

The STEWARDS of CHANGE

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 • March 7, 2011
 New Haven, CT.

Leveraging Health Care Reform and Other Federal Efforts to **BUILD and SUSTAIN INTEROPERABILITY** within Human Services

The PANEL...

- DAVID HANSELL
- PENNY THOMPSON
- JESSICA SHAHIN

The ACF Examples...

"We've asked EVERY OFFICE at ACF to develop an INTEROPERABILITY PLAN!"

- CHILD SUPPORT ENFORCEMENT (CSE)
- OFFICE of FAMILY ASSISTANCE (OFA)

"It's a KEY PART of our CULTURE!"

INNOVATION!

RISK TAKING!

PUTTING THE CLIENT at the CENTER...

- IMMIGRATION
- ANTI-OBESITY PROGRAMS
- ASSISTING PEOPLE TRANSITIONING OUT OF INSTITUTIONS
- SEAMLESS ASSISTANCE TO PEOPLE who will be ON MEDICAID in 2014
- CALL CENTERS

IT DOESN'T MATTER WHAT THE PROGRAM IS CALLED...
 ...OR WHAT AGENCY ADMINISTERS IT...
 → IT'S ABOUT **WHAT PEOPLE NEED...**

- Ultimately... We're aiming for
- INTEGRATED HEALTH and HUMAN SERVICES
 - SEAMLESS SERVICE DELIVERY
 - ARCHITECTURES that SUPPORT INFORMATION EXCHANGE and SHARING. including systems design and systems improvement.
 - SIMPLIFIED NAVIGATION of COST ALLOCATION

INTEROPERABILITY:

- It's a PEACEFUL REVOLUTION...
- It's INTERNAL and EXTERNAL...
- The TIME is RIGHT!

TECHNOLOGY...

It's an **ENABLER** of interoperability...
 ...but fundamentally interoperability is **HUMAN!**

FIVE YEARS AGO...

John Pepper, former CEO of Procter & Gamble. Spoke about the **BURNING PLATFORM...**



We must not WASTE it!

- What do you **FOCUS ON?**
- How do you **ALLOCATE RESOURCES?**
- How do we take advantage of **OPPORTUNITIES, FRONT and CENTER?**

CHANGE:

We need to get in the mindset of change... and stay focused!

We need to stay committed to **CHANGING the WAY PEOPLE EXPERIENCE GOVERNMENT**...
 ...or we run the risk of things snapping back.

- Federal to State...
- State to State...
- Private Industry...

WE NEED HIGH LEVELS of COOPERATION and COLLABORATION in order to drive this change!

WHAT IS THIS HEALTH REFORM BUSINESS?

- COVERAGE EXPANSION...
- YOU HAVE MULTIPLE OPTIONS TO ACCESS HEALTH INSURANCE, including ONLINE PORTALS.

15 minutes to process your information and data...



Authentication Verification



The YEAR is 2014...
 What will health reform LOOK LIKE?

STREAMLINED, SIMPLIFIED...

This will be a MAJOR "DELTA"!