

IBM Cúram Social Program Management  
Version 6.0.5

*Cúram Intake Guide*



**Note**

Before using this information and the product it supports, read the information in "Notices" on page 39

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# Cúram Intake Guide

Cúram Intake supports the following intake processes: triage, screening, applications, and referrals. An intake can be for multiple programs at the same time. This reduces the amount of contact a client must make to apply for benefits or services.

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## Introduction

### Purpose

The purpose of this guide is to provide an overview of Cúram Intake. After reading this guide, the reader should have a clear understanding of how it can be used to match a client's needs to programs and community services, and how it helps organizations address these needs by providing a configurable intake process for the programs provided by the organization.

In order to best understand these concepts, the guide should be read in full. The guide is not intended to be used as a training or user guide.

### Audience

This guide is intended for any reader interested in understanding the business concepts of Cúram Intake. Readers do not require knowledge of the application.

### Prerequisites

The reader should be familiar with how the organization delivers benefits and services to clients. To better understand the topics covered in this guide, it is suggested that the reader has previously read the Cúram Universal Access Guide, the Cúram Integrated Case Management Guide and the Cúram Participant Guide.

## Chapters in this Guide

The following list describes the chapters within this guide:

#### **Cúram Intake Overview**

This chapter discusses the two-fold aim of Cúram Intake - to provide a means for the workers to carry out the functions required as part of the intake process and to provide a collaborative 'No Wrong Door' approach to the intake process for clients applying for benefits. The chapter also provides a high level overview of the main components within Cúram Intake.

#### **Identifying the Client**

This chapter describes the process for searching for a client and registering him or her in the system.

#### **Triaging a Client and Using the Results to Address Client Needs**

This chapter describes the process for triaging a client to identify the client's needs and responding to those needs in an expedient manner. The chapter also provides information on how to perform triage and how the results of triage can be used to respond to the client's needs.

### **Screening Clients to Determine Potential Eligibility for Programs**

This chapter provides information on the client screening process used to determine potential eligibility for one or more programs.

### **Lifecycle of a Client's Application Case: From Creation to Closure**

This chapter provides information on the life cycle of an application case for programs from creation to closure. It also describes the various components of the application process and associated configuration settings.

### **Referring a Client to External Agencies and Service Providers**

This chapter provides information on what a referral is and how a referral is created and sent to a community service provider and/or external agency.

### **Additional Tools for Assisting Workers**

This chapter provides information on the tools that are available for workers throughout the intake process.

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## **Cúram Common Intake Overview**

### **What is Cúram Intake?**

Most Social Enterprise Management (SEM) organizations, including organizations that deal with income support, child care, and family services, require clients to complete an intake process in order to establish a claim for the products and/or services provided by the organizations. Traditionally, organizations have had a siloed approach to product and service delivery, including the intake process. A single client may have to go through a similar intake process with several different organizations or workers in order to receive benefits or services. The same information may be captured multiple times, and time lags can ensue as clients wait for decisions on claims before deciding whether they need to apply for other benefits or services.

The aim of Cúram Intake is two-fold. Firstly, it aims to provide a means for the workers in an organization to carry out the functions required as part of the intake process in a cohesive and usable manner. Secondly, it aims to facilitate agencies in providing a collaborative, 'No Wrong Door' approach to the intake process for clients in need of benefits or services. This reduces the number of contacts a client has to make in order to access benefits and/or services across multiple agencies, by providing workers with the facility to carry out the intake process across multiple programs.

Cúram Intake provides functionality to support the following intake process:

- triage
- screening
- application
- referrals

### **No Wrong Door**

The No Wrong Door approach provides clients with a universal gateway to community services and government programs. It enables clients to approach the organization with the problem they need to address, rather than a preconceived idea of the programs or services they think that they should receive. No Wrong Door provides workers with the capability to identify the client's needs upfront and identify the best way to proceed with the client, for example, to refer the client

to an external agency or community service, to screen the client for eligibility, or to take an application for a program. No Wrong Door also incorporates the concept of Priority, Complexity, Risk (PCR), where the organization can provide a differential response based on the client's situation. For example, if a client is homeless and in urgent need of food and shelter, the organization can prioritize that client's application for benefits so it is processed quickly, and assign a specialist worker to work with the client.

Cúram Intake provides a flexible approach to the intake process, in that there is no set path that workers must follow. Each of the steps in the intake process is optional for a worker, and the worker decides on the best path based on the needs of the client. For example, if a new client presents at an organization with a number of needs, the worker may decide to start by carrying out a triage to identify the client's basic needs. Once the client's needs have been established, services and programs can be identified which address these needs. The worker may then continue with a screening to determine the programs for which the client is potentially eligible, and finally complete an application for one or more of the programs. Another client may approach the organization in order to apply for a specific program, in which case the worker can skip the triage and screening steps, and proceed directly to take an application for the program the client is requesting.

## **Addressing the Client's Needs**

Clients typically approach an organization with a program or service in mind that will meet their needs. This can result in clients applying for programs for which they are not eligible, or not being aware of the full range of programs or services that are available to them. Cúram Intake addresses this issue by providing features to aid the worker in identifying the needs of the client and then determining the best response for that client.

A client may approach an organization with one or more needs that he or she needs help to address. Client needs are broadly categorized as follows:

- food
- shelter
- safety
- health
- finance
- education

Cúram Intake provides a triage feature which workers can use to identify the client's needs and determine the best response for the client. Following on from a triage, the worker can continue with a screening, determine the client's potential eligibility for programs provided both internally by the organization, and externally by other agencies. The worker also has the option to create a referral to a community service provider, or to continue with an application for programs.

The following sections and chapters describe these features in more detail.

### **Identifying the Client**

When a client approaches the organization, the worker searches to determine whether he or she is an existing client of the organization. If the client is new, the worker can register the client and proceed with the intake process.

## **Determining a Client's Needs using Triage**

Triage allows workers to quickly gauge a client's needs when they approach the organization. For example, a client may have an immediate need for food for his or her family. Triage will identify these needs and provide a list of suitable services and programs to help meet those needs.

## **Screening Clients to Determine Potential Eligibility for Programs**

Cúram Intake provides the underlying architecture to allow an organization to screen for eligibility. Screening provides the worker with the capability to determine whether a client is potentially eligible for one or more programs based on answers to a set of high level questions. Based on the determination from a screening, the client can decide whether to proceed and apply for programs.

Screening results are determined by a short set of eligibility rules which are run on the answers provided by a client. Cúram Intake leverages the Cúram Intelligent Evidence Gathering (IEG) infrastructure to enable agencies to configure the screening guided flows specifically for their programs.

## **Processing Client Applications for Programs**

In order to file a claim for most programs, a client must submit an application. Clients must provide certain information required to apply for the program, which may include personal details, household composition, income, expenses, employment, education, etc. This information becomes evidence on the client's application and is used to authorize the programs applied for. An application can be submitted through the following channels:

- in the agency (face to face)
- by phone
- online via Cúram Universal Access
- by post

Cúram Intake provides an application case which is used to manage all of the information pertaining to an application for programs. When an application is submitted by a client, there are a number of processing steps which are carried out either manually by the worker, or automatically by the system, depending on the organization configurations. These steps include creating the application case, searching and matching clients, managing evidence and verifications and authorizing the programs. Cúram Intake provides the configurations and functionality required to process an application case through to completion.

## **Referring a Client for Services Or Benefits**

A referral is an email which is sent to an external provider or agency, informing them that a client is in need of their services or benefits. The worker has the facility to create referrals for services or programs provided externally at any stage of the intake process. The worker may identify that the client would benefit from a particular service or program while going through the application or screening. There are also points in the process at which the system recommends services or programs based on information provided by the client, for example, when a triage is completed. The worker can create referrals to these recommended services and programs provided by external agencies.

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## Identifying the Client

### Introduction

The first step in the intake process for a worker is to search for or register the client. At the time of initial contact, the worker can determine if the client is already registered in the system or if he or she is new to the organization. The worker may not have all the necessary information required for full person registration, so the worker can register the client as a prospect person with minimal data. A full registration can be performed at a later date when all of the required information is available.

### Searching for a Client

The worker kicks off the intake process by searching for the client in the system. The worker can review the search results and decide whether the details of anyone already registered in the system matches the client. If a match is identified, the worker can select the client from the search results, and begin the intake process.

Person search functionality is provided which allows the worker to search across all the persons and prospect persons registered on the system. For more information on Person Search see the Cúram Participant Guide.

### Registering a Client

The worker has the option to register a new client as a person or as a prospect person participant. A client is generally registered as a prospect until he files an application for a program, at which time he is fully registered as a person. Cúram Intake information such as triages, screenings, application cases, application forms and referrals are associated with the client's participant record.

#### Registering a Prospect Person

Clients are registered as prospect person participants when the organization does not have enough information to register them as person participants. Prospect persons are modeled similarly to person participants but there are fewer information requirements. If the organization receives more information on the client after registering them as a prospect person, for example, if the client goes ahead with an application for a program, the prospect person can then be registered as a person participant. For more information on prospect persons, see the Cúram Participant Guide.

Cúram Intake provides an automated search and match feature, which an organization can configure to use during the application case creation process. Search and Match automatically searches for registered persons that match the details of the prospect person applying for programs, and, based on configured search criteria, determine whether the prospect can be matched to a registered person automatically. For more information see "Searching, Matching and Registering Clients" on page 14.

#### Registering a Person

The worker selects to register a person when the required data about the client is available. The system also allows the worker to check if a participant has already been registered to prevent the creation of duplicate person records. For more information on person registration, see the Cúram Participant Guide.

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# Triaging a Client and Using the Results to Address Client Needs

## Introduction

Identifying a client's needs and responding to those needs in an expedient manner is an essential function of any social services organization. In a social context, everyone has six basic needs: food, shelter, health, education, finance, and safety. All of these needs are intertwined in a complex relationship. When one of these immediate needs is not being met, it is likely that the person is suffering in other areas too. Triage allows the worker to quickly gauge a client's needs when they phone or visit by asking a core set of fundamental questions. The result allows the worker to understand the client's situation in relation to the core needs.

In Cúram Intake, Triage can be performed by the worker resulting in a list of suitable services, service providers, and programs to help meet the client's needs. For example, a client named John Smith has recently lost his job. He arrives at the organization and it is determined that he is behind on his monthly rent payments and has an immediate need for food for his family. Triage will identify these needs and provide a list of suitable services and programs to help meet those needs. In this example, John may be recommended to apply for rent relief and food assistance.

Triage can be performed at any time by the worker, but it is normally used when a client needs help and they are not familiar with the services and programs they are eligible to receive.

## Running a Triage

As soon as the client arrives at an organization office or calls by phone, a triage can be performed to ascertain the client's needs. Triage can be performed for a prospect person, or registered person.

When performing a triage the worker asks the client a short set of questions which aim to capture information about the client's situation. Answers for triage questions are multiple choice which means a triage can be performed quickly. An answer must be provided to at least one of the triage questions to view the results. A Cúram Intelligent Evidence Gathering (IEG) script is provided out of the box with Cúram Intake for customers who want to include triage as part of their intake process. The script includes a set of questions which are aimed to identify whether the client has an urgent need in any of the areas mentioned in the previous section.

**Note:** Once a triage has been started, it cannot be saved and opened at a later point. The worker can either complete or discard it.

## Triage Results

Based on the answers the client has provided to the triage questions, a list of recommended community services, service providers, and/or government programs most appropriate to the client's needs are displayed to the worker. Urgent alerts may also be displayed on the results page to highlight any emergency needs that the client may have. The results are derived using a Cúram Eligibility Rule set (CER) which runs after the worker has submitted the triage answers. From the results of a triage, the worker can do the following:

- create referrals to community services and/or external program agencies,
- continue to screen the client for potential eligibility for recommended programs,
- apply for programs,

- respond to an emergency if one is identified.

A history of triage recommendations is kept for each completed triage for a client. The history record stores the triage date and time, alerts, and the recommended programs and services. The sections below outline these features in more detail.

### **Alert Text**

Based on the answers provided by the client, it may be necessary to alert the worker to important information. For example, if the client has responded that he or she has an emergency need then it may be necessary to inform the worker to call emergency services immediately. Multiple alerts can be displayed based on the client's responses. Alerts can be defined in the triage rule set and subsequently displayed on the triage results tab.

### **Mapping Services to Providers**

Cúram Intake provides a list of recommended community services to address the client's basic needs. Recommended services providers are displayed in a map which allows the worker to easily select the most appropriate service. A number of preselected services are initially displayed which prevents too many providers from being displayed on the map.

The map displays providers specific to the agency and client location. The map also allows the worker to search for providers in a particular area. For example, if the worker enters 'Springfield' then all the providers for the selected services in the Springfield area will be displayed on the map.

**Note:** In order to map and display recommended services, Cúram Provider Management must be installed and configured. For more information see the Cúram Provider Management Guide.

**Viewing Provider Details:** Cúram Intake displays provider information to allow the worker to find a provider best suited to the needs of the client. The provider details are accessed by selecting the provider on the map. Once selected, the worker can select to view more information about the provider.

### **Referring Clients to Community Services**

In line with the No Wrong Door approach, workers can refer clients to community service providers who may be able to help meet their basic needs. The organization may not provide a program for the client's need or the client may be deemed ineligible for a program. In these instances, the worker can refer the client to a service provider that may be able to help.

Workers can create referrals to community service providers based on the triage results for the client. The referral is a simple form that is pre-populated with the provider information and any available client contact information. The worker may send, edit or delete an unsent community service referral. By selecting to send a referral, the referral will be sent to the provider via email.

### **Recommending Government Programs to Clients**

In addition to providing the worker with details of community services that meet the client's needs, the system also provides information on government programs for which the client may be eligible. From the results of a triage, a worker can screen, apply, or create a referral for a number of government programs that may meet the client's needs. Depending on the answers provided by the client in the question script, the CER rule set will identify programs provided internally by this agency, or externally by other agencies. For the recommended internal programs,

the worker has the ability to screen or apply for benefits. For more information on screening and the application intake process, see “Screening Clients to Determine Potential Eligibility for Programs” and “Lifecycle of a Client's Application Case: From Creation to Closure” on page 11.

When a program is provided by an external agency, the worker may choose to screen for the program or create a referral to the agency on behalf of the client. Cúram Intake provides the ability to create a referral to an external agency from the triage results page using a 2-step wizard process. The wizard is pre-populated with the program details and any available client contact information. The worker may send, edit, or delete an unsent program referral. These three actions can be performed on unsent referrals. By selecting to send a referral, the referral will be sent to the provider via email. For more information on referrals, see “Referring a Client to External Agencies and Service Providers” on page 33.

### **Providing Context Sensitive Help To Case Workers**

The advisor is a tool that provides context sensitive tips and reminders to the worker throughout the intake process. When the advisor is accessed from triage, it displays advice based on data that was entered during triage. The advice guides the worker towards areas that may require attention. For example, the advice may inform the worker that based on the most recent triage results the client should be screened for food assistance and cash assistance and will provide a link to suitable programs based on the triage results. From there, the worker can choose to complete the screening process for the recommended programs. For more information on the advisor, see “Advisor” on page 34.

### **Triage Notes**

The worker can capture and maintain notes that are specifically related to a triage record. Notes functionality is accessed from the triage results tab. For more information on notes, see “Notes” on page 35.

---

## **Screening Clients to Determine Potential Eligibility for Programs**

### **Introduction**

This chapter provides details about screening for eligibility which allows a worker to determine if a client is potentially eligible for one or more programs based on a set of high level, guided questions configured by the organization.

The worker can perform a screening for a prospect person or registered person. Potential eligibility for the selected programs is determined by running eligibility rules against the client's responses to the questions. A list of recommended government programs most appropriate to the client's needs are then displayed to the worker. Urgent alerts may also be displayed if the system identifies that the client has an emergency need.

Once a screening is completed, the worker has the option to apply for programs available in the agency, create referrals to programs available from external agencies, or respond to an emergency if one is identified.

A history of screening recommendations is kept for each completed screening and is accessed from the list of screenings for the person. The history record stores the screening date and time, alerts, and the recommended programs.



Cúram Intake does not provide any preconfigured screening scripts or rules, however the underlying infrastructure allows an agency to plug in its own scripts and rules for the programs it wishes to have available to its workers.

## **Screening a Client for Potential Eligibility**

Cúram Intake enables a worker to screen a client from a number of different areas in the application. The worker can screen for eligibility from the triage recommendations page. Alternatively, the worker can skip triage and go straight to screening for eligibility. Screening for eligibility is an optional step for the worker, he or she may decide to skip the step completely, or return to it at a later stage in the process. If an application for a program has been received via the online portal, or in the mail, it's less likely that the worker would carry out screening for eligibility, as the client has already made the decision themselves to submit an application.

### **Screening for a Specific Program or a Range of Programs**

Some organizations only perform one type of screening on their clients while other organizations may run multiple screenings. To address these varying requirements, Cúram Intake provides the ability to use single or multiple screenings. For example, an organization may choose to configure multiple screening categories in order to run a health and human services screening and an unemployment insurance screening for their clients. When multiple screenings are available, the first step in the screening process is to select the screening category. If the single screening option is available, then the selection of the screening category is bypassed and the worker is brought directly to a new screening. Here they can select the programs the client should be screened for.

Once the worker begins the screening script, a guided set of questions is asked (based on the organization's configured IEG script), at the end of which the configured rules are run to determine potential eligibility for programs configured by the organization.

The screening results are an indication of potential eligibility and not a guarantee that the client will be eligible for anything. The results may form the basis of a decision by the client as to whether to proceed with the intake process or not. If the client chooses not to proceed, then the worker can point him or her to other agencies or service providers which may be able to help. If the client decides to proceed with an application, then the worker can take an application for any program for which the organization has configured an application process.

The worker can select to discard an in progress screening without saving it or save it for later completion. In order to prevent the creation of duplicate in-progress screening records, the worker may not create a new screening for a program that already has an in progress screening. For example, the worker starts to screen a client for a social assistance program and saves the in progress screening script. Later, when the worker starts a new screening for child care and medical assistance programs for the same client, he or she must either resume or discard the existing in progress screening for the social assistance program.

### **Programs that Clients can be Screened For**

The organization can customize the programs that clients can be screened for. The configured business rules are applied to the data gathered to determine potential eligibility for the programs. Each program should have its own set of business rules that are used to determine eligibility.

## **Capturing Client Information for a Screening**

Cúram Intake leverages Cúram Intelligent Evidence Gathering (IEG) infrastructure to enable organizations to configure the screening question scripts specifically for the required programs. A screening can be submitted once the minimum required information has been entered. Groups of questions are presented sequentially, the answers to which are filled in by the worker as the screening is progressed. The questions can be categorized, based on the type of information being captured on the screening, for example, household, benefits, income, resources and expenses.

## **Recommending Programs for Clients based on Screening Results**

Based on the answers the client has provided, the results for the programs that the worker selected for screening are displayed to the worker. The screening results tell the worker whether the client is potentially eligible for the program screened for, and give a short description of the eligibility determination. Urgent alerts may also be displayed to highlight important information. The results are determined using a Cúram Eligibility Rule Set (CER) which runs after the worker has submitted the screening answers.

Once a screening is completed, the worker can apply for programs available in the organization on behalf of the client, create referrals to programs available from external agencies, or respond to an emergency if one is identified.

### **Applying for Programs based on Screening Results**

From the results of screening, a worker can view a list of programs available in the agency and programs that are available from external agencies. The list also provides information on whether the client is potentially eligible for the programs displayed, or whether eligibility could not be determined.

Based on the results of the screening, a worker can select to apply or create a referral to a number of different government programs. The worker can take an application for the programs that are available in the agency. For more information on the application process, see “Lifecycle of a Client's Application Case: From Creation to Closure” on page 11. When a program is provided by an external agency, the worker may choose to create a referral to the agency on behalf of the client. Cúram Intake provides the ability to create a referral to an external agency based on the results of a screening using a 2-step wizard process. For more information on the referral process, see “Referring a Client to External Agencies and Service Providers” on page 33.

### **Alert Text**

Based on the answers provided by the client, it may be necessary to alert the worker to important information. For example, if the client has an emergency need then it may be necessary to inform the worker to call emergency services immediately. Multiple alerts can be displayed based on the client's responses.

### **Screening Notes**

In Cúram Intake, the worker has the ability to capture and maintain notes that are specifically related to a screening record. For more information on notes, see “Notes” on page 35.

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# Lifecycle of a Client's Application Case: From Creation to Closure

## Introduction

In order to claim the benefits or services provided by a program, most SEM organizations require the client to submit an application. An application usually includes the client(s) who are applying for the program, evidence required to authorize the program, and information relating to the application such as the application date. Cúram Intake provides an application case to manage the information relating to an application for programs. The application case can also be configured to include program timers, eligibility checks, Priority, Complexity and Risk (PCR) assessments, and the ability to create an appeal on a program denial.

An application case can be created in a number of ways, depending on an organization's configurations:

- When an internal worker directly creates an application case for a client
- When an internal worker submits an application form for a client
- When a citizen online submits an application via Universal Access

Once an application case is created, there are a number of processing steps that occur before the application is closed, including client registration, the capturing of evidence and verifications, and program authorization. These steps may be carried out automatically or manually by the worker, depending on how the application case is configured. The following sections describe the features and processing provided with the application case.

## Creating an Application Case

An application case can be created manually by a worker, or can be automatically created when an application is submitted by a citizen online from Universal Access. The organization can configure whether a worker has the option to create the application case with or without an application form.

When a worker is creating an application case, he or she must first search for or register the client for whom the application case is being created. Additional clients may be added via the application form, if configured, or from the application case tab once the case is created. When an online application is submitted, and Cúram is configured as the intake processing system for the application, the application case creation process is invoked automatically. The following sections describe the application case creation options in more detail.

### Creating an Application Case Using an Application Form

An application form is an Intelligent Evidence Gathering (IEG) script that consists of a set of questions aimed at capturing the information required to authorize the program(s) that the client is applying for. The organization can configure whether workers have the option to create the application case using an application form. The IEG script can be configured by an administrator using the IEG editor. See the Working With Cúram Intelligent Evidence Gathering guide for more information on configuring IEG scripts.

The worker can launch the application form script from the following locations in the application:

- the client's prospect or person tab
- the client's triage or screening results

- the advisor, if configured by the organization

Upon launching the application form, the worker is presented with different options, depending on how the system is configured. If multiple application forms are configured, the worker must select the application form to proceed with. If multiple programs are associated with the selected application form, the worker must select the programs that the client is applying for. The worker is then presented with the script.

The organization has the option to configure the system to prevent multiple pending applications for the same program and the same client. If this option is configured, a validation message is displayed to the worker, preventing him or her from continuing with the application form.

### **Capturing the Required Information**

The information required to process the application is captured through a set of guided questions in the IEG script. Groups of questions are presented sequentially, the answers to which are filled in by the worker as the application form is progressed. The questions can be categorized, based on the type of information being captured on the application, for example household, employment, expenses, resources.

### **Saving, Resuming and Deleting an In Progress Application Form**

The worker has the option to quit from the application form at any point. The application form can be saved and resumed from the same point at a later stage. It can also be deleted if the client does not want to continue with the application. Once an application form is deleted, it cannot be accessed or updated again.

When an application form is saved, a reference number is generated. This reference number can be given to the client, and can be used by the worker to find the application case(s) created when the application form was submitted.

The organization can configure that separate application cases are created for the programs applied for on an application form. This may be required if, for example, different organization units process applications for different programs. If multiple application cases are created when the application form is submitted, each application case will also have this reference number associated so that the worker can search and find all application cases created as a result of submitting an application form.

### **Submitting an Application Form**

The organization can configure whether an application form can be submitted once the minimum required information has been captured, or whether it can only be submitted once the script has been completed. The organization also has the option to configure a submission script for an application form. A submission script captures additional information, such as the agreement of the client to the terms and conditions of applying for the program(s). If a submission script is configured, the worker must complete that before the application form can be submitted. If a submission script is not configured, the application form is submitted directly when the script is completed, or when the worker selects the submit option from the application forms list for the client.

## Viewing In Progress and Completed Application Forms for a Client

An application forms list is provided on the prospect and person tabs. This list displays the 'In Progress' and 'Completed' application forms associated with the client. The application form is saved as 'In Progress' when the worker selects to Save and Exit from the script without completing it. The application form is saved as 'Completed' once the worker has completed the entire script, continues to the submission script and saves and exits at that point.

**Note:** Application forms that do not have a submission script configured go directly from the In Progress status to the Submitted status.

Once the application form is submitted, it is no longer displayed in the list as at that point the application case is created and can be accessed from the client's application cases list. Deleted application forms are not displayed in the list.

### Application Form Statuses

An application form can go through several changes of state throughout its lifecycle. The table below describes these changes.

*Table 1. Application Form Status*

Status	Description
In Progress	The application form has been started but not finished.
Completed	The application form has been completed, but the submission script is in progress. 'In Progress' application forms that have a submission script configured can transition to a status of 'Completed'.
Submitted	The application form has been submitted. 'In Progress' or 'Completed' application forms can be submitted. If the organization has configured that the form can only be submitted on completion, the worker must have completed the entire form before it can be submitted. Otherwise it can be submitted at any point once the application form has been started.
Deleted	The application form has been deleted by the worker. Only 'In Progress' application forms can be deleted.

### Creating an Application Case Directly Without Using An Application Form

Based on configuration settings, workers have the option to create an application case directly, without the necessity of completing an application form via a script. The minimum information required to create the case is captured. To create an application case directly, the worker must select the type of application case to create. The application date is defaulted to today's date, however the worker has the option to change it. The worker also has the option to enter any special assistance requirements that the clients on the application may have, the method by which the application was received, for example, in person or by phone, and

the client's preferred contact method in relation to the application case, for example, email or phone. When this information is saved, the application case creation process is invoked.

Once the application case is created, the worker can add the additional information required to process the application:

- The programs that the client is applying for
- Additional clients on the application
- Any evidence required to authorize the programs

### **Receiving an Online Application**

Applications submitted online via Universal Access can be processed internally using Cúram Intake. Configuration options are provided to allow an organization to configure which system applications submitted online are processed in, i.e. Cúram or another external system. If Cúram is the intake processing system, the application case creation process is invoked when an application is submitted online. Once the application case is created, it can be processed manually by a worker, or automatically by the system based on configuration settings.

## **Application Case Creation System Processing**

As described in the previous section, the application case creation process is invoked when an application is submitted online, or when a worker creates an application case internally. The following sections describe the steps that occur when the process is invoked. When the application case creation process is completed, the application case can be accessed from the application case list for all of the clients associated with the application case.

### **Searching, Matching and Registering Clients**

The organization can configure Cúram Intake to automatically search and attempt to match clients on a new application to registered persons on the system based on the configured search criteria. The client match process is initiated in the following scenarios:

- The application was submitted by the citizen online via citizen portal. The client match process attempts to match each of the clients recorded on the online application to a registered person on the system.
- The worker has submitted an application form for a prospect person. The client match process attempts to match the prospect person and any additional clients captured on the application form with a registered person on the system.
- The worker has submitted an application form for a registered person, and additional clients have been recorded on the application form. The client match process is not invoked for the registered person, however if additional clients are recorded on the application form, the client match process attempts to match each of those clients with a registered person on the system.
- The worker has created an application case directly for a prospect person. The client match process attempts to match the prospect person with a registered person on the system.

### **Searching and Matching a Client**

The system attempts to match a client based on the search criteria configured by the organization. When the system searches for the client, it returns a score for each match found. The score is calculated based on the values assigned to each search criterion. For example, Date of Birth search criterion may be assigned a value of 20. If the system finds a registered person with a date of birth that

matches the client's date of birth, 20 is added to the overall score for that registered person. The more search criteria that match, the higher the score for that registered person.

Depending on the score for a person, the match is placed into one of three categories: conclusive match, inconclusive match, or no match. If one conclusive match is found, then the matched person is added as a case participant to the application case when it is created. Otherwise the system continues on with the next step of registering the client.

**Note:** If the client is already registered as a prospect on the system, i.e., if the application case was created by a worker internally, then the registration step does not apply.

For more information on the search criteria and other configuration options the search and match process, see the *Cúram Intake Configuration Guide*.

### **Registering a Client**

In the event that there are no matches, or if automatic searching and matching has not been configured, the system determines whether to register the client as a prospect or a person based on the Client Registration field configured for the application in administration or on a system property (if the Client Registration field is not set). The client is then registered and added as a case participant when the application case is created.

If there are multiple conclusive matches, or one or more inconclusive matches, the client is registered as a prospect and added as a case participant when the application case is created. The potential matches identified during the search and match process are displayed on the clients list on the application case tab following completion of the case creation process. The worker can then review the potential matches and decide which one, if any, is a match for the client.

The system repeats the process for every additional client on the submitted application, until all clients have either been matched or registered.

### **Creating the Application Case Records**

For online applications, and internal application forms, once all of the clients have either been matched or registered, the application case is created. The type of application case to create is determined based on configuration settings for each program applied for. Multiple application cases can be created at this point if each program applied for has a different application case type configured. If the same application case type is configured for more than one program on the application, then a single application case is created for those programs.

When the application case is created directly, the worker selects the type of application case to create.

The application case status is set to Open.

### **Setting the Application Date**

The application date is set as follows, based on how the application was created:

- For applications submitted online, the application date is set to today's date if the application was submitted within the business hours of the root location for the organization. If the application is submitted outside of the business hours of

the organization, the application date is set to the next business date. See the *Cúram Organization Configuration Guide* for more information on configuring the business days and hours for an organization.

- For application forms submitted by an internal worker, if the application date is not captured on the script, the application date is set automatically in the same way as an online application.
- The application date is set to the date entered by the worker when the application case is created directly, or when the application date is captured on the application form.

## Setting the Case Reference

A case reference is generated when the application case is created. Both an application case reference and an application reference are displayed in the application case list for a client, including application cases that are created directly by the internal worker. For applications submitted online, and application forms submitted internally, the application reference can be used to find all application cases created when an application is submitted for multiple programs that results in multiple application cases being created.

## Recording the Case Participants

All clients on the application are recorded as case participants on the application case.

## Setting the Owner of the Application Case

The owner of the application case is determined based on the ownership strategy configured for the application case, and the channel through which the application was submitted. Separate ownership strategies can be defined for online applications and internal applications. For example, an organization may want to configure that all online applications are assigned to a workqueue, whereas application cases created internally are assigned to the worker who created them.

## Adding Programs and Setting Program Timers

When the application case has been created as a result of an online application, or an internal application form submission, the programs requested by the client are associated with the application case. Each program is associated with the application case in a status of Pending, and the date added is set to the application date.

**Note:** This step is not applicable for application cases created directly by the worker, as the programs are not selected initially when the worker is creating the case. Instead the worker must manually add the programs when the application case has been created.

## Setting Program 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 Intake* provides a number of options for configuring the timers for processing a particular program on an application case. The program timers are set once the program is associated to the application case. The timer can be configured to start from the application date, or the date on which the program was added to the application case. For programs added automatically during the



application case creation process, these dates are the same. For more information on timers, see “Managing Timers” on page 22.

## **Adding Evidence Automatically to the Application Case**

Evidence can be added automatically to the application case in two ways: by the Cúram Data Mapping Engine and by the Cúram Evidence Broker.

When the application has been captured via an IEG script, i.e., an online application or an internal application form, the data mapping engine maps any evidence captured on the script to application case as in-edit evidence. For more information, see the Data Mapping Editor Guide.

An organization can also configure evidence brokering from other cases types (including application cases) to the application case. Brokering of Person/Prospect Person Evidence to the application case can also be configured. When the application case is created, and the case participants added, relevant active evidence associated with the case participants on any of the other configured cases will be brokered to the application case. The organization can configure whether evidence that is brokered is automatically accepted and activated, whether it's brokered as in-edit evidence, or whether it's brokered as incoming evidence that the worker has to accept on to the application case.

**Note:** It is recommended that Person/Prospect Person evidence is brokered as incoming evidence on the application case, i.e., not automatically accepted and activated. The worker can then review the incoming Person/Prospect Person evidence and decide whether to accept it on to the application case. For more information on Evidence Broker, see the Cúram Evidence Guide. For more information on Person/Prospect Evidence see the Cúram Participant Guide.

## **Assessing the Priority, Complexity and Risk of the Application Case**

Priority, Complexity, Risk (PCR) is a mechanism which enables organizations to provide a differential response when dealing with a client. It assesses the PCR of an application case by running a configured ruleset on application case data, and providing a rating for the priority, complexity and risk of the application case. If a Priority, Complexity, Risk (PCR) ruleset is configured for the application case, it is executed when the application case is created and determines the PCR rating of the application case. If a PCR workflow is configured, this may be invoked as a result of the ruleset execution. For more information on PCR, see “Assessing Priority, Complexity, and Risk for an Application Case” on page 27.

## **Invoking Workflows**

Cúram Intake provides configuration options for two workflows to be invoked when the application case is created: an Application Case Created workflow and a Straight Through workflow.

The Application Case Created workflow can be used by the organization to invoke a workflow process, for example create a task or a notification, when the application case is created. If specified, the workflow is invoked when the application case is created.

The Straight Through workflow provides the organization with the option of defining a workflow that will authorize the programs on the application case automatically, and create the ongoing case without worker intervention. If specified, the Straight Through workflow is invoked if all clients have been fully registered, i.e., there are no prospects on the application case. If there are one or

more prospects, the straight through workflow is not invoked at this point. The workflow is only invoked for applications submitted online, or application forms submitted by an internal worker. It is not invoked when the application case has been created directly as there is not enough information to process the application case automatically.

## Managing Application Case Information

When an application case is created, the worker has the ability to view, add, remove, and update the information captured from the application case tab including:

- clients
- programs
- timers
- evidence
- eligibility checks
- related cases
- PCR
- notes
- meetings
- attachments
- communications

## Adding a Program to an Application Case

After the application case has been created, the worker can add programs to the application case. At least one program must be associated in order to process the application case, so this is a mandatory step for application cases created directly by the worker, as programs are not selected as part of direct case creation process. Where the application was submitted online, or via an internal application form, the worker may want to add programs that were not initially requested by the client.

When adding a program, the worker selects the program type and the date it was added to the application case. The worker can only select to add programs that are not already associated with the application case, or that have been withdrawn from the application case. Programs that are pending, approved or denied on the application case are not available for selection.

Similarly to when a program is added during the application case creation process, the timer configured for a program is started automatically when that program is added to the application case. The timer can be configured to start from the application date, or the date on which the program was added to the application case. For more information on timers, see “Managing Timers” on page 22.

## Managing the Clients on an Application Case

In order to process an application case, all of the clients on the application case must be registered as persons on the system. If the organization has configured search and match for the application case creation process, the system attempts to search and match all of the clients on an application with registered persons on the system. When search and match is not configured, or when the search and match process did not identify a conclusive match for a client, the client may be registered as a prospect. The worker must resolve prospects on the application case by determining whether the prospect is a match with any existing registered

persons on the system, or whether the prospect should be registered as a new person. Clients can also be added or removed from an application.

Cúram Intake leverages Cúram participant functionality for matching and registering prospects as persons. See the Cúram Participant Guide for more information on the different participant types in Cúram.

### **Selecting a Potential Match for a Client**

When the search and match process is invoked as part of the application case creation process, potential matches may be identified by the system. Potential matches are identified when multiple conclusive matches are returned, or when one or more inconclusive matches are returned for a client. When this occurs, the client is registered as a prospect, and the worker must review the potential matches identified by the system and determine whether any of them is a conclusive match for the client. When the worker selects a potential match, the selected person effectively replaces the prospect as a case participant on the application case. Any evidence that was previously associated with the prospect on the application case is now associated to the person. The prospect is marked as a duplicate of the person, and is no longer displayed in the clients list on the application case. Any additional potential matches found by the system are no longer displayed.

### **Finding a Match for a Client**

The worker also has the option to search for and find a match for the client manually. The worker can use this feature if the system did not identify any potential matches, none of the potential matches is a conclusive match for the client, or the system is not configured to use the automatic search and match process. The worker searches for the client, and upon reviewing the search results, decides whether any of the registered persons returned are a match for the client. When a person is selected as a match, the same processing occurs as described in the previous section when a potential match is selected as a match for a client.

### **Registering a Client as a Person**

If a match for the client is not found, the worker registers the prospect client as a person. Cúram Intake allows the worker to register the person with the minimum required data, i.e., First Name, Last Name, Date of Birth and Gender. These fields are pre-populated if the information is already recorded for the prospect. When the worker selects to save, a Person record is created and is associated with all of the data previously associated with the prospect. The evidence on the application case that was previously associated with the prospect is now associated with the person. Any screenings or triages previously associated with the prospect are now associated with the person.

### **Adding a Client to an Application Case**

Additional clients can be added to the application case before any programs have been authorized. If the application case was created directly, the worker must add any additional clients manually once the application case is created. It is also possible that a citizen did not provide full details on all of the clients applying for benefits initially when submitting an application, so additional clients need to be added when the worker is reviewing and verifying the evidence on the application case.

There are two options for adding a client to an application case. The worker can search for and select an existing person registered on the system. Alternatively, if the additional client is not registered on the system, the worker can add the client to the application case and register them as a person on the system. The worker

completes the minimum required information, i.e., First Name, Last Name, Date of Birth and Gender. When the information is saved, a person record is created and added as a case participant to the application case.

### **Removing a Client from an Application Case**

Clients can be removed from an application case before any programs have been authorized. For example, if the client submitted an application online, with some additional household members listed in error, the worker can remove the household members if informed by the client that they are no longer valid, for example, if they were added in error to the application. Removing a client from an application case ends the client's associated case participant record. Clients who have been removed from the application case are listed in the Previous Clients list on the application case.

**Note:** Removing a client from an application case does not automatically remove the evidence associated with the client on the application case. The worker must manually remove or update any evidence records that are no longer relevant to the application case based on the removal of the client.

## **Managing Application Case Evidence**

Many programs require a specific set of data about a client before the program can be authorized. This data is stored as evidence on the application case. When an online application, or an internal application form is submitted, any data captured on the IEG script is mapped to the application case(s) created upon submission. If the application case was created directly by a worker, the worker adds the evidence required when the application case is created. Evidence can also be brokered to the application case from existing cases in which the clients of the application are participating, as well as Person/Prospect Evidence associated with the application case participants. Cúram Intake provides an evidence list on the application case which allows workers to manage the evidence captured on the application.

The following views are also available to workers within the evidence workspace:

- Incoming Evidence list
- Issues list
- Verifications list
- Evidence Dashboard, if configured to be available on the application case
- Evidence Flow, if configured to be available on the application case

For more information on these views, see the Cúram Evidence Guide.

### **Working with Evidence on the Application Case**

Evidence on the application case is managed in much the same way as evidence on other case types, with the exception that evidence is automatically applied and activated on the application case. The worker can view, insert, modify and delete evidence records, regardless of whether the evidence record has a status of in-edit or active. Evidence cannot be inserted or modified in an application case if they are configured as Read Only. See the Cúram Evidence Guide for more information. The point at which evidence is activated varies based on the status of the evidence record:

- In-edit evidence records are activated when a program is authorized on the application case. Evidence is stored as in-edit on an application case when it is added manually by a worker, mapped from an IEG script, or brokered from another case as in-edit. The program authorization process identifies the

evidence records that are required to authorize the program(s) and activates them automatically. For more information, see “Authorizing Programs on an Application Case” on page 23.

- Evidence that is already in a status of active is re-activated automatically when it is updated by the worker. Evidence on an application case may have a status of active if it was automatically activated when it was brokered to the application case, or it may have been activated when a program was authorized on the application case.

### **Verifying Evidence**

The worker has the ability to view and manage evidence verifications for a particular evidence type from the application case. The worker can view a list of all of the verifications associated with the evidence on an application.

**Note:** Verifications are only available if the agency has the Cúram Verifications Engine Enterprise Module installed. See the Cúram Verification Guide for more information on the functionality available for managing evidence verifications in Cúram.

### **Managing Evidence Across Cases**

Cúram Intake works with the Cúram Evidence Broker to enable an organization to configure evidence brokering between application cases and other case types. An organization can configure the case types that share active evidence. Cúram Intake supports this on the application case so that evidence that is activated on the application case can be shared with other case types via the evidence broker if configured by the organization. Person/Prospect Person evidence associated with the case participants can also be brokered from the application case. For more information on evidence brokering, see the Cúram Evidence Guide.

## **Checking Eligibility on an Application Case**

Cúram Intake provides configuration options for an organization to enable workers to check the clients eligibility for programs on an application case. If configured, the worker has the option to check eligibility on the application case once all prospects have been registered, and there is at least one program associated with the application case. The eligibility check provides an indication of the programs and entitlement a client may be eligible for. The check executes the configured rule set on whatever evidence is present on the application at the time, and the worker can view the results. The worker can check eligibility multiple times.

An organization managing multiple programs may configure that eligibility is checked for all programs associated with an application case type, including programs the client has not applied for. Based on the eligibility result, the client may decide to add a program to the application. For example, if an organization is processing food assistance and cash assistance applications, the worker can check eligibility for food assistance and cash assistance on the client's food assistance application and as a result the client may decide to add cash assistance program to the application if he or she is potentially eligible.

The worker can review all of the eligibility checks completed for an application case on the list of eligibility checks.

## **Managing Programs on an Application Case**

The worker has the option of denying, withdrawing and reopening programs on an application case. The worker can also edit the date on which a program was added to an application case.

## Denying a Program

The worker has the ability to deny a program on an application case, for example, if authorization of the program failed because the client is ineligible, or the client is already in receipt of the program. The worker enters a denial reason and any additional comments in relation to the denial. The worker can select to deny a program at any point in the application case lifecycle prior to case closure.

## Withdrawing a Program

The worker can withdraw a program from an application case at the client's request. In order to withdraw a program, the worker must enter the withdrawal date, the client who requested the withdrawal, the reason for withdrawal, and the method of withdrawal, i.e. by phone, in person, or by paper.

**Withdrawing a Program Online:** A client may choose to withdraw a program online, when the application was submitted via Universal Access. When an online withdrawal request is submitted, Cúram Intake automatically updates the status of the program associated with the application case to Withdrawn and send a notification to the application case owner. The status of the withdrawal request in Universal Access automatically updates to 'Approved' when the program is withdrawn on the application case.

## Reopening a Program

A program that has been denied or withdrawn from an application case can be reopened because the organization made an error, a client presents with necessary information after denial, an appeal decision has been made to reopen the program, or for some other reason.

The organization can configure whether the worker has the ability to reopen a program. There are also configuration options available to dictate the behavior of the timer associated with the program when it is reopened, and to specify a workflow, if one is required. If configured, the worker has the option to reopen a program with a status of 'Denied' or 'Withdrawn' on an application case. The worker must provide a reopen date, reason, and any additional comments when reopening a program.

When the program on the application case is reopened, the program reverts to a state of Pending. If the application case was in a status of 'Closed', it reverts to a status of 'Open'. If the program has a timer associated with it, the timer is resumed from either the reopen date, or the date on which the program was denied/withdrawn, depending on the configuration settings for the organization. If a program reopened workflow is configured, it is invoked at this point also.

## Viewing Reopen, Denial and Withdrawal Details

The worker can view the reopen, denial and withdrawal details associated with a program from the application case. If the reopen option is configured for the program, a program may be reopened, denied and withdrawn multiple times. A history of each of these events is maintained on the application case.

## Managing Timers

Cúram Intake provides organizations with the ability to configure application timers for each program associated with an application case. 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. The organization can also configure the date from which a program timer should be invoked, i.e., the application date or the date the

program was added to the application case. In addition, workflows can be specified to be invoked when a timer starts, reaches the warning days, or passes the deadline.

The program timer on an application case is created automatically once the program is added to the application case. The timer creation process calculates the timer expiry date for the program based on calendar days or the business days of the organization, depending on configuration settings. A warning period and workflow can be configured to warn the worker that the expiry date is approaching for the program, and it is still in a status of Pending. Once the expiry date is reached, the timer becomes overdue.

The worker can view a list of the timers and associated expiry dates associated with the application case. An icon is displayed on the list, which indicates whether the timer is overdue, within the warning days period, or neither, i.e., the application is being processed on time.

The worker also has the option of extending a timer, if configured by the organization. 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.

When a program is completed, i.e., authorized, denied or withdrawn, the timer is stopped and is no longer displayed on the application case. As mentioned in the previous section, "Reopening a Program" on page 22, a timer can be resumed if a denied or withdrawn program is reopened. The timer can be resumed either from the date the program was withdrawn or denied, or the date on which the program was reopened. In the case of the latter, the system recalculates the new expiry date based on the duration remaining on the timer prior to the completion of the program.

## Authorizing Programs on an Application Case

The intake process is completed when a decision is made with regard to the application for a program. This process can result in the approval or denial of the program. The authorization process identifies the program(s) that can be approved on the application case. All clients on the application case must be registered as persons, and there must be at least one program with a status of Pending associated with the application case in before the authorization process can be invoked.

If an application for a program is approved, the program authorization process is used to create the appropriate ongoing cases to deliver the benefit to the client. An integrated case is created or updated as a result of program authorization, and typically a product delivery is created for every program authorized. It is also possible that a product delivery is not created upon program authorization, but is created later on as part of the ongoing integrated case processing. For more information on ongoing cases and case processing, see the *Cúram Integrated Case Management Guide*.

Cúram Intake provides two different, configurable strategies for program authorization:

- **Application Case Authorization:** The authorization process is invoked for an application case, and attempts to authorize all of the programs associated with the application case.

- **Program Authorization:** The authorization process is invoked separately for each program associated with the application case. An authorization strategy is defined for each program type and can differ from one program to another.

### **Authorizing at the Application Level**

An organization may choose to use the Application Level Authorization strategy if the application case contains multiple programs, and these programs should be authorized at the same time. Additionally, any product deliveries required are managed using one integrated case. The organization can configure whether a new integrated case is created for each application case that is authorized, or that an existing integrated case is used, or that the worker selects one or the other. The organization must also configure the type of integrated case that is created as a result of authorizing the application case. The configuration settings dictate the modal(s) that are presented to the worker upon selection of the Authorize action on the application case.

If required, the type of product delivery to be added to the integrated case as a result of authorization is configured for each program associated with the application case. A ruleset must also be defined to determine the set of programs to be authorized on the application case.

The following process is invoked when the worker selects to Authorize on the application case:

1. The system checks the configuration settings to determine if a new integrated case should be created or an existing integrated case selected. It also determines whether a product delivery should be created.
2. The worker must confirm the authorization. The worker may also be presented with the option to select an existing integrated case or select to create a new integrated case, based on the configuration settings.
3. The evidence associated with the application case validated. If the validation is not successful, the program authorization process is ended at this point.
4. The authorization ruleset determines the set of programs authorized and the clients eligible to receive each of the programs. At this point the system knows the type of integrated case required, based on configuration settings. The system also knows the type of product deliveries required and the clients who should be added to each product delivery, including the primary client, based on the ruleset determination.
5. The set of application case evidence required to authorize the identified programs is determined. This is the evidence that will be copied to the ongoing cases used and/or created as a result of the authorization process. See “Copying Evidence to an Ongoing Case” on page 26 for more information.
6. The identified set of validated application case evidence is activated. Evidence that was activated on a previous authorization process is excluded.
7. As determined by the previous steps, either a new integrated case is created, or an existing integrated case is identified to host the required product deliveries. If a new integrated case is created, all application case clients are added to the integrated case. The primary client is selected automatically by the system. If an existing case is used, only application case clients not already present in the integrated case are added.
8. The application case evidence required by the integrated case is copied to the integrated case. The evidence is automatically applied (validated, and if successful, activated) to the integrated case. The program authorization



process continues regardless of the success of this step. However, if unsuccessful, a notification is sent to the integrated case owner.

9. For each product delivery required based on the ruleset determination in Step 4, the following processing occurs. The product delivery is created. The primary client identified by the ruleset is added to the product delivery. Any additional clients must be added as members of a product group. The application case evidence required by the product delivery is copied to the product delivery. The evidence is automatically applied (validated, and if successful, activated) to the product delivery. The program authorization process continues regardless of the success of this step. However, if unsuccessful a notification is sent to the product delivery owner. If evidence activation is successful, the product delivery can be submitted automatically for approval based on configuration settings. Otherwise it remains in the 'open' state.
10. The status of the approved program applications is updated to 'Approved'.
11. Information pertaining to the authorization event is saved including the date, the programs authorized and the evidence used in the authorization event. See “Reviewing the Authorization Results” on page 27 for more information.

### **Authorizing at the Program Level**

An organization may configure to use the Program Level Authorization strategy where the application case has one or more program types associated, and separate integrated cases are used to manage the product deliveries created as a result of authorization. An organization may want its workers to authorize programs manually, without the requirement for an authorization ruleset. In this instance, program level authorization can be used because defining a ruleset for this authorization strategy is optional.

The organization can configure that a new integrated case is created for each program that is authorized, or that an existing integrated case is used, or that the worker selects one or the other. The organization must also configure the type of integrated case that is created as a result of authorizing the program. If a product delivery is required, the product delivery type must be specified for the program, along with the client selection strategy, i.e., the strategy for determining which clients on the application case will be added to the product delivery.

The following process is invoked when the worker selects to Authorize a program:

1. The system checks the configuration settings to determine if a new integrated case should be created or an existing integrated case selected. It also determines whether a product delivery should be created and if so, how the clients to be added to the product delivery will be selected.
2. The worker must confirm the authorization. The worker may also be presented with the option to select an existing integrated case, and the clients, including the primary client, to be added to the product delivery, based on the configuration settings.
3. If a ruleset has been configured to select the product delivery clients, this ruleset is executed.
4. At this point the system knows the type of ongoing integrated case required, the type of product delivery required and the clients who should be added to each product delivery, including the primary client.
5. The set of application case evidence required to authorize the selected program is determined. This is the evidence that will be copied both to the integrated case and the product delivery (if one is being created). See “Copying Evidence to an Ongoing Case” on page 26 for more information.

6. The identified set of application case evidence is validated. If the validation is not successful, the program authorization process is ended at this point (the program remains in a 'Pending' state).
7. If evidence validation is successful, the identified set of application case evidence is activated.
8. As determined by the previous steps, either a new integrated case is created, or an existing integrated case is identified to host the required product deliveries. If a new integrated case is created, all application case clients are added to the integrated case. The primary client is selected automatically by the system. If an existing case is used, only application case clients not already present on the integrated case are added.
9. The application case evidence required by the integrated case is copied to the integrated case. The evidence is automatically validated, and if successful, activated on the integrated case. The program authorization process continues regardless of the success of this step. However, if unsuccessful a notification is sent to the integrated case owner.
10. If a product delivery is to be created for the program then it is created at this point. The primary client and additional clients are either determined by a ruleset or selected manually, depending on configuration settings. The additional clients are added as members of a product group. The application case evidence required by the product delivery is copied to the product delivery. The evidence is automatically applied (validated, and if successful, activated) to the product delivery. The program authorization process continues regardless of the success of this step. However, if unsuccessful, a notification is sent to the product delivery owner. If evidence activation is successful, the product delivery can be submitted automatically for approval based on configuration settings. Otherwise it remains in the 'open' state.
11. The status of the program is updated to 'Approved'.
12. Information pertaining to the authorization event is saved including the date, the programs authorized and the evidence used in the authorization event. See "Reviewing the Authorization Results" on page 27 for more information.

### **Invoking Authorization as part of a Straight Through Process**

When the authorization process is invoked automatically by a straight through workflow, each of the steps are carried out as specified in the previous sections. However if worker intervention is required, the process stops at that point and continues when the worker provides the required input. For example, if the organization has configured that an existing integrated case should be used to host any new product deliveries required, and multiple existing cases are returned by the authorization process, the straight through process stops to allow the worker to select the existing case to continue on with the process.

### **Copying Evidence to an Ongoing Case**

As part of the authorization process, the system identifies the evidence that must be copied to the ongoing cases. The evidence types that have been captured on the application case, and that are also required on the ongoing cases are automatically activated on the application case, and then copied, validated and activated automatically on the ongoing cases.

Evidence may be activated multiple times on an application case. For example, if an application case contains multiple programs, and each program is authorized separately, the evidence may be updated on the application case between each program authorization. If authorization for multiple programs results in the same

integrated case being used, the system only copies evidence that hasn't been previously copied, or that has been updated since it was last copied to the integrated case.

Cúram Intake provides a further level of evidence configuration, by allowing an organization to configure evidence types at the program level. 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.

### **Reviewing the Authorization Results**

A number of notifications are provided by Cúram Intake to inform the worker of the outcome of the authorization of a particular program or application case. If authorization succeeds for a program, the program status is updated to Approved. If authorization fails for a program, the program status remains as Pending. The worker has the option to attempt to authorize the program again, or to deny the program. Cúram Intake provides configuration settings to allow an organization to switch these notifications on or off.

When a program is successfully authorized, the details of the authorization can be viewed by the worker on the programs list on the application case. The worker can view the date of the authorization, the worker who invoked the authorization, the ongoing case references and the clients on any of the product deliveries created. The worker can also view a list of the evidence records used in the authorization process, and any comments entered by the worker.

## **Assessing Priority, Complexity, and Risk for an Application Case**

Priority, Complexity, Risk (PCR) is a mechanism which enables agencies to provide a differential response when dealing with a client. PCR is defined as follows:

### **Priority**

The time in which an application case must be dealt with.

### **Complexity**

The complexity of the situation based on, for example, the number of household members, or the number and type of issues that the client needs help with.

### **Risk**

The potential impact to the organization, for example, a potentially long term claim could be considered high risk to the organization.

If configured by the organization, the priority, complexity and risk (PCR) rating of the application case is determined throughout the life cycle of the application. The organization defines a PCR ruleset that is executed at configured points during the application case lifecycle. PCR is initially assessed when the application case is created. The organization can configure the other events on the application case upon which PCR should be invoked. The execution points available for configuration are:

- when evidence is activated
- when a client is added or removed

- when a program is added or withdrawn
- when an eligibility check is carried out
- when a prospect client is matched to a registered person

The organization can also configure a user defined execution point. This provides the option for workers to manually invoke the PCR ruleset.

Following execution of the PCR ruleset, a workflow can be configured which will be invoked when any of the PCR values change. This workflow can be defined by an organization to create tasks, notifications or carry out other defined processing based on the result of the PCR assessment.

## **Managing Contact with the Client**

The worker can create and maintain meetings, meeting minutes, notes, attachments and communications on the application case.

### **Meetings**

Workers can schedule meetings with clients in order to complete the information on an application case. For some programs, a meeting with the client may always be required with the client before program authorization. For other programs, a meeting with the client is only required if there are issues such as missing or conflicting information on the application case. For more information on scheduling meetings, see the *Cúram Calendaring Guide*.

### **Meeting Minutes**

The record meeting minutes wizard provides functionality for recording general meeting details, adding meeting notes, listing meeting decisions, marking attendees, outlining actions, attaching files, and associating cases that were discussed. These meeting minutes can be automatically issued to meeting attendees, declining invitees, and other interested persons via email. For more information on meeting minutes see the *Cúram Integrated Case Management Guide*.

### **Notes**

The worker has the ability to capture and maintain notes that are specifically related to an application case. A history of notes is also maintained.

### **Attachments**

An attachment is a supplemental file, e.g., a text document, that is attached to an application case. The agency can attach scanned documents that provide information in support of an application case such as a birth certificate or bank statement. A range of file types are supported including Microsoft Word, Microsoft Excel and PDF. The system does not restrict the file size of the attachment although the agency may wish to set a limit using an environment variable. Once the file is attached to the application case, it may be accessed by other system users who have appropriate security privileges.

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### **Communications**

The agency can create and manage communications regarding clients on the application. Communications can include phone calls, emails, and letters. Communications can be free-form or based on templates. Additional communication features include the management of both incoming and outgoing communications, as well as support for displaying a list of communications that relate to the clients on the application. For more information on communications see the *Cúram* Communication Guide.

## **Appealing a Program**

A worker can record and manage an appeal against a program that has been denied, pending or approved on an application case. A configuration setting is provided which dictates whether only denied programs can be appealed or whether denied, pending, and approved programs can be appealed. The worker can create a single appeal for one or more programs within an application case. The worker can also select to add a new program appeal to an existing appeal case.

When a program is appealed, an appeal case is created to manage the appeal. This starts a chain of events which include collating statements, scheduling hearings, deciding whether or not to overturn the program decision, and implementing the appeal decision accordingly. The worker can view a list of appeals associated with an application case. This view displays any appeals associated with any program within the application.

There are three appeal types provided by Cúram Appeals: hearing case, hearing review, and judicial review. Each of these appeal types is processed differently. The appeal processes are configured in the Administration application. For more information on the Appeals process and the appeals configuration settings, see the Cúram Appeals Guide.

## Closing an Application Case

The application case status is automatically set to 'Closed' when all programs associated with the application have been completed, i.e., 'Approved', 'Denied' or 'Withdrawn'. If programs have been 'approved', the integrated cases and product deliveries used or created by the authorization process are used to manage the ongoing eligibility and delivery of benefits to the clients on the application case.

An application case may return to a status of 'Open' if a 'denied' or 'withdrawn' program is reopened by a worker. This may occur if the organization made an error withdrawing or denying a program, or the client successfully appeals a program denial.

## Application Case Ownership

Cúram Intake provides configuration settings to allow an organization to define the ownership strategy for application cases. Different strategies can be configured for application cases created from online applications, or application cases created internally by a worker. Application cases can be assigned to any organization object, i.e. a user, organization unit, position or work queue. This enables the organization to implement its own application case ownership strategy by allowing any user or users within an organization unit, position or work queue to perform tasks on an application case. Assigning application ownership to an organization object or group provides visibility of the application case to more than one user.

The application case owner can also be manually set to be any user or group of users within the organization.

## Application Case and Program Statuses

An application case and associated programs can go through several changes of state throughout its lifecycle. The table below describes these changes.

*Table 2. Application Case Status*

Status	Description
Created	An application case is set to a status of 'Created' if there are any verification processing issues (for e.g. verification rule set issue), when it is created online or through an internal application form. Once the verification issues are fixed, the application case can transition to a status of 'Awaiting Resolution' or 'Open'.
Awaiting Resolution	An application case is set to a status of 'Awaiting Resolution' if there are evidence validation issues, when it is created online or through an internal application form. An application case can also transition to a status of 'Awaiting Resolution' when a program is reopened on an application case with a status of 'Closed' or 'Ready for Determination'.

Table 2. Application Case Status (continued)

Status	Description
Open	An application case is created with a status of 'Open' if it is created in a standalone manner. An application case is created with a status of 'Open' if there are no verification processing issues or evidence validation issues, when it is created online or through an internal application form. An application case can also transition to a status of 'Open' when a program is reopened on an application case with a status of 'Closed' or 'Ready for Determination'.
Authorization In Progress	An application case is set to a status of 'Authorization In Progress' if the application case authorization process is in deferred process. Also, if there is any problem with the deferred process, the status remains as 'Authorization In Progress'.
Authorization Failed	An application case is set to a status of 'Authorization Failed' if the authorization process fails.
Ready for Determination	When the information gathering on the application case is complete, the worker can manually set the status of the application case to Ready for Determination. Only Open application cases can be set to the Ready for Determination status. This is a configurable, optional status for an application case. See "Setting the Status to Ready For Determination" on page 32 for more information.
Closed	An application is set to a status of 'Closed' when all of the associated programs have been either 'Approved', 'Denied' or 'Withdrawn', i.e., there are no 'pending' programs left on the application case. If the 'Ready for Determination' status is available to workers, the application case status must be 'Ready for Determination' before it can be closed. Otherwise, only 'Open' application cases can transition to a status of 'Closed'.

The programs associated with an application also go through changes in state, which affect the overall status of the application. The program states are as follows:

Table 3. Program Status

Status	Description
Pending	A program is set to a status of 'Pending' when it is created and associated to an application case. A 'Denied' or 'Withdrawn' program reverts to a status of 'Pending' when it is reopened.

Table 3. Program Status (continued)

Status	Description
Authorization In Progress	An application case is set to a status of 'Authorization In Progress' if the application case authorization process is in deferred process. Also, if there is any problem with the deferred process, the status remains as 'Authorization In Progress'.
Authorization Failed	A program is set to a status of 'Authorization Failed' if the program authorization process fails.
Approved	A program is set to a status of 'Approved' following the authorization of the program. Only program applications with a status of 'Pending' can be approved.
Denied	A program is set to a status of 'Denied' when the worker denies the program. Only program applications with a status of 'Pending' can be denied.
Withdrawn	A program is set to a status of 'Withdrawn' when the worker withdraws the program. Only programs with a status of 'Pending' can be withdrawn.

### Setting the Status to Ready For Determination

Cúram Intake provides an optional application case status for organizations to configure if required. The Ready for Determination status can be used to indicate that the information gathering has been completed on the application case, and it is now ready for the worker to determine whether to authorize or deny the programs. This is particularly useful for organizations where one group of workers gather the application information, and another group of workers determine eligibility and authorize benefits. The organization can also specify a workflow to be invoked when the application case is set to a status of Ready for Determination.

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## Managing Intake Issues

### Introduction

Issues may occur during the submission and authorization of an application case. To allow an agency worker to identify and correct these issues an issue owner can be assigned to the application case once an issue occurs and application case states are used to represent where the issue has occurred. This section describes this functionality in more detail.

### Verification Rules Processing

An issue may occur when verification ruleset processing is running against evidence during application submission. If the system identifies any verification rules processing issues an error for the verification processing issue is logged in the Process Instance Errors (PIE) queue. The application case will be created with a status of 'Created'. A caseworker can not make any change to the application case when it has a status of 'Created'. An agency worker will have to rectify the verification ruleset issue, and retry the process from the PIE queue. If successful the application submission processing can continue. See "6.17 Application Case and Program Statuses" for more information.



## Evidence Validation Issues

Evidence validation issues may occur when adding evidence to the application case. For example, if there are evidence validation issues, the application case will be in 'Awaiting Resolution' status. The case worker will have to manually fix the evidence validation issues and resubmit the application case before the application submission process can continue. See "6.17 Application Case and Program Statuses" for more information.

### Setting the Issues Owner of the Application Case

The application case can be assigned to a configured issues owner if there are evidence validation issues that need to be fixed. The application case will be assigned back to the default case owner once the case worker fixes the evidence issues and successfully resubmits the application case.

If the application case is created as a result of an online application, the application case will be assigned to the configured issues owner if there are evidence issues. If this configuration is not set, the application case will be assigned to the default case owner identified by the system property, Application Case Default Owner.

If the application case is created as a result of an internal application, the application case should be assigned to the user who created the application if the application case has been configured such that the user creating the application should be the owner. If this configuration is not set, then the application case will be assigned to the configured issues owner. If this configuration is not set, application case will be assigned to the default case owner identified by the system property, Application Case Default Owner.

## Application Case Authorization Failures

If the application case authorization process fails (for example, evidence brokering fails to broker any evidence to the integrated case), the application case status will be set to 'Authorization Failed' to indicate that authorization process has failed. The case worker can submit the application case for authorization once the issues that led to authorization failure are fixed. See "6.17 Application Case and Program Statuses" for more information.

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## Referring a Client to External Agencies and Service Providers

### What is a Referral?

A referral is a document which is sent to an external provider or agency, informing them that a client is in need of their services or benefits. The worker can create a referral to an external agency or provider for programs or services that the client may benefit from. The worker may create a referral at any point during the intake process, but most frequently it is created at the end of the triage, screening or application processes.

### Creating a Referral

Based on the worker's own knowledge or on system recommendations, the worker can create a referral. A referral can be created from several points in the application, including:

- referrals list/client home page,
- screening results,
- triage results.

## Selecting a Service Provider

Cúram intake allows the worker to create referrals to community service providers. Providers can be selected on the map based on the results of a triage. By doing so, the system pre-populates the referral form with the selected provider details. The first and last name of the client must be entered on the referral form before it is saved.

A community service referral may also be created from the referrals list. In order to create a referral, the worker performs a search for a provider in the system. Once found, the worker enters the client's contact details and creates the referral. The referral creation date is stored in the system.

## Selecting an External Agency

A worker can choose to create a referral to an external agency when certain benefits and programs are not provided by the organization. To create a referral to an external agency, the worker performs a search for an agency and once found and selected, the worker enters the client's contact details and creates the referral. The referral creation date is stored in the system.

## Viewing a List of Open Referrals

The worker can view a list of all the community service and external agency referrals associated with a client. The system displays the referral details for each record in the list. The worker can edit, delete, or send the referral. The worker can also create a new referral from the list of referrals for a person.

## What Happens after a Referral is Created?

Once a community service or external agency is recorded for the referral it is sent to the provider or agency when there is an email address on file. If there is no email address recorded for the provider or external agency, the referral will remain unsent. The worker may then print out the referral and give it to the client to bring to the provider or external agency, or it may be sent by post.

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## Additional Tools for Assisting Workers

### Introduction

A number of tools are provided that aid the worker during the intake process. The following tools are available for workers throughout the intake process:

- advisor,
- notes,
- application search
- My Applications view

The sections below provide more information on each of these tools.

### Advisor

The advisor is a dynamic tool that provides context sensitive tips and reminders to the worker throughout the intake process. It is built upon the Cúram Express Rules (CER) Engine. The advisor analyzes data that is entered (or known if the client was previously registered on the system) and guides the worker towards areas that may require his or her attention. Workers can action a piece of advice by clicking on the link displayed within the advice text. This will then bring the worker to the area requiring attention.

In Cúram Intake, the advisor provides assistance in the following areas:

#### **Intake process**

The advisor prompts the worker as to what the next step in the intake process for a particular client could be and provide options based on the client's information.

#### **Evidence capture**

The advisor displays issues and reminders during evidence capture. For example, if an application case with missing mandatory data is submitted online by the client, the advisor can display issues for the mandatory data, if configured by the organization.

The organization can configure the rules and text that is displayed in the advisor. For more information see the Advisor Configuration Guide.

## **Notes**

Throughout the intake process, the worker has the facility to capture notes about the client. Cúram Intake provides an on-screen tool which allows the worker to enter a note at any stage in the process from the person home page, triage results, screening results and application case. Notes are used to capture additional information about a client that may not be covered in question scripts or evidence. For example, if a client is acting in an aggressive manner, the worker might want to make a note of it to warn other workers to be aware of it when dealing with the client. A history of notes is maintained.

## **Application Search**

Cúram Intake provides an application search feature, which allows a worker to search application cases based on different search criteria. The worker can search by application case reference, application reference, application case type, application case status, application received from date, and client.

## **My Applications**

A worker may be the owner of a number of application cases at any one time. To assist the worker in managing their application cases, Cúram intake provides a My Applications view which displays a list of the application cases with a status of Created, Awaiting Resolution, Open, Ready for Determination, Authorization In Progress, or Authorization Failed for which the worker is currently the owner.

## **My Programs Due**

The My Programs Due page helps workers to manage their workload by allowing them to quickly access overdue programs and programs that are due to be processed. The My Programs Due page displays a list of programs owned by the current worker that are due to be processed on his or her application cases. The worker can search for programs based on the number of days left to process the program. For example, if the number 1 is specified, then programs due today will be displayed. If the number 5 is specified, programs due to be processed in 5 or less days will be displayed. The worker can filter the search further to display all overdue programs. Note that only programs with a status of Pending will be returned. The filter criteria specified by the worker is automatically stored and displayed to the worker the next time he or she returns to the page. The worker can change the search criteria as required.

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## Conclusion

### Summary

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

- Cúram Intake provides a means for the worker to carry out functions required as part of the intake process in a cohesive and usable manner.
- It uses a 'No Wrong Door' approach that provides clients with a universal gateway to community services and government programs. It enables clients to approach the organization with the need they need to address, rather than a preconceived idea of the programs or services they think they should receive.
- The first step in the intake process for a worker is to search for a client and either match or register them on the system.
- Workers can use triage to quickly identify community services close to the client's home and also easily identify government programs which meet their needs.
- Workers can screen clients to determine their potential eligibility for programs.
- Cúram Intake provides an application case to manage application information and authorize the programs that the client has applied for.
- Workers can refer the client to community service providers and/or external agencies who may be able to help the client meet their basic needs.
- Cúram Intake provides a number of tools to assist workers, including Advisor and Notes.

### Additional Information

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

#### **Cúram Integrated Case Management Guide**

This guide covers the basic concepts of integrated case processing.

#### **Cúram Participant Guide**

This guide covers the basic concepts of participant functionality.

#### **Cúram Universal Access Guide**

This guide provides an overview of the universal access functionality.

#### **Cúram Intelligent Evidence Gathering Guide**

This guide provides an overview of the intelligent evidence gathering.

#### **Cúram Verification Guide**

This guide provides an overview of the verification engine.

#### **Cúram Evidence Guide**

This guide covers the basic concepts of evidence functionality.

#### **Cúram Provider Management Guide**

This guide provides an overview of provider management.

#### **Cúram Organization Administration Guide**

The guide provides an overview of organization administration within the Cúram Enterprise Framework.

#### **Cúram Appeals Guide**

This guide provides a high level overview of appeals and legal action processing.

**Cúram Calendaring Guide**

This guide describes the calendaring functionality available in the application, including organization calendars.

**Cúram Communications Guide**

This guide is to provide a high-level overview of managing the communications between the organization and all outside parties.



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