HHS interoperability

NEW YORK CITY HHS CONNECT

NYC
- HOME to 8 MILLION
- EMPLOYER to 250,000

a 10 YEAR journey!

The POWER of TECHNOLOGY to MAKE GOVERNMENT OPEN and ACCESSIBLE!

USE TECHNOLOGY...

CREATE SYSTEMS THAT HELP WORKERS...

THIS IS THE PRIMARY FOCUS!

although the BENEFITS accrue to CLIENTS.

DATA SHARING...

IMPROVE END TO END PROCESS TIMES.

No required LEGISLATIVE CHANGES or APPROVAL... yet.

5.

It has been a CHALLENGE at times to COORDINATE with the STATE!

CLIENT CENTRIC APPROACH...

GUIDING PRINCIPLES...

The PROBLEM
- Redundant PROCESSES
- No common DATA STANDARDS
- No DATA SHARING
- 200 separate systems

It's BOTH IT and POLICY!

"We EMBARKED on a STRATEGIC PLANNING PROCESS!"

- Executive Steering Committee
- Workgroups
  - Legal
  - Policy
- Risk Management
- Enterprise Management

LEADERSHIP is CRUCIAL!

From IDEA .... to ... OPERATIONALIZATION

From START UP... to... KNOWN INSTITUTIONALIZED PROGRAM/TOOL

From TECH BUILD SHOP... ...to... FINDING OUT HOW PEOPLE WILL USE it.

ACCESS NYC

SCREEN for ELIGIBILITY for STATE and FEDERAL PROGRAMS and BENEFITS

- 3 MILLION VISITS
- 700,000 ACCOUNTS CREATED
- MULTIPLE LANGUAGES

ENTERPRISE CASE MANAGEMENT

- SCREENING
- INTAKE
- ASSESSMENT
- ... and other COMMON FUNCTIONS

WORKER CONNECT

PULLS from several city and state HHS data systems.

DATA MATCH TOOLS via IBM across systems.

WEB BASED TOOL TO PROVIDE REALTIME INTEGRATED "CASE FILE" INFO and CLIENT DATA

WHAT CAN WE SHARE WITHOUT CLIENT CONSENT?

LOCATE clients...

VERIFY information...

DETERMINE eligibility...

...and PUSHES DATA to an EVER-GROWING GROUP of USERS.

HEALTH HOME PROVIDERS, CHILD PROTECTION EMERGENCY SERVICES