

MN Department of Human Services  
***INTEGRATED HUMAN  
SERVICE DELIVERY  
SYSTEM***

# Child Support System Planning

- Child Support Business Process Redesign (2008)
  - System Simplification Recommendations
- DHS – Enterprise-wide approach to modernization
- DHS System Modernization Planning
  - Planning Effort – KPMG
  - Hybrid Approach – COTS assessment
- MNsure -- impact on modernization progression.
- Service Delivery Model

# Systems Modernization in Support of the Human Services Delivery Model

The Vision

# The Model is the Vision



# How will we support the Vision?

## Cúram is the Choice for Systems Modernization

# What are we going to MODERNIZE?

- Eligibility Determination – programs supported by MAXIS
- Child Support – Functions supported by PRISM
- Children and Adult Services – Functions supported by SSIS
- Other – whatever is a functional fit, e.g. continuing care programs, early childhood programs, licensing

## When are we going to do it?

- Re-do the roadmap to know

## How will we decide functionality?

- Work with impacted constituents...users/clients/employers

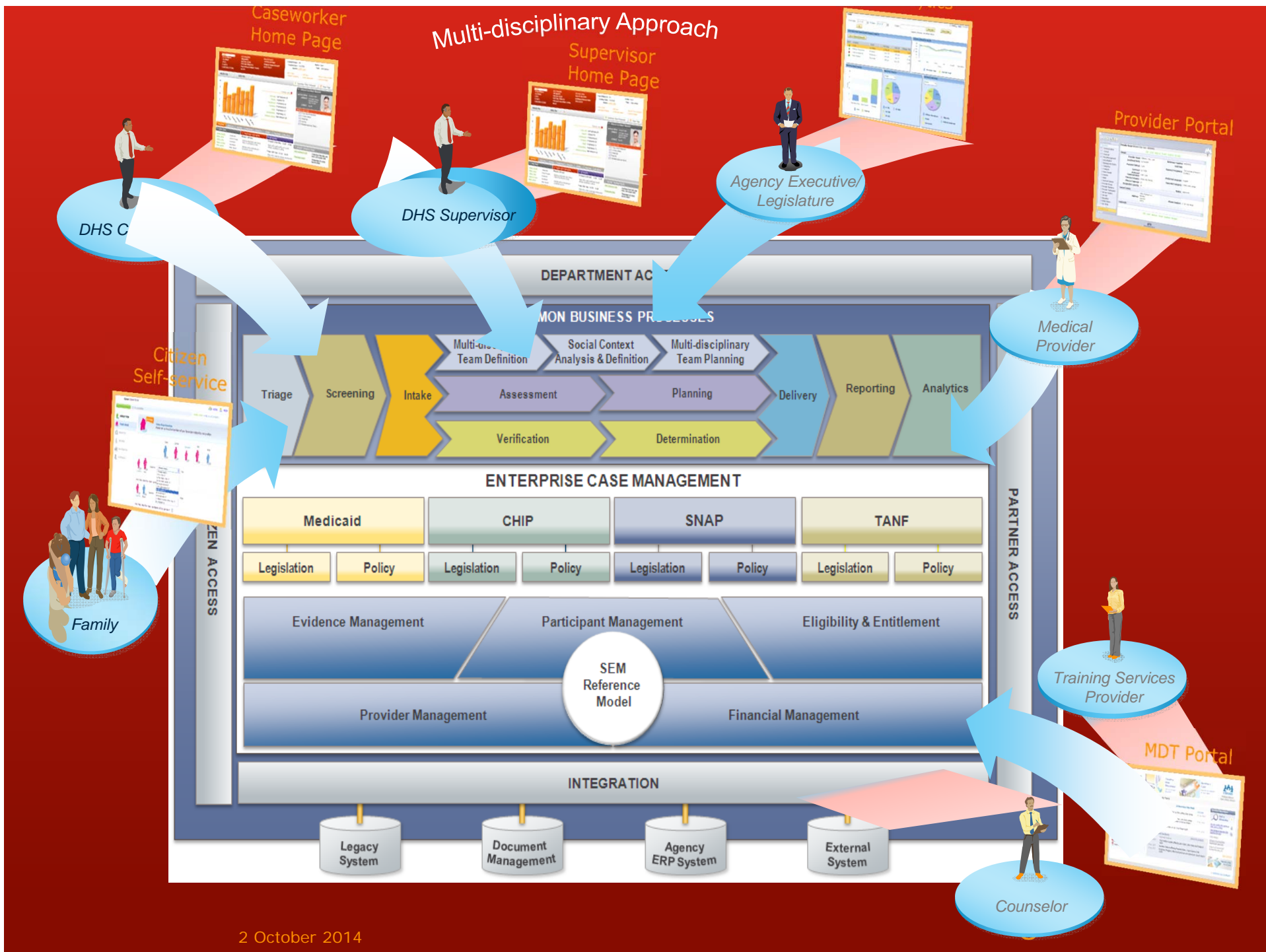
# Cúram 101 (Abbreviated)

Introduction to Cúram

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2 October 2014







# COTS Framework Product

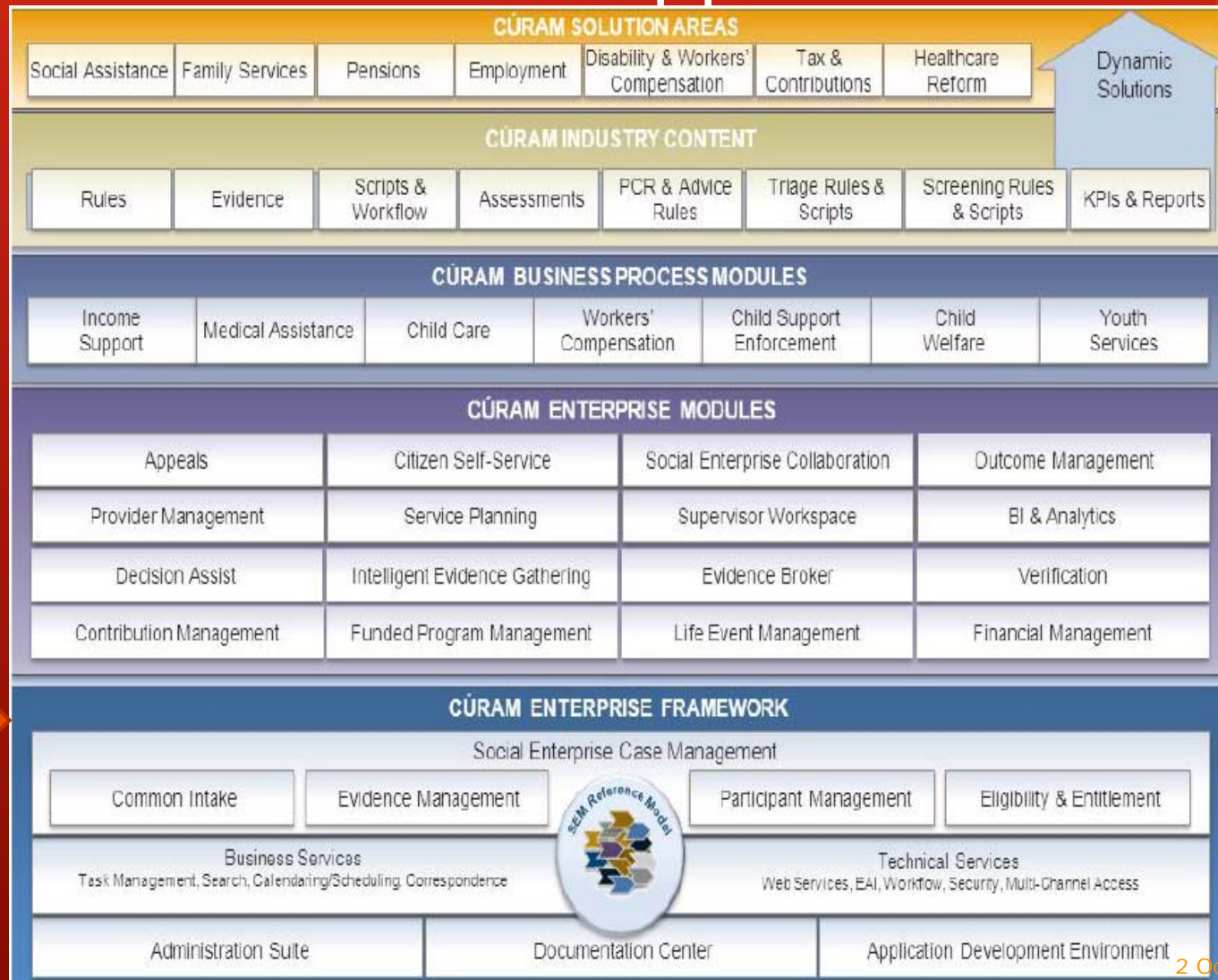
The COTS approach is recommended because it purports to afford:

- Quicker deployments with significantly reduced risk
- Better outcomes driven by business processes and solutions
- The ability to easily extend solutions across multiple business and program areas
- Government Agencies and Organizations suggest that COTS framework solutions take advantage of best practices in programming languages, development tools, and methodologies and that they provide platforms capable of accommodating current and future business practices
- The underlying technology is kept current by the vendor, helping to ensure the technology is not outdated

# COTS Framework Product – Cúram

- SOA compliant and readily supports integration with existing or external enterprise information system
- Includes application source code and an integrated application development environment, thereby facilitating ready customization and extension to meet highly specific business requirements
- Provides pre-built modules, services, and processes targeted at the human and social services market segment, providing rich domain functionality out-of-the-box
- Includes best-practice human and social services business processes, which enable automation of work practices to drive efficiency and consistency in service delivery
- Enables non-technical end-users to make changes to program rules, code tables and other system variables without the need for development resources
- “Systems integrator independent”, enabling states to determine which system integrator(s) they would like to work with for implementation and ongoing support
- Incorporates new features into the deployed system over time either through extensions or regular, scheduled product updates

# Cúram Business Application Suite



# Cúram Enterprise Framework

## *Business Model*

- **Triage/screening:** The triage processes supports the initial customer contact points to determine whether to proceed with an Intake or to execute a referral.
- **Intake:** The intake process collects the evidence (information) to support program eligibility determination using the Cúram evidence management capabilities to categorize, validate, and verify evidence.
- **Determination:** The determination process executes the program eligibility rules against the evidence to identify both monetary and nonmonetary entitlements
- **Planning:** The planning process coordinates benefits and services between the organization, client, and service providers. It provides essential support for integrated service delivery and outcome-based processing
- **Delivery:** The delivery process is responsible for actual service delivery (e.g., cash assistance) and for managing delivery of services via a service provider.
- **Outcome Evaluation:** The outcome evaluation process allows agencies to compare actual service delivery— including cost and schedules—as well as actual outcome(s) against planned costs, timelines, and desired outcomes.

# Cúram Enterprise Framework

## *Business Services*

- **Eligibility and Entitlement:** Supports program-independent processing and rules. Cúram provides functions for cross-program screening for customer and program assessments within case management.
- **Evidence Management:** Used to support the addition and maintenance of “real-world” evidence (data, artifacts, etc.) required for determination of program eligibility. Within the Cúram Enterprise Framework, program eligibility may be supported by both rules and evidence.
- **Change in Circumstance Processing:** Built-in functionality for dealing with changes in circumstances that affect claims. The Cúram Enterprise Framework infrastructure includes the ability to detect the change, as well as, the ability to initiate a re-assessment. When a change has been identified, Cúram can automatically execute a reassessment - regardless of the program - taking into account the period of the claim, the changes in evidence, the changes in business rules, and the changes in the parameters used by the rules.



# Questions?



Photograph by Liz Banfield/Getty Images

# Cúram Enterprise Modules



- ❑ Specialized functionality applicable to many agencies to help meet business needs.
- ❑ Provide domain-specific features that can be used to **build** tailored solutions.
- ❑ Use the underlying functions provided by the CEF (Curam Enterprise Framework)

Cúram Enterprise Modules include:

- Cúram Financial Management: provides case-related and program-related financial processing for each product delivery and for each participant type;
- Cúram Intelligent Evidence Gathering: allows for the definition of reusable scripts of questions using XML-based technology. Guides a user or caseworker through the evidence-collection process at runtime, asking only questions consistent with previous answers;
- Cúram Outcome Management / Service Planning: Uses Outcome Plans to manage assessments, objectives, activities, and multidisciplinary teams to help a client achieve a specific outcome, rather than simply deliver benefits;

# Cúram Enterprise Modules

- Cúram Citizen Portal: provides organizations with a common and effective approach to allow applicant's become self serviced through a secure account to undertake intake, triage and referral and improved application processes.
- Cúram Social Enterprise Collaboration: provides a range of functionality that enables grouping of people planning and collaborating to achieve an outcome for an individual or family, comprised of agency workers and business partners.
- Cúram Provider Management: functionality intended to work in conjunction with Cúram Solution Modules, such as the Cúram Family Services Suite (CFSS), to enable an agency to manage the lifecycle of interactions between its clients and providers, such as Foster/Adoptive Homes, Detention Facilities, and Medical Professionals;
- Cúram Verification: allows users to define the data items that require verification and the means by which these verifications can be attained, as well as, record the actual verifications;
- Cúram BI & Analytics: provides data warehousing, embedded analytics, ad-hoc reporting, interactive dashboards and reports;



# Cúram Enterprise Modules

- Cúram Decision Assist: provides a configurable decision support tool designed to help streamline and standardize assessments used to determine an outcome or rating for a client;
- Cúram Supervisor Workspace: provides a grouping of specific functionality, including user maintenance; user workload management; bulk reassignment of cases and tasks; and organization unit maintenance, targeted to meet Supervisors' needs.
- Cúram Appeals: a set of processes and framework that provides comprehensive support for the appeals, fair hearings and legal action processes;

# Cúram Solution Modules

- Cúram for Child Care: for managing subsidized child care
- Cúram for Youth Services: for Youth justice programs
- Cúram for Workers' Compensation: for managing on-the-job injuries, illness, and rehabilitation
- Cúram for Child Support Enforcement: to address child support programs
  - Functionality available but not sold as a product at this time
- Cúram for Health Care Reform: Income Support solution extended for the requirements of the ACA legislation - eligibility and entitlement for the Insurance Affordability Programs

# Questions?



Photograph by Liz Banfield/Getty Images

# We have to START somewhere

**SMRT** as a pilot and first step

What a Cúram system looks like

Learning and using the base



# SMRT Case Management

State Medical Review Team  
Determines disability status

# Cúram Development

20%

40%

60%



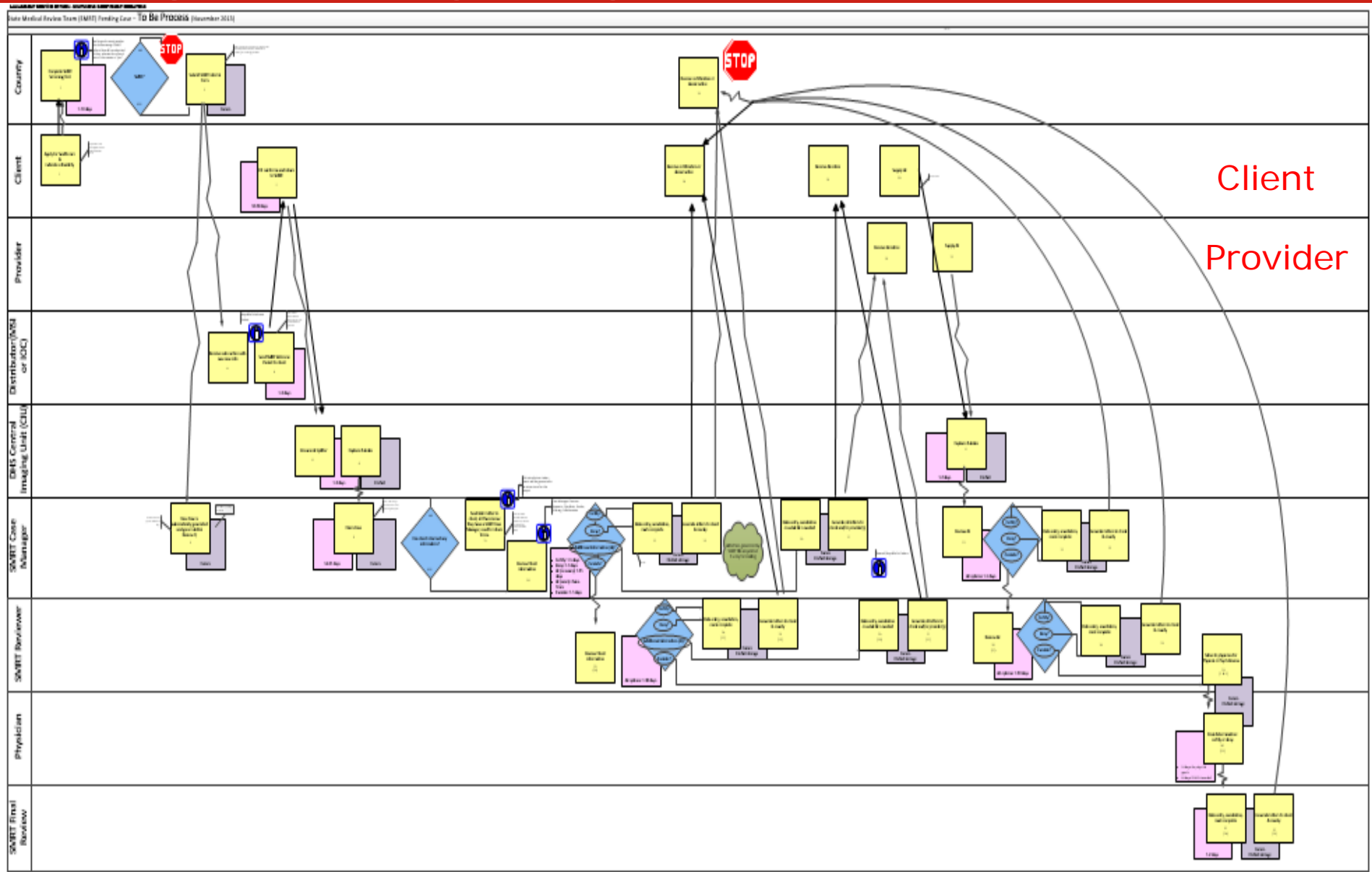
Typically, a Cúram project would involve about

- ❖ 40 percent CEF (Cúram Enterprise Framework) functionality
- ❖ 40 percent Enterprise and Solution Module functionality
- ❖ 20 percent customization and project-specific functionality

Current SMRT project has involved about

- ❖ 60 percent CEF (Cúram Enterprise Framework) functionality
- ❖ 30 percent Enterprise and Solution Module functionality
- ❖ 10 percent customization and project-specific functionality

# SMRT Workflow





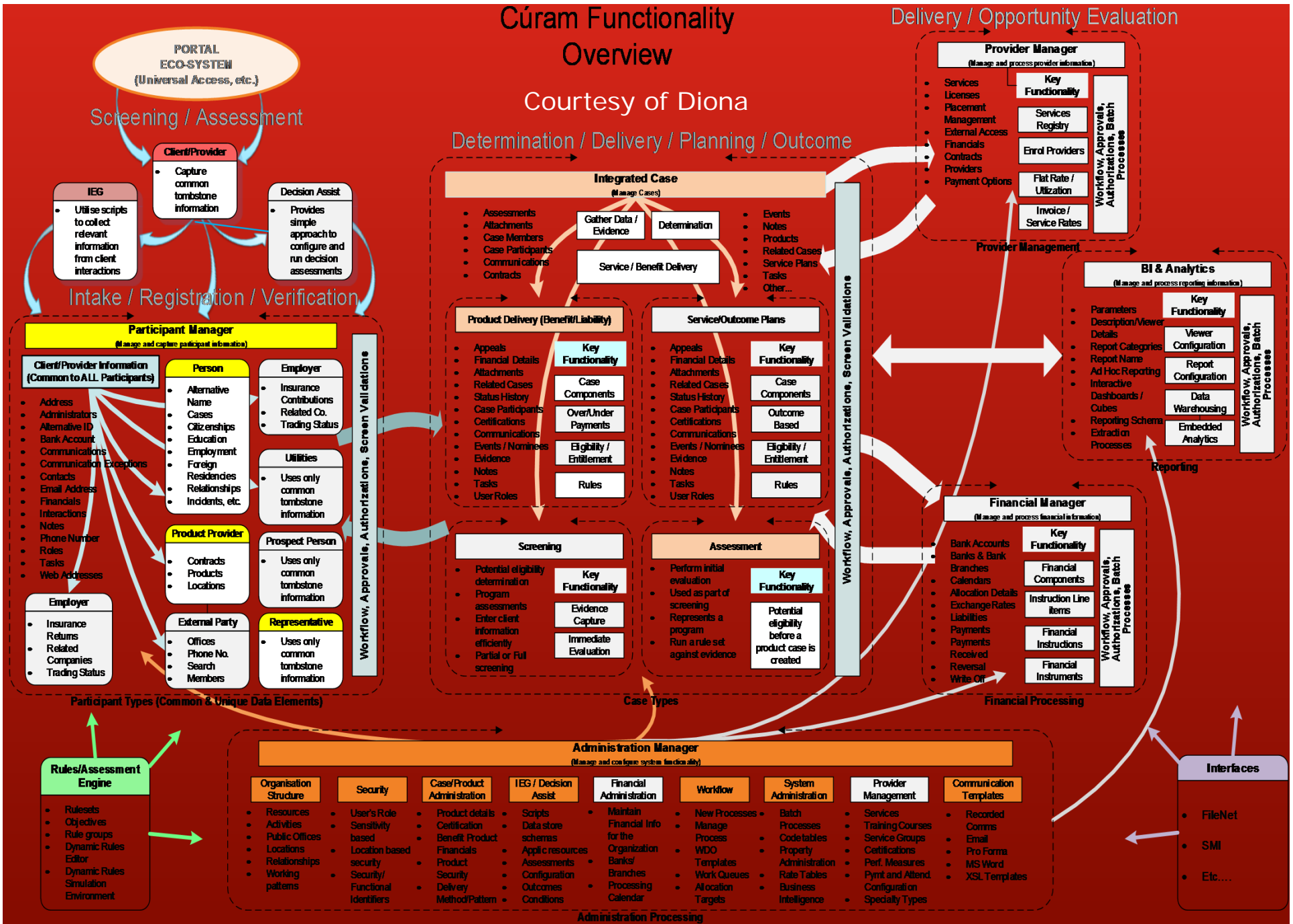
# SMRT Process

- Receive Referral by Case Worker – usually Medical Program eligibility
- Request medical information from client and providers
- Review information
- Support application to Social Security Administration
- Make a decision about disability status
- If disability is determined to exist, set review period
- Notify client and eligibility worker of decision
- Complete review as appropriate



# Cúram Functionality Overview

Courtesy of Diona



# SMRT Support System

Live and in color

SMRT Case Management System in Cúram

# Thank you!

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