

IBM Cúram Social Program Management
Version 7.0.0

*Business Intelligence and Analytics for
Cúram Income Support and Cúram
Income Support for Medical Assistance
Business Guide*



Note

Before using this information and the product it supports, read the information in “Notices” on page 5

Edition

This edition applies to IBM Cúram Social Program Management v7.0.0 and to all subsequent releases unless otherwise indicated in new editions.

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Business Intelligence and Analytics for Income Support Business Guide

An overview of the Business Intelligence and Analytics available in Cúram Income Support and Cúram Income Support for Medical Assistance. Cúram Business Intelligence and Analytics consists of three parts: reports, dashboards, and key performance indicators.

Introduction

Audience

This information is intended for business analysts employed by the organization. It is assumed that this audience has a strong knowledge of the organization's business requirements. After reading this information, you should have a clear understanding of the functional content of business intelligence and analytics in this solution.

Related Documentation

It is assumed that the reader is familiar with the basic concepts of Cúram Income Support. To better understand the topics covered in this guide, the reader may wish to reference the documents in the following table.

Table 1. Helpful Documentation

Document Name	Description
Cúram Business Intelligence and Analytics Guide	This guide provides a business level overview of Cúram Business Intelligence and Analytics.
Cúram Business Intelligence Reporting Developer Guide	This guide provides installation, setup, configuration, compliance of the warehouse
Cúram Business Intelligence BIRT Developer Guide	This guide provides instructions on installation, setup, configuration, compliance of the BIRT charts.

Chapters in this Guide

The following list describes the chapters in this guide:

Overview of Business Intelligence and Analytics for Cúram

This chapter provides an overview of Cúram BI & Analytics.

Reports

This chapter outlines the functional content of the reports for the solution.

Dashboards

This chapter outlines the functional content of the dashboards for the solution.

Key Performance Indicators

This chapter outlines the functional content of the key performance indicators for the solution.

Overview of Cúram Business Intelligence and Analytics

Cúram BI & Analytics is comprised of:

- Dashboards
- Key Performance Indicators

A dashboard is information pulled from the application that is displayed as multiple charts and/or graphs on one Cúram page. It is different from a report as it is a graphical rather than textual display. It provides a high-level, real-time view of the organization. A dashboard is used if the information to be presented lends itself to a comparison with other graphically-based data at a glance.

A key performance indicator (KPI) is information pulled from the application that is displayed on a Cúram page as a single chart or graph. KPIs are quantifiable measurements that reflect the critical success factors of an organization. Based on beforehand agreed measures, the KPIs reveal a high-level snapshot of the organization. They vary depending on the kind of organization they characterize. A KPI is used to provide a graphical representation of information where the information is helpful on its own and a comparison with other types of data is not deemed beneficial.

Dashboards for Cúram Income Support

The Eligibility Worker and Intake Worker home page contains dashboards for:

- Assigned Applications – displays in a pie chart format the timeliness of the applications for the individual worker
- Applications Awaiting Determination.- displays the timeliness of tasks of type Application Ready of Determination Work Queue for the individual worker categorized by Processing Deadlines (received today, 1-5 days, 6-14 days, 15+ days and overdue)

The Intake Worker Supervisor home page contains a dashboard for

- Online Applications – displays the count of applications categorized by Number of Applications (received today, 1-5 days, and overdue)

KPIs for Cúram Income Support

For v6 there are five KPIs available in Income Support: Active Cases, Work Participation Snapshot (2), and Work Participation Trends (2).

Active Cases

This type of analysis would evaluate the compliance and goal achievement related to number of cases by program in terms of volumes. The KPI will allow the analysis of cases by program and show progress over time. Such a KPI would provide an analyst a view of the organization's compliance as mandated by federal, provincial, state or other local statutes.

The Active Cases KPI provides a count of all the cases that were active at any time in the selected month associated with the currently logged in user. The values display in a bar chart format.

The user can search by date (month and year) and program (all programs, Cash Assistance, Food Assistance, and Medical Assistance). The KPI displays the number of active cases by program for the selected month year and program.

Work Participation Snapshot

This type of analysis would evaluate the work participation rate for specified time periods for the Cash Assistance program Overall Participation and the Two-Parent participation rates. Such a KPI would provide an analyst a view of the organization's reporting compliance as mandated by federal, provincial, state or other local statutes. Both a monthly and quarterly view are available.

The Monthly Snapshot displays values associated with the Overall and Two-Parent Participation rates for the active Cash Assistance cases associated with the currently logged in user. The values display in a bar chart format.

The user can search by date (month and year). The KPI displays for the selected month two sets of bar charts with values used to calculate the Overall Participation and Two Parent Participation rates. For each month one bar in each set represents the number of participating families and the other is the number of families required to participate for cases that were active for Cash Assistance at any time in the selected month.

The Quarterly Snapshot displays values associated with the Overall and Two-Parent Participation rates for the active Cash Assistance cases associated with the currently logged in user. The values display in a bar chart format. The user can search by date (quarter and year) and participation type (Overall Participation and Two-Parent Participation). Quarters are based on a fiscal quarter so Q1 represents October to December. The KPI displays for each of the selected months two bar charts with values used to calculate the Overall Participation and Two Parent Participation rates. For each month one bar represents the number of participating families and the other is the number of families required to participate for cases that were active for Cash Assistance at any time in the selected month.

Work Participation Trends

There are two work participation trend KPIs for Cash Assistance: comparative trends and historical trends.

Work Participation Comparative Trends

This type of analysis would evaluate the work participation rate by comparing two time periods for the Cash Assistance Overall Participation rate and the Two-Parent Participation values. Such a KPI would provide an analyst a view of the organization's reporting compliance as mandated by federal, provincial, state or other local statutes. Comparative Trends displays values associated with the Overall and Two-Parent Participation rates for Cash Assistance cases that were active in the selected month associated with the currently logged in user. The values display in a bar chart format.

The user can search by date (month and year) across two different periods. The KPI displays for each of the selected periods two bar charts with values used to calculate the Overall Participation and Two Parent Participation rates. The bar charts represent the number of participating families and the number of families required to participate for each of the selected months from the cases that were active for Cash Assistance at any time in the selected month.

Work Participation Historical Trends

This type of analysis would evaluate the values used to calculate both the Cash Assistance Overall Participation and the Two-Parent Participation rate over a

specified time period. Such a KPI would provide an analyst a view of the organization's reporting compliance as mandated by federal, provincial, state or other local statutes.

Historical Trends displays values associated with the Overall and Two-Parent Participation rates for Cash Assistance cases that were active in the selected month associated with the currently logged in user. The values display in a line graph format.

The user can search by begin and end month and year for the KPI and the type of participation (Overall Participation or Two Parent Participation). The KPI displays for the selected range of months a line chart depicting the number of families participating for each month and the number of families required to participate from the cases that were active for Cash Assistance at any time in the selected month.

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