

IBM Cúram Social Program Management
Version 6.0.5

Cúram Intake Configuration 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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Configuring Intake

Use this information to configure Cúram Intake application triage and screening intake processes. Each of these processes can be used for capturing data about the client when they apply to an organization for benefits and services.

Introduction

Purpose

The purpose of this guide is to describe the options available to configure Cúram Intake. The guide covers the configuration of application cases, programs, internal application forms and person search and match.

Note: Cúram Intake also provides Triage and Screening functionality which can be customized by an organization. A triage script and ruleset are also provided out of the box. For details on the customization steps required, see the Cúram Intake Developer Guide.

Audience

This guide is intended for administrators responsible for configuring Cúram Intake. It is assumed that the administrators have worked with code tables, application properties, and system security as part of Cúram system administration.

Prerequisites

The Cúram Intake Guide is a reading prerequisite.

Chapters in this Guide

The following list describes the chapters within this guide:

Configuring Application Cases

This chapter describes the configuration of application cases.

Configuring Programs

This chapter describes the configuration of programs.

Configuring Internal Application Forms

This chapter describes the configuration of internal application forms.

Configuring Person Search and Match

This chapter describes the configuration of the person search match criteria which can be used during the application case creation process.

Configuring Application Cases

Introduction

Application cases are configured within Universal Access administration. Cúram Intake leverages Universal Access functionality in a number of areas, in particular for the administration of the programs available to apply for within an organization. This chapter provides an overview of the configurations available for defining application cases in Universal Access administration. Cúram Intake allows

organizations to define different types of application cases. There are four main aspects to configuring an application case:

- configuring an application case type
- associating programs with application case types
- adding evidence types
- defining Priority, Complexity and Risk (PCR) for an application case

Once the application case type is configured, programs can be associated. Any evidence types required to authorize the program(s) on the application case can also be associated. A Priority, Complexity and Risk (PCR) configuration can be associated with the application case to help the organization to deal appropriately with the application case.

Configuring Application Case Types

Cúram Intake provides the ability for organizations to configure multiple types of application cases which can be used to process a client's application for program(s). For example, a Social Assistance application case may be defined to manage client applications for Child Benefit and Employment Benefit programs.

The organization must specify the name of the application case type. A reference can also be specified which allows the application case to be referenced in code.

Defining a Home Page

A home page can be specified such that the default application case home page can be overridden to use a different home page.

Defining Eligibility Check Processing

The administrator has the option to enable eligibility checks for an application case type. If enabled, the worker is provided with the option to check eligibility for the program(s) on an application case.

The administrator must specify a Cúram Express Rules (CER) ruleset. The ruleset outputs the eligibility decision for the program(s) checked on the application case, and, if relevant, the entitlement for that program.

If an Eligibility Check Ruleset is specified, an Eligibility Check Strategy must also be defined. This can be set to All Programs, Programs Applied For Only, or User Selection. If All Programs is selected, then eligibility is checked for all programs configured for the application case type. If Programs Applied For Only is selected, then eligibility is checked for the programs associated with the application case only. If User Selection is configured, the the worker is presented with a list of the programs configured for the application case type and has the option to select the relevant programs for which eligibility is to be checked.

The administrator may also specify a page on which the results of the eligibility check will be displayed. This page is displayed within the list dropdown panel of the Eligibility Checks list on the application case. If a page is not specified, a message stating that no further information is available is displayed in the list dropdown panel.

For more information on defining a CER ruleset for checking eligibility on an application case, and defining a results page, see the Cúram Intake Developer Guide.

Assigning an Ownership Strategy

Separate ownership strategies can be configured for application cases created internally, and application cases created as a result of an online application. For example, an organization may configure that application cases created internally are assigned directly to the user who created it, whereas application cases created as a result of an online application submitted by a citizen are assigned to a work queue.

For internal and online applications, the administrator can define that the application case is assigned to a specific organization unit, position, user or work queue. For internal applications only, the administrator also has the option to specify that the application case is assigned to the current user, i.e., the user who created the application case.

A system property, Application Case Default Owner, can be set to indicate the user to be set as the owner of an application case if the ownership strategy is not configured.

Configuring Display Options

A number of options are available to an administrator to define the functions available to workers using application case.

Evidence Flow: If the Evidence Flow indicator is selected, the Evidence Flow view will be available to workers on the Evidence tab of the application case. If it is not selected, this view is not available to workers. For more information on Evidence Flow, see the Cúram Evidence Guide.

Evidence Dashboard: If the Evidence Dashboard indicator is selected, the Evidence Dashboard view will be available to workers on the Evidence tab of the application case. If it is not selected, this view is not available to workers. For more information on Evidence Dashboard, see the Cúram Evidence Guide.

Ready for Determination: Ready for Determination is an optional additional application case status, which is useful if an organization has different workers performing different tasks on a single application. For example, an organization may have one group of workers gathering and verifying the information required to authorize the programs on an application, and another group workers who review and authorize the programs. Ready for Determination is useful when this type of organization structure is in place, as it allows the organization to re-assign the application case, based on the status of Ready for Determination.

If the Ready for Determination indicator is selected, the worker must manually select to move the application case from a status of Open to a status of Ready for Determination before the programs on the application case can be authorized. A Ready for Determination workflow can also be invoked at this point, if one is configured. See “Ready for Determination” on page 6 for more information.

If the Ready for Determination indicator is not selected, the application case transitions from a status of Open directly to a status of Closed.

Direct Creation: Cúram Intake provides the flexibility for organizations to define whether internal workers can create an application case via an application form, or directly without an application form, or whether both options are available. If the Direct Creation indicator is selected, the worker has the option to create the application case directly, with only the minimum information required to create the

application case. If the Direct Creation indicator is not selected, the worker does not have the option to create the application case directly.

Primary Identifier System Property: A system property, Treat SSN as Primary Alternate ID, dictates whether the client's social security number (SSN) should be treated as the primary alternate ID during intake. If the property is not enabled, then the system will generate a primary alternate ID for the client and the client's SSN entered in the intake application will be set as a secondary alternate ID for the client.

Related Cases List System Property: Cúram Intake provides a Related Cases list on an application case which allows the worker to view the cases on which any of the clients on the application case are participants. A system property, Display Closed Related Cases, dictates whether the Related Cases list includes cases with a status of 'Closed'.

Defining the Program Authorization Strategy

Cúram Intake provides a configurable authorization process for application cases. The administrator can define whether authorization takes place at the application level, for all programs applied for, or whether each program must be authorized separately. The administrator can also define an authorization ruleset and specify the ongoing case required. The following sections describe the configuration options for authorization at the application level.

Authorization Strategy: Authorization can be defined at the application level or at the program level. The administrator specifies this by selecting an authorization strategy of Application or Program.

If Application is selected, then all of the programs on the application case are authorized together when the worker selects the Authorize action on the application case tab. The following sections describe the additional configuration settings required when the authorization strategy is Application. These settings are not required when the authorization strategy is Program.

If Program is selected as the authorization strategy, then each program must be authorized separately by the worker. The additional configuration settings required for this strategy are defined at the program level. See “Configuring Programs” on page 8 for more information.

Authorization Ruleset: When the authorization strategy is Application, an authorization CER ruleset must be defined. The ruleset must determine the set of programs to be authorized, and the clients that are eligible for each program. For more information on defining the authorization ruleset, see the Cúram Intake Developer Guide.

Integrated Case Strategy: The Integrated Case Strategy must be defined in order for the system to identify whether a new or existing integrated case should be used when program authorization is successful. The integrated case is used to host any product deliveries created as a result of the authorization. If a new integrated case is created, all of the application case clients are added as case participants to the integrated case. If an existing integrated case is used, any additional clients on the application case are added as case participants to the integrated case. Any evidence captured on the application case that is also required on the integrated case is copied to the integrated case upon successful authorization. The configuration options for the integrated case strategy are as follows:

New A new integrated case of the specified type is always created when authorization is successful for one or more programs on an application

Existing (Exact Client Match)

If an integrated case of the specified type exists with the same clients as those present on the application case, the existing case is automatically used. If multiple integrated cases that meet these criteria exist, the worker is presented with a list of the cases and must select one to proceed with the authorization. If no existing cases match the criteria, a new integrated case is automatically created.

Existing (Exact Client Match) or New

If one or more integrated cases of the specified type exist with the same clients as those present on the application case, the user is presented with the option to select an existing case to use as the ongoing case, or to create a new integrated case. If no existing cases match the criteria, a new integrated case is automatically created.

Existing (Any Client Match) or New

If one or more integrated cases of the specified type exist, where any of the clients of the application case are case participants, the user is presented with the option to select an existing case to use as the ongoing case, or to create a new integrated case. If no existing cases match the criteria, a new integrated case is automatically created.

Integrated Case Type: The administrator must specify the type of integrated case to be created/used upon successful program authorization as defined by the Integrated Case strategy above.

Note: If product delivery cases are required by the organization, these are configured at the program level. See *Specifying a Product Delivery Type and Submitting a Product Delivery Automatically* for more information.

Application Level Authorization Notification System Properties: A number of system properties are provided for organizations to specify the notifications sent as part of the authorization process. The following properties are provided for application level authorization. Cúram Intake provides default configurations for these properties out of the box, however an organization can configure its own settings if required.

The Authorization Notifications Enabled Indicator

Indicates whether authorization notifications will be sent. If set to false, no notifications will be sent by the authorization process.

The Successful Application Authorization Notification Workflow

This property stores the name of the notification workflow that will be invoked when application level authorization succeeds for at least one program.

The Unsuccessful Application Authorization Notification Workflow

This property stores the name of the notification workflow that is invoked when application level authorization is not successful for one or more programs on an application case. Authorization may be unsuccessful if the authorization rules determine that the client is ineligible for the program, or there is insufficient evidence to authorize.

The Application Authorization Deferred Process Failed Notification Workflow

This property stores the name of the notification workflow that is invoked

when the application authorization deferred process fails. The deferred process may fail due to a system error, or invalid configuration of the system.

Specifying Program Appeal Processing

The Appeal All Programs indicator allows an administrator to determine the programs that can be appealed based on the program status. If this indicator is set to Yes then programs with a status of denied, approved and pending can be appealed. If this indicator is set to No then only programs with a status of Denied can be appealed.

Specifying Workflow Processes

Cúram Intake allows organizations to specify a number of workflows which can be invoked as part of application case creation and processing. For more information on defining workflows, see the Cúram Workflow Reference Guide. The following sections describe each of the workflows that can be specified.

Application Case Created: The administrator can specify a workflow process to be invoked when the application case is created.

Withdrawal Request: The administrator can specify a workflow process to be invoked in response to an online request by a citizen to withdraw the application for a particular program.

Straight Through: The administrator can specify a workflow process used to drive straight through processing, i.e., from creation of the application case to creation of an ongoing case and closure of the application case. If specified, this process is invoked upon creation of the application case as a result of an online application submission or an internal application form submission. All of the clients on the application case must be successfully matched or registered before the straight through process is invoked.

Note: The straight through process is not invoked when an application case is created directly by a worker as the information captured for direct creation is insufficient.

Cúram Intake provides a system property, Integrated Case Creation Workflow Default Path, which defines the default path for the straight through workflow when the authorization strategy has been configured to allow the selection of an existing integrated case, or the creation of a new case. The property stores a code from the CaseStrategyWflowConfig code table. The values available are Stop Workflow, Create New Integrated Case and Use Existing Integrated Case. The default setting is Create New Integrated Case. This property is only valid when one existing case exists. If multiple existing cases exist, the straight through process stops and the worker must select which option to proceed with.

Ready for Determination: The administrator can specify a workflow process to be invoked when the application case moves to a status of Ready for Determination. This can only be specified if Ready for Determination is enabled for the application case.

Associating Application Cases with Programs

As part of program configuration, the administrator can select the relevant application case to associate with that program. For example, if application cases for Social Assistance and Unemployment Assistance are configured, the program Child Benefit may be associated with the Social Assistance application case, and

the program Employment Benefit may be associated with the Unemployment Assistance application case. The administrator can view the programs associated with the application case when the programs have been configured. For more information on associating programs with application cases, see *Defining an Intake Processing System*.

Associating Evidence Types with an Application Case

Evidence may be required to authorize one or more of the programs associated with the application case. The administrator can associate dynamic and/or non-dynamic evidence types to the application case. The evidence can be categorized, given a sort order, and indicated as preferred.

When evidence is associated with an application case, it is automatically enabled for evidence brokering. The administrator must configure the brokering required between the application case and other case types, including integrated cases and product deliveries created as a result of program authorization. The administrator may also configure brokering of evidence from the application case to the Person/Prospect Person. For more information on evidence and evidence broker, see the *Cúram Evidence Guide*. For more information on configuring dynamic evidence, see the *Cúram Dynamic Evidence Configuration Guide*.

Configuring PCR for an Application Case

Priority, Complexity and Risk (PCR) assessments can be configured for an application case. PCR can be assessed manually by a worker or by a ruleset. The administrator can specify a workflow to be invoked as a result of a PCR assessment on an application case.

The administrator must enter a name for the PCR configuration, and must provide a start date and end date. PCR configurations cannot overlap for an application case.

Defining a PCR Ruleset

If the organization is using a ruleset to assess the PCR rating of an application case, a PCR ruleset must be selected for the PCR configuration. The ruleset must be defined as per the guidelines specified in the *Cúram Intake Developer Guide*. If configured, the ruleset is invoked upon creation of the application case, or in response to one of the configured ruleset execution points. The worker can review the results of the PCR assessment on the application case.

Defining a PCR Workflow

The administrator has the option to select a workflow to be invoked when PCR is assessed on an application case. Only workflows categorized as PCR can be selected for a PCR configuration. For more information on defining workflows, see the *Cúram Workflow Reference Guide*.

Specifying PCR Execution Points

Cúram Intake provides a set of events that can occur on an application case that can invoke the PCR ruleset automatically. The execution points can be optionally selected by the administrator if a PCR ruleset is specified for the PCR configuration.

Note: The PCR ruleset is always invoked automatically upon application case creation. This allows the PCR values to be used in a straight through process if required. This is not an optional execution point.

The specification of the execution points allows an organization to define points in the process where the PCR values will be recalculated. Each of these execution events is described below:

User Invoked

The worker has the option to manually invoke the PCR rule set to calculate the PCR values.

Evidence Updated

The PCR rule set is invoked if evidence is activated on the application case or the user edits or deletes an active evidence record.

New Client

The PCR rule set is invoked when a new client is added to the application case.

Client Removal

The PCR rule set is invoked when a client is removed from the application case.

Client Match

The PCR rule set is invoked when a prospect client is matched to an already registered client.

New Program Application

The PCR rule set is invoked when a program is added to the application case

Program Withdrawal

The PCR rule set is invoked when a program is withdrawn from the application case.

Check Eligibility

The PCR rule set is invoked when an eligibility check is completed for the application case.

Program Authorization

The PCR rule set is invoked when a program is authorized.

Configuring PCR Range Mappings

The ranges for the PCR ratings must be mapped in order for the PCR ruleset to determine the PCR ratings for the application case. The administrator must set a numeric range for each rating. For example the High Priority range may be defined as 70-100, the Medium Priority range may be defined as 30-69 and the Low Priority range may be defined as 0-29. The ruleset then uses these values to determine whether the application case is High, Medium or Low Priority. Range mappings must also be defined for the Complexity and Risk ratings.

Configuring Programs

Introduction

This chapter provides an overview of the configurations available for defining programs in Universal Access (UA), and associating them with application cases. UA allows agencies to define different types of programs. Once programs have been defined, they can be associated with online and internal applications, and application cases. Programs can be applied for online by citizens in Universal Access, or internally by workers using Cúram Intake. Program applications can then be processed using application cases.

There are four main aspects to configuring a program:

- Configuring programs and associated display and system processing information
- Configuring application information, such as the application case, and whether multiple applications are allowed.
- Associating program-specific evidence types

This chapter outlines these aspects in more detail.

Configuring a New Program

Programs are configured on the New Program page. The sections below detail program configurations.

Defining a Name and Reference

A name and reference must be defined when creating a new program. The name defined will be displayed to the citizen in UA and in the internal application. The reference is used to reference the program in code.

Defining an Intake Processing System

An intake processing system must be specified for each program. If a case processing system is not specified, the system will not be able to respond to the submission of an application for that program. There are two options available: 'Cúram' or select from pre-configured remote systems. Programs that will be processed using Cúram Intake must have 'Cúram' selected as the intake processing system.

If Cúram is specified as the intake system, an application case type must be selected. An application case of the specified type is created in response to a submission of an online application or internal application form for the program. Alternatively, when the application case is created, the worker can select to add the programs configured to use that application case type.

An indicator is provided which dictates whether a Reopen action will be enabled on the programs list on an application case for denied and withdrawn programs of a particular type. A workflow can be specified which will be initiated when the program is reopened. For more information on configuring application cases see "Configuring Application Cases" on page 1.

Defining Case Processing Details

A case processing system must be specified for each program. There are two options available; 'Cúram' or select from pre-configured remote systems. Select 'Cúram' if the program eligibility is determined and managed using a Cúram based system. Select a remote system if eligibility is determined and managed by a non-Cúram based system.

If Cúram is selected as the case processing system, additional options are available to allow for program level authorization to be configured. Program level authorization means that if an application case contains multiple programs, each program can be authorized individually and a separate integrated case is used to manage the clients ongoing case. The following options are available.

Defining the Integrated Case Strategy

The Integrated Case Strategy must be defined in order for the system to identify whether a new or existing integrated case should be used when program authorization is successful. The integrated case is used to host any product deliveries created as a result of the authorization. If a new integrated case is

created, all of the application case clients are added as case participants to the integrated case. If an existing integrated case is used, any additional clients on the application case are added as case participants to the integrated case. Any evidence captured on the application case that is also required on the integrated case is copied to the integrated case upon successful authorization. The configuration options for the integrated case strategy are as follows:

New A new integrated case of the specified type is always created when authorization of the program is successful.

Existing (Exact Client Match)

If an integrated case of the specified type exists with the same clients as those present on the application case, the existing case is automatically used. If multiple integrated cases that meet these criteria exist, the worker is presented with a list of the cases and must select one to proceed with the authorization. If no existing cases match the criteria, a new integrated case is created.

Existing (Exact Client Match) or New

If one or more integrated cases of the specified type exist with the same clients as those present on the application case, the user is presented with the option to select an existing case to use as the ongoing case, or to create a new integrated case. If no existing cases match the criteria, a new integrated case is created.

Existing (Any Client Match) or New

If one or more integrated cases of the specified type exist, where any of the clients of the application case are case participants, the user is presented with the option to select one of the existing cases to use as the ongoing case, or to create a new integrated case. If no existing cases match the criteria, a new integrated case is created.

Specifying the Integrated Case Type

The administrator must specify the type of integrated case to be created/used upon successful program authorization as defined by the Integrated Case strategy above.

Specifying a Client Selection Strategy

The Client Selection Strategy is used to define how clients are added from the application case to the product delivery created as a result of authorization of a program. If a product delivery type is specified, a client selection strategy must be selected. The configuration options are as follows:

All Clients

All of the application clients are added to the product delivery case. The application case primary client is set as the product delivery primary client. All other clients are added to the product delivery as members of the case members group.

Rules A rule set is used to determine the clients to be added to the product delivery(if a product delivery is configured). At least one client must be determined by the rules for authorization to proceed.

User Selection

The user selects the clients who should be added to the product delivery. The user must select both the primary client and any other clients to be added to the case member group on the product delivery.

Specifying a Client Selection Ruleset

A Client Selection Ruleset must be selected when the Client Selection Strategy is 'Rules'.

Specifying a Product Delivery Type

The Product Delivery Type is used to specify the product delivery used to make a payment to a client(s) in respect of a program. The drop down displays all active products configured on the system.

Note: This field applies to both program and application authorization processing i.e. Program and application authorization can result in the creation of the product delivery type specified.

Submitting a Product Delivery Automatically

The Submit Product Delivery indicator is used to dictate if the product delivery created as a result of program authorization should be submitted automatically for approval. If selected, the product delivery created as a result of authorization of this program is submitted automatically for a supervisor for approval.

Note: This field applies to both program and application authorization processing i.e. Program and application authorization can result in the automatic submission of a product delivery.

Program Level Authorization Notification System Properties

A number of system properties are provided for organizations to specify the notifications sent as part of the authorization process. The following properties are provided for program level authorization. Cúram Intake provides default configurations for these properties out of the box, however an organization can configure its own settings if required.

The Authorization Notifications Enabled Indicator

Indicates whether authorization notifications will be sent. If set to false, no notifications will be sent by the authorization process.

The Successful Program Authorization Notification Workflow

This property stores the name of the notification workflow that will be invoked when program level authorization succeeds.

The Unsuccessful Program Authorization Notification Workflow

This property stores the name of the notification workflow that is invoked when program level authorization is not successful. Authorization may be unsuccessful if the client selection rules determine that the client is ineligible for the program, or there is insufficient evidence to authorize.

The Program Authorization Deferred Process Failed Notification Workflow

This property stores the name of the notification workflow that is invoked when the program authorization deferred process fails. The deferred process may fail due to a system error, or invalid configuration of the system.

Configuring Timers

Many organizations impose time limits within which an application for a program must be processed. For example, a government agency may have a requirement that food assistance applications must be authorized within 30 business days of the date of application. Cúram provides organizations with the ability to configure application timers for each program. A number of configuration options are available, including the duration of the timer, whether the timer is based on

business or calendar days, a warning period, and timer extension and approval. All configuration options are outlined below.

Duration

The length of the timer in days. This value, along with the fields 'Start Date' and 'Use Business Days' (and the configured business hours for the organization) will be used to calculate the expiry date for the timer. This value will be used as a number of business days if 'Use Business Days' is set. If 'Use Business Days' is not set this value will be used as calendar days.

Start Date

Specifies whether the timer should start on the application date or the program addition date. The options available are 'Application Date' and 'Program Addition Date'. Note that in most cases these dates will be the same (the programs will be added at the same time as the application is made) but when a program is subsequently added to the application, after initial submission, this may not be the case.

Warning Days

Allows for the specification of a number of warning days. The warning days are used to warn the user that the timer deadline is approaching. If configured, the Warning Reached workflow will also be enacted when the warning date is reached and the timer is still running (i.e. the program has not been completed).

End Date Extension Allowed

An indicator to dictate if a user can extend the timer by a number of days.

Extension Approval Required

An indicator to dictate if a timer extension requires approval from a supervisor. If approval is required for the extension, the case supervisor must review and either approve or reject the extension. Once the extension is approved, or if approval is not required, the timer expiry date is updated to reflect the extension.

Use Business Days

An indicator to dictate that the timer should not decrement over non-working days. If this is set, the system uses the Working Pattern Hours for the organization to determine the non-working days when calculating the expiry date for the timer.

Resume Timer

An indicator to dictate whether the program timer should be resumed when the program is reopened.

Resume From

If a timer is resumed the Resume From field dictates the dates from which a program can be resumed. The values include the date the program was completed (denied or withdrawn), and the date that the program was reopened.

Timer Start

Allows for the specification of a workflow that is enacted when the timer starts.

Warning Reached

Allows for the specification of a workflow that is enacted when the warning period is reached.

Deadline Not Achieved

Allows for the specification of a workflow that is enacted if the timer deadline is not achieved i.e. the program has not been withdrawn, denied or approved by the timer expiry date.

Configuring Multiple Applications

The Multiple Applications indicator dictates if a client can apply for this program while they have a previous application pending for that program. If set to true, the client can have multiple pending applications for the given program i.e. they can submit an application for this program while they already have a pending application for the program in the system. If it is set to false, the worker will not have the option to submit an internal application form for this program, or to add a program of that type to an application case while they already have a pending application for the program in the system.

Note: This setting is also applicable to online applications if configured by the organization. For more information on how this setting impacts citizens applying online, see the Cúram Universal Access Configuration Guide.

Defining Program Evidence Types

Evidence Types can be associated with a program. This can be used by an organization to provide support for applications for multiple programs where a particular program needs to be authorized much more quickly than other programs for which the client may have applied, for example, expedited food assistance. Using this type of configuration, only the evidence required for the program to be authorized will be used and copied to the ongoing cases. This allows benefits for the authorized program to be delivered to the client, while the worker continues to gather the evidence required for the other programs applied for.

Configuring Internal Application Forms

Introduction

This chapter provides an overview of the configuration settings available for defining internal applications forms in UA administration for Cúram Intake. The organization can define an internal application form for workers to create an application case using an Intelligent Evidence Gathering (IEG) script. There are four main aspects to configuring an application:

- configuring information about an application
- configuring the script and schema used to collect and store the information specified during the application process
- configuring the programs for which an application can be used to apply

This chapter outlines these aspects in more detail.

Defining a Name

The administrator must specify a name for the application form. The name is displayed to the worker if multiple application forms are configured, to allow them to select the application form they wish to proceed with.

Configuring an Application Script

An IEG script must be defined for the application which is used to collect the answers to the application questions. A script name must be specified in the

Question Script field. A data store schema must be specified to store the data entered in the script. A schema name must be specified in the Schema field. On saving the application, an empty template for both the script and schema will be created by the system based on the Question Script and Schema specified. It will then be possible to update these from the Internal Application tab by selecting hyperlinks provided on the page. Clicking on the Question Script link will launch the IEG Editor which will allow the question script to be edited. Clicking on the Schema link will launch the Datastore Editor which will allow the schema to be edited. For more information, see the *Cúram Intelligent Evidence Gathering Guide*.

Specifying Finish and Quit Pages for an Internal Application Form

Two fields are available within the IEG Editor which are used to indicate the URL to direct to on exiting or completing an application. The Finish Page field indicates the URL to direct the citizen to on completing the application. The Quit Page field indicates the URL to direct the citizen to on exiting the application.

When configuring the question script for an internal application, these fields must be set to the following values:

- The Finish page field must be set to `CommonIntake_finishInternalIntakeScript`.
- The Quit page field must be set to `CommonIntake_quitInternalIntakeScript`.

Required IEG Attributes for Internal Application Forms

A number of attributes must be specified within the schema when configuring the script for an internal application form.

- An attribute, `localID`, must be added to the Person entity in the schema for the script. The attribute type must be `IEG_INT64`
- If the organization wants to capture the application date in the IEG script, a `filingDate` attribute must be added to the Application entity in the schema. The attribute type must be `IEG_DATE`.
- If the organization wants to capture the method of application in the IEG script, a `methodOfApplication` attribute must be added to the Application entity in the schema. The domain for the `methodOfApplication` attribute should be a code table domain, with the code table set to `MethodOfApplication`.

Configuring a Submission Script

A submission script can be defined for an internal application form. This is used to define additional information which does not form part of the application script to be captured, for example, a Cash Assistance application typically requires information regarding the citizen's ability to attend an interview. A submission script (IEG) can be specified in the Submission Script field. On saving the application, an empty template for both the submission script and schema will be created by the system based on the Submission Script specified. It will then be possible to update this from the Application tab by selecting the hyperlinks provided on the page. Clicking on the link will launch the IEG Editor which will allow the submission script to be edited. Clicking on the Schema link will launch the Datastore Editor which will allow the schema to be edited. For more information, see the *Cúram Intelligent Evidence Gathering Guide*.

Specifying Finish and Quit Pages for Submission Scripts

Finish and quit pages described in "Specifying Finish and Quit Pages for an Internal Application Form" must also be specified for any submission scripts defined for an internal application form.

When configuring a submission script for an internal application, the Finish page and Quit page fields available in the IEG Editor must be set to the following values:

- The Finish page field must be set to `CommonIntake_finishInternalIntakeSubmissionScript`.
- The Quit page field must be set to `CommonIntake_quitIntakeSubmissionScript`.

Specifying When an Application Script Can Be Submitted

The administrator has the option to specify that the application script can be submitted on completion only. If this indicator is enabled, the worker will not have the option to submit the application script until the script has been completed. If this option is not enabled, the worker can select to submit the application script at any time, once the minimum mandatory information is captured.

Configuring Client Registration

The Client Registration field allows an administrator to dictate whether additional clients that are added to a type of application form are registered as prospects or persons.

As the worker creates an internal application form, and an application case directly from a person or prospect, this setting is not used when an internal application form is submitted for only one client or when the application case is created directly. To determine whether to register the client as a prospect or a person, the system checks this setting in the following two scenarios :

- If Person Search and Match is configured and no match can be found for the client
- If Person Search and Match is not configured, i.e., the clients on an application are always registered without the system automatically searching and matching them.

If the Client Registration field is not set, the system checks the system property Register as Prospect Person to identify if a client is registered as a prospect or a person. See “Indicating Whether Clients are Registered as Prospects or Persons” on page 17 for more information.

Associating Programs with Application Forms

The programs for which the worker can submit the application form must be associated with the configured internal application form. Any configured program, as described in “Configuring Programs” on page 8 can be associated with an internal application form.

When associating programs with an application form, an order can be assigned which dictates the display order of the selected program relative to other programs associated with the internal application form. The ordering is only relevant if multiple programs are associated with the application form. If multiple programs are associated with an internal application form, the worker is presented with a list of the programs in the specified order, and must select which programs to proceed with. If only one program is associated with an application form, the program is selected automatically by the system.

Defining Mappings for a Program

When an application for a program is processed by Cúram, the information entered in an application is mapped to the application case's evidence tables. The mappings are configured for a particular program by creating a mapping

configuration of type Cúram Evidence or by using the Cúram Data Mapping Editor. A mapping configuration must be specified for a program in order for the appropriate evidence entities to be created and populated in response to an internal application form submission.

A description of the authoring of mapping files is beyond the scope of this document. For more information on configuring mappings using the mapping editor see the Cúram Data Mapping Editor Guide.

Configuring Person Search and Match

Introduction

This chapter provides an overview of the configurations available for configuring person search and match. If configured, person search and match automatically searches for, and either matches or registers the clients as part of the application case creation process. The search process returns registered persons that meet some or all of the search criteria configured. The match process determines, based on the weights assigned to the configured search criteria, and thresholds configured in System Administration, whether the registered person is a conclusive match with the client, an inconclusive match with the client, or is not a match.

If no match is found, or if person search and match is not configured, the client on the application form is registered on the system as part of the application case creation process. A system property is provided to dictate whether the client is registered as a prospect, or as a person.

There are two main aspects to configuring person search and match:

- configuring person search match criteria
- configuring the system properties for person search and match

This chapter outlines these aspects in more detail.

Defining Person Search Match Criteria

The Person Search Match Criteria define the data that the system uses to search for and match a client on an application with registered person(s). The criteria can be defined in Participant administration. An organization must decide which search criteria to use, and the weights to assign to each criterion. The weight defines how important the criterion is in determining if the registered person returned by the search matches the client on the application.

The administrator must specify a name for the search criterion. A reference can also be specified which allows the search criterion to be referenced in code. The administrator can also indicate whether the search criterion is enabled for the search and match process. The administrator must specify the weight and search index for the search criterion. These configuration settings are described in more detail in the following sections.

Defining a Weight for a Search Criterion

The organization must decide the weight to be assigned to each search criterion defined, i.e., how important the search criterion is in determining a match for a client. For example, if the organization has defined three search criteria, First Name, Last Name and Date of Birth, First Name may be weighted at 20, Last Name may be weighted at 30, and Date of Birth may be weighted at 50. The weights are used to determine a score for a registered person returned by the

search. The score determines whether the person is a conclusive match, an inconclusive match, or not a match, based on the thresholds configured in System Administration.

Specifying the Search Index

The Person Search and Match functionality leverages the Lucene Enhanced Participant Search API in Cúram. As a result, the search index field must be selected when defining a search criterion. The search index dropdown list is populated by the API, with the exception of any excluded fields (see “Setting The Excluded Search Fields” below).

Person Search and Match System Properties

A number of system properties are provided to allow an organization to configure Person Search and Match. The following sections describe these properties.

Enabling Person Search and Match

Two system properties must be set in order to enable search and match for the application case creation process in Cúram Intake. The properties Lucene Enhanced Search Enabled and Lucene Online Synchronization Enabled must be set to YES, if the organization wants to use the automatic search and match feature.

Setting Inconclusive Match Thresholds

Two properties are provided to define the threshold values for Person Match: Person Match Upper Inconclusive Threshold and a Person Match Lower Inconclusive Threshold. A score greater than the Upper Inconclusive Match threshold is considered a Conclusive Match. A score of equal to or between the Lower and Upper Inconclusive Match thresholds is considered an Inconclusive Match. A score of less than the Lower Inconclusive Match threshold is considered No Match.

Setting the Maximum Number of Search Hits

The system property, Person Match Maximum Hits, defines the maximum number of search results that can be returned from the Person match search.

Setting The Excluded Search Fields

The system property, Person Match Excluded Search Index Fields, is a list of search index fields in the form of a comma-delimited list of the names, which are to be excluded from the Person Match Search Criteria Search Index field in administration. This setting is required when Lucene is used to perform the person search.

Indicating Whether Clients are Registered as Prospects or Persons

The Register as Prospect Person system property dictates whether clients on an application are registered as prospects or persons. This is used when additional clients are captured on an internal application form if Client Registration has not been defined on the online and internal applications in administration.

Note: As the worker creates an internal application form, and an application case directly from a person or prospect, this setting is not used when an internal application form is submitted for only one client, or when the application case is created directly.

The system checks this setting in two scenarios to determine whether to register the client as a prospect or a person:

- If Person Search and Match is configured and no match can be found for the client
- If Person Search and Match is not configured, i.e., the clients on an application are always registered without the system automatically searching and matching them.

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