

Transitional Customer

SPM will automatically run a check on the application details against the Healthy Start Vouchers (HSV) table for all applications that are verified as having a Best Start Foods qualifying benefit and where child responsibility verifications are cleared.

If there is a match to the I-ISV file, a transitional benefit evidence will be created.

The screenshot displays the IBM Cúram Social Program Management interface. At the top, there is a navigation bar with 'User Home', 'Clients and Outcomes', 'Inbox', and 'Calendar'. Below this, there are tabs for 'Janice Simpson', 'Best Start Grant Program (110000990)', and 'Nirbert Simpson'. The main content area shows the client profile for 'Nirbert Simpson' with a reference number of 110000727. The profile includes a placeholder for a photo, the address '3 SUNNYLAW DRIVE, PAISLEY, PA2 9NU, SW', and birth information 'Born 15/09/2016, Age 2'. Below the profile, there are two status indicators: 'Not Recorded' with a checkmark and 'Not Recorded' with a cross. A navigation menu below the profile includes 'Home', 'Eligibility', 'Evidence', 'Cases', 'Financial Transactions', 'Client Contact', 'Administration', and 'Responsibility'. The 'Evidence' section is active, showing a list of evidence items. The items are:

Category	Description	Type	Date	Action
Identifications	Reference Number 110000727	Person Record	11/06/2019 - 11:01	Steve Robertson on 11/06/2019 11:01
Names	Nirbert Simpson is the Name Type 1 name for this client.	Person Record	11/06/2019 - 11:01	Steve Robertson on 11/06/2019 11:01
Relationships	Parent of Nirbert Simpson is Janice Simpson	Person Record	11/06/2019 - 11:01	Steve Robertson on 11/06/2019 11:01
Transitional Benefit	Transitional Benefit details for the client	Person Record	11/06/2019 - 11:16	Steve Robertson on 11/06/2019 11:16

SPM matches the information based on client and partner NINO. SPM looks to the child details, creating a new transitional evidence for each child on the application that is within the eligibility window and has been matched to the HSV file. SPM should not create an evidence for children over 4 years old. If there are no children and the mother is pregnant SPM will create the evidence on the mother's record.

This evidence will have an 'I-ISV Flag' which should always be ticked. The I-ISV flag instructs the closure file. HSV paid to date is on evidence but only on activation of PDC.

It will also have a Transitional Protection (T P) Type - HSV - if the child is over 2 years old when the application was made, the TP applied should be automatically generated from the drop down box.

View all photos IBM CoreNet Social Program Management

User Home Clients and Outcomes Inbox Calendar

Janice Simpson X Best Start Grant Program (110000990) X Nirbert Simpson X

Nirbert Simpson 110000727

3 SUNNYLAW DRIVE, PAISLEY, PA2 9NU, SW
Unknown
Born 15/09/2016, Age 2

Not Recorded Not Recorded

Home Eligibility Evidence Cases Financial Transactions Client Contact Administration Responsibility

Evidence Evidence Dates

Start Date	End Date
11/06/2019	

Client Participant Name Nirbert Simpson (2)

Transitional Protection

HSV Flag	Yes	TP Type
Yes		Healthy Start Voucher

If a child is under 2 years old, TP Type will be blank.

UserHome

Janice Simpson X Best Start Grant Program (110000990) X Nirbert Simpson X Haley Simpson X

Haley Simpson 110000728

3 SUNNYLAW DRIVE, PAISLEY, PA2 9NU, SW
Unknown
Born 31/08/2017, Age 1

Not Recorded Not Recorded

Home Eligibility Evidence Cases Financial Transactions Client Contact Administration Responsibility

Evidence Evidence Dates

Start Date	End Date
11/06/2019	

Client Participant Name Haley Simpson (1)

Transitional Protection

HSV Flag	Yes	TP Type
Yes		

Clients and Outcomes Inbox Calendar

If there are additional children on SPM but not on Serco file or vice versa, SPM will flag an error to the agent to highlight the mismatch, and recommend a manual search.

The screenshot shows the IBM Curam Social Program Management interface. The top navigation bar includes 'User Home', 'Clients and Outcomes', 'Inbox', and 'Calendar'. The main content area displays the 'Best Start Grant Program (110000644)' with three client cards: Elizy Babette (29 years), Fifi Babette (2 years), and Paul Babette (28 years). Below this, the 'Eligibility Checks' section shows a table with the following data:

Name	Decision	Date	Entitlement
Best Start Grant Program	Not Eligible	03/07/2019 by Lily Caseworker	£0.00
Best Start Food Program	Not Eligible	03/07/2019 by Lily Caseworker	£0.00

To carry out a manual search the client advisor must:

1. Go to the Client Case.
2. Select 'Responsibility' from the top menu bar.
3. Select 'Serco' on the left of the screen.
4. Children's details for qualifying benefit will be displayed.
5. Visually check the details for the child that could not be matched.

The screenshot shows the IBM Curam Social Program Management interface for the 'Responsibility' section. The top navigation bar includes 'User Home', 'Clients and Outcomes', 'Inbox', and 'Calendar'. The main content area displays the 'Janice Simpson' client profile with details: 3 SUNNYLAW DRIVE, PAISLEY, PA2 9NU, SW, Female, Born 01/01/1985, Age 34. Below this, the 'Applications' section shows a table with the following data:

Reference	Type	Programs	Application Date	Status
110000990	Best Start Grant Program	Best Start Grant Program, Best Start Food Program	11/06/2019	Open

The screenshot shows the IBM Curam Social Program Management interface. The client profile for Elizy Babette is displayed, including her address and birth date. The 'Responsibility' tab is active, showing a table of children under the 'Serco' responsibility.

First Name	Last Name	Date of Birth
Fifi	Babette	01/07/2019
Speck	Babette	01/09/2019

If the number of children on the claim match the number of children on the screen and the date of birth of the unmatched child is correct, this is confirmation that the client is receiving I-ISV for the child.

For all manually checked children, the client advisor must:

6. Go to the child's record.
7. Select 'Evidence' from the top menu bar.
8. Select 'Transitional Benefit' evidence.
9. Tick the 'HSV flag'.
10. If the child is two or over on application date, set the TP type to HSV.
11. If the child is under two on application date leave the TP type blank.