



SOLUTION BRIEF

Transforming multilingual
communications into
faster benefit outcomes
with Cúram

Public sector organizations responsible for delivering benefits and social programs face growing pressure to serve increasingly diverse populations while maintaining efficiency, accuracy, and fairness. Language barriers, manual processes, and outdated systems introduce costly delays and pose challenges for equitable access which directly impacts both agency operations and the individuals who rely on these services.

Cúram's Integrated Eligibility solution, coupled with intelligent document processing, can empower agencies to efficiently transform multilingual, handwritten resident communications into accurate and equitable outcomes. By digitizing and streamlining the intake process, public sector organizations can accelerate service delivery, lower operational costs, and ensure timely access to benefits for all, regardless of the language or format they use to engage.

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The core problem: language barriers slowing benefit delivery

For many, handwritten correspondence remains the primary way they interact with government agencies. These letters often initiate:

- Applications for income support or social services
- Notifications of changes in circumstance
- Requests for clarification or appeals

When these communications arrive in dozens of languages, agencies face three compounding issues:

-  **Delays** in understanding and acting on resident intent
-  **High costs** associated with manual translation
-  **Increased risk** of errors that lead to incorrect determinations

Without timely translation and structured intake, the agency could not fully leverage its benefits systems, creating bottlenecks before eligibility assessment even began.

Exploring a real-world example

One agency confronted a significant challenge: processing more than **30,000 handwritten letters** from residents written in over **75 different languages**, all of which contained information critical to determining eligibility for benefits and services.

Traditional translation approaches would have required 53,000 hours of manual effort annually and over \$6.5M USD in external translation costs, an expense the agency could not absorb. As a result, a 14-month backlog developed, delaying benefit decisions and negatively impacting vulnerable residents.

\$6,500,000 → \$70,000

The ROI investment model showed a savings of 99% in annual costs



The Cúram-centered solution

Cúram approached the challenge not simply as a translation problem, but as an opportunity to explore how intake and eligibility processes could be transformed. Through a proof of concept, Cúram demonstrated how automated multilingual document processing could convert handwritten letters into structured, actionable digital information capable of supporting benefit determination and case management workflows.

In this example, Cúram, together with intelligent document processing powered by AWS AI services, validated a potential approach in replacing a manual, costly workflow with a digital, scalable intake process. This would offer individuals a front door to government services that works for all, regardless of language. The outcome promises to be transformative: translation and intake costs reduced to less than \$70,000 USD per year, near real-time processing, and faster access to benefits for tens of thousands of individuals.



How Cúram Delivers Value Across the Intake Lifecycle

Modern human services agencies receive critical information in many forms—and many languages. To ensure no request is delayed, misunderstood, or excluded due to language barriers, agencies need an intake process that is fully digital, intelligent, and policy-driven from the moment correspondence is received. Using the example above, let's take a deeper look at how Cúram delivers value across the intake lifecycle.

1. Digital Intake from Any Language

Once handwritten letters are digitized and translated using AWS services, Cúram Intake ingests the content as standardized digital documents. This ensures:

- No manual rekeying of translated information
- Consistent data quality across all submissions
- Immediate availability for eligibility screening

Cúram acts as the system of record that transforms raw correspondence into structured intake data.

2. Intelligent Triage and Screening

Cúram Intake automatically analyzes translated content to:

- Identify the resident's needs and intent
- Screen for potential eligibility across programs
- Route cases to the appropriate workflow

This eliminates delays caused by manual review queues and ensures that time sensitive requests, such as income support or emergency assistance, are prioritized appropriately.

3. One Application, Multiple Programs

Through Cúram's Integrated Eligibility solution, a single translated letter can trigger:

- Applications for multiple benefit programs
- Referrals to complementary services
- Ongoing eligibility checks as circumstances change

This reduces repeated outreach and ensures individuals do not miss benefits simply because their communication was originally submitted in a nonprimary language.

4. Configurable and Policy Driven Processing

Cúram's highly configurable intake and eligibility framework allows agencies to:

- Adapt workflows to regulatory and policy changes
- Apply jurisdiction specific rules consistently
- Maintain transparency and auditability across decisions

The system ensures that translated data is interpreted and applied **consistently across all programs**, reducing disparities and improving trust.

Cúram ensures that every request is handled accurately, efficiently, and consistently. The result is faster access to benefits, reduced administrative burden, and improved trust between agencies and the communities they serve.

Operational impact and measurable results

By automating multilingual intake with Cúram and AWS services, agencies can fundamentally change the cost structure and performance of their intake operations. What was once a labor-intensive, outsourced, and delay-prone process becomes a streamlined digital pipeline that reduces spend, accelerates decisions, and allows staff to focus on higher-value work. The impact is measurable across cost, speed, and workforce effectiveness.

Dramatic cost reduction	Faster benefit decisions	Improved workforce efficiency
<p>Before:</p> <ul style="list-style-type: none">– 53,000 manual hours annually– \$6.5M USD in external translation costs <p>After (Cúram + AWS):</p> <ul style="list-style-type: none">– Fully automated intake workstream– < \$70,000 USD annual estimated cost	<ul style="list-style-type: none">– Backlog reduction from 14 months to near real time– Intake processing measured in hours, not weeks– Residents receive decisions and services quicker	<ul style="list-style-type: none">– Staff redeployed from manual translation tasks to higher value work– Reduced caseworker fatigue and rework– Better use of skilled eligibility and case management resources

Why Cúram is a differentiator

While translation technology enables language access, **Cúram is what turns understanding into action.**

Cúram provides:

- A **single, unified intake experience** across programs
- Consistent application of eligibility rules and policy
- End-to-end traceability from resident communication to benefit decision

Without Cúram, translated documents remain disconnected artifacts. With Cúram, they become **drivers of timely and accurate outcomes.**

By centering translation and document processing within Cúram, agencies gain:

- A modern, inclusive digital front door to services
- Reduced cost and dependency on external vendors
- A scalable foundation for future transformation initiatives
- Improved compliance, transparency, and trust

As community needs continue to evolve, agencies benefit from a platform and a partner that can adapt alongside them. Cúram brings deep health and human services expertise together with a partner ecosystem to support agencies wherever they operate and however their needs change. This combination enables agencies to. By grounding innovation in proven domain knowledge, Cúram helps agencies meet the needs of their communities today while maintaining continuity, consistency, and trust.

About Cúram

Cúram by Merative has over 25 years of experience helping national, regional, and local governments, and organizations across health and social ecosystems, to transform the delivery of social services, empower caseworkers, and help individuals and families access the programs they need to achieve better outcomes. Cúram solutions and services expertise are trusted in 12 countries and jurisdictions, and support over 970 government programs. Available in 7 languages, the Cúram platform connects benefits administrators, social services agencies, and case managers, to serve and protect 187 million citizens annually.

Learn more at merative.com/curam

About Merative

Merative provides data, analytics, and technology for healthcare and government social services. With focused innovation and deep expertise, Merative works with providers, employers, health plans, governments, and life sciences companies to improve decision-making and performance.

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