

A DIFFERENT KIND OF VISION?

RE-IMAGINING SERVICE in CHILD WELFARE...

"I NEED THE HIGHEST QUALITY DATA!"
in REAL TIME!

THANK YOU for your DEDICATION to THIS WORK!

We have an EXTRAORDINARY OPPORTUNITY to TRANSFORM HUMAN SERVICES!

KATHLEEN FEELY

Case Book as a DISRUPTIVE TECHNOLOGY

"I talked my foundation INTO FUNDING a BETA of CASEBOOK!"

INFORMATION IS POWER!

SOCIAL HISTORIES SYSTEMS TALK to EACH OTHER

Child Welfare workers often have to MAKE PLANS with little data...

The POWER of BIG DATA and DATA SETS...

The POWER of SOCIAL MEDIA.

THE FUTURE is NOW!

IGNITE!

LEADING CHANGE in HEALTH and HUMAN SERVICES

EMERGING and NEXT PRACTICES

JACLYN MOORE and ANDREA REID

NYC Homelessness Prevention Services

56,000 individuals in SHELTER, 23,000 children under 18.

NYC DEPARTMENT OF HOMELESS SERVICES:

- \$1 BILLION BUDGET
- RELATIONSHIPS with OVER 300 PROGRAMS CITYWIDE
- OPERATIONAL PLAN! "GUIDING OUR JOURNEY HOME"

REDUCE HOMELESSNESS, IMPROVING LIVES!

1. PREVENTION
2. OUTREACH
3. SHELTER
4. HOUSING PERMANENCY
5. ORGANIZATIONAL EXCELLENCE

HOMEBASE
Homelessness Prevention: WE DOUBLED the BUDGET and CAPACITY!

RENTAL ASSISTANCE PROGRAMS:
EVICTION (and DOMESTIC VIOLENCE) are the biggest causes of homelessness.

LEGAL SERVICE PROGRAMS

Anti-EVICTION EFFORTS through collaboration with HOUSING COURT.

WHAT IS EXCITING ABOUT WHAT YOU ARE DOING?

...based on a CITYWIDE LISTENING TOUR by the COMMISSIONER!
"I'M LISTENING."

WE HAVE PROGRAMS IN HIGH-NEED AREAS THROUGHOUT THE CITY!

- Targeted RESOURCES...
- Data that is SIMPLE to UNDERSTAND
- AUTOMATED PROCESSES!
- Data that is EASY to ACCESS.

GET DATA IN THE HANDS OF THE OUTREACH WORKERS PROVIDING SERVICE.

"SHARING about SHARING"

MIKE WIRTH and RICHARD GOLD

State Enterprise MOUs

VA: The E-MOU

- How do we typically serve senior citizens?
- Where do we want to go?

IL: 9 different agencies, over 75 different programs

CA: Development of a DATA TRUST.

- CUSTOMER CENTRIC
- SINGLE POINT of COMMUNICATION
- SIMPLIFICATION
- TRANSPARENCY

A SINGLE PROCESS...

REUSABLE...

MULTIPLE STAKEHOLDERS...

AN ONLINE FORM: SECURE. IDENTIFIES WHO HAS ACCESS and FOR HOW LONG.

FOCUS ON EMPOWERING LANGUAGE and SPECIFIC LANGUAGE around GOALS.

WHICH REGULATIONS and APPLICABLE LAWS are COVERED?

"BUY ONE, GET ONE" through transparency

FOSTER ANALYTICS...

BETTER DECISIONS...

ENHANCES SHARED UNDERSTANDING and SYNCHRONIZATION.

They do have great stakeholders at the table!

What about the FEEDS?

Have we given up? Can cities and states lead by example? Creating infrastructure at the city level.



WHAT WORKS CITIES STANDARD

CITIES: Creating a NETWORK of DATA SHARING and "FLOW" ... While STANDARDIZING it and SCALING it.

LIVE IN INDIANA!

METRICS BASED!

- Family visit frequency
- Court dates

CASEBOOK

PERSON-CENTRIC INTERFACE is FAMILIAR and FEELS LIKE an INTERFACE they use for other things.

NETWORK-FRIENDLY: Shows the network to whom the consumer is linked.

PEOPLE who PROVIDE SERVICES can become "MEMBERS" of a CASE...

We are ALWAYS IMPROVING the SYSTEM!

"I was entrusted with the DECISION to PLACE JUVENILES who were in the PROBATION SYSTEM."

BETH BLAUER

Center for EXCELLENCE, 21st CENTURY CITIES INITIATIVE

Later, I led the STATE STAT SYSTEM:

- Safety for Foster Children
- Education
- Decreased Violent Crime
- Decreased Overtime

"ENGAGEMENT THROUGH OPEN DATA!"

How do we create data flows - strategically - for ORGANIZATIONAL IMPROVEMENT?

CONNECT.

MEASURE.

TAKE STOCK.

ACT.

ASSESSMENT. BEST PRACTICES for EXTRACTING DATA.

HOW DO WE TEACH OTHER CITIES TO DO THIS?

BOLSTERING APPROACHES for ATTACHING DATA to OUTCOMES

HOW DO WE MEASURE OUTCOMES?

CONVENING.