

**DATA SHEET**

# Cúram Action View

See more. Do more. Faster.

## What does this mean?

**FOR AGENCIES:**

Caseworkers can complete core workflows significantly faster because they no longer need to search across the system to piece together details or determine next steps. This reduces time per case, increases overall throughput, and helps agencies manage growing caseloads. Standardized, guided experiences also improve consistency, reducing errors and rework across the organization.

**FOR CASEWORKERS:**

Daily work becomes more intuitive and less fragmented. Instead of switching between screens, remembering where information lives, or manually determining what to do next, caseworkers are presented with a clear picture of the person alongside the ability to take immediate action. This reduces cognitive load, shortens training time for new staff, and increases confidence in decision-making.

**FOR THE PEOPLE THEY SERVE:**

When caseworkers have faster access to information and can take action without delay, individuals and families receive quicker, more consistent service. Reduced processing times, fewer errors, and more informed interactions translate directly into better experiences and improved outcomes for those relying on critical programs and services.

## Why does this matter?

Across health and human services, agencies must do more with less while still delivering timely, accurate, and compassionate service. That challenge is driving a fundamental rethink of modern casework. Cúram Action View directly addresses this.

- One screen for case context, household details, placements, timelines, outcome plans, and key records.
- Prioritized tasks from court dates, school visits, and family team meetings so workers know what's next.
- Log contacts, update details, and make changes instantly, keeping records current.
- Clear view of risk/safety assessments, missing data, outcome plan progress, and legal status.
- Real-time visibility into program participation and benefit status.
- System-driven guidance highlights what to do next based on case activity.
- This eliminates unnecessary searching, reduces the need for context switching, and guides caseworkers with clear next steps to make a measurable difference.

**UP TO 80%  
PRODUCTIVITY GAINS**

Cúram Action View provides productivity gains to complete primary workflows driven by:

- Faster navigation
- Fewer manual clicks
- Reduced context switching
- Highlighting what matters most
- Less training required

**AI-READY**

Cúram Action View is flexible and future-proof, giving your agency an AI-ready feature that provides the pathway to:

- Assistive knowledge
- Contextual insights
- Decision support
- Agentic AI enablement

Cúram action view allows agencies to integrate their chosen AI services while maintaining compliance needs, enabling a scalable path to ai-powered casework over time.

# Impact where it matters most

## SEE MORE

Cúram Action View consolidates case details, household context, program status, and critical signals into a single, real-time view so caseworkers don't have to navigate across multiple screens to understand what's happening.

### What this enables:

- Immediate visibility into what matters, what's changed, and what needs attention
- Faster case understanding without piecing together information
- Reduced risk of missed alerts, risks, or dependencies
- Caseworkers start every interaction fully informed, improving both the speed and quality of decisions

## DO MORE

Cúram Action View allows caseworkers to take action at the point of insight, completing common tasks directly within the same experience.

### What this enables:

- Initiate and complete actions without leaving the page
- Progress cases in real time without breaking workflow continuity
- Execute next steps with full context already in view
- Work moves forward immediately—reducing delays, eliminating unnecessary navigation, and increasing overall productivity

## FASTER

By removing the separation between context gathering and action, Cúram Action View accelerates how work gets done across every step of the workflow.

### What this enables:

- Less searching and system switching
- Streamlined workflows and faster task completion
- More time focused on outcomes that matter
- Agencies process work more efficiently, helping staff manage higher caseloads while maintaining accuracy and service quality

## Designed *with* caseworkers, not just for them

Cúram Action View was co-designed with caseworkers and supervisors through structured sponsor user and early adopter programs, ensuring the solution reflects how work actually happens, not how systems assume it should.

### This wasn't a one-time input, it was a continuous design process shaped by:

- Engagement with 5+ customer organizations and over 35 caseworkers and supervisors
- Hands-on observation of real-world workflows across programs and roles
- Iterative design, usability testing, and feedback loops at each stage of development
- Dedicated on-site collaboration sessions, including workshops and design validation

This depth of engagement ensures that Cúram Action View addresses real operational challenges, from navigating complex cases to managing competing priorities under time pressure.

### CASEWORKERS AGREE

Cúram Action View **saves time, simplifies work, and enables quicker action.**

*"This is a game changer"*

*"I love the keyboard shortcut"*

*"Seeing the status instead of reading is huge"*

*"Saves tons of time"*

*"Give customers a quicker answer"*

*"I would use this on every call- it would be my starting point"*