Cúram v8.2.2.0 Enhancements

Cúram v8.2.2.0 Enablement Material

June 2026

Hello and welcome to this deep dive presentation that introduces the enhancements to Cúram that are available in 8.2.2.0

Agenda

Overview of Cúram v8.2.2.0 Enhancements

- Accessibility improvements
- Improvements for screen reader users

CÚRAM

Cúram caseworker application

There is new legislation both in the US and Canada designed to ensure that users with accessibility needs receive equal access to the systems available to them.

In the US, a new rule was finalized revising Title II of the Americans with Disabilities Act. The rule requires that US state and local governments make their websites and mobile applications accessible for people with disabilities and comes into effect in April 2026.

In Canada, there's the Accessible Canada Act (ACA) which came into force in 2019. The overarching goal of the ACA is to realize a barrier-free Canada by 2040. The legislation benefits all Canadians, especially persons with disabilities, through the proactive identification, removal and prevention of barriers to accessibility.

This section details the Accessibility Improvements now available in 8.2.2.0 in the Caseworker Application

Accessibility Improvements

Cúram v8.2.2.0 contains

13 Accessibility improvements

throughout the Cúram caseworker application

These changes will benefit many different types of users of the system.

The following sections detail before and after screens and descriptions (where applicable).

In addition, there are also some technical details regarding the change and if any specific upgrade steps are required.

Note: If a client has customized any of the pages mentioned, these changes made by Merative will need to be taken into consideration in that client's code.

Refer to the External Release Notes for additional details for any of the items listed below.

The following sections of this enablement material details before and after screens and descriptions, where applicable.
In addition, you will also find some technical details regarding the improvement made and if any specific upgrade steps are required to take advantage of the improvements.
If a client has customized any of the pages mentioned in the technical details sections, these changes will need to be taken into consideration in the client's code.

To read additional information about any of the improvements, refer to the External Release Notes.

List of Accessibility Improvements

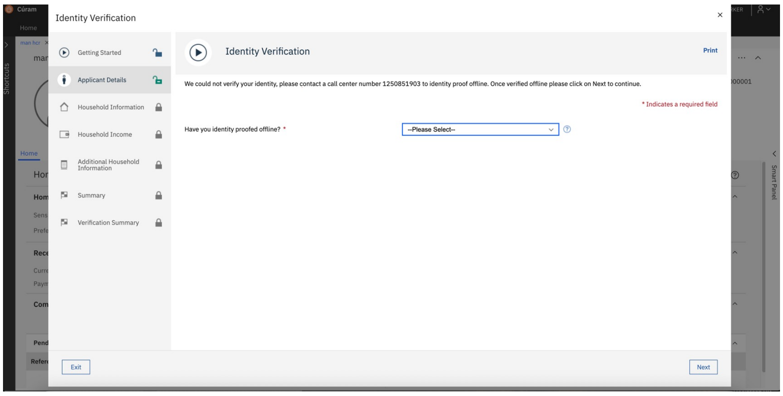
1. Initial focus should be set on important information when the user navigates to a page in the IEG modal
2. Low contrast on banner search placeholder text when the field receives focus
3. When options in a combobox receive keyboard focus the options have insufficient contrast with its border colour
4. Focus is randomly moved to the main panel elements while selecting tabs after a browser refresh
5. The focus is lost when expanding a list row that contains a dynamic UIM page
6. The iframe title of the Application Search page does not describe its content
7. Improvements for screen reader users (5 items)

There are 13 Accessibility defects addressed in the 8.2.2.0 release. These cross many different parts of the application and are beneficial to many different types of users. There are improvements for sighted, screen reader, and keyboard users.
This deep dive provides details in relation to 3 of these improvements. Items listed number 1 to 3 relate to individual accessibility enhancements. Number 7 is a list of all 5 screen reader Improvements..
To see all accessibility improvements and further details on those contained in this material, consult the Accessibility section in the External Release Notes. If you want to review the WCAG category that is now achieved by each of the Improvements listed, see the Launch Readiness document.

1. Initial focus should be set on important information when the user navigates to a page in the IEG modal

Before 8.2.2.0

The initial focus is incorrectly set to the first interactive element at the bottom of the form.



Initial focus should be set on important information when the user navigates to a page in the IEG modal

Before 8.2.2.0

When an Intelligent Evidence Gathering modal dialog opens, the initial focus is incorrectly set to the first interactive element at the bottom of the form. This causes screen reader and keyboard-only users to miss important instructional text and links at the top of the page.

In 8.2.2.0

Focus now moves first to the error summary if one is present. If there are no errors, the focus moves to the first instructional text block to ensure users are aware of important information before they interact with the form.

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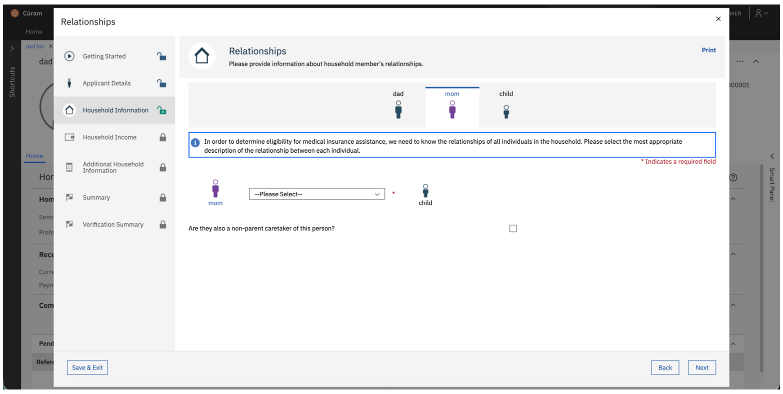

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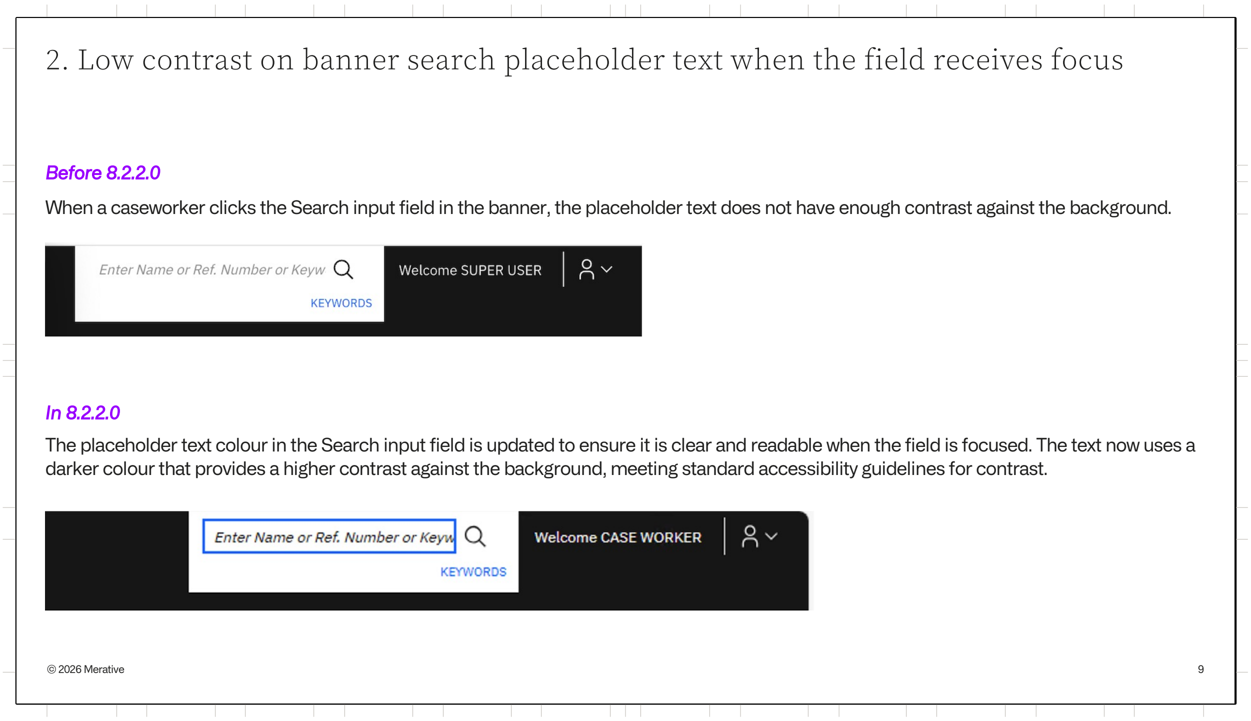

Low contrast on banner search placeholder text when the field receives focus

Before 8.2.2.0

When a caseworker clicks the Search input field in the banner, the placeholder text does not have enough contrast against the background.

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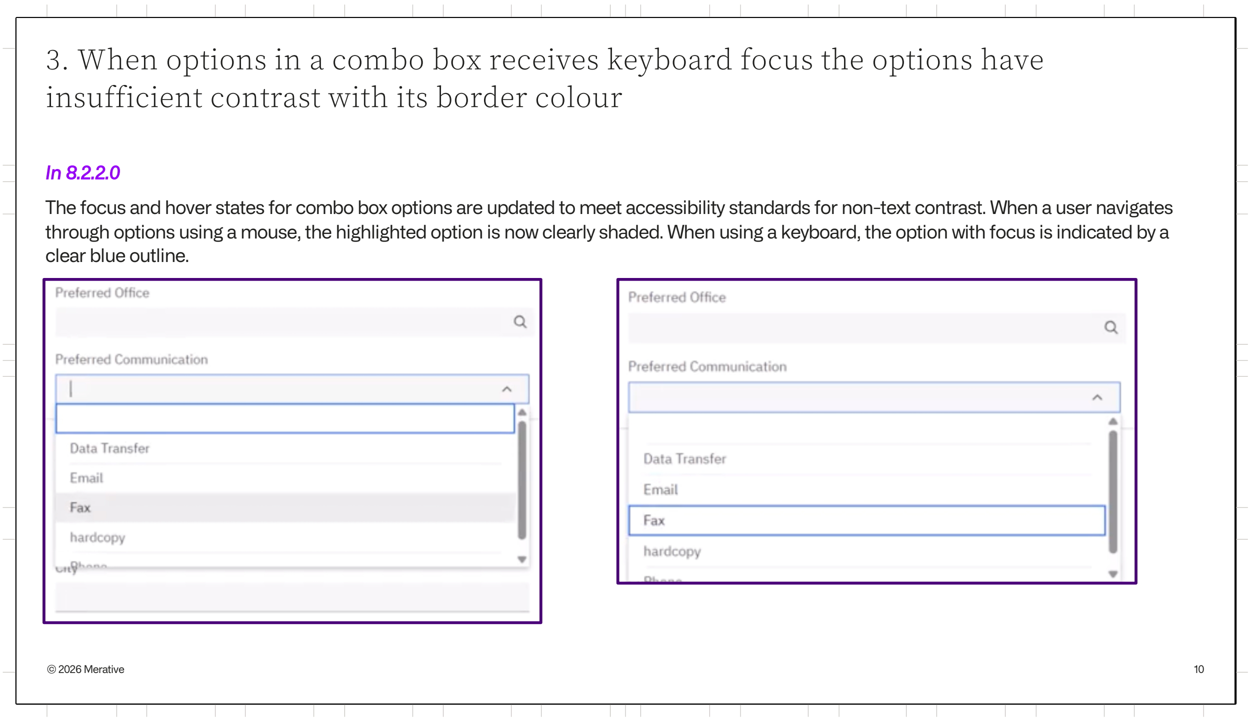
In 8.2.2.0

The placeholder text color in the Search input field is updated to ensure it is clear and readable when the field is focused. The text now uses a darker color that provides a higher contrast against the background, meeting standard accessibility guidelines for contrast.



When options in a combo box receives keyboard focus the options have insufficient contrast with its border colour

Before 8.2.2.0

When a user navigates through options in a combo box or dropdown menu, the visual indicator for the focused or hovered option has insufficient color contrast.

In 8.2.2.0

The focus and hover states for combo box options are updated to meet accessibility standards for non-text contrast. When a user navigates through options using a mouse, the highlighted option is now clearly shaded. When using a keyboard, the option with focus is indicated by a clear blue outline..

The following accessibility improvements are also available in 8.2.2.0

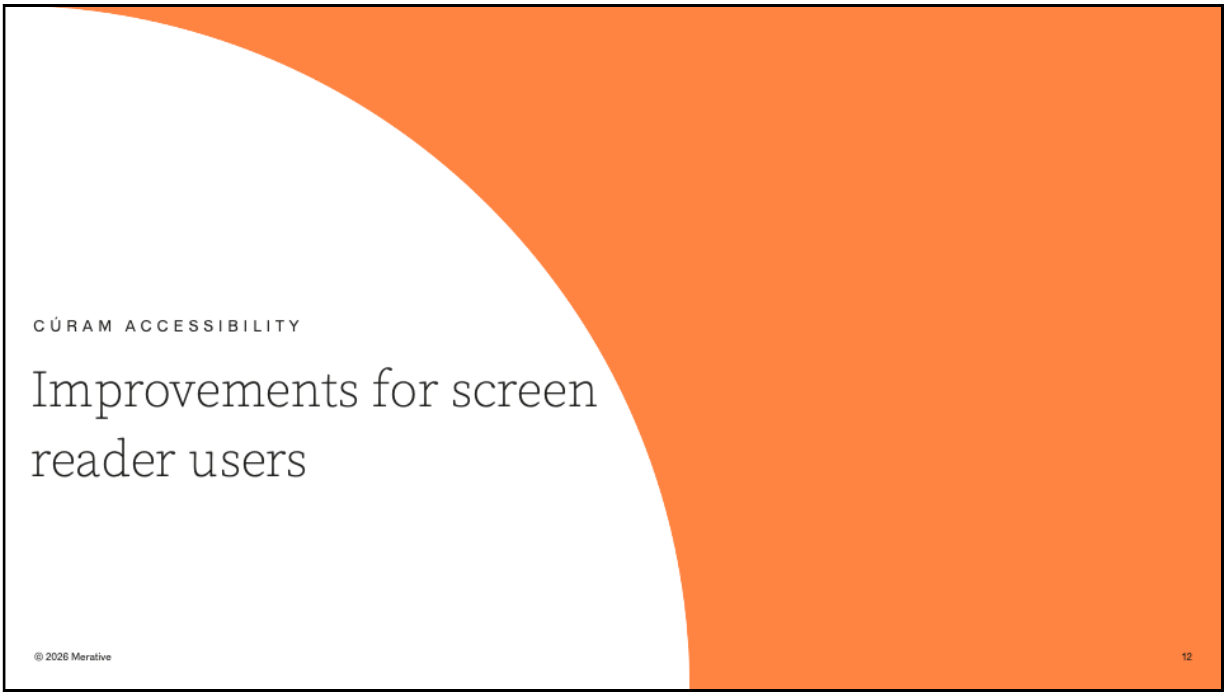
	Problem	Resolution	WCAG
4	Focus is randomly moved to the main panel elements while selecting tabs after a browser refresh	The application is updated to explicitly detect keyboard navigation between tabs. This ensures that focus remains on the correct tab button even after a page refresh or session restoration. The selected tab now correctly retains focus during keyboard navigation.	2.4.3
5	The focus is lost when expanding a list row that contains a dynamic UIM page	The focus management logic is updated to ensure that focus is retained on the expand or collapse toggle button after a row expands. This behavior is now consistent across both static and dynamic UIM pages, ensuring a predictable experience for keyboard users.	2.4.3
6	The iframe title of the Application Search page does not describe its content	The iframe title attribute for each search page has been updated to reflect the specific page being displayed, ensuring that users using assistive technology receive accurate context.	4.1.2

The following accessibility improvements are also available in 8.2.2.0

4. Focus is randomly moved to the main panel elements while selecting tabs after a browser refresh
The resolution for this issue is that the application is updated to explicitly detect keyboard navigation between tabs. This ensures that focus remains on the correct tab button even after a page refresh or session restoration. The selected tab now correctly retains focus during keyboard navigation

5. The focus is lost when expanding a list row that contains a dynamic UIM page
The problem is resolved by updating the focus management logic to ensure that focus is retained on the expand or collapse toggle button after a row expands. This behavior is now consistent across both static and dynamic UIM pages, ensuring a predictable experience for keyboard users.

6. The iframe title of the Application Search page does not describe its content
The iframe title attribute for each search page has now been updated to reflect the specific page being displayed, ensuring that users using assistive technology receive accurate context.



Improvements for screen reader users
This section groups the list of screen reader improvements to aid the visually impaired users in navigating through the Cúram Case worker application

The following screen reader improvements are available in 8.2.2.0

	Problem	Resolution	WCAG
1	Related checkbox fields in a cluster are not programmatically grouped	Dynamic Evidence now programmatically groups related checkbox fields that are presented as a single set of options. This allows assistive technologies, such as screen readers, to identify and announce the relationship between grouped checkboxes.	1.3.1
2	Labels for Tab, Page and List Action menus lack clarity and are not descriptive	Descriptive 'aria-label' attributes are added to the tab, page, and list action menus, and unnecessary 'title' attributes are removed.	2.4.6
3	Screen reader does not announce the modal dialog name and role when it focuses on the first focusable element	The focus management logic for modal dialogs is updated to ensure that screen readers correctly announce the dialog name and role. When a modal opens, focus is briefly set to the dialog container before moving to the first interactive element.	41.2
4	Date input field missing mandatory ARIA attribute(s): 'aria-expanded' and 'aria-controls'	The ARIA attributes 'aria-expanded' and 'aria-controls' are added to the date input component.	4.1.2
5	JAWS and NVDA screen readers read out 'blank' text on the Evidence workspace type tab	When a screen reader user navigates from the page-level action, the focus now moves directly to the tab action, preventing the screen reader from announcing the text ‘blank.’	2.4.3

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The 5 screen reader improvements are described by detailing the Problem and the resolution applied. The associated WCAG Checkpoint reference is also supplied for each item.

CÚRAM - UPDATES FOR CASEWORKERS

Enhancement to access deleted evidence from the evidence dashboard

Enhancement to access deleted evidence from the evidence dashboard

Business Problem

Previously, if all records for a specific evidence type were deleted, the evidence link was not displayed on the evidence dashboard.

This meant caseworkers could not access those deleted records, even when configured to display them resulting in an incomplete view of the client's history and limiting their ability to make fully informed decisions.

Solution

A configuration parameter has been enhanced so that evidence types remain available as active hyperlinks on the dashboard, even when all associated records are deleted. This ensures caseworkers can access evidence types containing only deleted records, restoring full visibility of client information when required.

Before 8.2.2.0

When all records of an evidence type were deleted, the evidence link was not displayed on the evidence dashboard. As a result, caseworkers could not access deleted records, despite the relevant configuration being enabled.

In 8.2.2.0

- System administrators can use the existing configuration setting to control whether deleted evidence is displayed: ***Display Deleted Evidence Indicator***
- When set to YES, deleted evidence is displayed and remains accessible, even if all records of that evidence type are deleted.
- When set to NO, deleted evidence is not displayed to users.

Customer Value

- Maintains access to deleted records for audit and review purposes
- Provides greater control over data visibility
- Supports compliance with regulatory and operational requirements

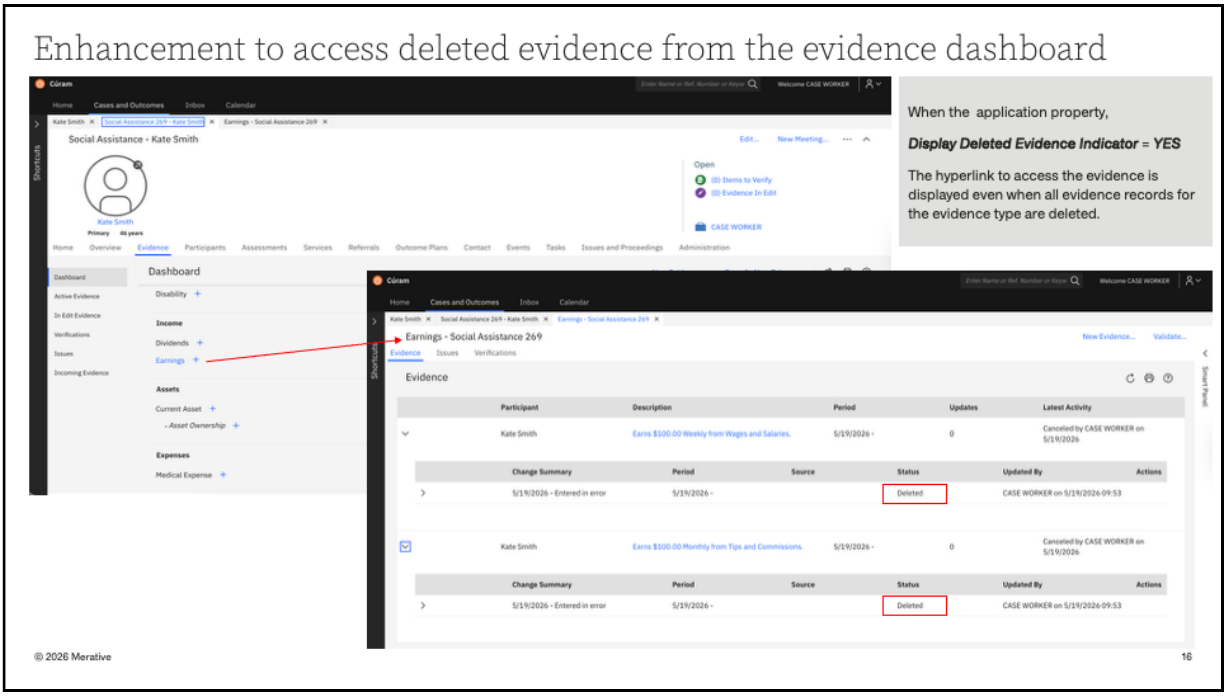
Customers faced a limitation where, if all records for a specific evidence type were deleted, the evidence link would no longer appear on the evidence dashboard. This prevented caseworkers from accessing those deleted records, even when the system was configured to display them. As a result, they had an incomplete view of the client's history, which impacted their ability to make fully informed decisions.

To address this, the existing configuration parameter has been enhanced so that evidence types remain available as active hyperlinks on the dashboard, even when all associated records are deleted. This ensures that caseworkers can still access evidence types containing only deleted records, restoring full visibility of client information when needed.

Prior to 8.2.2.0, evidence links were not displayed if all records for that evidence type were deleted. Caseworkers could not access deleted records, even when the relevant configuration was enabled.

In 8.2.2.0, the existing setting, Display Deleted Evidence Indicator, controls whether deleted evidence is visible. When set to YES, deleted evidence remains accessible, even if all records are deleted. When set to NO, deleted evidence is not displayed.

This enhancement maintains access to deleted records for audit and review purposes, provides system administrators with greater control over data visibility through configuration, and supports compliance with regulatory and operational requirements by ensuring that no evidence is unintentionally hidden from the caseworker.



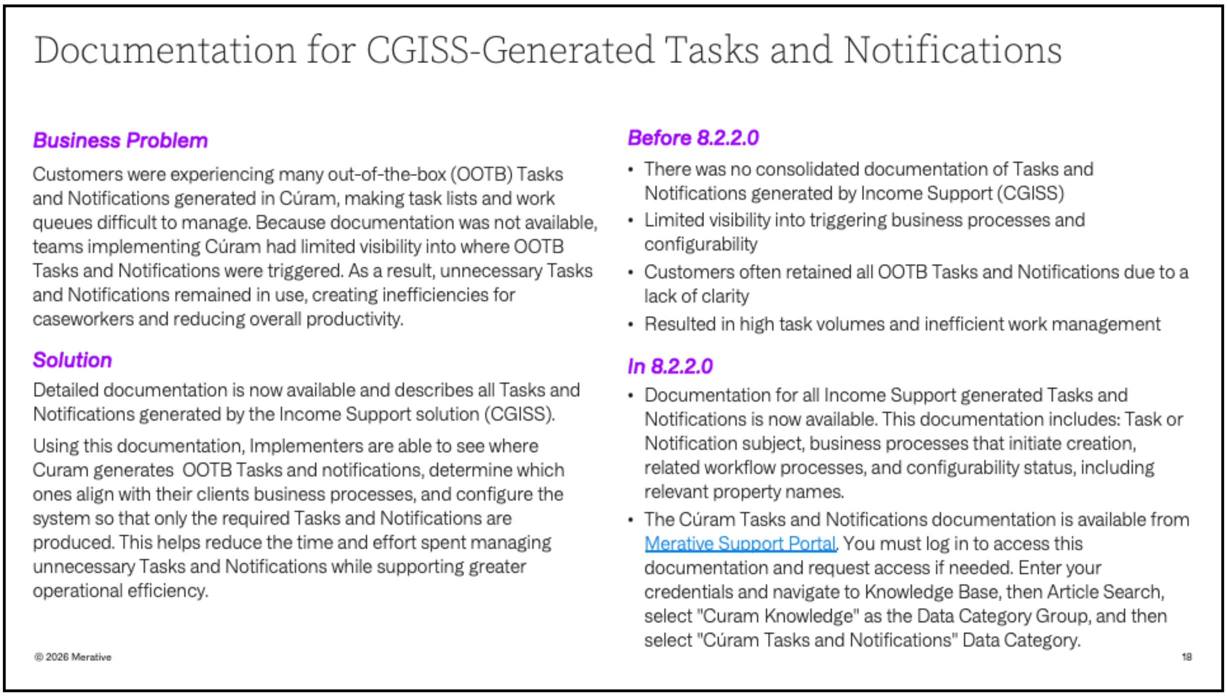
This slide shows how the enhancement behaves when the configuration is enabled.

When the **Display Deleted Evidence Indicator** is set to **YES**, the evidence hyperlink is still visible on the dashboard—even if all records for Earnings evidence have been deleted.

Caseworkers can still select the Earnings evidence type and access the associated records, even though the records are all deleted.

CÚRAM - UPDATES FOR ALL

Documentation for CGISS Generated Tasks and Notifications



Customers were experiencing a large number of out-of-the-box (OOTB) Tasks and Notifications generated in Cúram, making task lists and work queues difficult to manage. Because documentation was not available, teams implementing Cúram had limited visibility into where OOTB Tasks and Notifications were triggered. As a result, unnecessary Tasks and Notifications remained in use, creating inefficiencies for caseworkers and reducing overall productivity.

To address this gap, detailed documentation is now available that describes all Tasks and Notifications generated by the Income Support solution (CGISS). Using this documentation, implementers are able to see where Cúram generates OOTB Tasks and Notifications, determine which ones align with their clients’ business processes, and configure the system so that only the required Tasks and Notifications are produced. This helps reduce the time and effort spent managing unnecessary Tasks and Notifications while supporting greater operational efficiency.

Prior to 8.2.2.0, there was no consolidated documentation of Tasks and Notifications generated by Income Support (CGISS), which led to limited visibility into triggering business processes and configurability. As a result, customers often retained all OOTB Tasks and Notifications due to a lack of clarity. This resulted in high task volumes and inefficient work management.

In 8.2.2.0, documentation for all Income Support generated Tasks and Notifications is now available. This documentation includes Task or Notification subject, business processes that initiate creation, related workflow processes, and configurability status, including relevant property names. The Cúram Tasks and Notifications documentation is available from Merative Support Portal. You must log in to access this documentation and request access if needed. Enter your credentials and navigate to Knowledge Base, then Article Search, select “Curam Knowledge” as the Data Category Group, and then select “Cúram Tasks and Notifications” Data Category.

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Thank You