



CÚRAM SOCIAL ENTERPRISE COLLABORATION™

An outcome-driven, multi-disciplinary approach is generally accepted as a best practice in social enterprise case management.

Successful outcomes for citizens and families, such as self-sufficiency in the case of welfare to work programs, family re-unification in the case of child welfare programs, or return to work in the case of workforce services and disability programs, are best achieved through a multi-disciplinary approach that involves all stakeholders in the social enterprise management (SEM) ecosystem sharing information and working together seamlessly.

The concept of a multi-disciplinary approach has gained widespread momentum and acceptance among social enterprises as a means for delivering

holistic, outcome-focused services. These services are designed to improve care and protection for citizens or to enable citizens to achieve their social and economic potential.

ELEMENTS OF A MULTI-DISCIPLINARY APPROACH

A multi-disciplinary approach – generally accepted as a best practice model in many industries including social services – builds on the outcome-driven model by bringing diverse skills and perspectives together to achieve better outcomes for citizens and families.

Cúram Social Enterprise Collaboration™ (SEC) helps to remove boundaries by providing a common platform on which multi-disciplinary teams (MDTs) can collaborate to ensure that citizens and families don't fall through the cracks and positive outcomes are achieved.

One of the key benefits of a multi-disciplinary approach is the removal of artificial boundaries within and between agencies, their service providers and the community-based organizations (CBO's) that make up the SEM ecosystem.

Cúram Social Enterprise Collaboration™ (SEC) supports a multi-disciplinary approach to social enterprise management by delivering:

- **Communication** tools that allow team members to collaborate on the creation and maintenance of service plans, objective-setting, and evaluations in support of achieving a positive outcome for the client and family;
- Relevant **content** from MDT members as well as from Cúram and underlying external systems – providing the information that the MDT needs to support team-based decision making;
- Client information shown within the **context** of the family and benefits and services they are receiving – reinforcing who the MDT is supporting;
- **Coordination** capabilities which define how the MDT will achieve their goal through scheduling of team activities and collaborative service plans that identify specific steps for achieving sustainable outcomes for the client and family.

FAMILY AND CASE INFORMATION IN CONTEXT

Too often, the need for intervention and support goes unrecognized due to the lack of available, contextual information about family relationships and the array of benefits and services that are being administered by different agencies. Cúram Social Enterprise Collaboration is designed to ensure that relevant family and case information is provided in context, in a secure fashion to all members of a multi-disciplinary team.

COMMUNICATION AND COORDINATION

In order for a multi-disciplinary team to be effective, client and case information must be easily accessible and shareable in a secure, common location and MDT activities must be centrally coordinated and communicated. Cúram Social Enterprise Collaboration promotes communication and coordination through a configurable, role-based portal enabling agency workers, service providers and CBO's to collaborate in support of citizens and their families. The portal provides a common platform for capturing and sharing information, case conferences and reviews, minutes from MDT meetings, and incidents affecting citizens and their families.

KEY BENEFITS

Cúram Social Enterprise Collaboration is specifically designed to:

- Improve the secure flow of contextual case and family information among agencies, CBOs and service providers so that children and families don't fall through the cracks.
- Ensure sustainable outcomes through enhanced collaboration. By providing a platform for the sharing and capture of relevant information, plans and objectives, members of MDT's have more complete and timely insight into client and case information and can make better-informed decisions about the client and family.
- Eliminate redundant service delivery and reduce fraud. When information regarding client and case information is available across multiple agencies and providers, the potential for program tourism, fraud and abuse can be substantially diminished.

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