THE UNIVERSAL ACCESS SOLUTION FROM CÚRAM SOFTWARE, AN IBM COMPANY

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INTRODUCTION

Often clients are scared and confused by the complexity surrounding the process of finding and applying for help. A one-stop, citizen-centered service delivery model eliminates complexity for citizens, connecting people to the information, resources and services they need, regardless of whether they understand the originating agency, level of government or how third parties are involved. This collaborative and cohesive approach to social program service delivery provides citizens with a single interface to government and allows social program organizations to securely manage and disseminate client data among multiple departments, agencies and systems.

THE UNIVERSAL ACCESS SOLUTION FROM CÚRAM SOFTWARE, AN IBM COMPANY

The Universal Access solution from Cúram Software, an IBM Company (Universal Access) is a modern, configurable, citizen-facing application designed to make the interactions between citizens, social

program agencies and community providers efficient and, more importantly, effective. As a Web-based solution, Universal Access helps citizens navigate the complex world of social program services.

Self-guided screening helps citizens identify where to find information and who may be able to help them, even if they are not familiar with the services and programs available. Citizens are able to initiate inquires to agencies, self-refer and complete applications online.

A secure citizen account assists individuals in managing their interactions with government. Through the citizen account, individuals are able to check the status of inquiries, referrals and applications; view past and future payments; and view upcoming appointments, renewal notices and requests for information/action. Citizens can also inform government agencies of life events, such as the loss of a job or the birth of a child, so agencies

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are able to respond to the event in a meaningful and coordinated manner.

Allowing citizens to interact with government via a secure Web-based account increases access to social programs for the citizen and significantly reduces demand on the time of government resources. Because Universal Access is a pre-built application, agencies are able to implement a world-class, fully-functioning, citizen-facing application through a quick, low risk project.

MULTI-PROGRAM SCREENING AND APPLICATIONS

Citizen self-screening – Citizen self-screening provides a mechanism for citizens to screen themselves for social program benefits and community services before they begin a more formal engagement (e.g. submit an application). By providing this service, social agencies help citizens choose the programs and services best suited to their circumstances so the citizens don't waste their time pursuing benefits for which they are likely not eligible. This also saves time and effort on the part of government workers.

Online Applications – Citizens can access Online Applications from the screening results page or directly from the Universal Access home page. If citizens choose to proceed from screening to application, the information captured during the screening process is populated to the online application. Regardless of the route taken, information is captured once and can then be sent to multiple backend systems for processing and/or eligibility determination for benefits and services. This has the potential to increase data accuracy across systems. Additionally, allowing the individual to enter much of the required data pushes the interaction to a more cost effective web channel (vs. face-to-face or assisted voice communication) and reduces agency workload.

CITIZEN ACCOUNT

Allows clients to manage their interactions with social organizations through a single, intuitive user interface. Citizens can screen themselves for potential government assistance and apply online for benefits and services. Through the Citizen Account, individuals can check the status of inquiries, referrals and applications; view past and future payments; and view upcoming appointments, renewal notices and requests for information/action. Users are able to enter information about important changes or life events via their user account. They can then choose to send the information to one or more registered agencies. The User Account also provides an important tool for the agency to communicate with the client, delivering a platform for outreach programs and informational campaigns.

Life Event Management – allows citizens to update their information in a guided way, based on common Life Events (e.g. new pregnancy, loss of employment, divorce, etc.). The information is entered once. Citizens can then determine which social programs receive the changes.

Citizen Consent Model – gives citizens the ability to choose which social programs are notified of relevant information changes as a result of life events. Citizens are allowed to decide how they interact with government rather than being held to the bureaucratic processes associated with traditional government service delivery.

Outreach – Many organizations find all too often, individuals are not aware of the services and benefits for which they are qualified or eligible. Services go unused and citizens remain in need. The Outreach function supports the development of directed informational campaigns for social program agencies serving citizens. Outreach messages change as the citizen's circumstances change ensuring campaigns are always relevant, while maximizing participation in government programs.

Universal Access is a high value, low cost solution that can be implemented "stand-alone" or as a component of a larger solution, providing a roadmap for future modernization.

CONFIGURABLE, SOA-COMPLIANT SELF-SERVICE COMPONENT

Universal Access is based on Cúram Software's configurable; integrator agnostic SOA-based application. It can be used with other Cúram components or as a front-end, self-service solution across multiple back-end systems (including single or multi-agency legacy systems).

Platform for Agency Transformation – Universal Access is a high value, low cost solution that can be implemented "stand-alone" or as a component of a larger solution, providing a roadmap for future modernization.   It can be expanded to include a caseworker interface (leveraging legacy systems for eligibility and entitlement) or to include full case management functionality. Because social program agencies leverage Universal Access whether they move forward with additional Cúram functionality or not, it provides a quick win with immediate benefit to both clients and the organization.

End-to-End Configuration – Configurability provides the means to add/remove/modify functionality without costly and time-consuming coding. Universal Access Configuration tools allow administrators and staff to modify out-of-the-box content and add organization-specific content without software code changes.

KEY BENEFITS

- Provides a citizen-centered application that connects people to the social programs, services and information they need, regardless of who delivers them.
- Modernizes the end user experience by providing a customizable, intuitive, Web-based user interface; integrating data from multiple, disparate legacy data systems in a single application.
- Ensures social programs are easy to find, easy to access and easy to deal with.
- Creates a Web-based portal where citizens can manage their online interactions with social organizations. Clients can submit applications and claims, view application/claim status, access payment information, check scheduled activities and report life events.
- Provides an extensively configurable, citizen interface through a flexible, integrator agnostic, SOA-based application that can be used as a front-end solution across multiple back-end systems (including single or multi-agency legacy systems).
- Provides a quick win for agencies with a fully packaged, ready to install offering that includes a citizen-facing application, administration applications, an application server and a database. The solution can be configured and deployed in a fraction of the time of other offerings.
- Provides a low cost/low risk offering that can be used as a platform for growth towards a larger enterprise system.

FOR MORE INFORMATION, PLEASE VISIT WWW.CURAMSOFTWARE.COM