



CÚRAM BUSINESS APPLICATION SUITE™

“Because most human services programs have been established, funded, and managed separately, up to this point, states have not been able to combine program processes and systems to reduce costs in order to deliver better services to citizens. An integrated approach to eligibility could reduce the cost of operating human services programs, simplify business processes, and improve the quality of service delivery.”

*Cathilea Robinett
Executive Director of the Center for Digital Government*

SOCIAL ENTERPRISE CHALLENGES

Today's health and human services, workforce services, and social security systems are grounded in program-centric policies, legislation, funding-models, and legacy Information Technology (IT) systems. The result is inefficient and ineffective service delivery across uncoordinated agency silos. The quality of government services and service delivery initiatives around the world is being driven by citizens demanding services that are citizen-centric and more responsive to their needs. The status quo is being challenged by the public and rethought by public sector organizations. At the same time, fiscal constraints are driving greater efficiency in how these services are delivered.

There are a number of challenges to accomplishing the necessary innovations:

- Program silos permeate the administrative, funding, and technical aspects of today's systems and create significant barriers to progress. Organization, system, and process innovation is needed to fundamentally change the focus to client outcomes. Without this change of perspective, enterprises will continue to focus on individual programs.
- Client needs are not treated holistically; rather they are delivered piecemeal across multiple programs and agencies. The result is uncoordinated, expensive, and ineffective service delivery for both the enterprise providing the services and benefits and for the client in need of these services and benefits.
- Caseworker experience levels are falling because of rising turnover rates and retirements. This trend creates a requirement for intuitive and easy-to-use systems that integrate best practices, business rules, program policies, and performance management. These systems will speed case workflow and decision making and ensure that services are delivered consistently and effectively.

SOCIAL ENTERPRISE MANAGEMENT (SEM)

Forward-thinking governments are focusing on improving the quality of their social infrastructure as a strategic imperative to improve service delivery and cut costs. Innovative agencies are embracing new Social Enterprise Management (SEM) models to achieve successful client-focused outcomes. SEM is a business and technology model that is enabled by a new generation of commercial off-the-shelf (COTS) software specifically designed to meet the unique requirements of social services organizations. SEM provides governments with a platform to break their dependence on siloed, expensive and inflexible IT systems. Agencies are empowered with an outcome-based approach that addresses the individual and the family in totality through integrated service delivery. Social Enterprise Management enables the holistic management of citizens' needs and allows organizations to implement a truly integrated service delivery model.

MEETING THE CHALLENGES

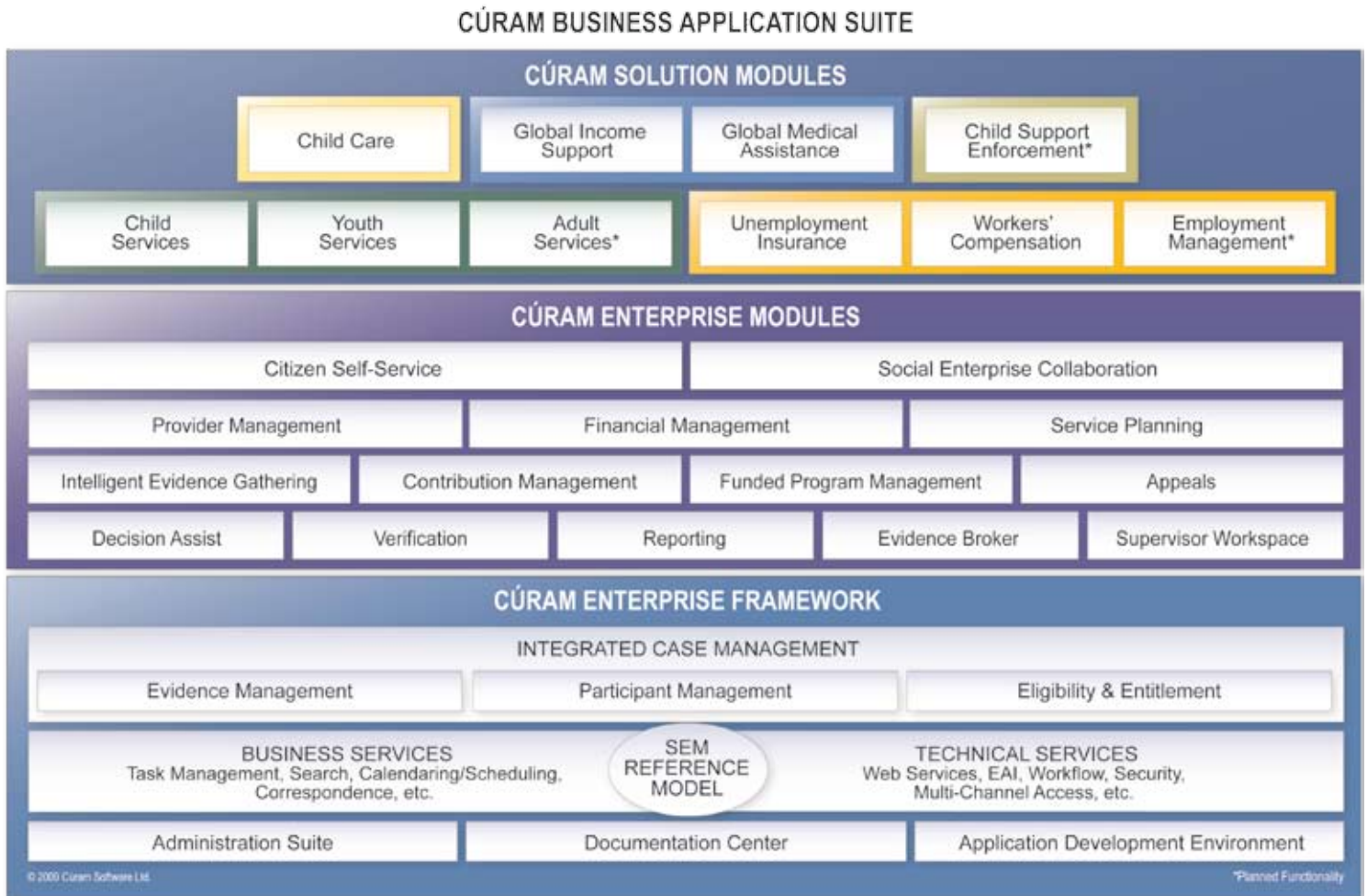
The Cúram Business Application Suite™ is the leading COTS solution specifically designed to address the challenges facing social enterprises. Based on Social Enterprise Management principles, the Cúram Business Application Suite supports common business fundamentals along with program specific rules and processes. The Cúram solution provides all of the fundamentals that lead to a consistent, accurate, responsive, timely, and cost-effective solution. Cúram lays the foundation of an outcome-based service delivery model that meets today's business and social objectives, as well as tomorrow's challenges.

CÚRAM BUSINESS APPLICATION SUITE

The Cúram Business Application Suite revolutionizes service delivery for health and human services, workforce services, and social security agencies worldwide. The innovative Cúram SEM platform provides a comprehensive COTS solution that incorporates an extensive set of best practices, business processes, and service delivery models from social enterprises worldwide. The Cúram Business Application Suite comprises domain-specific business and technology components built on a modular enterprise architecture that provides agencies with deep functionality and fast, flexible deployment capabilities without tying the enterprise to a specific systems integration partner or technology platform. Cúram Solution and Enterprise Modules deliver extensive business and program functionality integrated into a common and extensible foundation that provides a broad

repository of SEM-based technology and business services. This foundation is called the Cúram Enterprise Framework™.

Cúram Business Application Suite's robust and extensive infrastructure scales from a single agency-program to multi-agency/multi-program initiatives. By providing agencies with a comprehensive social services business model and extensive program support, Cúram Business Application Suite reduces the time, risk and cost associated with custom development projects. The Cúram Business Application Suite enables agencies to make the transition from a traditional, program-driven approach to a client-centric, outcome-based model using an integrated service delivery model.



CÚRAM SOLUTION MODULES

The Cúram Solution Modules provide additional capabilities to handle the complex processes associated with most programs. The solutions modules reduce the time and risk associated in developing these complex processes, while providing simplified maintenance update capabilities.

decision support and multi-disciplinary, team-based decision making.

- **Cúram Youth Services™** supports agencies in the effective delivery of programs and services for the prevention, intervention, and treatment of at-risk and delinquent youth.



- **Cúram Child Care™** is designed specifically for agencies that serve parents who have child care needs. Child care is a necessity for many working families who rely on child care to look after their children which in turn enables them to work or participate in education or training. Child Care falls in the category of transitional services that can be invoked by several different programs/agencies.
- **Cúram Global Income Support™** provides complete end-to-end eligibility determination and benefit calculation for needs-based programs that provide food and cash assistance to families in need. This solution provides multi-channel access to screening tools that can be used by citizens, community organizations, and agency employees to provide early insight into available benefits and services.
- **Cúram Global Medical Assistance™** is designed specifically to enable agencies to improve the efficiency and effectiveness of managing eligibility and entitlement services for a wide range of medical assistance and disability programs.
- **Cúram Child Support Enforcement™** is a comprehensive business solution designed to improve the effectiveness and efficiency of child support programs globally. This solution focuses on increasing family self-sufficiency and child well-being, reducing administrative overhead, improving service delivery, and providing more open communication and ease of cooperation amongst jurisdictions.
- **Cúram Child Services™** is a new generation child welfare solution that is designed to deliver child-centered, family-focused services. The solution includes comprehensive assessment strategies, assessment-driven service planning, effective

Cúram Youth Services is designed to support agencies in developing youth accountability and competency, reducing recidivism, and promoting safer communities.

- **Cúram Adult Services™** is designed for agencies managing adult protection programs that are intended to ensure the physical well being of the aged.
- **Cúram Unemployment Insurance™** is specifically designed to address the unique business and technology requirements of states' workforce and labor agencies responsible for administering unemployment insurance benefits and services.
- **Cúram Workers Compensation™** is a claims management solution incorporating rules and policies to ensure the proper eligibility determination and entitlement assessment for injured workers. Cúram Workers Compensation facilitates the accurate and efficient delivery of benefits and services to injured workers.
- **Cúram Employment Management™** is a comprehensive, cross-agency, cross-program solution designed to optimize employment/return-to-work programs.

CÚRAM ENTERPRISE MODULES

Cúram Enterprise Modules provide the foundation of repeatable common business processes, regardless of program. These modules provide a consistent and flexible approach to supporting common, critical SEM business processes and functions required by programs across the social enterprise landscape.

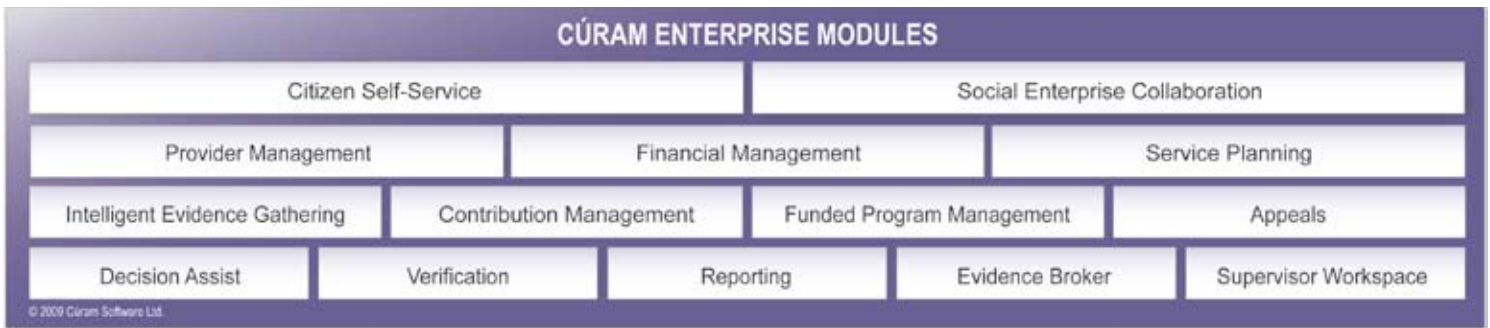
By meeting the requirements of a single program or multiple programs in a configurable and re-useable package, Cúram

Enterprise Modules enable agencies to quickly address changing needs and speed the introduction of new services at lower cost and risk.

- **Cúram Citizen Self-Service™** is a configurable, rules-based platform that allows agencies to provide a user-friendly and intuitive self-service capability to citizens. Cúram Citizen Self-Service allows users to screen for potential eligibility for a

example, unemployment insurance.

- **Cúram Funded Program Management™** provides social enterprises with the ability to create and manage funds which can then be obligated to clients in need of assistance. This enables them to support determination of eligibility based on availability of a fund.
- **Cúram Appeals™** provides comprehensive support for appeals



wide range of programs by entering basic information about themselves and their situation.

- **Cúram Social Enterprise Collaboration™** provides a platform for multi-disciplinary teams to collaborate in support of an outcome-based service plan for clients and families. Cúram Social Enterprise Collaboration improves outcomes by providing enhanced communication and information-sharing through role-based access to case and client information in context.
- **Cúram Provider Management™** provides a common repository of information and comprehensive business processes to support both internal and external service providers.
- **Cúram Financial Management™** manages and tracks benefits transactions to assure complete and accurate financials. It provides robust overpayment and underpayment calculation and management.
- **Cúram Service Planning™** provides caseworkers with an effective management tool to plan and monitor, in an integrated manner, the delivery of services and activities. Streamlining the service planning process, caseworkers are able to clearly define client needs and goals; manage and track progress against the plan; and help clients achieve a specific goal.
- **Cúram Intelligent Evidence Gathering™** provides a guided question-and-answer tool designed to dynamically guide caseworkers through a best practice process of screening and/or assessment so that relevant and complete information is collected in client interactions.
- **Cúram Contribution Management™** tracks and manages payments and credits for contribution-based programs, for

and legal action processes. Supports intake, hearings, and decision making activities associated with multiple levels of appeals including Hearings, Hearing Reviews, and Judicial Reviews, and various types of legal actions including Petitions, Orders and Actions.

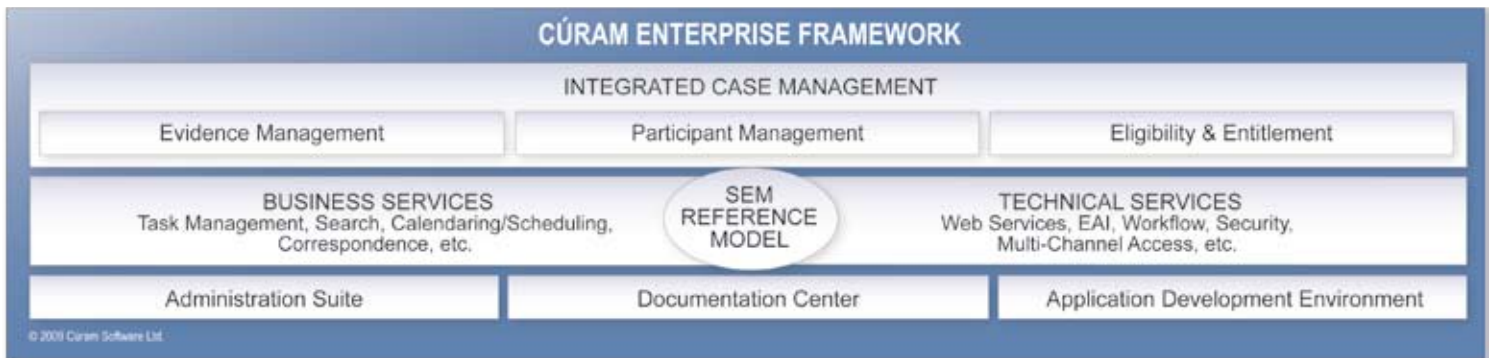
- **Cúram Decision Assist™** provides agencies with a configurable template for creating structured questionnaires for caseworkers and social services professionals.
- **Cúram Verification™** provides the process of checking the accuracy of information given by clients seeking services from an agency. The means of verification can vary from provision of a document (e.g., a birth certificate or bank statement) to a phone call. Cúram Verification allows a user to define which data items require verification and the means by which these items can be verified.
- **Cúram Reporting™** supports an SEM-based solution with the tools, interfaces, and infrastructure that collects and provides the information required for detailed analysis and operational and program performance reporting.
- **Cúram Evidence Broker™** mediates the sharing of evidence both within an agency as well as between agencies and across systems. It provides a flexible approach to evidence sharing by allowing agencies to configure how they share and receive evidence with other agencies.
- **Cúram Supervisor Workspace™** offers a wide range of work management capabilities across the enterprise, providing several views into the organization's workload - from teams to departments to agencies.

CÚRAM ENTERPRISE FRAMEWORK™

The **Cúram Enterprise Framework™** provides the core processing and infrastructure components necessary to enable a complete SEM solution. The adoption of an integrated service delivery model, supported by a common foundation, satisfies client needs by focusing on achieving clearly identified outcomes. By supporting both the Beveridge and Bismarck program delivery models, Cúram provides the foundation and application software required to administer benefits and services to support both needs-based and contribution-based programs.

The Cúram Business Application Suite incorporates more than 3,000 best practice business processes and rules that tightly integrate key SEM-based business processes including Triage, Intake, Verification and Determination, Assessment, Service Planning & Delivery, and Outcome Evaluation to achieve effective and efficient integrated service delivery.

- **Participant Management** provides an extensive range of functionality to allow organizations to register, maintain, and manage all parties involved in cases such as clients, service providers, and employees.
- **Eligibility & Entitlement** provides a holistic means of addressing associated challenges such as managing evidence, rule changes, rate changes and retroactive changes & reassessment. It includes a highly scalable and robust rules infrastructure that provides support for dynamic rules calculations to determine eligibility and entitlement – from initial self-assessment to final determination, including changes in circumstances and retrospective calculations.
- **Business Services** support service and benefit delivery throughout the enterprise and provide the foundation for all aspects of integrated case management for social enterprises, including task management, search, correspondence



- **Integrated Case Management** crosses program and organizational boundaries to provide a client-centric, holistic and integrated service delivery approach in managing the client to a successful outcome. Case Management supports integrated case registration, evidence management, participant management, eligibility determination, entitlement and monetary determination, payment calculation, certification, correspondence, case events and case notes.
 - **Evidence Management** provides a unique suite of evidence (data collected in support of a case) management business processes – and tools - that are central to the business of Social Enterprise Management. These processes address - in a program and cross-program manner - evidence collection, verification, attribution, activation and syndication (sharing) of evidence.
- management and calendaring/scheduling.
- **Technology Services** include pre-packaged services for core SEM processes and the ability to produce or consume web services in industry-standard web services description language (WSDL) as part of any delivered process, enables incremental modernization in a service-oriented architecture (SOA) and ensures the maximum re-use of valuable legacy and enterprise level assets. Pre-defined adapters for enterprise resource planning (ERP) applications, Enterprise Application Integration (EAI) Connectors and support for IBM WebSphere™ MQ messaging ensure the Cúram Business Application Suite can integrate seamlessly in a heterogeneous agency environment. Includes critical security and auditing components that delivers comprehensive security including role-based, function-based, field-level, product-based (benefit), location-based and sensitivity-based security.

- **Cúram Administration Suite™** is an integral part of the Cúram Enterprise Framework, that manages the configuration, setup, and maintenance of all the Cúram Business Application modules and services with a centralized web-based application.
- **Cúram Documentation Center™** is an industry-leading documentation repository for systems design, management, and documentation, that provides analysts, users, developers and administrators access to a library of business process flows, data models, business guides, and tens of thousands of design objects (e.g., screens, database tables, fields, and business process objects).
- **Cúram Application Development Environment™** provides organizations with the capabilities to extend the Cúram Business Application Suite to meet unique program and organizational requirements while still maintaining the broad functionality and strategic advantages of the standard Cúram Business Application Suite.

THE TECHNOLOGY

The Cúram Enterprise Framework architecture employs standard Java 2 Platform Enterprise Edition (J2EE) architecture design based on industry open standards. This logical three-tier architecture has become the conventional wisdom for developing enterprise-scale applications and providing a thin client run-anywhere user interface.

Cúram Enterprise Framework was designed for performance. Understanding that key business applications must support and scale from single program to multi-program/multi-agency, within a reasonable response time, Cúram Software chose a responsive architecture that supports the business need for availability, thus making sure that the applications are available whenever and wherever users need them. The demands of performance and availability provide a framework for the technical requirements of the social enterprise infrastructure.

The Cúram Enterprise Framework architecture:

- provides an industry open standard development and runtime environment supported by a flexible application, business, and technical architecture
- follows established design principles, using open standards, to separate Presentation, Business Logic and Persistence layers
- provides a Service Oriented Architecture (SOA) as validated and certified by the IBM Software Group
- uses an Enterprise JavaBeans (EJB) / J2EE architecture to enable horizontal and vertical scalability
- supports a range of RDBMSs, Operating Systems and Middleware products to provide platform independence
- supports many deployment models, from simple to complex, and delivers the scalability required by social enterprises

KEY BENEFITS

- Support of the Social Enterprise Management (SEM) model means that clients benefit from integrated service delivery, resulting in a more streamlined service while minimizing the number of interactions and providing managed outcomes, supporting the “No Wrong Door” philosophy.
- By enabling agencies to define client objectives and focus on end goals, Cúram provides organizations with the means to deliver all the benefits and services required to achieve the desired client outcome effectively and efficiently.
- The Cúram Business Application Suite removes many of the restrictions imposed by existing legacy systems allowing automation to be applied to complex, legislation-based decisions.
- Automation frees staff to focus on customer interaction, which is the key to better outcome-focused service delivery. Agencies can deliver services based on the needs of their customers and allow customers to receive services at a time and location that is most convenient for them — whether from a phone, the web, a walk-up kiosk, or direct interaction with a caseworker.
- The flexible design of the Cúram Business Application Suite means that policy and legislative changes can be accommodated quickly — often in days or weeks, rather than months or even years.
- The Cúram Business Application Suite complies with both US Section 508 and American Disabilities Act (ADA) and BOBBY.

FOR MORE INFORMATION, PLEASE VISIT WWW.CURAMSOFTWARE.COM