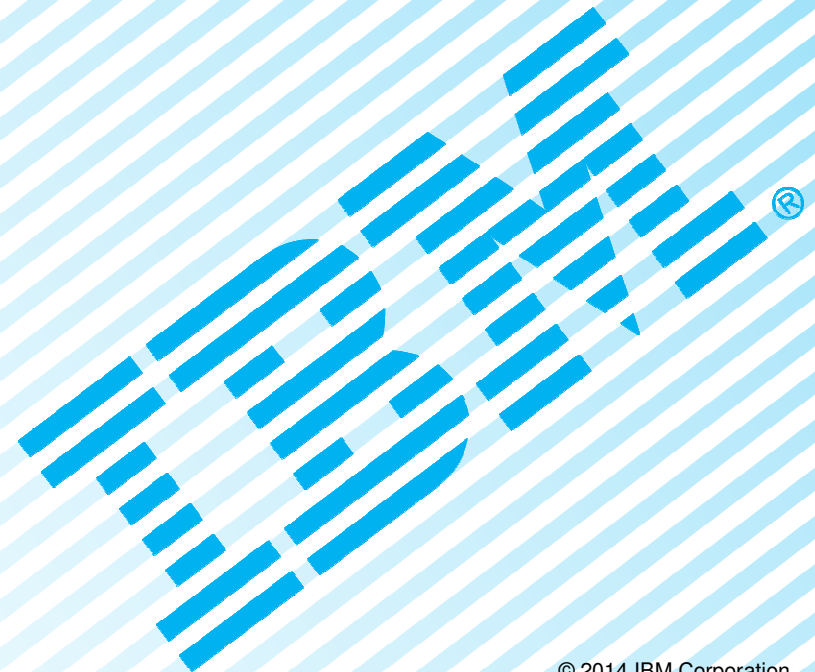


# The IBM Cúram Solution for Child Welfare

Addressing the needs of the child welfare market for today and tomorrow

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IBM has a strong, long-standing commitment to social programs, which was expanded with the acquisition of Cúram Software

- Offers industrial-strength, **line-of-business software for social programs**, covering all types of organizations
- Adds some **700 subject matter experts** in social programs to IBM:
  - 40 client-facing specialists with deep industry knowledge
  - 300 service professionals experienced in social programs
  - 320 dedicated social program product development resources
- Provides a **new social programs policy research** capability—the IBM Cúram Research Institute



A social program data model that supports over 50 programs out of the box

- **Client-centric, multi-program data model** delivers a holistic view

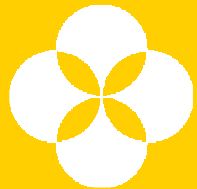


- Prebuilt social services data structure and relationships **support over 50 social programs out of the box**



- Social program–specific data model to **consistently store and report** on client and provider **performance and organizational outcomes**



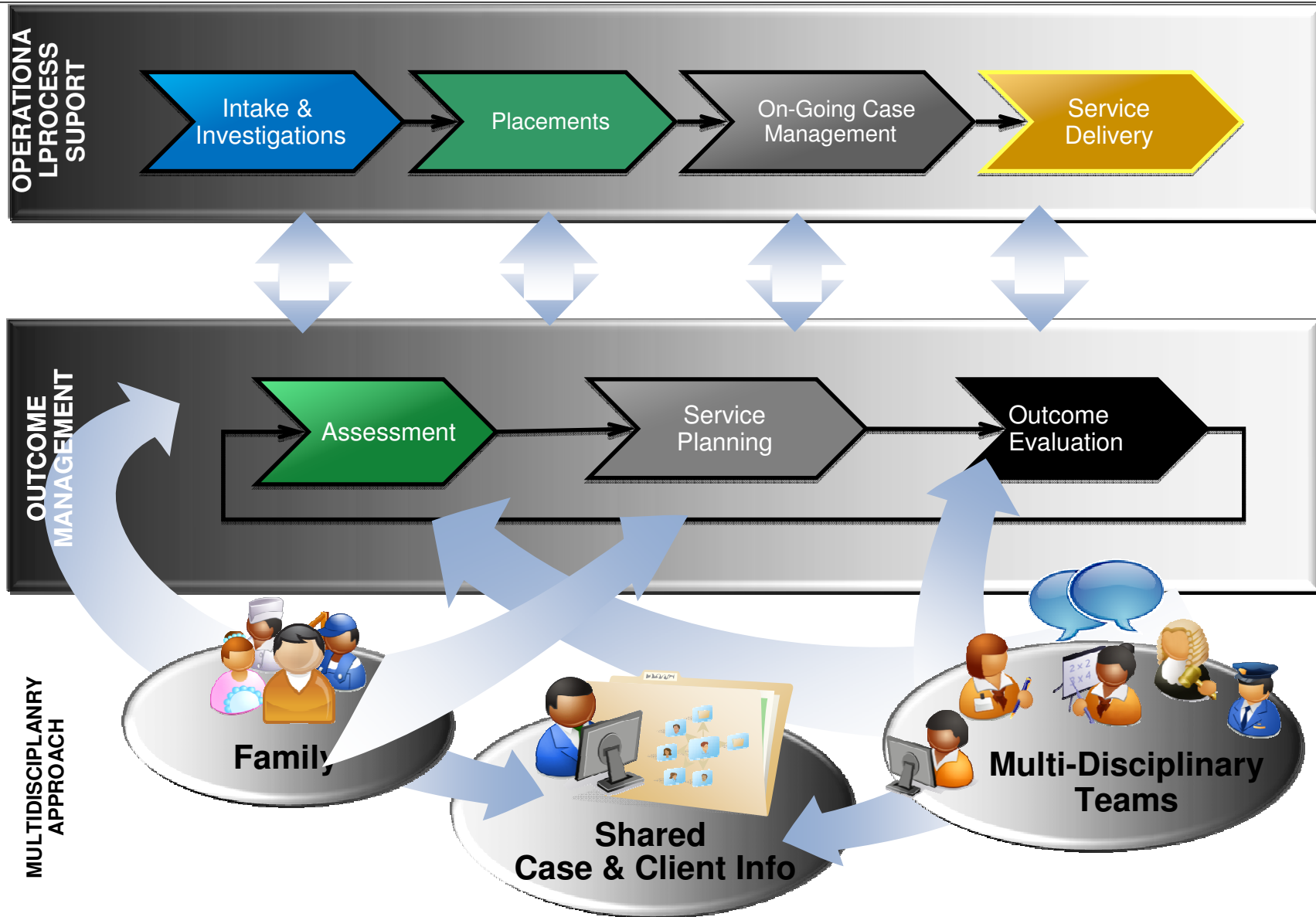


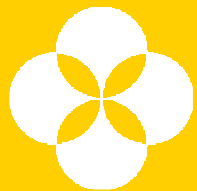
# Child Welfare Solution Overview



| Case Management  |                                 |  |   |                        |                                 |
|--|---------------------------------|--|---|------------------------|---------------------------------|
| Intake   | Investigation                   | On-Going Case Mgmt                                 | Adoption  | Court/Legal            | Collaborative Case Mgmt         |
| Multi-channel Support                                  | Add/ Manage Allegations         | View Allegations                                   | Adoption Subsidy                                  | Legal Actions          | Social Enterprise Collaboration |
| Capture Type & Participant                             | Override Allegation Disposition | Service Planning/Auth orization                    | Visitation Plan                                   | Agree-ments            | Multi-Disciplinary Team (MDT)   |
| Extended Search  | Milestones/ Waivers             | Inter-jurisdictional Agreements                    | Prospective Parent Recruitment & Mgt              | Legal Status           | Case & Participant Index        |
| Record Allegations                                     | Service Referrals               | Outcome Management                                 | Adoption Finalization                             | Petition s and Orders  | Meeting Scheduling & Tracking   |
| Screen in/out  | Submit/ Recommend               | Foster Care IV-E                                   | IV-E Elig. Rules for                              |                        |                                 |
| Placement/ Provider Management                         |                                 |  |   |                        |                                 |
| Removals   | Service Provider Financials     |  | Foster Care Matching                              |                        |                                 |
| Days in Care   | Placement Request               |  | Services  |                        |                                 |
| Structured Decision Making®                            |                                 |  |   |                        |                                 |
| Screening Criteria                                     |                                 | Response Priority Assessment                       | Safety Assessment                                 | Family Risk Assessment |                                 |
| Caregiver Strengths and Needs Assessment/ Reassessment |                                 | Child Strengths and Needs Assessment/ Reassessment | Family Reunification Assessment Risk Reassessment |                        |                                 |

| Core Functionality     |   |                         |                 |
|------------------------|---|-------------------------|-----------------|
| Workflow Automation    | Correspondence Mgmt   | Participant Management  |                 |
| Rules Engine           | Notifications   | Workload Management     |                 |
| Task Management        | Calendaring Functionality                                       | Audit Trails            |                 |
| Security               | Web Services  | On-line Help            |                 |
| Person Management      |   |                         |                 |
| Merge & Unmerge Person | Person Details: Indigenous; Medical; Physical; Gang Affiliation | Citizen Context Viewer  |                 |
| Performance Management |   |                         |                 |
| Caseload Dashboard     | Work Queue Mgt  | Reassign Tasks & Cases  | Real-time KPI's |
| Report Templates       | Data marts  | AFCARS Batch Extracts   |                 |
| Financial Management   |   |                         |                 |
| Decision History       | Eligibility Determination                                       | Change in Circumstances |                 |
| Adoption Subsidies     | Foster Parent Board Payments                                    | IV-E Eligibility        |                 |

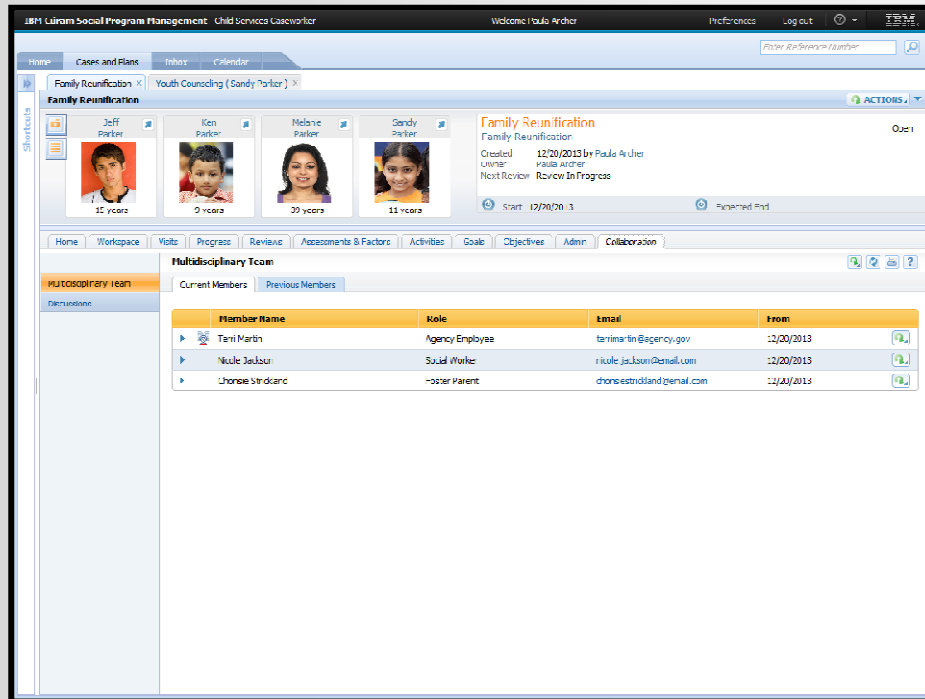




# Challenges & Solutions



## Challenge: Communication with family and service providers



Enables collaboration and coordination of virtually all key parties involved with the client and family for effective, team-based planning and decision making

## Solution: Multi-disciplinary Team Collaboration

- Promote coordination between agencies
- Help to resolve difficult cases
- Identify service gaps and breakdowns in coordination and communication between agencies and individuals
- Provide a forum for learning more about the strategies, resources, and approaches used by various disciplines

## Challenge: Unpredictable Workloads

| Name  | Administrator             | User Subscription |
|---|---------------------------|-------------------|
| Online Application Received Work Queue          | ADMINISTRATION USER       | Yes               |
| Withdrawal Request Created Work Queue           | ADMINISTRATION USER       | Yes               |
| Application Ready For Determination Work Queue  | ADMINISTRATION USER       | Yes               |
| TEMPORARY OWNER ASSIGNMENT                      | Unauthenticated Test User | No                |
| CLIENT MULTI-MATCH NOTIFICATION                 | Unauthenticated Test User | Yes               |
| DEFAULT   | ADMINISTRATION USER       | Yes               |
| Enquiry Work Queue                              | ADMINISTRATION USER       | Yes               |
| SUPERVISORWORKQUEUE                             | Unauthenticated Test User | Yes               |
| PENDING OWNER ASSIGNMENT                        | Unauthenticated Test User | Yes               |
| ONLINEREQUESTORAPPEAL                           | Unauthenticated Test User | Yes               |
| External Request Work Queue                     | ADMINISTRATION USER       | Yes               |
| Service Invoice Exception Processing Work Queue | ADMINISTRATION USER       | Yes               |
| Invoice Approval Work Queue                     | ADMINISTRATION USER       | Yes               |
| Roster Exception Processing Work Queue          | ADMINISTRATION USER       | Yes               |
| Roster Line Item Approval Work Queue            | ADMINISTRATION USER       | Yes               |

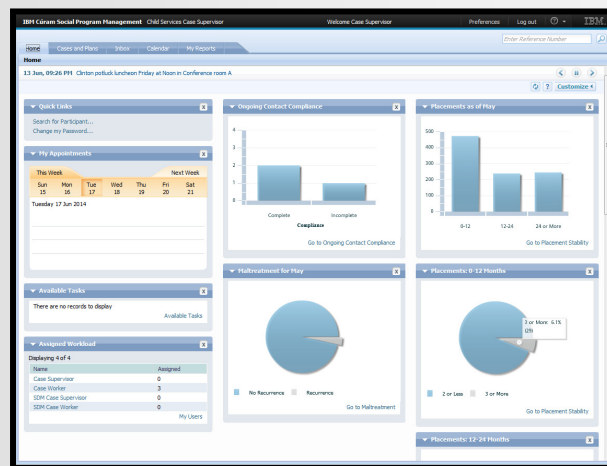
Provides the ability to configure and automate business workflow to improve efficiency, effectiveness, consistency and accuracy

## Solution: Work Supervision & Workload Balancing

- Automatic case reassignment
- Reserve tasks for specific users
- Task graphs
- Task redirection
- Allocation blocks

### Setup Work Queues

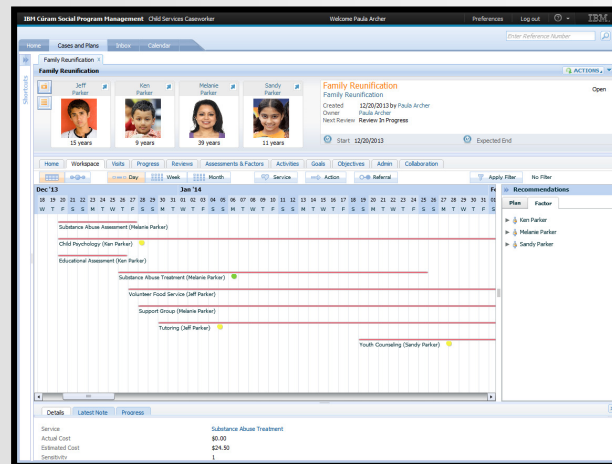
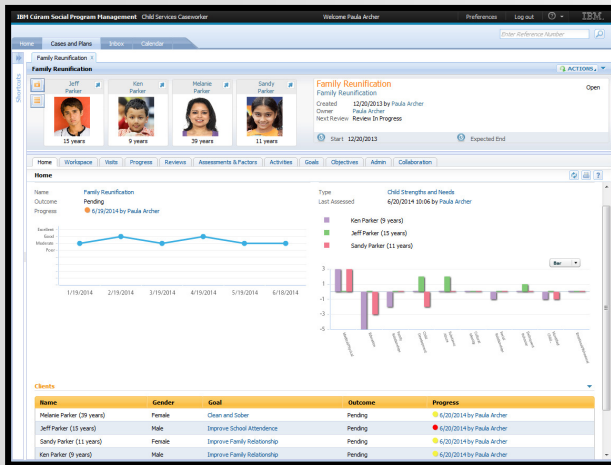
### Monitor Queues

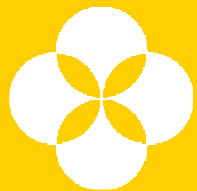


# Challenge: Case workers unsure of services to offer family

## Solution: Assessment Framework

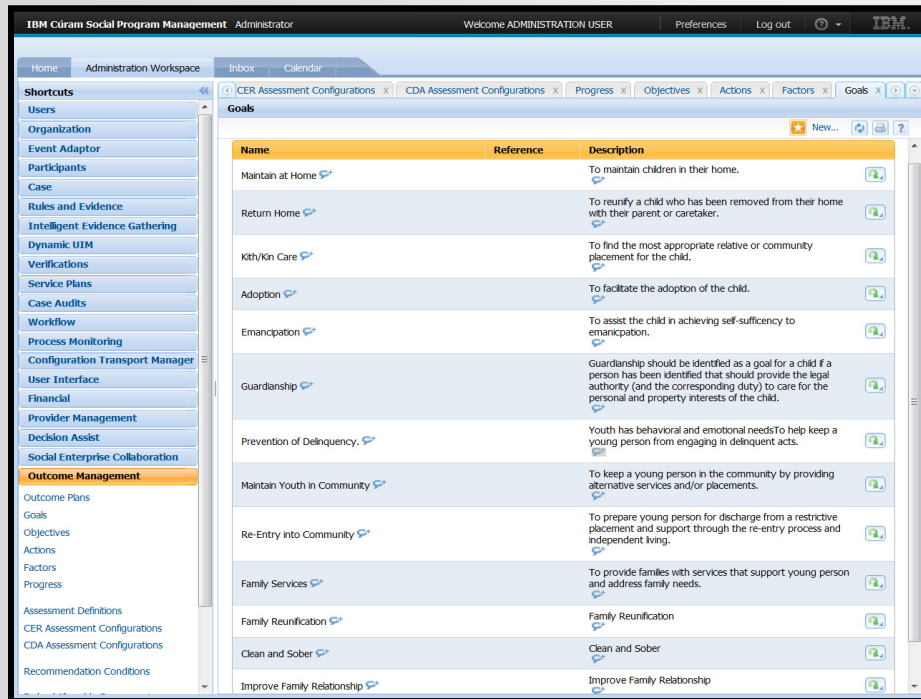
- Alignment of assessment results to recommended outputs
- Ability to track and monitor progress
- Business empowerment of assessment process





**Adaptability to  
address future challenges**

# Configurability



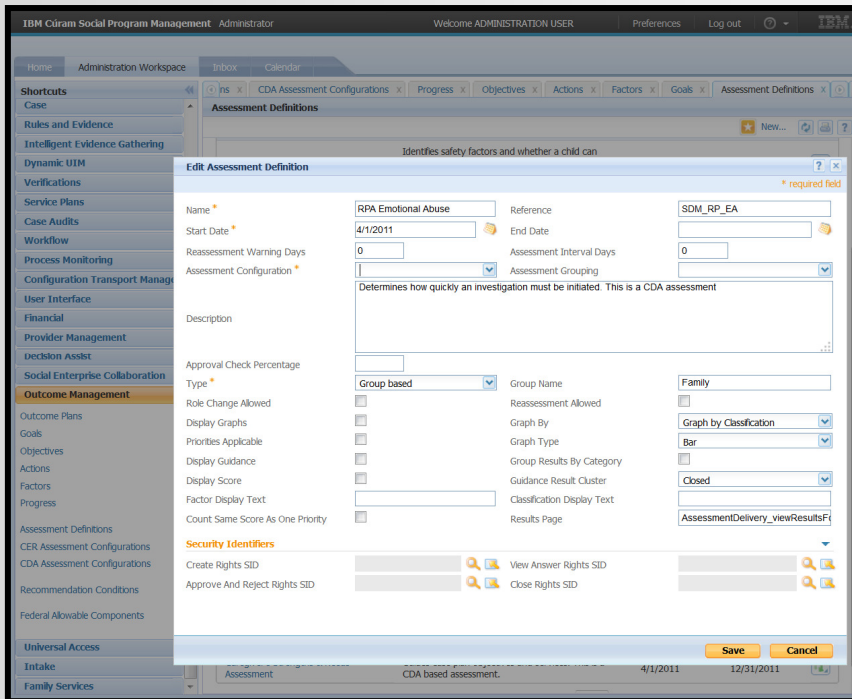
## Core social industry components are dynamically configurable

- Business user–friendly editors
- Drag-and-drop
- Industry–specific content
- Prebuilt and globally proven components
- Configuration on top of components, with no structural changes

## Business-driven features to modify prebuilt scripts, rules, processes

- Domain-specific scripts, rules and processes to reduce administrative workload, and tools to adjust them

# Add Assessments

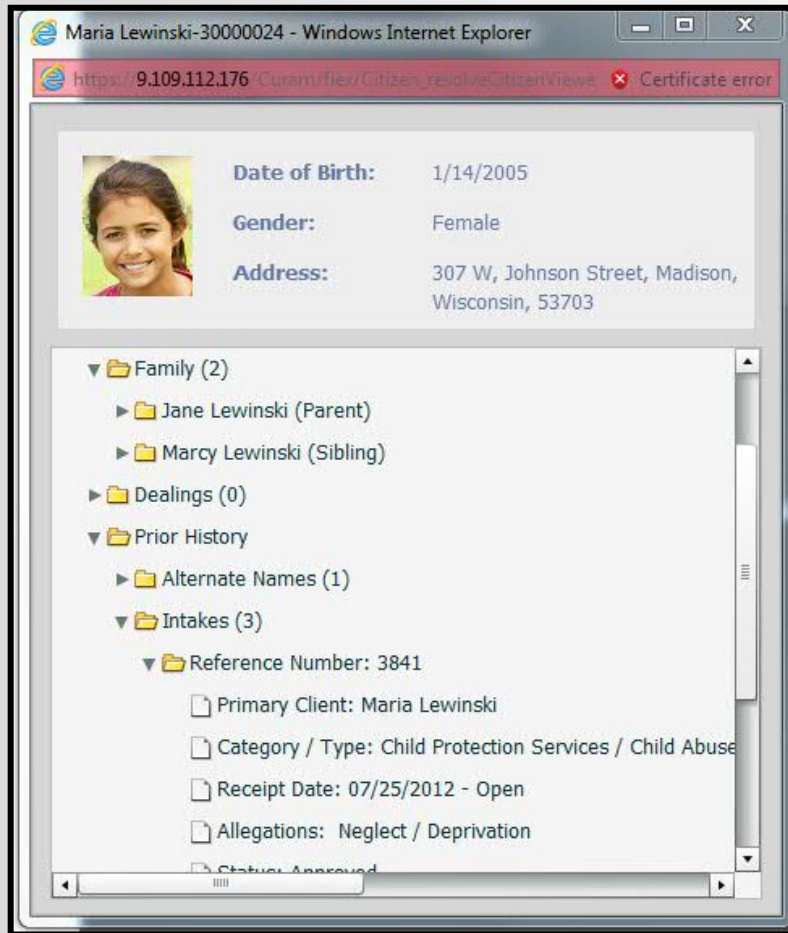


## Dynamic assessment and decision making framework providing:

- Business Input of Assessment Criteria
- Configurable Recommendations and Factors
- Run time administration
- Flexibility allowing ability to link to outside assessments, build in existing assessments, or integrate add-on packages

IBM Cúram supports agencies in assessing client needs, developing client goals, tracking client progress and analyzing the effectiveness of prescribed services.

## View data from external agencies & other internal agencies



### Multi-Disciplinary Access

- Enables teams of internal and external participants to view and act on case and citizen information

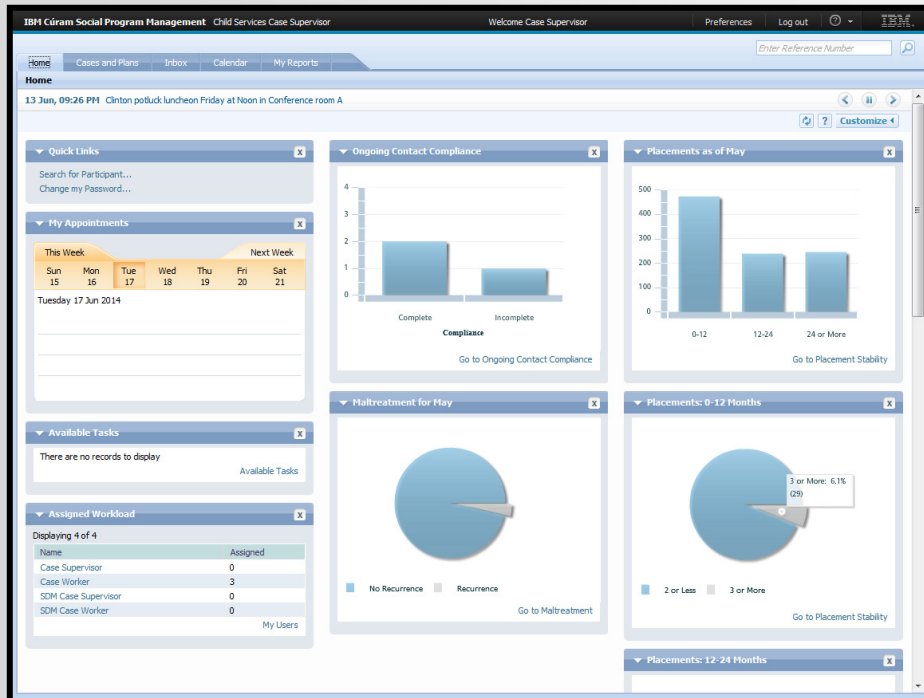
### Coordination and Communication Tools

- allow team members to collaborate and communicate about the creation, maintenance and status of outcome plans, team interactions and client progress

### Citizen and Case Context

- provides teams with all of the relevant information on existing cases, benefits and services currently being received across multiple programs

## Supervisor Workspace for Forecasting



Drive operational decisions in real time for better outcomes

**Offers a wide range of work management capabilities across the enterprise**

- providing multiple views into the organization's workload, from groups to divisions to agencies

**Presents workload information**

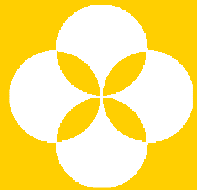
- in a readily digestible format

**Provides the required options to manage and distribute workload**

- to address organizational requirements

**Supports operational and program performance monitoring and continuous improvement**





# What's Next?

## Upcoming Activities

- IBM Cúram Child Welfare Solution: Demo Series
  1. Case collaboration among case workers, providers and partners
  2. Integrated assessments and outcome planning
  3. A view of child-family prior history
  4. Work allocation and task re-direction

URL: [ibm.com/child-welfare-demos](http://ibm.com/child-welfare-demos)

- Second Webinar in October, topic TBD based on your input