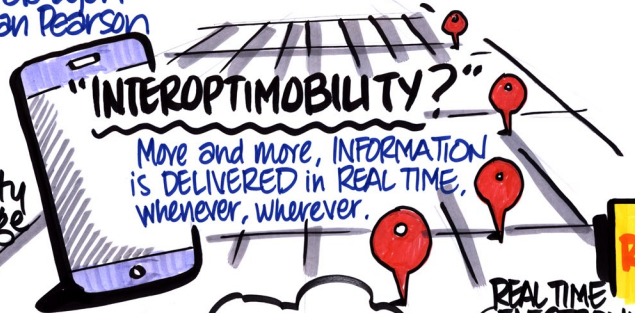


Interoperability @Scale...

ADVANCING CROSS-SYSTEM INFORMATION SHARING

- Wade Horn
- Nick Lyon
- Sean Pearson



*...and the majority are kids under age 3.

4.8 CHILDREN DIE EVERY DAY FROM CHILD ABUSE OR NEGLECT...

Someone knew the child was AT RISK even if the system for child welfare/protection didn't.
Where was the INFORMATION SHARING?

INFORMATION EXCHANGE and SHARING is literally a matter of LIFE AND DEATH!

FUNDING and POLICY to ENABLE CHANGES to INFORMATION SHARING PROTOCOLS.

REAL TIME ELECTRONIC SHARING of INFORMATION between any agency that comes into contact with kids.

INTEROPERABILITY between FEDERAL SYSTEMS.

PRIVACY LAWS: What changes need to be made in order to protect children?

WHERE DO PEOPLE GO WHEN THEY NEED HELP?

INTEGRATED ELIGIBILITY SYSTEM:



It's an INTEGRATION ISSUE...
...as well as a BACKEND ISSUE...

Too many PORTALS, Too many PHONE CENTERS...

WHY NOT?

- ENTERPRISE INFORMATION MANAGEMENT
- COMMUNITY BASED INTERVENTIONS

SAVE THE SYSTEM MONEY AND TIME.
IMPROVE OUTCOMES and LIVES.
MAKE THE PROCESS EASIER.

- INTEGRATED SERVICES DELIVERY PORTAL
- PERSON-CENTRIC MODELS.

- SUCCESS COACHING
- CUSTOMER SUPPORT as FIRST POINT of CONTACT.

THIS IS THE APPLICATION?

WHY IS IT SO HARD TO GET SERVICES?!



Bureaucracy...
Lack of data sharing...
Lack of integration...
"Data ownership..."

INFORMATION ARCHITECTURE and INFORMATION SHARING HELP US TO TALK ABOUT THE SAME THING and SPEAK THE SAME LANGUAGE!

WHAT ARE THE QUESTIONS WE NEED TO ASK?
IT'S NOT a TECHNOLOGY ISSUE.



- LEVERAGE INFORMATION across SYSTEMS
- STRENGTHEN the WAY WE COMMUNICATE
- BETTER ENGAGEMENT, BETTER OUTCOMES.

ALIGNING SERVICES.

ONE-STOP SHOP.

ONE STOP SHOP



WHS 2020 ONE CALL.

- PERSON FIRST.
- IMPROVE OUTCOMES.
- REDUCE. REUSE. RECYCLE.

ENTERPRISE FRAMEWORK.
"The TECHNOLOGY is the EASY PART."

5 INTEROPERABILITY
JUNE 13, 2016
ANTHONY WEEKS