

innovation

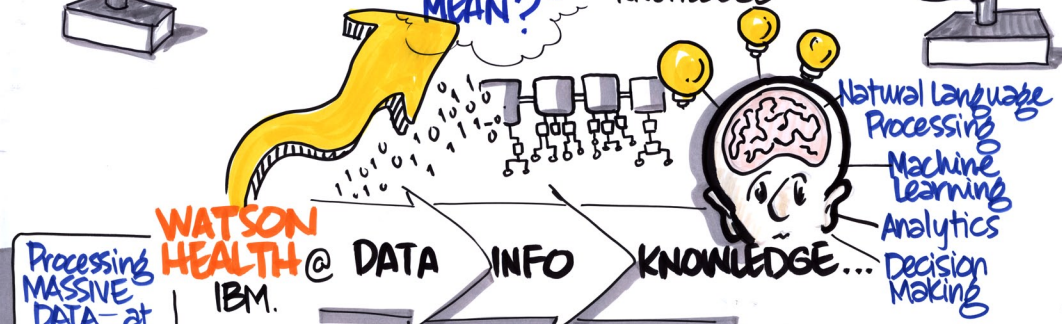
SPOTLIGHT:

EMPLOYING COGNITIVE COMPUTING TO ADVANCE PROGRAM EFFECTIVENESS

"WHAT DOES THIS NEW TECHNOLOGY MEAN?"

- OPTIONS
- DECISIONS
- DATA
- KNOWLEDGE

Martin Duggan



WATSON HEALTH@ DATA
IBM.

Processing MASSIVE DATA - at speed.

IT LEARNS from past interactions and decisions

- Date of Birth
- Skills
- Demographics
- Employment

How it all COMES TOGETHER.

APPLICATION in the HEALTH CARE SPACE... and HUMAN SERVICES.

Needs the right USE CASES.
Overlay EXPERTISE and KNOWLEDGE of people.

In cases where there are MULTIPLE VARIABLES in an INTERVENTION, HOW does Watson know WHAT DID or DIDN'T WORK?

"Sometimes, social work interventions take a long time to bear fruit."

LONGITUDINAL DATA.

HEALTH SHACK: A Portal developed to help the transition to young adulthood.

"I'm a YOUNG ADULT. How can you HELP ME with HOUSING, EMPLOYMENT, and EDUCATION?"

LIFELONG CONNECTIONS: We will still need HUMANS...

Mitigating BIAS:

CONSUMER-CENTRIC, COLLABORATIVE SOLUTIONS!

- IMPROVE the QUALITY of the DATA
- IMPROVE the TRAINING on INTERPRETING the DATA.

How do we IMPROVE OUTCOMES for KIDS WHO ARE EXITING FOSTER CARE?

- PROOF OF CONCEPT TAY
- INTEGRATED CARE MGMT
- COLLABORATIVE, PERSON-CENTERED
- CLOUD-BASED APPROACH

This is DIFFERENT than TRANSACTIONAL CASE MANAGEMENT.

ASPIRANET

AN ORGANIZATION at SCALE serving CHILDREN in CARE.

- PERMANENCY
- LIFE SKILLS
- HOUSING
- EDUCATION
- FAMILY SUPPORT
- EMPLOYMENT

DATA, INFO, and KNOWLEDGE for Caseworkers from your MOBILE DEVICE...

COGNITIVE CARE MANAGEMENT.

- Dynamic Tracking.
- Natural Language Processing
- Ongoing automation of Processes
- Real-time Access to Data.
- Client portal access

Do we KNOW the VALUE and UTILITY of COGNITIVE COMPUTING?

research presentation:

HOW NEW TECHNOLOGY COULD IMPROVE CHILD WELFARE OUTCOMES

Daniel Stein
Adam Pertman
Richard Gold
Alan Day

WHAT IS THE INDUSTRY DOING THAT WE CAN LEARN FROM IN TERMS OF BEST PRACTICES?

REPORT on TECHNOLOGY and CW

- STRONG INTEREST in TECHNOLOGY and TOOLS from the field.
- EVIDENCE-BASED APPROACHES.
- TRAINING on the TOOLS. More PILOTS!
- Bring tools into future procurements.
- More RESEARCH needed!

COGNITIVE COMPUTING...

UNDERSTAND. REASON. LEARN.

"WHAT COULD I DO HERE?!"

Assisting CASEWORKERS in MAKING BETTER DECISIONS.

EMPATHY REQUIRED.

CHILD FATALITIES are still a HUGE and UNACCEPTABLE PROBLEM!

We found INTERSECTIONS between CHILD WELFARE and other DETERMINANTS of WELLBEING and HEALTH.

"If we are going to SAVE CHILDREN'S LIVES, we need to DETECT and INTERVENE EARLIER."

- A TRAINING TOOL?
- A SUPERVISION TOOL?

- HOW WILL WE WORK TOGETHER ACROSS AGENCIES?
- HOW WILL WE APPROPRIATELY USE THIS TECHNOLOGY?
- SHAPE the TECHNOLOGY, DON'T REACT TO IT.

HOW WILL WE MAKE THIS ACCESSIBLE to RURAL and SUBURBAN AREAS?

Cost is an ISSUE!

Can we DEVELOP A CONSENSUS that CHILDREN'S LIVES are WORTH SAVING?

In order for COGNITIVE COMPUTING to be EFFECTIVE, you NEED to HAVE ACCESS to DATA... lots of it.

...and WHAT DO WE DO WHEN WE GET THE DATA?

YOU HAVE TO DO DATA INTEGRATION WORK FOR COGNITIVE COMPUTING TO BE OF VALUE!