

The New York Times

March 2nd, 2008

“Among the factors contributing to the failure of government to protect Mrs. Brewer’s three children, officials said, were privacy regulations.

Police, mental health, child protection, and Family Court officials all had case files on the family Dr. Curtis said, yet none was in communication with workers in other agencies – a problem officials said they would try to remedy.”

Other Multi-systemic, Non-interoperable Related Tragedies

- **Los Angeles, CA: Miguel Padilla**
- **Brooklyn, NY: Nixzmary Brown**
- **Washington, DC: Bonnita Jacks**
- **Philadelphia, PA: Danieal Kelly**
- **Houston, TX: Andrea Yates**
- **Trenton, NJ: Faheem Murphy**

Can Silos Be Connected?



How Can Interoperability Expedite the Process?

SOC Thought Leaders Series

At The Yale School Of Management

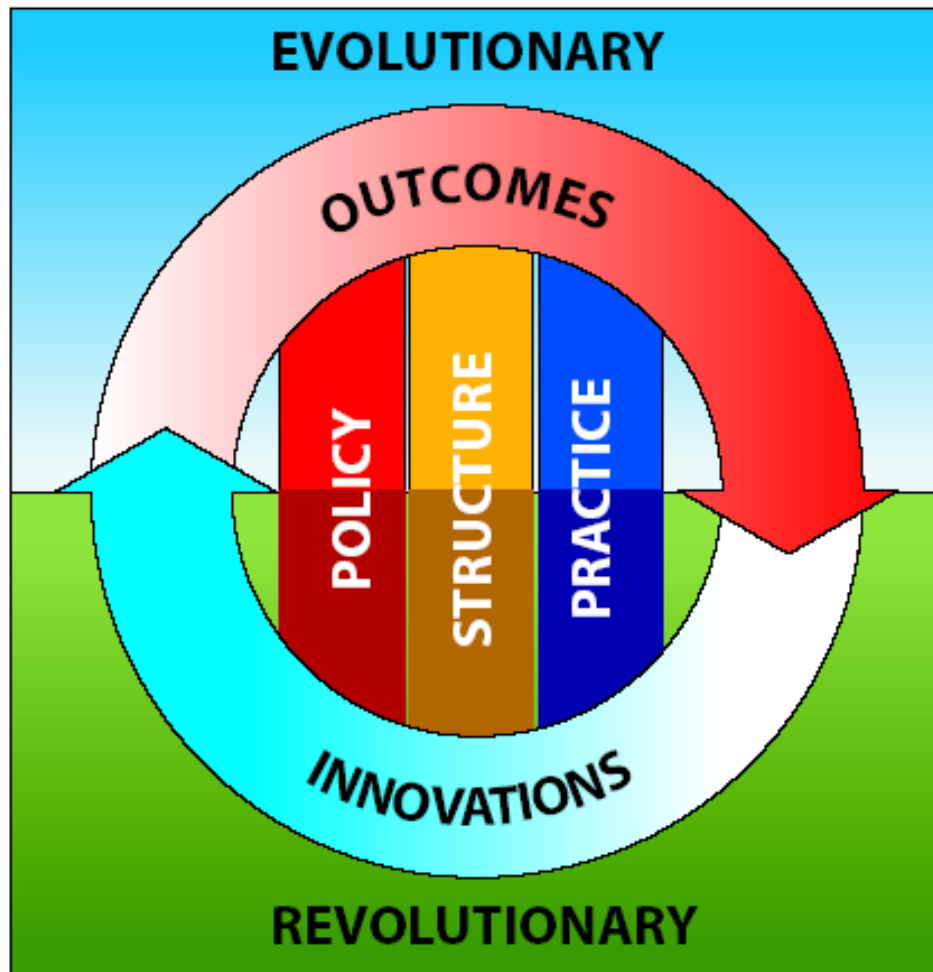
- **Thought leadership around critical issues for human services, health and education**
- **Four national conferences since 2005:**
 1. *Entrepreneurial Solutions To Child Welfare Challenges*
 2. *Technological Innovation: Creating The New Child Welfare Business Model*
 3. *InterOptimability: Preparing Human Services for 21st Century Information Technology Revolution*
 4. *Human Services 2.0 - InterOptimability: from Theory to Practice*
 5. *From Field to Fed: Building an Interoperable Continuum of Care (2010)*

SOC Organizing Principle

$$L \geq C$$

*Learning Must Be Greater Than or Equal To
the Rate of Change Just To Keep Pace
With Your Industry - No Less Drive
Leadership*

SOC Theory of Change



Policy - “The manner in which public and private human services organizations define how they will meet market needs to deliver public benefit”

Practice – “The manner in which public and private human services organizations deliver services & care, monitor & report results and achieve outcomes”

Structure – “The manner in which public and private human services systems are organized around policy and practice goals”

Human Services 2.0: InterOptimability

A Conceptual Architecture

- ***“Human Services 2.0”***

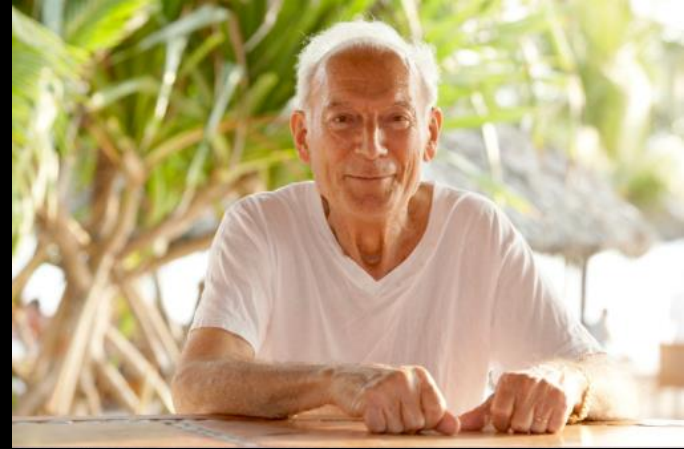
- Describes the *To-Be* vision (future state) of a connected and coordinated Human Services, Health and Education System that is customer-centric; family-focused; technology enabled
- Next generation HHS enabled by technology advances including:
 - Other early Interoperability Initiatives e.g. HLS, Banking, Commerce, Courts, Child Care Support)
 - Recent initiatives e.g. HIE, HIT, HER, MITA
 - High bandwidth; ubiquitous; mobile internet (Web 2.0)
 - High capacity; low cost memory
 - Extensible Mark up Language (XML)
 - Service Oriented Architecture (SOA)

Human Services 2.0: InterOptimability

A Conceptual Architecture

- ***“InterOptimability”***

- Describes how organizations will integrate and optimize their capacity to learn about, plan for, and leverage interoperability.
- It is a series processes for assessing, planning, implementing and measuring interoperability, including:
 - » Change Vision Landscape Maps
 - » Domain Drivers (Policy, Practice, Structure)
 - » Assessments & Maturity Matrices



Consumer Centric

Foster Children
Student
Patient
Family
Adult
Senior

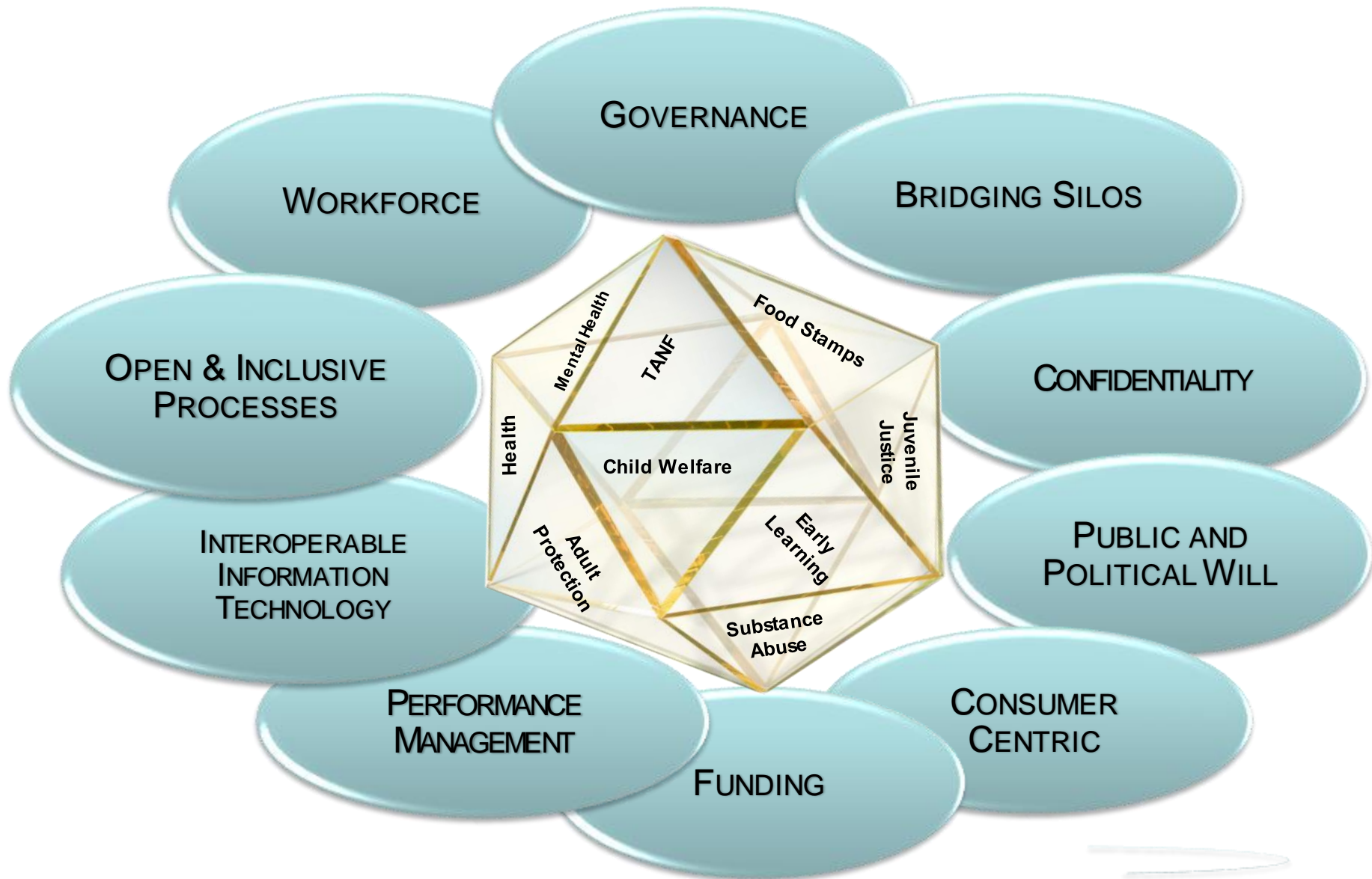


Human Services 2.0

A Conceptual Architecture

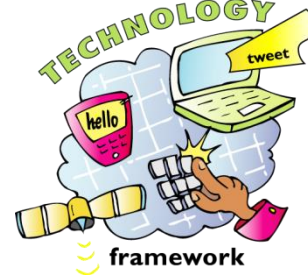
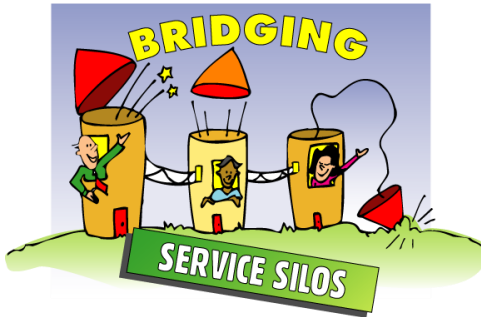


InterOptimability Drivers





InterOptimability Drivers



InterOptimability Process

1. **Organizational Situation Analysis**
2. **Introduce HS 2.0 - InterOptimability**
3. **Create Shared Change Vision Landscape & Driver Roadmap**
4. **“As Is” & “To Be” Business Process Review**
5. **“As Is” & “To Be” Technology Process Review**
6. **Organizational Readiness Assessments**
7. **Gap Analysis**
8. **Overall Organizational Solution**
9. **Solution Roadmap and Action Plan**

Cross System Interoperability

Example: School Enrollment



- ***Situation: Foster care child re-enrolled in a new school and participating in school sports***
- **Interoperability Can Help By:**
 - **Providing access to Medicaid claims history**
 - **Identifies the previous primary care provider**
 - **Indicates whether the child's immunizations are up-to-date**
 - **Says whether the child had previous school physical...when, where and with what results**
- **Benefits are “social” to the child, “administrative” to the schools, and financial to the system**

The Pennsylvania Information Portability Project Example

- **Information Portability Project - Montgomery County, PA Health and Human Services Agency**
 - Project sponsored/funded under a partnership among
 - PA Department of Public Welfare & State CIO
 - Montgomery County HSA
 - Stewards of Change, Inc.
 - University of Pennsylvania/Field Center for Children's Policy, Practice & Research (Social Work, Law & Medicine)
 - Microsoft and Motorola
- **Goal: create a comprehensive roadmap using HS2.0 model to develop a connected HHS model with applicability to the state's 67 other counties**
 - Focus on information sharing across health, human services and education (starting with Children, Youth and Families; BH/MH/DA and Courts)
 - Special emphasis on researching and applying mobility solutions for field workers

Discussion

- **What is the level of effort necessary to assess ACF's readiness for the InterOptimability journey?**
- **What is appropriate scope and scale; breadth and depth of research?**
- **Who should be included?**
- **Can we begin work with programs that have intact leadership?**
- **Is the SOC 2010 Conference at Yale a useful forum for senior leaders to attend?**