



CÚRAM SERVICE PLANNING™

Cúram Service Planning™ provides caseworkers with an effective management tool that streamlines the service planning process.

Among the key priorities for social enterprises is the long-term well-being and self-sufficiency of the people they serve. Agencies need to ensure that their clients receive the appropriate benefits and services to achieve these life goals. The ability to develop, implement, and manage the delivery of benefits and services in an integrated and holistic fashion is a key ingredient in achieving successful outcomes.

Cúram Service Planning™ provides agencies with a simple, comprehensive, and effective approach

to delivering an outcome-based service delivery model. This model addresses the client's needs and objectives by identifying the benefits and services that the organization will provide including the responsibilities and contributions of other service plan participants.

Organizations create service plans as a means to plan and monitor services and benefits to a client. Service plans are used to identify the responsibilities of the client, agency, or other case participants, and to assist in the achievement of a specific goal.

Cúram Service Planning clearly defines client needs and goals and provides an automated tool for planning, managing and tracking progress against the plan.

Across the social enterprise, service plans may also be referred to as:

- Individual Responsibility Plan
- Welfare to Work Plan
- Mutual Responsibility Plan
- Family Investment Agreement
- Independence Plan
- Self-Sufficiency Plan
- Employment and Training Plan
- Permanency/Concurrent Plan

CÚRAM SERVICE PLANNING FEATURES

Inherently, developing and managing service plans is complex. These plans may incorporate a wide variety of sub-goals and plan items, and involve multiple participants (case workers, service providers, and clients). In the absence of a formal service plan or planning process, managing the delivery of vast ranges of benefits and services can be time-intensive and can result in poor long-term results.

Cúram Service Planning uses goals, plan groups, sub-goals, and plan items as the basic elements of a service plan. Each sub-goal is defined to achieve or meet objectives, remove barriers, or address a need in overall support of the service plan goal.

Additionally, Cúram Service Planning includes:

- **Administration:** an easy to use interface that supports the creation and maintenance of service plan templates and their association with specific programs.
- **Template Administration:** the ability to create and maintain reusable templates of process steps and tasks that acts as a starting point when creating a service plan for a participant.

Cúram Service Planning spans multiple programs supporting an integrated approach to the client service delivery. This approach reduces duplication of benefits and services across multiple programs and organizations and focuses on the long-term outcome.

KEY BENEFITS

- Ensures that appropriate benefits and services are delivered to the right people at the right time
- Reduces duplication of benefits and services across multiple programs and organizations
- Allows caseworkers to continuously track and monitor the client's progress (or the obstacles encountered) to reassess objectives and needs on an ongoing basis
- Dynamically re-assesses milestone and goals
- Ensures a consistent approach to service delivery
- Allows an organization to identify best practices to achieve program goals and promote effective use of funding and staff
- Provides program administrators with the information needed to measure outcomes to improve program policy, practice, and delivery

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