

43rd Annual ISM Conference
New Thinking For A New Decade
August 29, 2010 to September 01, 2010
Chicago, Illinois

DETAILED SESSION DESCRIPTIONS

PLENARY SESSIONS

Opening Plenary Session

Greetings and Conference Welcome

Mary Ellen Bennard, ISM President, Deputy Chief Information Officer, Executive Office of Health and Human Services, Massachusetts

Cari DeSantis, Interim Executive Director, American Public Human Services Association, Washington, D.C.

ISM Keynote Address:

A panel of high-level officials from the Obama Administration will discuss the initiatives which will affect their agencies and how they relate to the other agencies which administer health and human service programs. With the Affordable Healthcare Act being the stimulus, these agencies are now poised to consider implementing a truly enterprise approach to serving our most vulnerable citizens. If so, how? You won't want to miss what they have to say.

Kevin Concannon, Under Secretary for Food, Nutrition and Consumer Services, U.S. Department of Agriculture

David Hansell, Acting Assistant Secretary for the Administration for Children and Families, U.S. Department of Health and Human Services, Washington, D.C.

Cindy Mann (*invited*), Director, Center for Medicaid and State Operations, Centers for Medicare & Medicaid Services, U.S. Department of Health and Human Services

ISM Recognition Awards:

- ◆ Application of New Technologies: New York State - Open Source Technology with myBenefits.ny.gov Web Portal
- ◆ Innovation in Service Delivery: Louisiana Department of Social Services - Disaster Food Stamps System

Darlene Thomas, Chief Information Officer, Department of Health & Human Resources, West Virginia, *Facilitator*

Plenary Session: How to Achieve Better Results in Government

Bill Eggers and John O'Leary recently released *If We Can Put a Man on the Moon: Getting Big Things Done in Government* (September 2009, Harvard Business School Press). The book is a practical guide for public officials that serves as a roadmap for overcoming some of our nation's biggest challenges and restoring America's legacy of preeminence. The book also serves as a call to revitalize our democratic institutions by taking the unique challenges of managing in the public sector seriously. Eggers and O'Leary's presentation will both inform and entertain conference attendees.

Bill Eggers, is one of the country's best known authorities on government reform

John O'Leary, has been a government consultant, managed large state agencies, and served as an elected official

Lou Polzella, Director, Information Technology Services, Department of Social Services, Connecticut, *Facilitator*

ISM Recognition Awards:

- ◆ Collaboration Across Boundaries: City and County of San Francisco - BenefitsSF.org Web Portal

Darlene Thomas, Chief Information Officer, Department of Health & Human Resources, West Virginia, *Facilitator*

PLENARY SESSIONS (Cont'd)

Plenary Session: Hang on to your Hat: Preparing for Health Care Reform - Lessons Learned from Three States

In 2014, 20 million new applicants for Medicaid will be knocking on the doors of health and human services agencies. How should states get ready for this tidal wave of new applicants? In recent years, a number of states have undertaken bold, innovative strategies in order to improve service delivery. These include outsourcing, co-sourcing, the implementation of unique partnerships with community-based organizations, automation of processes, and “no wrong door” approaches to service delivery. With the advent of health care reform and the anticipated increase in the number of eligible clients, it will be more important than ever that states learn from these experiences.

Florida, Texas, and Kansas have recently implemented improvements that reflect the new thinking that will be needed to meet future needs. In this session representatives from these states will discuss their efforts to transform eligibility determination services or implement centralized call centers that support the Medicaid and CHIP programs. They will also describe what they have learned and offer advice to states that are considering changing their service delivery models as they prepare for health care reform.

Andrew Allison, Executive Director, Kansas Health Policy Authority Board, Kansas

Anne Sapp, Director of Special Projects, Health and Human Services Commission, Texas

Don Winstead, Deputy Secretary, Department of Children and Families, Florida

*Ann Kohler, Director of Health Policy, American Public Human Services Association, Washington, D.C., **Facilitator***

Federal Panel: Implementing Health Care Reform: A Multi-Disciplinary Approach

Expanding access to quality, affordable health care for 32 million Americans requires an unprecedented degree of coordination and integration at all levels of government – federal, state, local, and tribal. In this session a summary of the requirements contained in the legislation known as the Affordable Care Act (ACA) will be highlighted. Then CMS will discuss the multi-disciplinary approach it is taking to facilitate the provisions of the ACA and integrated service delivery through improved program coordination among multiple operating divisions in the U.S. Department of Health and Human Services.

Rick Friedman, Director, Division of State Systems, Centers for Medicare & Medicaid Services, U.S. Department of Health and Human Services, Maryland

Ann Kohler, Director of Health Policy, American Public Human Services Association, Washington, D.C.

*Tom Donovan, Chief Information Officer, Office of Health Insurance Programs, New York, **Facilitator***

Federal Panel: Implementing Health Care Reform and Other Priorities on the Federal Horizon

Health care reform is coming, but that's not all. In this session, administrators from key federal agencies – FNS, ACF, and OMB – will join CMS to discuss how their programs are responding to state needs with a renewed commitment to collaboration, partnership, and system transformation. Topics will include interagency communication on health care reform, emerging national standards and protocols, actions taken to streamline APD processes, and where new ideas, legislation and priorities may be headed. In addition, OMB will describe a new program, the Partnership Fund for Program Integrity Innovation, which was recently established to fund state innovations that focus on improving integrity, service delivery, and efficiency in federally funded, state administered programs.

Rick Friedman, Director, Division of State Systems, Centers for Medicare & Medicaid Services, U.S. Department of Health and Human Services, Maryland

Gary L. Glickman, Coordinator, Partnership Fund for Program Integrity Innovation, U.S. Office of Management and Budget

David Jenkins, Director, Division of Information Resource Management Services, Administration for Children and Families, Washington D.C.

Tim O'Connor, Associate Deputy Administrator for Management, Food and Nutrition Services, U.S. Department of Agriculture, Virginia

*Sherri Heller, Vice President. State and Local Solutions, ACS, **Facilitator***

PLENARY SESSIONS (Cont'd)

Closing Lunch and ISM Business Meeting (Open to All)

The annual ISM business meeting provides an opportunity for ISM members to participate in the affairs of the organization. This year members will be asked to consider and vote on a proposed slate of ISM officers who will serve for the next two years until 2012. Nominations for officers will be accepted from the floor provided they comply with the requirements contained in the ISM Bylaws. In addition, the meeting will address any other business that is properly brought before the membership.

The Entertainment Project

The Entertainment Project, Chicago's own exciting youth theatre troupe, will perform during the closing lunch. This group is quickly becoming one of the largest performing arts training companies in the United States, developing promising new artists of all ages. The troupe's program provides instruction in music, dance, drama, and stage craft and is designed to accommodate, challenge, and grow each cast member's creative energy.

Invitation to 2011 ISM Conference in Austin, Texas

Anne Sapp, Director of Special Projects, Health and Human Services Commission, Texas

End of Conference Closing Remarks

Mary Ellen Bennard, ISM President, Deputy Chief Information Officer, Executive Office of Health and Human Services, Massachusetts

BREAKOUT SESSIONS - TRACK 1 - BUSINESS

Session 1-1: Transparency - Myths and Truths of Modernization

Facing severe budget constraints and an increase in caseloads, states are challenged to reduce cost while improving and streamlining health and human services delivery. As an alternative to the high cost and high risk of total system replacements, many states are opting for modernization, an incremental renewal of technology. This session seeks to separate the myths of modernization from the truths by focusing on the business decisions that drive successful modernization projects. USDA/FNS and the State of Connecticut will discuss the APD planning process from the federal and state points of view, respectively.

USDA/FNS will present the critical success factors by addressing questions such as: Should a state focus on a long-term strategy or an interim approach with an eye on a full replacement when budget permits? How will the strategy improve service delivery in such areas as client access, application processing, and customer service? Does the technology solution match the state's business process? Does the state's infrastructure support a modernization effort?

Connecticut will share their modernization approach and strategy to add a web front end, IVR, Call Centers, Document Management, and Workflow capabilities. Connecticut's goal is to build a business (and technical) framework for the future which supports the state's goal of improved customer service delivery and increased customer access.

Lou Polzella, Director, Information Technology Services, Department of Social Services, Connecticut
Lizbeth Silberman, *Director, Program Development Division, Supplemental Nutrition Assistance Program, U. S. Department of Agriculture, Virginia*

Dave Jennings, Director, Business Development S&L HHS, Northrop Grumman, *Facilitator*

BREAKOUT SESSIONS - TRACK 1 – BUSINESS (cont'd)

Session 1-2: Creative Approaches to Reducing Cycle Time and Managing Increasing Work Loads

Budgets have been slashed and resources have been greatly reduced, yet human service caseloads are at their highest levels in history and public expectations remain high. How do human services agencies cope? A number of states have instituted a variety of initiatives to reduce business cycle times through reengineered business processes, system modernization efforts, or a combination of both. In this session, New York State and Washington State will discuss the unique strategies and methodologies that they have implemented to manage their increased eligibility workloads, successfully streamline their business cycles, and greatly improve program outcomes.

Daniel Chan, Chief Information Officer, Office of Temporary and Disability Assistance, New York

Troy Hutson, Assistant Secretary, Economic Services Administration, Department of Social and Health Services, Washington

Amy Huston, Senior Product Manager, Mobility Product Management, AT&T, *Facilitator*

Session 1-3: Caseload Modeling and Predictive Analysis

To protect children effectively and deliver services to families most in need of them, child welfare agencies must use their limited resources wisely. In this session, representatives from the private sector and from a child welfare research organization will describe how predictive analytics can be combined with service standards and workload accounting to enhance both the efficiency and effectiveness of child welfare, as well as other programs.

Presenters will discuss how Structured Decision Making and new technologies in Text Analytics can provide improved predictive power in the triage and management of cases. The session will address how to deal with the rapid expansion in the amount of data available (much of which is unstructured), and will also focus on the use of data to budget for and efficiently allocate resources, inform key decision makers, and enhance accountability. Case examples will be used throughout the presentation.

Chris Baird, Executive Vice President, Children's Research Center, Wisconsin

Arnold Greenland, IBM Distinguished Engineer, IBM

Scott Dunn, Director, Health and Human Services Programs, Ingenix, *Facilitator*

Session 1-4: Pursuit of Painless Procurements

What constitutes a successful IT procurement? Is a procurement successful if there are multiple bids, an award, and no protests? Does success only get measured if the new system is accepted and used effectively by the user community? Is bringing the project home within budget the indicator of success? What are the red flags often seen in RFPs that can jeopardize project success?

This session will explore the varied answers to these and other procurement questions from the procurement officer, lawyer, federal official, and private sector points of view. An interactive panel from the State of Georgia, the legal profession, the private sector, and USDA/FNS will discuss their perspectives and solicit thoughts and questions from attendees. This is a weighty subject but one that will be approached in a light-hearted and entertaining manner.

Kathy Baird, Vice President and General Manager, State and Local Programs, DRC

Tim Gibney, Assistant Commissioner, State Purchasing, Department of Administrative Services, Georgia

Robert Metzger, Partner, Pillsbury Winthrop Shaw Pittman, California

Karen Painter-Jacquess, Management Analyst, State Systems Office, Food and Nutrition Services, U. S. Department of Agriculture, Colorado

Dave McCurley, Global Managing Director, Human Services, Public Service Operating Group, Accenture, *Facilitator*

BREAKOUT SESSIONS - TRACK 2 - IT SOLUTIONS

Session 2-1: Conducting a Successful Transition

There are many challenges to managing a successful transition from an existing service, product, or vendor to a new one. There are many important questions to consider. Will quality be sacrificed in lieu of lower costs? Will a new set of implementation problems arise? Will staff and customers resist change? Can this handoff be transparent? Will the organization descend into total chaos? In this session, presenters from the states of California and Ohio will demonstrate that transition can be successful through good timing and effective planning.

California will discuss the ongoing Consortium Four (C-IV) migration project which includes transitioning and consolidating from four SAWS consortia to three, reducing duplicate maintenance and operations costs, enhancing program uniformity, and improving client service. The C-IV system will provide California counties with a forward-looking automated welfare and employment system using modern software and hardware configurations, and open technology that will be widely supported well into the future.

Ohio will discuss transitioning from the delivery of lengthy, complex, and risky single system integrator led projects to an agile, incremental approach using multiple vendors. In this model, the state acts as the "general contractor" applying project and portfolio management practices to manage the "subcontractor" work performed by the state and vendor teams. The presenter will share how the state uses this collaborative approach to enhance Eligibility, Child Welfare, and Unemployment Compensation systems.

John Boule, C-IV Project Director, Department of Health Care Services, California
John Wanchick, Chief Information Officer, Department of Job and Family Services, Ohio
Galen Bock, Director, Consulting Services, Ohio Public Sector, CGI, *Facilitator*

Session 2-2: Integration Across Programs

In order to leverage available funding in this tight economy and share information and resources across agencies, human services organizations are looking to integration across-programs and across-organizations as a way to streamline service delivery.

In this session, presenters will discuss two successful projects – the California Linkages (CA) project that improved service delivery in the child welfare and TANF programs, and the New Jersey (NJ) KIDS project that resulted in streamlined processing because of better coordination between state, local, and municipal child support agencies and stakeholders. Specific topics include the approaches used by the CA Linkages and NJ KIDS project teams to identify necessary services, ensure collaboration throughout the projects, enhance funding and business preparation, and demonstrate how buy-in was achieved across multiple groups. The presenters will also discuss lessons learned, including key benefits and project challenges.

Danna Fabella, Linkages Project Director, Children and Family Policy Institute, California
Alisha Griffin, Assistant Director, Office of Child Support and Paternity Services, Department of Human Services, New Jersey
Ruthie Seale, Public Sector Product Manager, Oracle, *Facilitator*

BREAKOUT SESSIONS - TRACK 2 - IT SOLUTIONS (Cont'd)

Session 2-3: Portals - Enabling Health Care Reform

Health Care Reform brings with it many unintended consequences for the states. Paramount among these is the increased demand for benefits created by Health Care Reform policies. States and cities are being challenged by the perfect storm created by the combination of Health Care Reform and the current difficult economic conditions. Medicaid caseloads are skyrocketing while budget pressures are not allowing the needed levels of staffing. In this session Massachusetts and New York City will present how they have leveraged portals to address some of the challenges created by Health Care Reform.

Massachusetts was a pioneer in health care reform at the state level and in the deployment of portals, implementing the Virtual Gateway in 2004 and statewide health care reform in 2006. Massachusetts will discuss how the Virtual Gateway, a mature portal solution, was adapted to Health Care Reform, how it integrated with the state's established health insurance exchange and how it enabled the state to handle the increased workload of Health Care Reform through the implementation of online transactions for both citizens and providers.

New York City (NYC), the largest local social service jurisdiction in the country with over 2.8 million Medicaid recipients, has had to respond quickly to the demands of Health Care Reform by employing portals as a means to extend health insurance outreach initiatives. NYC will discuss how technology has been used to support policy changes aimed at making enrolling and renewing Medicaid and other public health insurance coverage easier for New York City residents and small businesses.

Karen Lane, Deputy Commissioner, Medicaid Program, Human Resources Administration Services (HRA), Medicaid Program, City of New York

Divya Narayan, Acting Director, IT Project Management Office, Virtual Gateway Operations, Massachusetts

Paul Hencoski, Partner, KPMG LLP, *Facilitator*

Session 2-4: Transformation - Take My Services Please

Shared Services was identified as one of the top technology issues and priorities in a recent survey of state CIO's by the National Association of Chief Information Officers (NASCIO). Shared Services refers to the provision of a service by one part of an organization or group to other parts of the organization. Thus the funding and resourcing of the service is shared and the providing department effectively becomes an internal service provider. In this session, Colorado and Pennsylvania will discuss how they adopted a shared services methodology and their current and future plans.

Colorado issued an innovative Request For Information (RFI) to solicit private sector recommendations and a road map for incorporating the concepts of shared services into the State's IT Consolidation Plan. Colorado will discuss the results of the RFI and how they are leveraging shared resources across state and local boundaries through their Statewide Internet Portal Authority.

Pennsylvania, recently recognized by NASCIO with a 2009 NASCIO award in Enterprise Management for their implementation of IT Shared Services, will discuss how they shared technical services, enterprise services, and their continued sharing of resources and solutions that cross multiple lines of business and departments.

John Conley, Planning Director for the Medicaid Information Technology Architecture (MITA), Department of Human Services, Colorado

Terry Shuchart, Chief Information Officer, Department of Public Welfare, Pennsylvania

Loni Kao Stark, Group Manager, Public Sector, WW Government Solutions, Adobe Systems, Inc., *Facilitator*

BREAKOUT SESSIONS - TRACK 3 - TECHNICAL

Session 3-1: GIS Gone Wild!

GIS (Geographic Information Systems) enables users to capture, store, sort, and manage spatially referenced data. GIS has been in use and available for many years and has proven to be a cost effective, accurate, and fast means of analyzing large volumes of data and visually displaying it within mapped landscapes in an appealing and user friendly format.

In keeping with the adage that "a picture is worth a thousand words", human services agencies are increasingly applying GIS tools for program planning, quality assurance, resource allocation, and communication purposes. The Rural Policy Research Institute (RUPRI) and Louisiana will demonstrate two "real world" applications of GIS technology. Presenters will discuss how Louisiana uses the application of demographic and service utilization information to allocate resources and deploy staff more effectively and as an important tool for providing better foster care services.

Chris Fulcher, Co-Director, Center for Applied Research and Environmental Systems, RUPRI, Louisiana

Joe Keegan, Child Welfare Program Specialist, Department of Children and Family Services, Louisiana

Kevin Dolan, Director, HHS Alliance and Business Development, Microsoft, *Facilitator*

Session 3-2: ECM - An Important Data Management Tool

Enterprise Content Management (ECM) is usually seen as a function that transforms paper documents into images that are then stored in a local repository so they can be accessed by users. However, current ECM applications go way beyond the simple capture, storage, and retrieval functions of the past. Now, in order to meet the growing business needs of government, ECM captures data from many media, including paper, web forms, emails, faxes, electronic texts, voice, and instant messages. Once captured, these items are stored in an enterprise repository which is connected to one or more specific business areas.

In this session, New Hampshire and the private sector will discuss the business and technical challenges encountered in the planning, development, and implementation of Enterprise Content Management solutions, as well as the benefits that result from successful ECM solutions. New Hampshire will describe their implementation and detail the benefits they have garnered to date from the rollout of their ECM solution. In addition, a presenter from the private sector will discuss the future possibilities that ECM can provide in meeting the business needs of state and local governments.

Laurie Snow, Information Technology Manager, Department of Health and Human Services, New Hampshire

Greg Tipping, Chief Operating Officer, Northwoods Consulting Partners

Vance Dean, IT Manager, Information Technology Services, Department of Social Services, Connecticut, *Facilitator*

Session 3-3: EA/SOA - Past, Present, and Future

Enterprise Architecture (EA) describes how organization, information, and technology structures support the strategy and operations of organizations. In the context of government agencies an EA provides technical descriptions of the organization's goals, business and administrative processes, information requirements, and supporting applications, as well as the technology infrastructure of the enterprise. These descriptions are typically captured in the form of models, diagrams, narratives, etc.

A Services Oriented Architecture (SOA) is closely linked to the outputs of an EA model. As the EA reveals federated and common functions within an organization, SOA principles can then be applied to create reusable components and services that assist in efficient automation of business processes. In this session two speakers from the private sector will discuss the concepts of EA and SOA and the linkage between the two. They will also stress the importance of EA and SOA when considering the business and technical aspects of legacy replacement or incremental legacy modernization.

Shelly Perry, Vice President, Industry Software and Solutions, HP

Ronan Rooney, Chief Technology Officer, Cúram

Todd Bright, Assistant Director, Division of Business & Finance, Department of Economic Security, Arizona, *Facilitator*

BREAKOUT SESSIONS - TRACK 3 - TECHNICAL (Cont'd)

Session 3-4: SaaS - What's new with it?

Many IT companies are moving away from niche products to focus more on being service and application providers. Using Software as a Service (SaaS) and Cloud Computing models, companies are advocating and beginning to offer cheaper and scalable solutions to common IT problems. During the 2009 ISM Conference, a session was held on Cloud Computing as a viable option for hosting applications. One year later Los Angeles County has taken the first steps towards a hosted solution under the Software as a Service concept. Is a hosted platform viable for state and local government? Does it provide cost savings in these difficult economic times? In this session Los Angeles County will discuss their real-life application of SaaS and some of the informative stories behind this bold new step. Also, a presenter from the private sector will share a global view of the Google Apps offering.

Kevin Crawford, Assistant General Manager, City of Los Angeles, CA

Deborah Hafford, Regional Sales Manager, Google Enterprise

Duane Fontenot, IT Director, Information Services, Department of Social Services, Louisiana, *Facilitator*

SPECIAL SESSIONS

Sunday Museum Tour and Roundtable Discussions - Field Museum

Museum Tour (Open to All Attendees and Guests - No Charge)

This year's Sunday afternoon activity will be held at the spectacular Field Museum, named for its first major benefactor, merchandizing giant Marshall Field. This museum is truly one of the world's premier natural science museums. ISM has arranged the afternoon so that attendees will have ample opportunity to tour the museum before participating in roundtable discussions in the stunning Founder's Room, which was once the office of the museum's first president, Marshall Field.

Roundtable Discussions (Restricted to government attendees only)

Feedback from past ISM Conferences has indicated that attendees value highly the roundtable discussions which allow informal exploration of some of today's important issues in human services information technology. This year's topics and conversations promise to be as interesting and informative as those in years past and will serve as a great thought-provoking warm-up to the plenary and breakout sessions later in the conference.

Tuesday Roundtable Discussions (Open to all attendees) with Lunch on your Own

Following up on Sunday's Roundtable Discussions, these roundtables will focus mostly on federal government programs, the plans our federal partners have for them, and state and local government issues related to these programs. The federal government topics will be facilitated by experts from the federal program areas. The conversation promises to be lively and informative.

- WIC 101: A hidden opportunity - FNS, *Facilitator*
- Call Centers: Are they right for your agency - FNS, *Facilitator*
- Child Support Enforcement: What is new and exciting - Joe Bodmer, OSCE, *Facilitator*
- Child Welfare: What is happening at the federal level - Terry Watt, ACF, *Facilitator*

General Technology: What is new and innovative in your agency? - Doug Kasamis, Department of Human Services, Illinois, *Facilitator*

PRESENTATIONS BY PLATINUM SPONSORS

Session descriptions were supplied by our Platinum Sponsors

Accenture (Open to all attendees)

Small Budgets, Big Solutions

Human services agencies are looking for new technologies to enhance agency worker efficiency and effectiveness and to streamline their benefit programs so families in need receive the right services at the right time. But how do agencies move forward when they face increased demands, budget shortfalls, and the high cost of major IT initiatives?

This session will explore how agencies can improve service delivery, increase performance and achieve big cost savings by improving business processes and implementing proven, value-based IT solutions. Through application maintenance and renewal backed by performance-based contracts, agencies can build a long-lasting, efficient system that provides better outcomes for families.

ACS, a Xerox Company (Restricted to government attendees only)

Future Human Services Office - Now

With state budgets depleting and human services needs escalating, agencies are under rising pressure to “do more with less.” While the challenges are many, some human services agencies are taking this mantra, “do more with less,” as a call to increase efficiencies, better meet the needs of its most vulnerable citizens, and enhance stewardship of tax dollars.

Find out how with the right information, supported by the right documentation, agency employees can deliver much-needed services to the vulnerable citizens who rely on them. This session, co-presented by a former State Program Director and an expert in document-driven business process management, presents a hypothetical case worker’s day-in-the-life engagement with a “model” office, and how it dramatically reduces administrative time and increases delivery of services and client satisfaction.

Adobe Systems Inc. (Restricted to government attendees only)

The User Experience Imperative

User experience is no longer just eye candy. It’s a make-or-break piece of any project. We know it when we see it. Yet often, solutions built for our agency employees or citizens are difficult to use. This translates into extensive training and low adoption, enough to derail even the most well thought-out initiative.

This session focuses on innovation in user experience by government agencies. Results include increased adoption of self-service and greater productivity of assisted channels.

A framework for user experience will be discussed which will help you quantify the impact of rich interactions, transparent processes and collaborative communication.

AT&T, Inc. (Open to all attendees)

How Mobility Can Improve Processes in H&HS

In these economic times with continuing budget constraints, every Health and Human Services agency is adjusting by ‘doing more with less’, attempting to maintain the quality and quantity of services they render to the public even as the need for services grows. Trying to do so without incorporating a more efficient way of working will often create negative results. For example, overextending staff or increasing the workload per agent creates higher stress for the workers, less control of the assigned tasks and consequently, less quality for a program overall. These are unwanted, but common effects, of the implementation of traditional measures to comply with budget restrictions. Mobility –that is the utilization of mobile solutions- is key to transforming current operational processes in order to obtain the benefits that can be realized thru the promise of ‘doing more with less’. Every process that includes workers out in the field, such as Nurses, Case Workers or Health Inspectors, has many potential areas for improvement. Typical efficiency gains would include cost savings (which would enable an agency to reallocate budget in order to, for instance, retain critical staff), increased productivity (which gives field workers the ability to visit more clients), or even increased revenue (when applicable).

PRESENTATIONS BY PLATINUM SPONSORS (Cont'd)

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CGI (Open to all attendees)

Where the Rubber Meets the Road - State Strategies for Managing the New Health IT Expectations of Medicaid, the EHR Incentive Program, Quality Reporting, Fraud Waste and Abuse, Health Information Exchange, and Integrated Eligibility

A significant portion of the "doing" of health information technology (HIT) now resides with the states. There are new HIT expectations and challenges for Medicaid; the HITECH EHR incentive program; healthcare quality reporting; fraud, waste and abuse prevention; Health Information Exchange and integrated eligibility for benefit enrollment that all play out at the state level. This session will include discussion of strategies for states to manage these increased health IT expectations and take advantage of HIT opportunities at a time of intense budget challenges. The session will also present an opportunity for state officials to share their experiences in navigating the increasingly windy health IT road.

Cúram Software (Open to all attendees)

Needs To Outcomes: A Personalized Approach to Service Delivery

From record high unemployment to new healthcare programs and eligibility requirements, human services organizations are facing some of their greatest challenges. The needs of citizens are more complex, the family structures have become multi-faceted, and the government organizations see unprecedented increases in volume, and fewer case workers and strained budgets. Despite these changes, the mission has not

The charter to provide care and protection to those in need and help families reach their social and economic potential remains fundamental. It is the approach that must be changed. Is there a better way to identify needs and achieving positive and sustainable outcomes?

Join Cúram Software for an interactive session that challenges conventional thinking and highlights a fundamental shift in traditional methodologies. Take a journey from advancements in No Wrong Door, to absolute imperatives in Social Enterprise Management case management versus traditional case management, to the criticality of Outcomes Management. Together, these 3 components define a new personalized approach to integrated service delivery that transforms how we achieve the mission.

Deloitte (Open to all attendees)

HHS Jeopardy by Deloitte Consulting

I'll take "What is the Expanded Medicaid FPL Limit for \$200". Join Deloitte Consulting as we cheer on government ISM contestants as they battle it out to take home top honors in Human Services Jeopardy! Between Health Care Reform, ARRA, shrinking budgets and continued technology advancements, the Human Service Technology landscape only continues to become more complex. As our contestants demonstrate their command of current Human Service Technology topics, practitioners from Deloitte Consulting's Health and Human Services practice will provide our perspective on these critical and rapidly evolving issues.

HP (Restricted to government attendees only)

Healthcare Reform: Preparing for 20 Million New Applicants

The passage of two pieces of legislation, the US Patient Protection and Affordable Care Act and the Reconciliation Act, has significant ramifications for health and human services organizations. Key questions include: What strategies are being considered to address dramatic changes in eligibility - new eligibility categories, new verification processes and significant volume increases? What impact will there be on business processes? What role can technology play?

Attend this session to hear the results of a study HP conducted with Health & Human Services (HHS) leaders in May 2010. We will provide an overview of how HHS Leaders believe healthcare reform will impact their organizations and what activities are planned to address new and expanded requirements. A panel of Health & Human Services experts will discuss the role technology can and will play in addressing issues driven by Healthcare Reform and highlight activities that can be undertaken to accelerate transformation.

PRESENTATIONS BY PLATINUM SPONSORS (Cont'd)

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IBM (Restricted to government attendees only)

Business Analytics and Human Services - Using Your Data to Improve Outcomes

Human services agencies collect volumes of data about the clients they serve, but rarely use those data effectively to reduce costs, improve outcomes, and deliver services more responsively. By applying the techniques of business analytics to human services data, human services agencies can develop actionable insights to strengthen service delivery. In this session IBM will survey how leading business analytics techniques are making a difference in human services today.

KPMG LLP (Restricted to government attendees only)

Do You BI?

When aligned with business goals, BI enables an organization to harness performance drivers and risk and make timelier decisions. Used effectively, BI provides insight into many facets of an agency's business resulting in increased control, greater responsiveness, and better performance. But even when a BI implementation represents a significant technical achievement, it can still lack business value. BI tools that process and deliver vast amounts of data often fail to produce actionable insights, making it all too easy to focus on the wrong information. KPMG recently completed a survey of a number of human services agencies to gather insight about your BI implementations. The survey results will be presented and will help you to gauge your relative BI sophistication against a cross-section of your peer agencies. You'll also learn why it's imperative to shift the focus beyond the efficient delivery of information and move toward a strategic approach that places greater emphasis on the information itself.

Microsoft (Open to all attendees)

Care Coordination

The passage of American Recovery and Reinvestment Act and the Patient Protection and Affordable Care Act has added to the impetus to connect health and human services agencies. This brings new requirements and burdens, but also opportunities. Microsoft believes HIT must be used to break down the silos that hinder information sharing to create efficiencies and enhance collaboration within agencies to service citizens. This session will include an expert panel discussion of leaders who are addressing these considerations and leveraging partnerships to connect systems.

Northwoods Consulting Partners (Restricted to government attendees only)

West Virginia Reaches New Peaks and Efficiencies and Customer Service

Like many agencies, the West Virginia Health and Human Services Bureau of Child Support Enforcement was struggling with handling capacity, operating costs, and ramping up new staff. The agency had piles of paperwork kept in traditional file cabinets and 53 locations throughout the state that were connected primarily by phone, fax, and the U.S. Post Office. The agency's needed to manage documents electronically and to better handle scheduling and follow-up with clients who sometimes show up at the wrong locations. To address its challenges, the BCSE chose to implement a document solution statewide and to pilot a client-flow project. During the first seven months of 2010, a team from Northwoods Consulting Partners installed software and hardware to provide faster and more extensive information sharing between the agency's 450 employees. Learn how the BCSE was able to lower costs and free up valuable space, all while improving customer service.

Oracle (Open to all attendees)

Enabling Improved Outcomes in a Tough Economy: One Step at a Time

Today's fiscal challenges have placed even greater pressure on HHS orgs to be proactive, responsive, and accountable for improved outcomes. As a result, solutions that can be phased and also that leverages existing systems and third party solutions are required.

Oracle is committed to empowering decision makers, clients, providers, and case workers with complete, open, and integrated solutions that address concerns regarding Self Service, Case Mgmt, Program Intelligence, Fraud Prevention, and reducing the admin costs of data center environments.

As an indication of our commitment, Oracle is also working with orgs to create an open source rules environment that places the IP of eligibility rules back where it belongs—with HHS agencies. Why should the government pay over and over for rules created for and by the government? Join our session to find out about Oracle's commitment to HHS and solutions that will add value as an enterprise architecture or one step at a time. Software. Hardware. Complete.