



CÚRAM'S CITIZEN ENGAGEMENT

Supporting emergency response

As the world faced the COVID-19 pandemic, governments quickly realized their existing infrastructure could not meet the unprecedented demand for benefits. Their citizens needed more.

Having capabilities available online is not enough. Systems overloaded. Government and public benefits websites need to be mobile enabled and optimized. The experience should be user-centered, assisting people in how they find information on benefits and screening if they may be eligible and apply for benefits. Modern infrastructure is required to manage new business rules.

Cúram's citizen engagement solution is a mobile-friendly portal, accessible from any device, anywhere, using user-centered design principles.

The public can find, screen and apply for all the benefits and services they might need, navigating a simple, intuitive path through the processes, which include:

Multiprogram screening

Individuals can self-screen for all the organization's programs, with screening results intelligently directing people to appropriate benefits, services and referrals.

Web-based online application

Application forms are prepopulated with screening data for ease of use. Intelligent scripts guide individuals through the application process, with information captured once and shared across relevant programs. This reduces the workload and increases data quality while adding a more positive experience for the citizen.

Personalized account

Individuals can continue to manage benefits through an online account, where they can view and resume in-progress applications, view payments, update their details, submit supporting documentation, communicate with the organization and lodge appeals. All of this happens online, without the inconvenience of going to a physical service center.

Built for your citizens

Unlike other citizen-facing government portals, Cúram's citizen engagement solution offers:

Prebuilt business processes

Comes with predefined configurable business processes for screening and online application. The solution features an innovative design system built for government, empowering designers and developers to build responsive web experiences better and faster. You can deliver modern, efficient, client-centric digital services in weeks instead of months.

Intelligent Assistant

Responds to questions with accurate and reliable answers. The intelligent assistant is a chatbot that helps the agency support its citizens, fight misinformation and improve response management. This helps individuals understand how to apply for benefits and minimizes the need to phone overburdened call centers.

Verifications

Notifies people when their information needs to be verified with supporting documentation. Individuals can upload requested documentation and manage verifications through their online account.

Accessibility built in

Meets the high accessibility standards outlined in Section 508/WCAG guidelines with an AA rating using a mobile-first inclusive design. The system provides guidance to ensure any extensions and customizations also comply with Section 508/WCAG guidelines. Cúram's solution implements best practices for browser support and accessibility from the leading global government digital services organizations.

User-centered design

A simple, consistent, human-centered experience, accessible from any device and aligned with global digital service standards, guides people through triage, screening, application and ongoing processing.

Security, performance and scalability

Built with modern, well-understood technologies such as Java, ReactJS and JavaScript, the system is fully secure, performant and scalable, proven by the many large and complex HHS (health and human services) implementations live today. Cúram's citizen engagement solution serves 30 million people across five countries in eight different languages.

Configuration, extension and interoperability

Cúram's citizen engagement solution comes with predefined, configurable business processes, a full suite of REST APIs and can extend and integrate with a range of back-office systems. It enables organizations to provide and update a modern, consistent experience for clients, without changing the disparate back-end systems.

Flexible deployment options

The system can be deployed anywhere, including on premises, or in cloud and hybrid cloud environments, depending on your requirements.



Solution overview



Cloud

Supported on any cloud, with flexible hosting to scale to growing needs



Configurable

Easy to configure to support new programs with a responsive application backed by user-centered design



Prebuilt

Prescreening and application questionnaires for social programs and unemployment



AI

An intelligent assistant guides citizens with pretrained social program and unemployment insurance content



Rapid implementation

Intelligent assistant, screening and online benefit application deployed in four weeks

Learn more:

Visit merative.com/government

About Cúram

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

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