

Transforming the way employment services are delivered

Supporting the unemployment claim lifecycle



Highlights

- Offers prebuilt social services data structure and configuration tools
 - Supports more than 50 social programs 'out-of-the-box'
 - Provides user-friendly, intuitive, web-based, self-service capability
 - Supports a citizen-centric, outcome-focused approach
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Employment organizations worldwide face tremendous pressure and uncertainty. An individual, in any profession, can no longer expect to have a job for life with a single company. The average worker today stays in that job for 4.4 years, on average. Millennials can expect to have 15 to 20 jobs over the course of their working lives.¹

More skills and changing skills over a lifetime are required for continued employment. A constantly evolving labor market mismatch means that governments must support skill development and retraining to address the gap between demand for, and supply of, qualified workers. Economies are now so closely linked that an economic downturn in one country or region can impact employment in another. And because economies are global, and so are jobs. An individual might live in one country and work in another. Or they might work at home for a company based halfway around the world.

Long-term youth unemployment presents another set of challenges. According to the International Labor Organization, 73 million young people were unemployed in 2013—a rate of 12.6 percent. This rate is expected to increase to 12.8 percent by 2018.² The youth unemployment rate is of particular concern because the more time a young person is unemployed, the less likely it is that he or she will ever become employed.

People who have lost a job require a unique set of services to help them through difficult times, re-establish their careers, and return to self-sufficiency. To succeed over the long term, employment programs must address these critical challenges. They must assist people who may be disadvantaged, unemployed or underemployed overcome the barriers they face when looking for employment. For some, the barrier may be a low basic skills set and inadequate education. For others, the barrier may be outdated skills that prevent them from moving beyond part-time or low-wage employment with little chance for advancement.



To help individuals sustain long-term employment, government organizations might also need to assist with issues such as child care, health insurance and transportation. Addressing these challenges requires organizations to identify, coordinate and manage a variety of benefits and programs; often across multiple government and non-government programs.

The IBM® Cúram Solution for Employment helps government organizations manage unemployment claims, determine eligibility for benefits and coordinate rehabilitation, job readiness and retraining services. It supports the full claim lifecycle from application processing and eligibility and entitlement determinations to payment of claims and delivery of services. It enables organizations to differentiate quickly between simple employment claims and more complex retraining, education and multidisciplinary cases. It helps direct the response of the agency through different paths based on the characteristics and needs of the individual.

Processing of simple claims can be streamlined for an improved citizen experience. Claims requiring retraining or other services needed to get an individual ready for their next job can be routed to case managers who can bring together collaborative multidisciplinary teams to deliver the appropriate portfolio of benefits and services.

The IBM Cúram Solution for Employment can accommodate employment insurance workflows and transactions within single organizations or integrated approaches to eligibility and benefits delivery that cut across multiple employment and social assistance programs. As a result, unemployed citizens can not only return to work more quickly, they can return to a job or career that can provide long-term self-sufficiency.

Prebuilt industry capabilities

The IBM Cúram Solution for Employment delivers prebuilt industry components, business processes, toolsets, and interfaces within a dynamically configurable architecture. This architecture enables employment organizations to support increases in demand through more effective program management. The solution is designed to help you meet the core employment requirements and business processes and contains the key rules, views, and workspaces necessary to support the changing needs of your organization, workers, and clients.

The IBM Cúram Solution for Employment offers:

- Social program core components with ready-to-use data models, evidence management and eligibility capabilities that helps you keep up with changing legislation, rule sets and circumstances over a person's entire career.
- A platform that gives you the ability to meet changing delivery demands and to adopt and prototype evolving social programs and service delivery models.
- Prebuilt business user configuration tools to help you quickly configure new benefits, allowances and payments.
- Priority, Complexity, Risk (PCR) processing that allows you to identify clients with emergency needs, families with complex structures, and citizens at risk.
- A differential response model based on subject matter expertise and prebuilt toolsets to help you drive better outcomes.
- Configurable business processes to support the employment benefits lifecycle from initial registration to eligibility and entitlement determination, benefits delivery and self-sufficiency.
- Scalable high transaction volume processing to help ensure full automation across growing amounts of data.

Features:	Develop a more complete view of social programs	Prebuilt social services data structure and business configuration tools	Social services-specific data model
Benefits:	<ul style="list-style-type: none"> • Supports the employment benefits lifecycle: <ul style="list-style-type: none"> - initial registration - eligibility and entitlement determination - benefits delivery and self-sufficiency 	<ul style="list-style-type: none"> • Supports more than 50 social programs 'out-of-the-box' • Quickly configures new benefits, allowances and payments 	<ul style="list-style-type: none"> • Tracks and reports client and provider performance and organizational outcomes • Keeps pace with changing government legislation, rule sets and clients' life circumstances

Figure 1: The IBM Cúram Solution for Employment incorporates prebuilt industry components to support a holistic approach to service delivery.

Features and benefits

Provide intuitive self-service capabilities

The IBM Cúram Solution for Employment has a configurable, rules-based platform that allows employment organizations to provide a user-friendly, intuitive, web-based, self-service capability to citizens. Individuals can see for themselves if they are eligible by entering basic information about themselves and their situation. They can inquire about employment benefits through a guided process that assesses their needs and circumstances, and directs them to the proper community- or government-based resources—even if they are unfamiliar with the programs.

The IBM Cúram Solution for Employment delivers needs-based triage and matching of benefits; personalized content and recommendations; differential response based on needs and priority; and interoperability with existing screening processes. It displays all relevant information to job seekers about their benefits and services, and can notify them of available jobs, upcoming interviews, and other information that can help get them ready for work and back to work more quickly; and help keep them employed for the long-term.

Support multidisciplinary teams

The IBM Cúram Solution for Employment is designed to support multidisciplinary teams working across systems and organizations. It facilitates collaboration between key stakeholders for more effective team-based planning and decision making. And it promotes the coordination of services across organizations. To that end, the solution is designed to:

- Provide a series of role-based portals and workspaces for various key stakeholders including clients, providers, employers, caseworkers, and agency participants who require a personalized solution to ensure they have the information they need to do their jobs
- Enable teams of internal and external professionals and other stakeholders to view and act on case and citizen information while maintaining citizen privacy
- Allow team members to collaborate and communicate about the creation, maintenance and status of outcome plans, team interactions and client progress
- Provide teams with all relevant information on existing cases, benefits, and services currently being received across multiple organizations and programs.

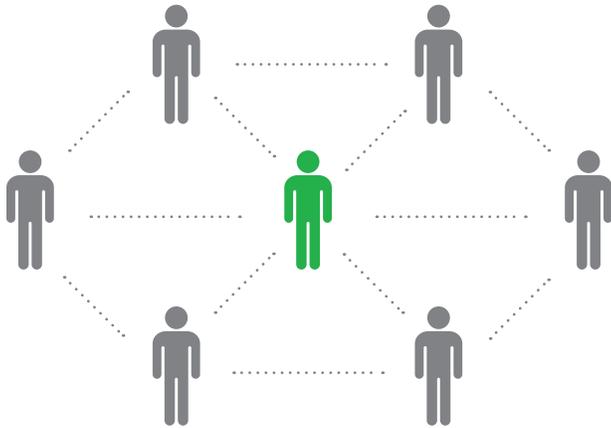


Figure 2: The IBM Cúram Solution for Employment is designed to support team-based decision making, proactive response and improved coordination, delivery and evaluation.

These capabilities help professionals quickly identify and resolve challenges with difficult cases; identify service gaps; and minimize breakdowns in coordination and communication between agencies and individuals. The solution also provides a forum for professionals to learn about strategies, resources, and approaches used by other disciplines.

By using the IBM Cúram Solution for Employment to coordinate services across multiple program areas, professionals on multidisciplinary teams can drive better outcomes for their clients while meeting organizational goals and adhering to governance models. The seamless integration of program management, outcome management, provider management and other capabilities makes it possible to develop individualized plans that meet the needs of the individual while optimizing the utilization of resources. Professionals can gain experience-based, data-driven insights to help them make better decisions. This results in a reduction in the provision of unnecessary services, increased program efficacy, and better outcomes for individuals, families and society.

Work management capabilities

The IBM Cúram Solution for Employment offers a wide range of work management capabilities that are applicable across the enterprise. The solution provides multiple views into the organization's workload; from the individual worker, to groups, divisions, and agencies. Workload information is presented in a readily digestible format to help drive operational decision-making in real time. In instances where workload is unpredictable, the IBM Cúram Solution for Employment provides automatic case reassignment. When appropriate, tasks can be reserved or specific users. Workflows can be automated to improve efficiency, efficacy, consistency and accuracy. And all workflow data can be tracked and charted. The solution supports continuous operational and program performance monitoring to drive better organizational and client outcomes.

The solution includes work management capabilities specifically for the supervisor. It is designed to help supervisors monitor and manage work assigned to users, organization units, and work queues that they oversee and supports the supervisor in managing workload balancing by enabling case and task assignment and re-assignment within the system. The supervisor has a number of different workspaces available to aid in assessing the workload of individuals or groups. Workspaces provide both at-a-glance overviews and more detailed lists such as a view of all tasks due on a particular day.

Integrated job search

WCC, a leading provider of high performance search and match software, and IBM have announced their strategic partnership and collaboration to bring together the leading IBM Cúram Social Program Management solution with the WCC flagship platform, ELISE. The WCC solution is known as Smart Search & Match, because it 'learns' from past behavior and can interpret a huge range of data based on context.

ELISE is used by the world's leading staffing and recruitment agencies, and the largest and most innovative public employment services, to deliver employment search and match capabilities. Together, IBM Cúram and WCC ELISE deliver a comprehensive, integrated solution that can intelligently identify the right benefits and services for the individual to help get them job ready, and then once the individual is job ready, help to intelligently find the right job for that person.

Comprehensive provider management

The IBM Cúram Solution for Employment enables organizations to manage third-party providers for improved service delivery and value. The solution includes a common repository of providers and services information that can be used to match the needs of an individual or family with the optimal mix of services offered by third-party providers.

- Re-usable business services supported:
 - Payments processing
 - Licensing
 - Provider assessment, monitoring and comparison
 - Contract management
 - Provider self-service access

It also offers a provider portal that can facilitate communication among regulatory, funding and provider organizations, as well as provider self-service access.

Commercial, off-the-shelf functionality

The IBM Cúram Solution for Employment was designed to address the needs of the industry with the domain-specific functionality claimed by transfer offerings, but without the inherent implementation and maintenance drawbacks of transfer or custom systems. The IBM Cúram Solution for Employment tracks the trends and incorporates technology and standards relevant to employment organizations giving you access to emerging capabilities via regular upgrades.

Building on more than a decade of experience and collaborating with a wide variety of social program organizations implementing a variety of needs- and contributions-based programs, the solution helps incorporate the most efficient and effective business processes to support the broadest range of services. It ensures re-use and incremental modernization and transformation. Through the IBM commitment to continual investment, implementations stay current and relevant.

Beyond employment, the IBM Cúram solution delivers a platform for modernization to other social program organizations. The IBM Cúram Solution for Employment is built as part of a broader IBM Cúram architecture, intended to address the needs of all social programs. IBM Cúram pioneered the use of the commercial, off-the-shelf (COTS) solution for social program organizations and is the only tried-and-tested platform to administer both employment- and needs-based assistance programs from a single data model.

The solution is designed to comply with open standards and is configurable by business analysts and usable by caseworkers with minimal training. It can be easily and cost-effectively integrated with an organization's existing platform to reduce the amount of customized code. Through focused investment in social services COTS solutions, IBM Cúram can incorporate both service delivery and technology innovations into its products.

With successful implementations across the world at federal, state, and local levels, IBM Cúram has proven its applicability to social organizations of all sizes. Because the solution is a COTS product, organizations reduce cost of implementation and maintenance, while regular upgrades help ensure compliance.

A path to self-sufficiency

The IBM Cúram Solution for Employment provides the tools needed by employment organizations to create and manage optimal outcome plans that support the path to self-sufficiency for citizens. The solution is designed to assess client needs, establish client goals, plan for goal attainment, and track client progress toward being job ready and finding a new or better job.

IBM Cúram supports the collaboration and coordination of all resources at an agency's disposal in an effort to support the client's efforts to achieve desired outcomes. This solution supports multiple assessments being run across one or more members of a family and delivering employment organizations a complete understanding of the client's needs and identifying potential barriers to success.

Why IBM?

Governments everywhere are reinventing themselves to better integrate across functions and collaborate with partners to drive better outcomes for individuals, families and society. Despite tight budgets and increasing demand, social program organizations need to consistently administer programs that support the people who need it most.

These organizations choose IBM for their technologies, experience and people. IBM solutions are built on an understanding of your goals, developing processes to support them, and then using technology to achieve better outcomes. They also help you assess client needs, develop client goals, track client progress, and analyze the effectiveness of services. By simplifying the process of efficiently managing social program delivery, IBM helps you achieve positive outcomes more quickly and efficiently.

Through improved access to information, and a more rigorous understanding of individuals' needs, all levels of government can deliver better, more timely outcomes. With world-class industry and technology expertise, IBM provides the integrated solutions that help visionary leaders achieve their objectives. As a commercial, off-the-shelf product, the IBM Cúram Solution for Employment can help you reduce the cost and time of implementation and maintenance, while taking advantage of regular upgrades to help ensure the solution stays up-to-date.

IBM Watson Health

Existing systems of care, wellness and support are facing severe economic and demographic pressures. They must come together in new ways with technology, data and expertise to drive better outcomes that will help individuals live healthier and more productive lives.

Tapping vast and growing sources of data about individuals from all dimensions of wellness—their clinical, genomic, behavioral and social context—to establish a truly holistic view of an individual's needs is now possible. Advanced analytics and cognitive computing can be applied for new insights and knowledge. Healthcare providers and payers, social program organizations, life sciences leaders and employers can now find better ways to manage population health, deliver social services and discover new treatments and care pathways.

IBM Watson™ Health is working to enhance, scale and accelerate expertise across the domains of health and human services and to facilitate collaboration throughout the community of care for better outcomes at lower cost.

For more information

To learn more about IBM Cúram Solution for Employment, please contact your IBM representative or IBM Business Partner, or see ibm.com/software/products/en/employment



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2 International Labour Organization. Global Employment Trends for Youth 2013: A generation at risk. http://www.ilo.org/wcmsp5/groups/public/---dgreports/---dcomm/documents/publication/wcms_212899.pdf



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