

INFORMATION

PORTABILITY PROJECT

Technology

- Connect 'silos' without imposing a monolithic system that doesn't allow for diversity of needs & processes
- Provide tactical, real-time data access to inform decisions & facilitate service delivery (empower workers)
- Manage conflicts and unanticipated consequences of unmanaged change

public & political will

- Leadership & Governance
 - Make partnerships worthwhile (win/win)
 - Teams reinforce united, comprehensive, innovative vision and greater efficiency and effectiveness
 - Shared responsibility & shared reward
- Put a "face" on Montgomery County Human Services
 - Build trust in partnerships
 - Take opportunities to educate the public
 - Engage in legislative advocacy

Montgomery County, PA Human Services Administration InterOptimability Roadmap

DESIRED STATE

INFORMATION & SERVICES

- Mediated environment
- Map of the system
- State-of-the-art technology
- Measured results
- Timely testing
- Social networking
- Relevant advocacy groups
- Peer support
- Points of decision making
- Crisis team for collaboration
- Constant communication
- Empathetic & supportive staff
- Personal navigator/mentor
- Clearly convey the rules of the system in which we work
- Value & respect the rights of our customers
- Do the right thing! Don't let the fear of liability control decisions.
- Provide guidance & assurance that decisions re: sharing information are made towards achieving desired outcomes.

SYSTEM DELIVERS

- Protected
- Validated
- Secure:
 - predictability
 - Security
- Non-judgmental
- Believed
- Respected
- Accepted
- Responsible
- Purposeful = self-sufficient
- Optimistic
- Content
- Hopeful
- Useful and In-demand
- Strong
- Confident - overall direction
- In Control:
 - have a plan
 - can take action
- Have a job!
- Able to make decisions
- Well-represented in court
- Satisfied with results
- System is not in my business
- 24/7, 365 access to services
- Consistent services
- Respect & serve the cultures of the members of our community
- Have evidence documentation from external professionals
- Wellcomed by people & the environment
- Satisfied with results
- Predictable access
- In-home service delivery

CUSTOMER FOCUS

- Empowered with the information
- An more knowledgeable: Know what I don't know
- Accessible information available
- Personalized services that are relevant and customized
- Sustainable services
- Basic needs are met
- Home-based and mobile services available 24/7
- Services available in my primary language
- "Tell our story once!"
- Respect & serve the cultures of the members of our community
- Have a job!
- Able to make decisions
- Well-represented in court
- Satisfied with results
- System is not in my business
- 24/7, 365 access to services
- Consistent services

DATA PERFORMANCE... MEASUREMENT SYSTEM

- Systems engage customers in a timely way
- Strengthen overall efficiency by eliminating duplication of effort
- Our families & client learn to live in a state of well-being

Bridging Service Silos

- Simplify system for consumers
- Shared accountability for consumers
- Easy & global access for consumers & workers
- Client & Human Service team have the same goals & work toward them
- IT supports workers in providing better, more efficient service

Funding & Resourcing

- Go beyond our tax income to find alternative sources of funding.
- Seek partnerships to find additional ways to provide services.

Building Open & Inclusive Processes

- Be consistent with policies & practices for support of consumers
- Build partnerships throughout the system & community
- Increase involvement of schools through empowerment of parents

WORKFORCE WORKFLOW TRAINING

- Best care for people takes a well-rounded, innovative, sophisticated workforce
- Encourage performance through pay supports, innovation, retention etc with quality as our goal!
- Recruit & retain best people and provide better care/quality to keep change, innovation & adaptation going!

SCHOOL HEALTH COURT TOP SECRET

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