

IBM Watson Health

IBM Cúram Social Program Management (SPM)
V8.0.2

Caseworker Productivity Improvements



Agenda

- Caseworker Experience
 - Problem Background
 - Solution Details
- Technical Foundation
- Swedish Translation
- Documentation

Improving the Caseworker Experience

Background

The tasks that caseworkers perform are often work queue-based where the caseworkers move from one client task to the next.

For agencies with multi-lingual caseworkers and clients, caseworkers need to be able to view the SPM application in the language of their choice.

Caseworkers are unable to change the language in which SPM is displayed.

The screenshot displays the IBM Social Program Management (SPM) application interface. The top navigation bar includes 'Home', 'Cases and Outcomes', 'Inbox', and 'Calendar'. A search bar and user profile 'Welcome David Nader' are also visible. The left sidebar contains a 'Shortcuts' menu with options like 'Registration', 'Person...', 'Prospect Person...', 'Employer...', 'Prospect Employer...', 'Educational Institute...', 'External Party...', 'Information Provider...', 'Utility...', 'Product Provider...', and 'Service Supplier...'. The main content area shows the profile for 'Maria Hernandez' with a profile picture, name, address (90 Pine Street, Brighton, Utah, 10054), gender (Female), and birth date (Born 3/3/1995, Age 27). Below the profile, there are tabs for 'Home', 'Evidence', 'Care and Protection', 'Issues and Proceedings', 'Financial Transactions', 'Referrals', 'Client Contact', and 'Administration'. The 'Home' tab is active, displaying a 'Home' section with a 'Sensitivity' of 1 and a 'Special Interest' of 'Preferred Public Office'. Below this is a 'Receive Deduction Payment Details' section with fields for 'Currency', 'Payment Frequency', 'Method Of Payment', and 'Next Payment Date'. The 'Registration Date' is listed as 4/13/2022. At the bottom, there are two expandable sections: 'Pending Application Cases' and 'Current Cases', each with a table structure showing 'Reference', 'Type', 'Expiry Date', and 'Start Date'.

Scenario



David Nader

Case Worker
Work Queue-Based
HHS Government Agency

“I find I am able to best help my clients when I can view the application in their preferred language.”

Needs

Respond to enquiries from clients with different language preferences.

View the SPM application in the preferred language of each client with whom he interacts.

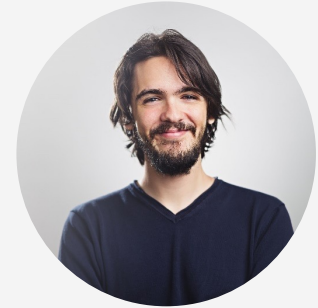
Change the language of the application.

Solution – User Language Toggle

V8.0.2 introduces enhancements that enable a caseworker to change the language.

David can now perform the following tasks:

- Change the language by using a new Language menu item in the application menu
- Select from a list of languages that correspond to installed language packs
- See the languages displayed in their native language to help with selection, for example, “Francais” instead of “French”



David Nader

Scenario



David Nader

Case Worker
Income Support
Work Queue Based
HHS Government
Agency



Maria Hernandez

Citizen
Client
In receipt of
Income Support

David currently views the SPM application in English.

From the task work queue, David connects with Maria who speaks Spanish more fluently than English.

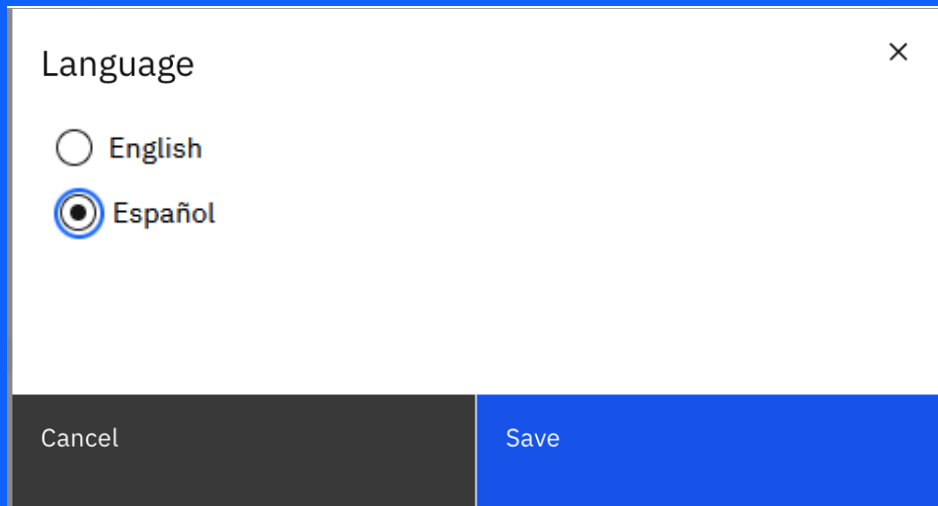
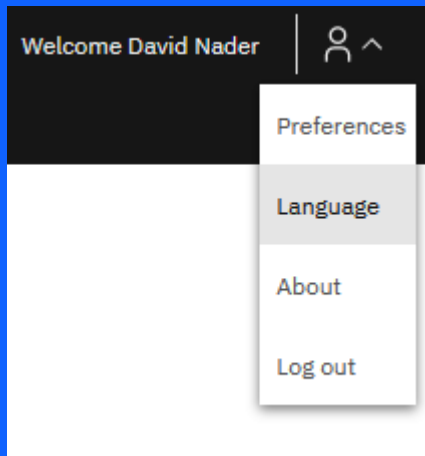
David would like to view Maria's case information in Spanish.

User Language Toggle



David can now select a **Language** menu item.

David then selects to change the language to **Español**.



User Language Toggle



The application is automatically refreshed.

David now sees information displayed in Spanish.

IBM Social Program Management

Especifique Nombre o Numero de ref. Bienvenido David Nader

Inicio Casos y resultados Bandeja de entrada Calendario

Maria Hernandez x

Maria Hernandez ...

Maria Hernandez 30000001

90 Pine Street, Brighton, [UT], 10054
Mujer
Nacido el 3/3/1995, Edad 27

No registrado No registrado

Inicio Pruebas Cuidado y protección Problemas y procedimientos Transacciones financieras Derivaciones Contacto de cliente Administración

Hogar Añadir imagen...

Hogar

Confidencialidad	1	Interés especial	
Oficina pública preferida		Fecha de registro	4/13/2022

Recibir detalles de Pago de deducción

Moneda	Método de pago
Frecuencia de pago	Próxima fecha de pago

Comentarios

Casos de solicitud pendientes			Casos actuales		
Referencia	Tipo	Fecha de caducidad	Referencia	Tipo	Fecha de inicio

Panel Inteligente

Technical Foundation

Configuration and Upgrade Impact

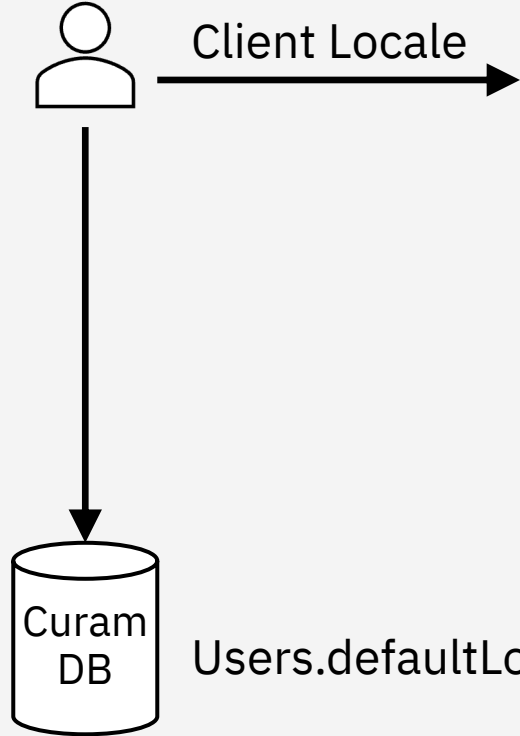
A new application property has been introduced to enable/disable the Language menu item:

- `curam.environment.app.menu.locale.toggle.enabled`

If the application property is disabled, the Language menu item does not display.

The application property is disabled by default. Therefore, there is **no** upgrade impact, and no upgrade helper is required.

Technical Solution – User Language Toggle

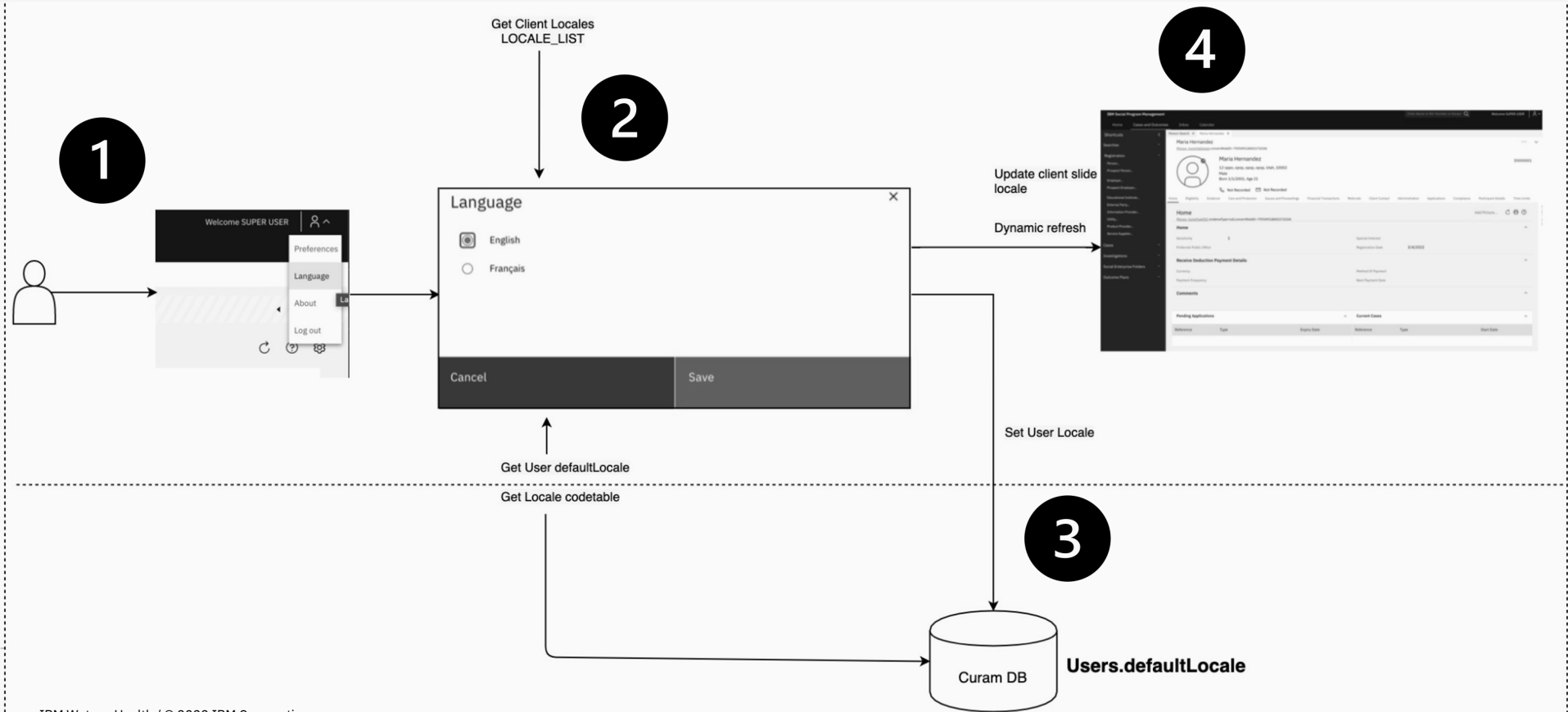


Users.defaultLocale

The screenshot shows the IBM Social Program Management interface. The top navigation bar includes "Home", "Cases and Outcomes", "Inbox", and "Calendar". A search bar contains "Maria Hernandez". The main content area displays the profile for Maria Hernandez, including her name, contact information, and various tabs like "Home", "Eligibility", "Evidence", etc. The "Home" tab is active, showing details such as "Sensitivity: 1", "Preferred Public Office", and "Registration Date: 3/4/2022". There are also sections for "Receive Deduction Payment Details", "Comments", "Pending Applications", and "Current Cases".

Also used to generate messages on the server side to be displayed on the client pages.

Technical Solution – User Language Toggle



Swedish Translation

Swedish Translation

Product support is now provided for the Swedish language

- Swedish language pack
- Setting a user's default locale to **Swedish**
- Caseworker selecting **Swedish** when changing the language

The screenshot displays the IBM Social Program Management application interface in Swedish. The top navigation bar includes the title "IBM Social Program Management", a search bar, and the user name "Välkommen SUPER USER". The main content area is divided into several sections:

- Hem**: A notification for "11 november 00:00" stating "Regionalkontoret är stängt i dag på grund av översvämming. Vi hänvisar till citykontoret".
- Snabblänkar**: A list of quick links including "Mina ärenden...", "Sök efter en person...", "Sök efter deltagare...", "Sök efter ett ärende...", and "Ändra mitt lösenord...".
- Mina möten**: A calendar view showing the current week (starting Monday 11) and the next week (starting Monday 12). The current date is Thursday, April 14, 2022.
- Mina ärendeposter**: A section indicating "Det finns inga registrerade bokmärken" with a link to "Mina intresseposter".
- Mina ärendeåfrågor**: A section indicating "Det finns inga registrerade frågor" with links for "Ny ärendeåfråga" and "Mina ärendeåfrågor".
- Mina uppgifter**: A section indicating "Det finns inga poster att visa" with links for "Skapa uppgift" and "Mina uppgifter".
- Ärendesammanfattning**: A section with a chart showing a value of 1 on the y-axis and a link to "Mina ärenden".

Where to Find More Information

- IBM Documentation
 - What's New in IBM Cúram Social Program Management
 - The following sections of the Cúram Web Client Reference Guide
 - Application User Interface Overview
 - Client Application Locales
 - Localization



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