the configuration options associated with this functionality do not apply. As a result, there are no 'In Edit', 'Incoming Evidence' or evidence comparison screens available within the evidence workspace for a person/prospect person record as they are not required. All other configuration options are applicable when configuring evidence sharing to a person/prospect person record.

For further information on person/prospect person evidence, see the *Cúram Evidence Guide*.

Using the Evidence Broker

Introduction

Once the configuration options for sharing evidence are set, the evidence broker can be used by case workers to manage evidence. This chapter provides an overview of using the evidence broker.

Using the In Edit Workspace to Manage Evidence

Each case has its own 'in edit' workspace from which caseworkers can manage evidence updates. By default, this workspace displays all evidence on the case with an in edit status. It also displays any evidence pending removal.

If identical evidence is accepted, the evidence is updated onto the In Edit evidence list and thereafter the caseworker must manage the evidence as per any evidence that is in edit on the case. Likewise in resolving non-identical evidence the caseworker may capture evidence on the target case based on the incoming details; again this is maintained as per any new evidence on the case. For more information on how to manage evidence, see the *Cúram Evidence Guide*.

Processing Shared Evidence

When evidence is available for sharing and has not been configured for automatic acceptance, the incoming evidence list on the evidence tab is populated. This lists all evidence available for sharing for all evidence types on the target case. Identical evidence from the source appears in a list separate from non-identical evidence. Caseworkers can choose to compare each evidence record from the source individually. Options are provided to accept or reject identical evidence or dismiss non-identical evidence. Evidence that has been configured for automatic acceptance is not displayed on the incoming evidence list, as this evidence goes straight to the in-edit evidence list. If it has been also configured for automatic activation, it will go straight to the active evidence list.

Notifying Caseworkers of Evidence Available for Sharing

Typically caseworkers will receive tasks indicating that there is evidence available for sharing. From these tasks, caseworkers can navigate to the Incoming Evidence list where they can review all the incoming evidence and take appropriate actions. The evidence broker automatically closes off these tasks when identical, broadcasted evidence is accepted or rejected and non-identical, broadcasted evidence has been dismissed.

Comparing Source Evidence to Target Evidence

To help caseworkers make decisions regarding broadcasted evidence, the evidence broker provides an option to compare the evidence being shared to existing evidence on the target case. In all evidence comparisons, a single evidence record from the source is compared to one or more existing evidence records on the target case. The evidence broker will display all existing target evidence records on the target case which are active, in edit, or pending removal and which are assigned to the same participant as the source evidence and originated from the source case or person/prospect person record.

The comparison process is slightly different for identical and non-identical evidence. For identical evidence, the evidence broker displays a table of values for both the source and target evidence allowing the caseworker to compare like-for-like values. For non-identical evidence, the evidence broker displays the source evidence in a top panel and the target evidence in the bottom panel. The complexity of the evidence comparison increases with the number of target evidence records being compared to the source evidence record.

To make a decision on how to handle identical evidence, caseworkers can compare the effective date and status of the source evidence record to the effective date and status of the target evidence record(s). If the effective date for the source evidence record is different from the target evidence record, then the source evidence record can be active at the same time as the target evidence record since the two evidence records are effective during different time periods.

If the effective date is the same for the source and target evidence records, the evidence broker uses the status of the source and target evidence records to determine how the identical evidence is shared. Note that the evidence broker will highlight any records that are likely to be superseded if the caseworker accepts and activates the shared evidence. It will also highlight records that will be discarded or removed as a result of accepting and activating the broadcast. It is important that the caseworker understands how the evidence broker processes evidence based on the status of the incoming evidence.

The following table describes how the evidence broker will process evidence based on a set of possible sharing scenarios for identical evidence where the incoming evidence is related to the evidence on the case and has the same effective date:

Important: The evidence broker has been designed to ensure that no conflicting evidence records can be activated on the evidence workspace. For example, the evidence broker does not allow two evidence records of the same type and relating to the same participant to be in edit at the same time. This is to avoid confusion between the in edit evidence records. It has also been designed to give caseworkers sufficient information to resolve conflicts on the evidence workspace before accepting incoming evidence.

Table 1. Possible Evidence Sharing Scenarios based on Evidence Statuses.

This table describes each possible sharing scenario based on the statuses of the source and target evidence records.

Source Evidence Record Status	Target Evidence Record Status	Evidence Sharing Outcome
New	No existing evidence	The evidence broker shares the source evidence record on the target case. The new evidence record will have a status of in edit on the target evidence workspace.
New	In Edit	The new evidence record is not shared as there cannot be two in edit evidence records on the target evidence workspace for the same participant. The new evidence record can be accepted once the conflict is resolved.
New	Active with pending removal	The new evidence record is not shared since the active evidence is pending removal.
Updated	Active	The evidence broker shares the updated evidence record on the target case. The updated evidence record will have a status of in edit on the target evidence workspace. The evidence broker will also highlight that if activated, the shared record will supersede the active record.
Updated	In Edit	The updated evidence record is not shared as there cannot be two in edit evidence records on the target evidence workspace for the same participant. The updated evidence record can be accepted once the conflict is resolved.

Table 1. Possible Evidence Sharing Scenarios based on Evidence Statuses (continued).

This table describes each possible sharing scenario based on the statuses of the source and target evidence records.

Source Evidence Record Status	Target Evidence Record Status	Evidence Sharing Outcome
Updated	Active with pending removal	The updated evidence record is not shared since the active evidence is pending removal. The updated evidence record can be accepted once the conflict is resolved.
Removal	Active	The target case will accept the removal; the active evidence record will have a pending removal status. The evidence broker will also highlight that if activated, the shared record will remove the active record.
Removal	In Edit	The target case will accept the removal and the in edit evidence record will be discarded.
Removal	Active with pending removal	The removal is not accepted as the active evidence record is already pending removal.
Removal of parent	Active with dependent records	The removal cannot be accepted until the dependent evidence records are resolved.

Accepting or Rejecting Identical Evidence

The incoming evidence list displays the complete list of identical evidence available for sharing on the target case. From this list, caseworkers can choose to accept or reject any or all of the incoming evidence. While all incoming evidence can be rejected, the validations for accepting incoming evidence must take into account all evidence records for the same target evidence and ensure that there are no conflicts introduced with accepting the incoming evidence. In addition to the basic validations described in Table 1 on page 12, there are additional validations which come into play when accepting multiple incoming evidence records with conflicts. The following table describes these additional validations:

Note: Caseworkers may find it easier to accept one incoming evidence record at a time, particularly when there are many related records leading to an increased risk of conflicts.

Table 2. Additional Validations Applied when Accepting Multiple Incoming Evidence Records.

This table describes additional validations applied when accepting multiple incoming evidence records.

Source Evidence Record Statuses	Evidence Sharing Outcome
New incoming evidence record, related incoming evidence update	As the updated evidence is related to the new evidence, the caseworker must accept these records one at a time.
New incoming evidence record, related incoming evidence removal	In this scenario, the caseworker can accept either of these on its own or both; however, by accepting both, the evidence broker will discard the new, incoming evidence record due to the acceptance of the related removal.
Multiple, related incoming evidence updates	As the updates are related to each other, the caseworker must accept these updates one at a time. Evidence comparison can help the caseworker determine which evidence update is more suitable (if either) for acceptance on the target case.
Incoming evidence update, related incoming evidence removal	In this scenario, the caseworker can accept either of these on its own or both; however, by accepting both, the evidence broker will discard the updated incoming evidence record due to the acceptance of the related removal.
New incoming evidence record, related incoming evidence update, related incoming evidence removal	Either the new or the updated evidence can be accepted but not both. The removal can be accepted along with the acceptance of either of these.

Evidence Configured for Automatic Acceptance

Evidence which has been configured for automatic acceptance is not displayed on the incoming evidence list as it does not have to be manually accepted or rejected by the user. However, if the system experiences any problems during the broadcasting of this evidence, it will be left on the Incoming Evidence list and the case owner is notified of the failure to automatically accept the evidence. For example, the evidence broker does not allow two evidence records of the same type, relating to the same participant with the same effective date be accepted onto a target case. During the processing of shared evidence configured for automatic acceptance, if this validation fails, the case owner will be notified and the evidence will be displayed on the incoming evidence list.

Dismissing Non-Identical Evidence

In addition to displaying the complete list of identical evidence available for sharing on the target case, the incoming evidence list also displays the list of non-identical evidence. Non-identical evidence must be manually dismissed (there is no functionality to automatically accept non-identical evidence changes unless the target is a person/prospect person record in which case all evidence, including non-identical will be automatically accepted and activated). The evidence broker provides the ability to compare the non-identical evidence with the related evidence for the same client on the target case and to mark the non-identical evidence as dismissed.

Multiple evidence sharing for auto-acceptance

When multiple evidence records are available for sharing and have been configured for automatic acceptance, all the evidence records are shared successfully if no errors are encountered while sharing any of the evidence. When processing multiple evidence records, if a failure occurs on any one of the evidence records being shared at the point of acceptance then the brokering will be restarted for all the evidences with auto-acceptance turned off. Each evidence is moved to the Incoming list of the target and must be accepted manually by the user. For example, five evidence records are being shared from source to target and the first two evidences do not encounter any error conditions during processing but while accepting the third evidence, a validation error arises which prevents the evidence being automatically accepted. In this scenario the brokering will be restarted and all five evidences will be shared to the Incoming list of the target and the user must manually accept these.

Multiple evidence sharing for auto-activation

When multiple evidence records are available for sharing and have been configured for automatic activation, all the evidence records are shared successfully if no errors are encountered while sharing any of the evidence. When processing multiple evidence records, if a failure occurs on any one of the evidence records being shared at the point of activation then the brokering will be restarted for all the evidences with auto-activation turned off. When processing the evidence records for the second time if no errors are encountered then all the evidences are moved to In-Edit list of the target and the user must manually activate these. If a validation error arises which prevents one of the evidence record being automatically accepted then the brokering will be restarted for all the evidence records with auto-acceptance turned off. Each evidence is moved to the Incoming list of the target and must be accepted and activated manually by the user. For example, five evidence records are being shared from source to target and the first two evidences do not encounter any error conditions during processing but while activating the third evidence, a validation error arises which prevents the evidence being automatically activated. In this scenario the brokering will be restarted for all the five evidence records with auto activation turned off. While processing the evidences for the second time if a validation error arises which prevents one of the evidences being automatically accepted, then the brokering will be restarted will auto accept turned off for all the five evidences and they will be moved to the Incoming list of the target and the user must manually accept and activate these. While processing the evidences for the second time if no validation error arises then all five evidences will be shared to the In-Edit list of the target and the user must manually activate these.

Viewing Evidence Change History

The evidence change history provides a complete view of the changes made to a single piece of evidence. (A link is provided on the View Evidence page, Updated By field.) This history includes evidence changes made in the evidence workspace and shared evidence changes handled by the evidence broker. The following table describes each possible evidence change:

Table 3. Summary of Evidence Changes.

This table describes each possible evidence change

Evidence Change	Description
Input	This is when evidence is first created.

Table 3. Summary of Evidence Changes (continued).

This table describes each possible evidence change

Evidence Change	Description
Updated	This is when an active evidence record has been updated and those updates have been accepted.
Pending Removal Set	This is when an active evidence record has a pending removal set.
Pending Removal Discarded	This is when a pending removal is discarded.
Superseded	This is when an active evidence record has been updated and the updates have been activated, thus superseding the existing, active evidence record.
Cancelled	This is when new evidence with an in edit status is canceled (before the evidence is activated).
Activated	This is when an in edit evidence record is activated.
Submitted	This is when evidence is submitted for approval before activation.
Approved	This is when evidence is approved for activation.
Rejected	This is when evidence is rejected and thus cannot be activated.
Pending Update Set	This is when an active evidence record is being updated and thus the pending update is set.
Pending Update Discarded	This is when an active evidence record was being updated but the evidence updates were cancelled, thus discarding the pending update on the active evidence record.
Evidence Transfer	This is when evidence is transferred from one case to another case.
Shared Evidence Added	This is when new evidence is available for sharing.
Shared Evidence Updated	This is when evidence updates are available for sharing.
Shared Evidence Accepted	This is when shared evidence has been accepted on the target case. The acceptance indicator is set on the source evidence.

Evidence Sharing Business Scenarios

Introduction

This appendix provides simple business scenarios to demonstrate the manual acceptance of identical evidence, the automatic acceptance of identical evidence, and non-identical evidence sharing.

Manual Acceptance of Identical Evidence

John Patterson is the primary client on a Cúram Global Income Support - Screening (CGISS) integrated case and a member of a Cúram Child Services (CCS) case. John informs his CGISS assigned caseworker of new Living Expense evidence. The caseworker adds this evidence and activates it.

Living Expense evidence also applies to eligibility determination for CCS. The system is configured administratively to share this evidence type from CGISS to CCS, but not automatically. When the caseworker applies the Living Expense evidence on the CGISS case, the system determines that this is a shared evidence type and that the participant John Patterson exists on both cases.

The evidence broker updates the incoming evidence list to display the new available shared evidence. The caseworker in charge of the CCS case is notified of the shared evidence and examines the evidence. Once satisfied that they agree with the change, the caseworker accepts the broadcast change. This evidence is now In Edit on the CCS case and may be activated as normal.

Automatic Acceptance of Identical Evidence

Mary Smith is the primary client on a CGISS integrated case and a member of a CCS case. Mary informs her CGISS assigned caseworker of changes to her Liquid Resource evidence. The caseworker updates this evidence and activates it. Liquid Resource evidence also applies to eligibility determination for CCS. The system is configured administratively to share this evidence type from CGISS to CCS, and to automatically accept any evidence change.

When the caseworker applies the Liquid Resource evidence on the CGISS case, the system determines that this is a shared evidence type and that the participant Mary Smith exists on both cases. The system updates the Liquid Resource record on the CCS case and places it 'in edit. The caseworker in charge of the CCS case is notified of the automatically accepted shared evidence change and can activate it as normal.

Automatic Activation of Identical Evidence

Jane Jones is the primary client on a CGISS integrated case and a member of a CCS case. Jane informs her CGISS assigned caseworker of changes to her Trust evidence. The caseworker updates this evidence and activates it. Trust evidence also applies to eligibility determination for CCS. The system is configured administratively to share this evidence type from CGISS to CCS, and to automatically accept and activate any evidence change.

When the caseworker applies the Trust evidence on the CGISS case, the system determines that this is a shared evidence type which has been configured for automatic activation, and that the participant Jane Jones exists on both cases. The system updates the Trust record on the CCS case and adds it to the active evidence list.

Non-Identical Evidence Sharing

Joe Williams is the primary client on a CGISS integrated case and his son Michael is a member of the case. Joe informs his CGISS assigned caseworker that his son Michael has been immunized and the caseworker updates the child's Medical evidence to reflect this. Joe and his son are also members of a CCS case.

Immunization evidence also applies to eligibility determination for CCS but in a different format, as CCS evidence records full details of child immunization dates and times. The system is configured administratively to share non-identical evidence types of Medical evidence and Child Immunization evidence from CGISS to CCS.

When the caseworker applies the Medical evidence on the CGISS case, the system determines that this is a shared evidence type and that the participant Michael Williams exists on both cases. The caseworker in charge of the CCS case is notified of the shared non-identical evidence change, and can navigate to details of the change in order to decide on what action to take.

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