

Person Evidence Management 8.1.1

Enablement material

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Hello and welcome to this deep dive presentation that introduces the Person Evidence Management enhancement that is available in Merative Social Program Management (SPM) V8.1.1

Agenda

1. Business Overview
2. Change of Circumstances
3. Technical Overview
4. Upgrade Considerations
5. Where to Find More Information

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The presentation will begin with a business overview of Person Evidence Management.

We will walk through how a change of circumstance is handled when Person Evidence Management is enabled in the application.

We will then look at a technical overview of this enhancement and the upgrade considerations.

The presentation concludes with guidance about where to find additional information for this enhancement.



Business Overview

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Who do we serve



Emma Harris

Delivery of Benefits
Caseworker; case
ownership model



David Nadar

Delivery of Benefits
Caseworker; work
queue driven
model

Targeting all caseworkers who
manage person evidence; both
Emma and David.

Person Evidence Management

- Person Evidence Management allows person evidence to be managed centrally independent of any benefit.
- Where an agency can streamline verification requirements across all benefits, Person Evidence Management allows an agency to verify this data once only for use on any application, providing efficiency gains to the agency.
- This person centric approach is especially advantageous to customers delivering benefits across multiple integrated cases:
 - Benefit access can be restricted to only the caseworkers who need it, to ensure data privacy of citizens, without impact on caseworkers having visibility on the latest person evidence.
 - All caseworkers have access to person evidence regardless of status and will not be asking citizens for evidence that has already been submitted to the agency.
 - Support for digital updates to person evidence extended by removing the correlation to benefit delivery or entitlement.
- Person Evidence Management cannot be used where there are benefit specific verification requirements on any of the 10 out-of-the-box person level evidence types. Customers may continue to use the existing approach and maintain person evidence within an integrated case and share these changes to person level.

Out-of-the-box person evidence types:

- ✓ Addresses
- ✓ Ban and Death Details
- ✓ Gender
- ✓ Identifications
- ✓ Names
- ✓ Contact Preferences
- ✓ Phone Numbers
- ✓ Relationships
- ✓ Bank Accounts
- ✓ Email Addresses

Our caseworkers, Emma and David, can manage common person information centrally, independent of the state of applications/benefits for that person or Emma's/David's access to those applications/benefits, with the information still available for use on an Integrated Case.

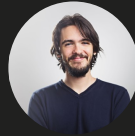
Using Person Evidence Management is only possible where verification requirements can be streamlined across **all** benefits. Otherwise customers can continue to use the existing approach and maintain person evidence within an integrated case and use evidence sharing to share these changes to the person level.

Change of circumstance

Our citizen Maria has recently moved address, and she calls the government agency she receives benefits from, to update her information.

David the caseworker, will change Maria's address.

This enhancement allows David to make the change within Maria's person profile where it can immediately be available to all other caseworkers



David Nadar
Delivery of Benefits, Caseworker

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Today David is supporting our citizen Maria by processing a change of circumstance. Maria has recently moved address, and she calls the government agency she receives benefits from, to update her information.

Change of circumstance

The screenshot displays the Curaam system interface. At the top, the user is logged in as 'SUPER USER'. The main profile for Maria Hernandez is shown, including her name, address (456 Orange, Midway, Utah, 84045), gender (Female), and birth date (Born 11/1/1996, Age 27). A red box highlights the 'Evidence In Edit' and 'Items to Verify' status indicators. Below the profile, a 'Dashboard' view shows various evidence categories like Active Evidence, In Edit Evidence, and Items to Verify. A 'New Evidence' modal is open on the right, allowing the user to select an evidence type for creation. The modal includes a table with the following data:

Type	Description	Action
Addresses	Record addresses for the client such as their private and mailing address.	Add...
Bank Accounts	Record details of any bank accounts held by the client.	Add...
Contact Preferences	Records the preferred contact type when corresponding and language.	Add...
Email Addresses	Record email addresses that can be used when communicating with the client.	Add...
Employment Status	Employment Status	Add...
Gender	Record the gender of the client.	Add...
Identifications	Record different types of identification for the client such as passport.	Add...
Names	Record any names the client uses such as registered name or alternative names.	Add...

A 'Close' button is located at the bottom right of the modal.

When David is assigned to process Maria's change in address, he navigates to Maria's evidence page within her Person profile because he knows that Person evidence such as Address that requires verification can be entered at the Person level initially in an in-edit state where proof can then be added and the evidence activated. He sees the evidence in a Dashboard view and that currently there is no evidence in-edit and no outstanding items to verify.

He is no longer required to navigate to one of Maria's cases in order to document the change in address but instead can now enter the change centrally within Maria's person profile where it will be immediately available to all other caseworkers. He isn't forced to potentially make an arbitrary decision about which case to use to enter the change in address. In addition his ability to enter a change in address that requires verification at the Person level enables the change to be documented independently of the state of applications/benefits for Maria or to which of those applications/benefits he may have access.

He selects to add new Address evidence.

Change of circumstance

New Addresses ⓘ x

Case Participant
Maria Hernandez (27)

Address Details ^

Type *
Private

From *
8/18/2023

To
Mid/yyyy

Please enter either Apt/Suite or Street 1.

Apt/Suite
Street 1
123 Lemon

Street 2
City
Midway

County
State
Utah

Zip
84045

☐ Preframed

Close Cancel Save & Exit Save & Next

New Addresses ⓘ x

New Addresses **End Existing Addresses** *required field

End Addresses

Change Reason
Reported by Client

Evidence End Date
8/17/2023

End Existing Addresses

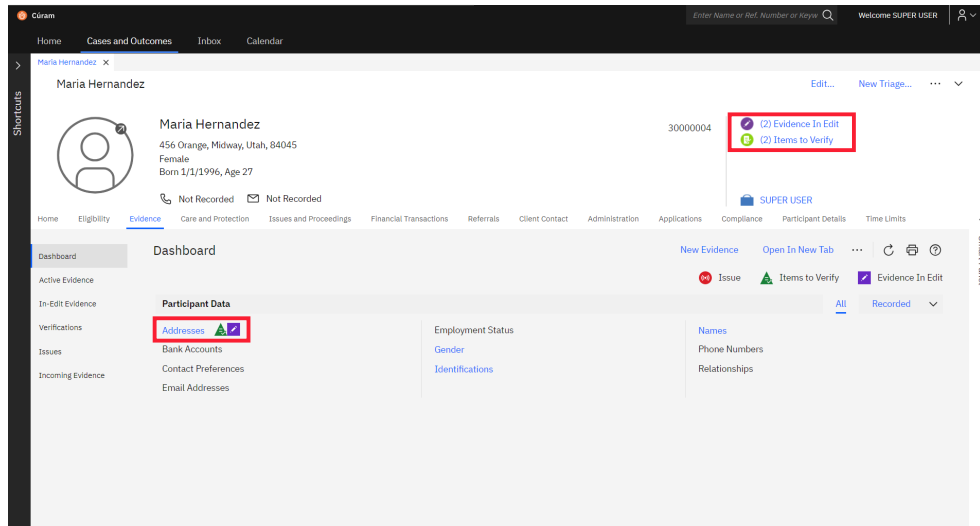
Select any record(s) which require an end date

<input type="checkbox"/>	Name	Evidence Description	Period
<input checked="" type="checkbox"/>	Maria Hernandez (27)	Private address is 456 Orange, Midway, Utah, 84045	8/18/2023 -

Cancel Finish

He adds the new address, selects Save and Next, and then selects the former address to end date and finishes.

Change of circumstance



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On the Evidence Dashboard, he sees the Address evidence is in-edit and requires verification. He is also notified in the context panel that two evidence records are in-edit and there are two items to verify – one for the change to the original address and one for the new address entered.

David doesn't have Maria's proof of her new address yet so he can't complete the verification and activate the address evidence change.

Change of circumstance

Maria's address change is in an in-edit state awaiting the necessary verification. A few days later, Maria provides the required proof of address to the government agency.

Emma the caseworker, will now verify the address change for Maria.

Again, this change is made within Maria's person profile where it can immediately be available to all other caseworkers



Emma Harris
Delivery of Benefits, Caseworker

Change of circumstance

The screenshot shows the Cúram system interface. At the top, there's a navigation bar with 'Home', 'Cases and Outcomes', 'Inbox', and 'Calendar'. Below this, the user profile for 'Maria Hernandez' is displayed. The profile includes a placeholder for a picture, the name 'Maria Hernandez', and details: '456 Orange, Midway, Utah, 84045', 'Female', and 'Born 1/1/1996, Age 27'. A red box highlights the 'Evidence' section, which shows '(2) Evidence In Edit' and '(2) Items to Verify'. Below the profile, there's a 'Home' section with various tabs like 'Eligibility', 'Evidence', 'Care and Protection', etc. The 'Evidence' tab is selected, showing a list of evidence items. The bottom of the screen shows 'Pending Applications' and 'Current Cases'.

A few days later, Maria arrives to the office to provide a utility bill to prove the new address.

Emma, the caseworker has been assigned the task of processing the proof of address that Maria has provided.

Emma searches for and finds Maria in the system. She isn't sure if Maria has already informed the agency of moving (and is just giving the proof today) or if it is completely new information but she can easily see from the context panel that there are two evidence records in edit and two items to verify.

Change of circumstance

The screenshot shows the Caram web application interface. At the top, there's a navigation bar with 'Home', 'Cases and Outcomes', 'Inbox', and 'Calendar'. Below this, the user profile for 'Maria Hernandez' is displayed, including her photo, name, address (456 Orange, Midway, Utah, 84045), gender (Female), and birth date (Born 1/1/1996, Age 27). To the right of the profile, there are status indicators: '30000004', '(2) Evidence In Edit', and '(2) Items to Verify'. Below the profile, a horizontal menu lists various tabs: Home, Eligibility, Evidence (selected), Care and Protection, Issues and Proceedings, Financial Transactions, Referrals, Client Contact, Administration, Applications, Compliance, Participant Details, and Time Limits. On the left side, a 'Shortcuts' sidebar lists 'Dashboard', 'Active Evidence', 'In-Edit Evidence' (highlighted with a red box), 'Verifications', 'Issues', and 'Incoming Evidence'. The main content area, titled 'In Edit Evidence', contains a table with two rows of evidence records.

Type	Description	Period	Latest Activity
Addresses	Private address is 123 Lemon, Midway, Utah, 84045	8/18/2023 -	Created by SUPER USER on 8/18/2023
Addresses	Private address is 456 Orange, Midway, Utah, 84045	8/18/2023	SUPER USER on 8/18/2023 01:28

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She navigates to Maria's Person evidence page to investigate.

When she navigates to the In-Edit Evidence list page, she sees two in-edit Address evidence records. One is for the original address that has been end-dated and the other for the new address that was created by David that matches the address on the utility bill Maria provided as proof for her address change.

Previously, Emma would not have been able to view and continue to process Maria's change of address in this central location and would have been required to determine that the change of address was entered on one of Maria's cases, which she may or may not have had access to, and process it there.

Change of circumstance

The screenshot displays the Curam system interface. At the top, there's a navigation bar with 'Home', 'Cases and Outcomes', 'Inbox', and 'Calendar'. Below this, a search bar and 'Welcome SUPER USER' are visible. The main content area shows a profile for 'Maria Hernandez' with details: '456 Orange, Midway, Utah, 84045', 'Female', 'Born 1/1/1996, Age 27'. To the right, there are status indicators: '30000004', '(2) Evidence In Edit', and '(2) Items to Verify'. Below the profile, there's a 'Verifications' section with a table. The table has columns: 'Item for Verification', 'Evidence Type', 'Mandatory', and 'Due Date'. There are two rows of verifications, both for 'State' addresses, both marked as 'No' mandatory, and both with a 'Due Date' column. Each row has an 'Add Proof' link. The interface also includes a sidebar with 'Shortcuts' and a bottom bar with '© 2024 Merative'.

Item for Verification	Evidence Type	Mandatory	Due Date
> State	Addresses	No	
> State	Addresses	No	

Emma navigates to the Verifications list page, selects the Verify option and provides proof for both outstanding verifications.

Change of circumstance

The image displays two screenshots of the Curam system interface. The top screenshot shows the user profile for Maria Hernandez, including her contact information and a dashboard with various tabs. The bottom screenshot shows the 'Active Evidence' table, which lists evidence items with their types, descriptions, periods, and latest activity. A red box highlights the 'Active Evidence' tab in the left sidebar.

Type	Description	Period	Latest Activity
Addresses	Private address is 456 Orange, Midway, Utah, 84045	8/18/2023	SUPER USER on 8/18/2023 01:49
Addresses	Private address is 323 Lemon, Midway, Utah, 84045	8/18/2023 -	SUPER USER on 8/18/2023 01:49
Birth and Death Details	Born 1/1/1996	8/18/2023 -	SUPER USER on 8/18/2023 01:16
Gender	Female	8/18/2023 -	SUPER USER on 8/18/2023 01:16
Identifications	Reference Number 300000004	8/18/2023 -	SUPER USER on 8/18/2023 01:16
Names	Maria Hernandez is the Registered name for this client	8/18/2023 -	SUPER USER on 8/18/2023 01:16

With the evidence verified, Emma can now apply the changes and activate the address evidence. This updated information is immediately available to all caseworkers.



Technical Overview

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Person Evidence Management

- Person Evidence Management utilizes a new case construct Person Evidence Case (PEC) to deliver the evidence workspace.
 - It allows for person evidence captured at the Person level to make use of the full evidence lifecycle to support the centralization of person evidence.
 - It is a system level case not visible to users of the application.
 - It is a new/separate case which is a new, additional layer on top of existing participant data case.
 - Tight synchronization between these two cases provided for the 10 out-of-the-box evidence types ensure any existing usage of person evidence is unimpacted.

The 10 out-of-the-box evidence types are:

- ✓ **Addresses**
- ✓ **Bank and Death Details**
- ✓ **Gender**
- ✓ **Identifications**
- ✓ **Names**
- ✓ **Contact Preferences**
- ✓ **Phone Numbers**
- ✓ **Relationships**
- ✓ **Bank Accounts**
- ✓ **Email Addresses**

Person Evidence Management is an alternative approach to managing person evidence. Customers may continue to use the existing approach and maintain person evidence within an integrated case and share these changes to person level where it is stored on a participant data case, for example, if they are unable to streamline verification requirements across benefits.

To ensure both approaches operate against Cúram business processes, the technical approach in Person Evidence Management is to introduce a new case type, person evidence case as an additional layer that sits on top of participant data case. Person evidence case is a system level case that is not exposed to caseworkers containing evidence which provides the full evidence lifecycle.

Using Person Evidence Management

- Administrators can enable Person Evidence Management processing by setting the system property in the administration application to YES. By default this property is set to NO.

Note: Once enabled, we recommend that you do not disable Person Evidence Management as enabling it determines a way of managing person and prospect persons.

- When Person Evidence Management processing is enabled, administrators can configure evidence, verifications, and the smart navigator.

Sysadmin properties	Default value	Description
Enable Person Evidence Case (curam.pec.enabled)	NO	Determines whether Person Evidence Management is enabled for persons/prospect persons.
Enable Demographics (curam.pec.demographicsenabled)	NO	Determines whether the demographics tab is enabled for persons with an underlying person evidence case.

The configuration options for Person Evidence Management are available in the administration application. Administrators can enable Person Evidence Management processing and configure evidence, verifications, and the smart navigator.

Using Person Evidence Management for managing data belonging to a person is a conscious decision by an agency and in order to use it, it must be configured on. By default, the property that must be set is not enabled.

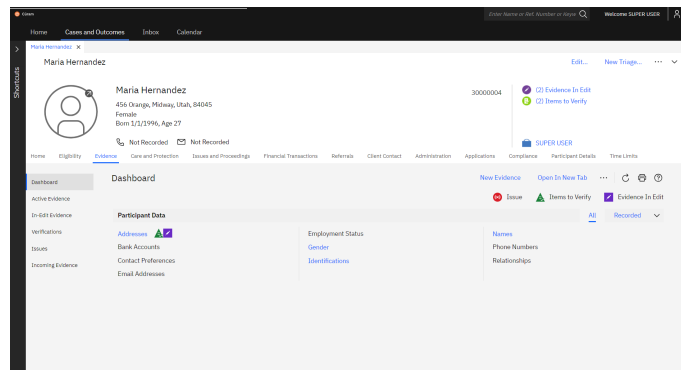
When Person Evidence Management processing is enabled, evidence sharing for Person Evidence Management is configured in the same way in the administration application. To share evidence between the person and an application case, integrated case or a product delivery case, you must create the appropriate sharing configurations.

Verifications for evidence types associated with Person Evidence Management are configured in the administration application in the same manner as currently exists for an integrated case.

The smart navigator is used by caseworkers to quickly navigate to predefined persons, pages, or tabs. To use the smart navigator for Person Evidence Management, follow the procedure to update the relevant system property to point at Person Evidence Management in the *Modifying search targets redirect URLs* section in the *Web Client Reference Manual*.

Using Person Evidence Management

- Person Evidence Management provides a full evidence lifecycle for all evidence types that are configured for a person or prospect person, enabling maintenance of evidence at the person level.
- An evidence dashboard view and active and in-edit lists provide caseworkers with a consistent user experience for managing evidence across the system.
- Evidence can exist in both an in-edit and active state and remains in-edit until it is activated. Evidence for which one or more mandatory verifications have been configured cannot be activated until outstanding verifications are satisfied.
- Context panel provides the ability to view:
 - **Items to verify**
When caseworkers select the Items to Verify link, the Outstanding in-line tab on the verifications page opens.
 - **In-edit evidence records**
When caseworkers select the Evidence in Edit link, the In Edit Evidence list page opens.



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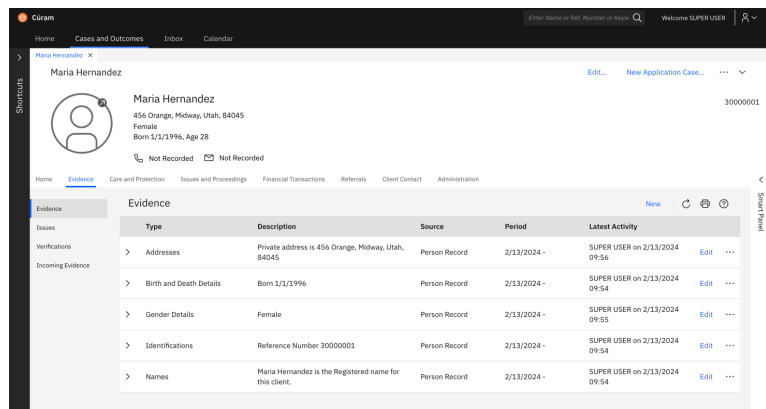
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With Person Evidence Management enabled, an evidence dashboard view and active and in-edit lists provide caseworkers with a consistent user experience for managing evidence across the system. Evidence can exist in both an in-edit and active state and remains in a state of in-edit until it is activated. Evidence for which one or more mandatory verifications have been configured cannot be activated until the outstanding verifications are satisfied. As the evidence goes through its lifecycle, caseworkers can access the latest version of the evidence along with the status of verifications centrally.

The context panel on the person homepage provides the ability to view the number of items that require verification and number of evidence records that are in edit. For verifications, the link opens the Outstanding Verifications in-line tab on the verifications page and for evidence, the link opens the In Edit Evidence list page.

Maintaining Person Evidence at Integrated Case level

- Customers opting **not** to use Person Evidence Management may continue to use an integrated case to maintain person evidence and share these changes to person level where it is stored on a participant data case.
- No updates are required within the administration application as, by default, the property for Person Evidence Management is not enabled.
- Evidence at the person level remains as is i.e. with an active evidence list page.
- Synchronization is not applicable since it is only by enabling Person Evidence Management that synchronization between person evidence case and participant data case is required.
- Only one approach can be used by customers for maintaining the 10 out-of-the-box person evidence types, either using Person Evidence Management or Maintaining Person Evidence at Integrated Case level. It is not possible to use a mixture of both approaches.



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Customers opting **not** to use Person Evidence Management may continue to use the existing approach and maintain person evidence within an integrated case and share these changes to person level where it is stored on a participant data case, for example, if they are unable to streamline verification requirements across benefits. By default, Person Evidence Management is not enabled so no updates are required should customers want to use the existing approach.

The User Interface remains the same with an active evidence list page at the person level.

No synchronization is applicable as this is only relevant when Person Evidence Management is enabled and a new person evidence case is created as a layer on top of participant data case.

Customers need to select one approach **only** for maintaining the 10 out-of-the-box person evidence, either using Person Evidence Management or Maintaining Person Evidence at Integrated Case level, it is not possible to

mix and match approach at evidence type level.

Upgrade Considerations

- When enabling Person Evidence Management, two main areas must be addressed:
 1. Configuration specific to participant data case must be updated to reference person evidence case.
 - Participant verification configurations to be removed from participant data case and re-applied to person evidence case.
 - Participant data case evidence sharing configurations to be removed and recreated against person evidence case.
 2. Data tied to participant data case must be migrated to person evidence case.
 - The PEC Migration Batch process is provided to facilitate the migration of data from participant data case to person evidence case. This manages data migration from a default product standpoint and acts as a foundation that customers can build upon based on their specific customizations.
- **Customers are responsible for their own rulesets** and therefore will need to make the changes required given that common person evidence is no longer on an integrated case and instead on a person evidence case.

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Enabling Person Evidence Management requires two main areas to be addressed for upgrade purposes, configuration and migration.

Configuration specific to participant data case must be updated to now reference person evidence case. Participant verification configurations must be removed from participant data case and re-applied to person evidence case. Sharing configurations for participant data case need to be removed and recreated against person evidence case.

Data tied to participant data case must be migrated to person evidence case. The PEC Migration Batch process facilitates the migration of data from participant data case to person evidence case. Customers can build upon this based on their specific customizations.

Customers are responsible for their own rulesets and would need to make the changes required given that common person evidence is no longer on an integrated case but instead on a person evidence case.

Where to Find More Information

- Merative Social Program Management Documentation 8.1.1
 - What's New in Cúram 8.1.1
 - Person Evidence Management Guide
 - Cúram Upgrade Guide (Section 10.30 PEC Migration Batch)

Thank you

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