



ADMINISTRATION FOR
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OFFICE OF FAMILY ASSISTANCE
An Office of the Administration for Children & Families

2017 Linking TANF Families to Employment and Economic Opportunities Meeting

TANF Data in Context – Improving Program Outcomes through Information Sharing

Presented by:

Sandy Stier, ACF OPRE, Senior Advisor

Stephanie Acker-Houseman, HHS ASPE TANF Policy Analyst

Kerry Desjardins, APHSA TANF Policy Analyst

Chris Traver, ACF OPRE, Senior Advisor on Interoperability

*Jeff Gaskell, Assistant Deputy Commissioner, Employment and Income
Support Programs, New York Office of Temporary and Disability Assistance*

TANF Data in Context – Improving Program Outcomes through Information Sharing

Stephanie Acker-Housman

from the HHS Office of the Assistant Secretary for Planning and Evaluation will discuss findings from a recent survey of states' progress on integrating health and human services systems and data.



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Integration of Health and Human Services Programs: Findings from the State Questionnaire



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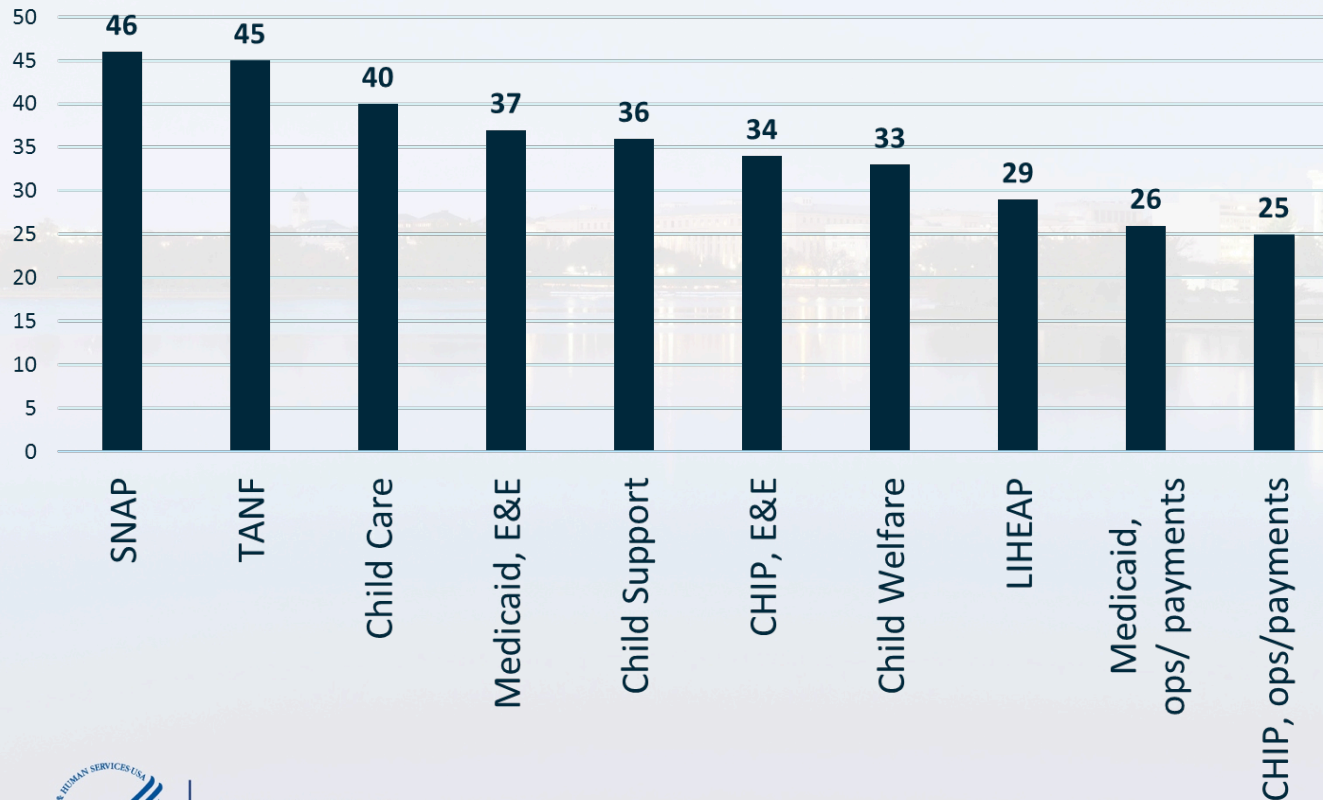
Integration of Health and Human Services Programs: Findings from the State Questionnaire

Methodology

- Questionnaire sent to 51 state health/human services commissioners
- Many delegated parts or all of the questionnaire to others
- Responses reflect agency heads, deputies, managers focused on IT, etc.
- 46 states responded (90 percent)



Respondent Pool: Programs Under Responding Agencies



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Integration of Health and Human Services Programs: Findings from the State Questionnaire

Integration of Eligibility Systems

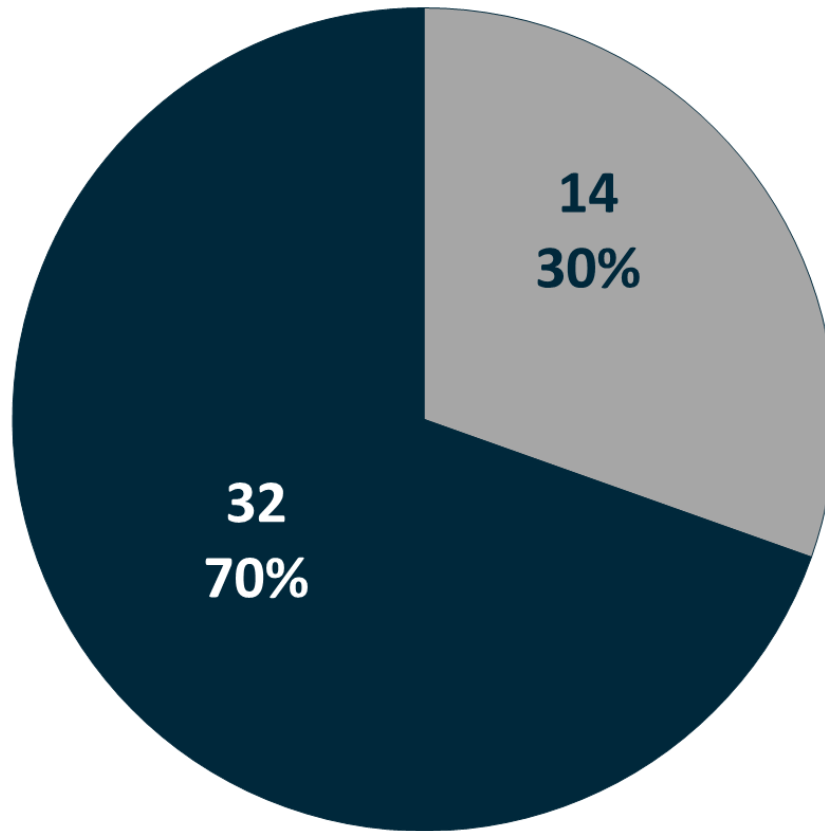


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About Two-Thirds of States Have Integrated E&E Systems



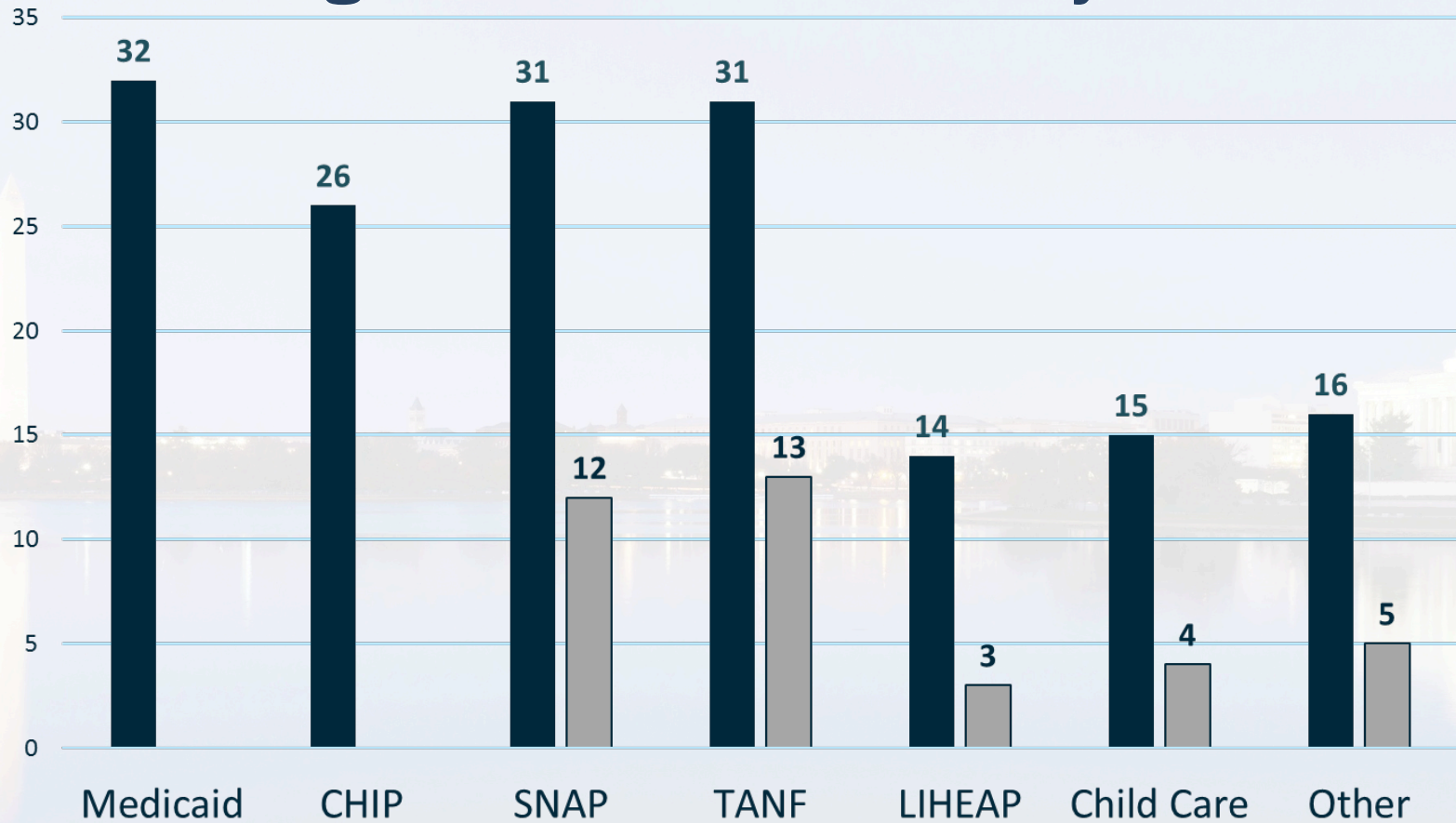
■ E&E system for Medicaid separate from any human services programs

■ Integrated E&E system for Medicaid and one or more human services programs



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Programs Included in E&E Systems



■ Integrated Medicaid/Human Services Systems

■ Separate Human Services Systems

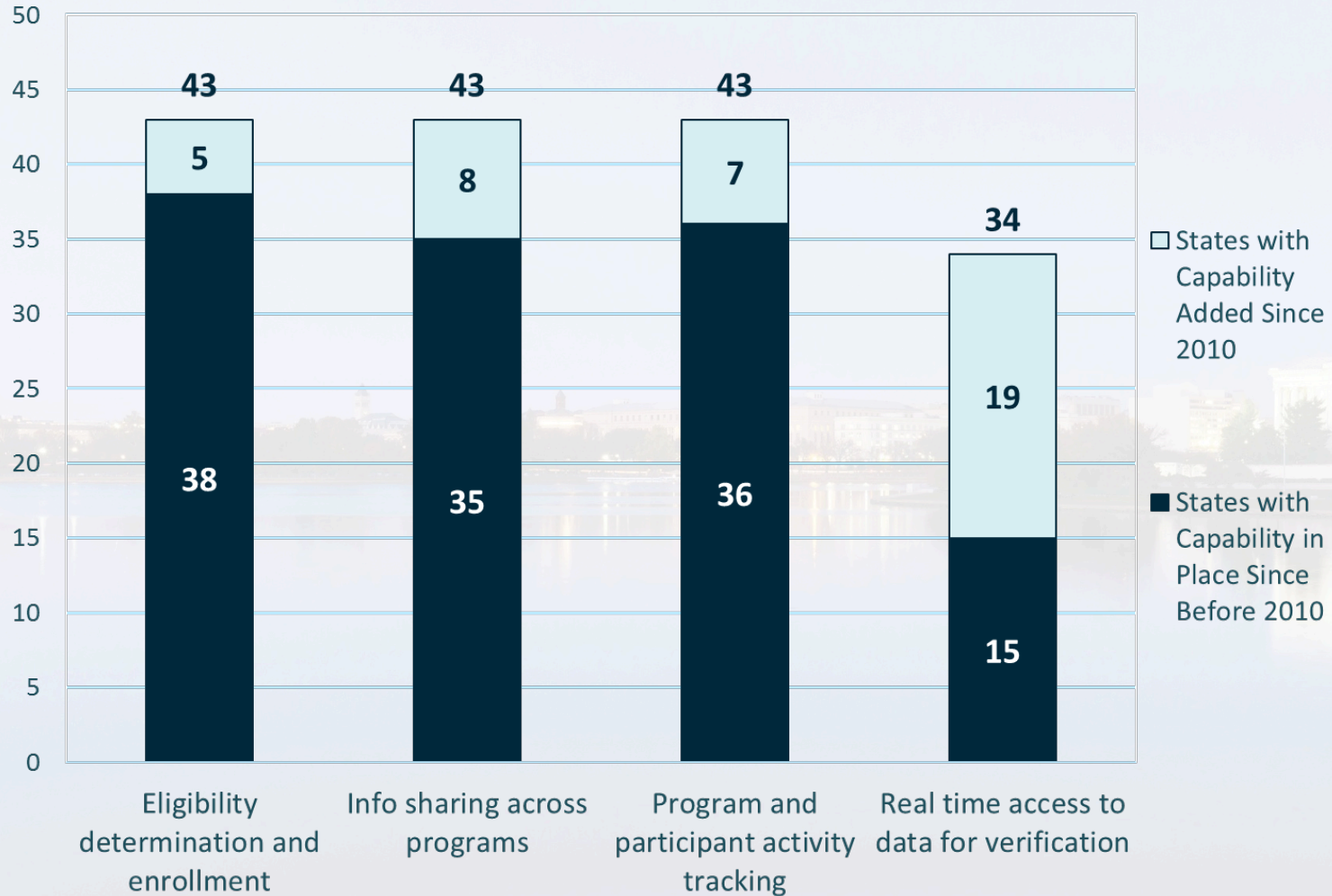


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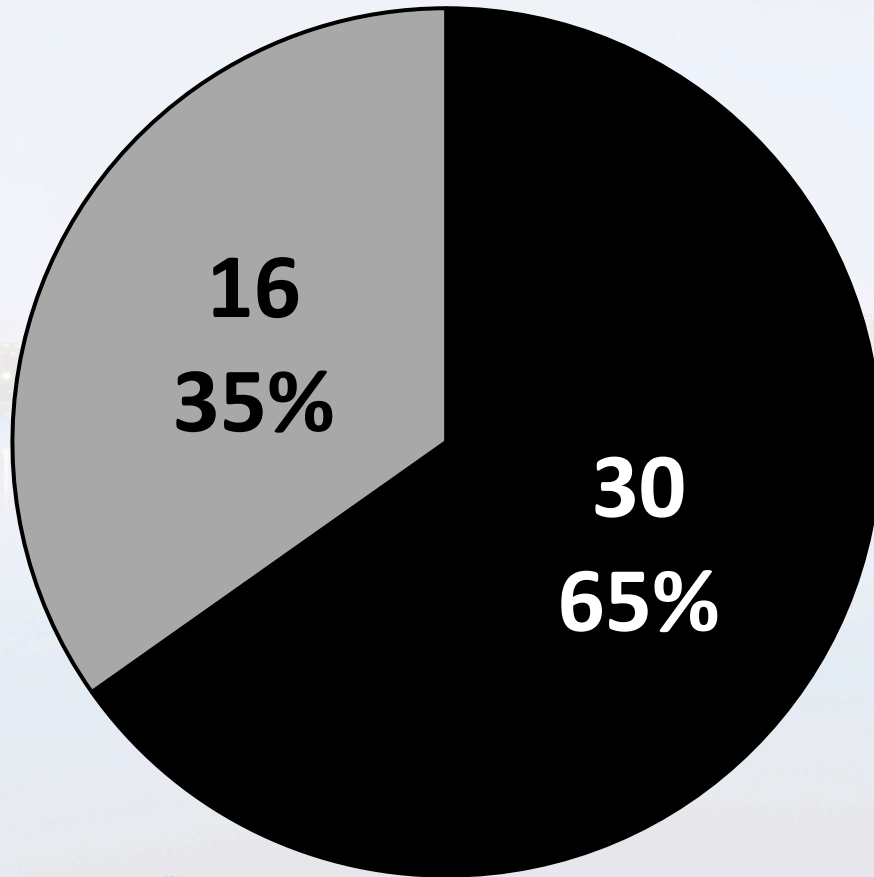
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Many States Have Upgraded E&E Systems Since 2010



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Two-Thirds of States Use a Master Client Index

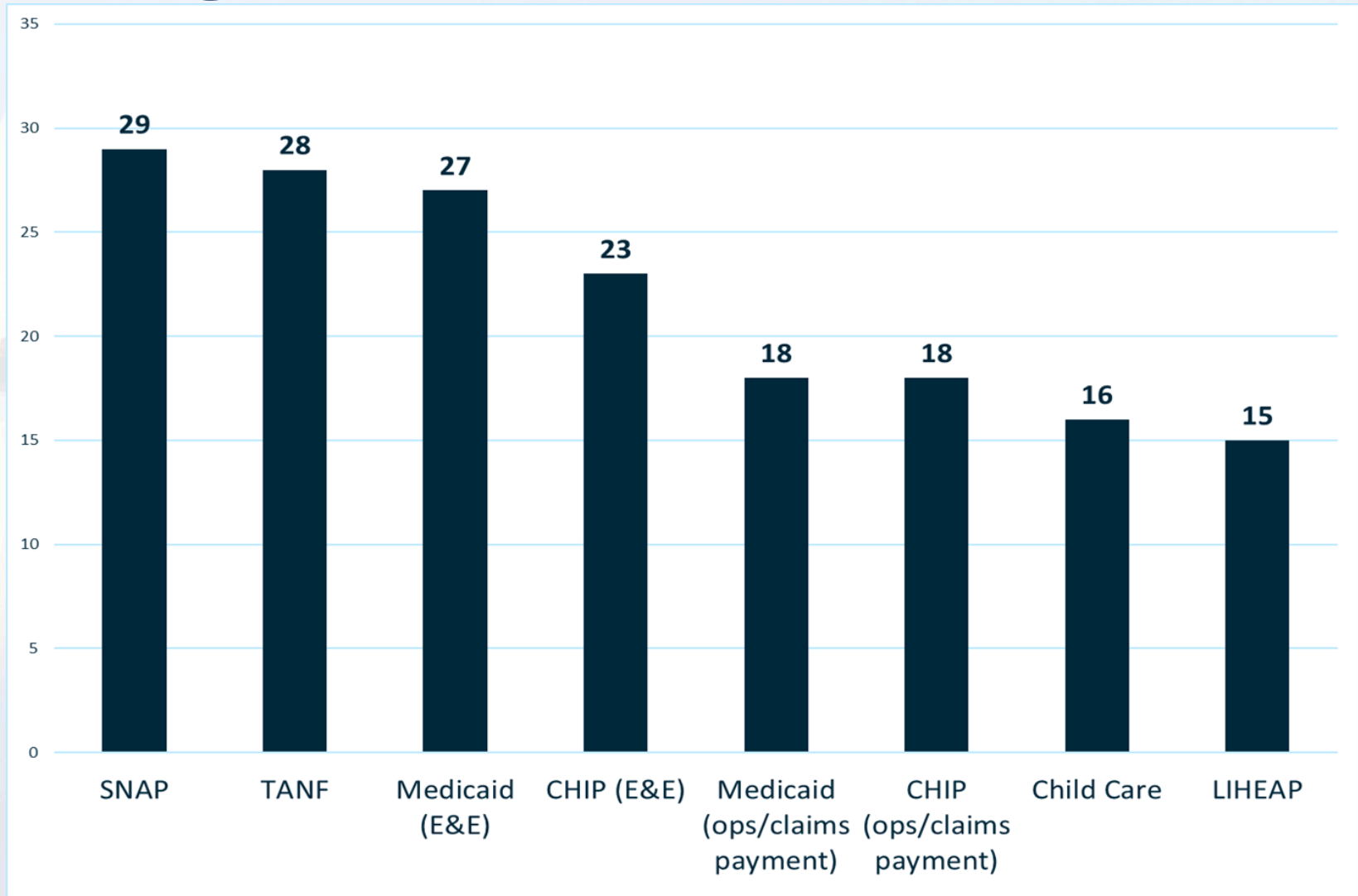


- Agency uses a master client index
- Agency does not use a master client index



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Programs Included in Master Client Index



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PROGRAM ENTRY

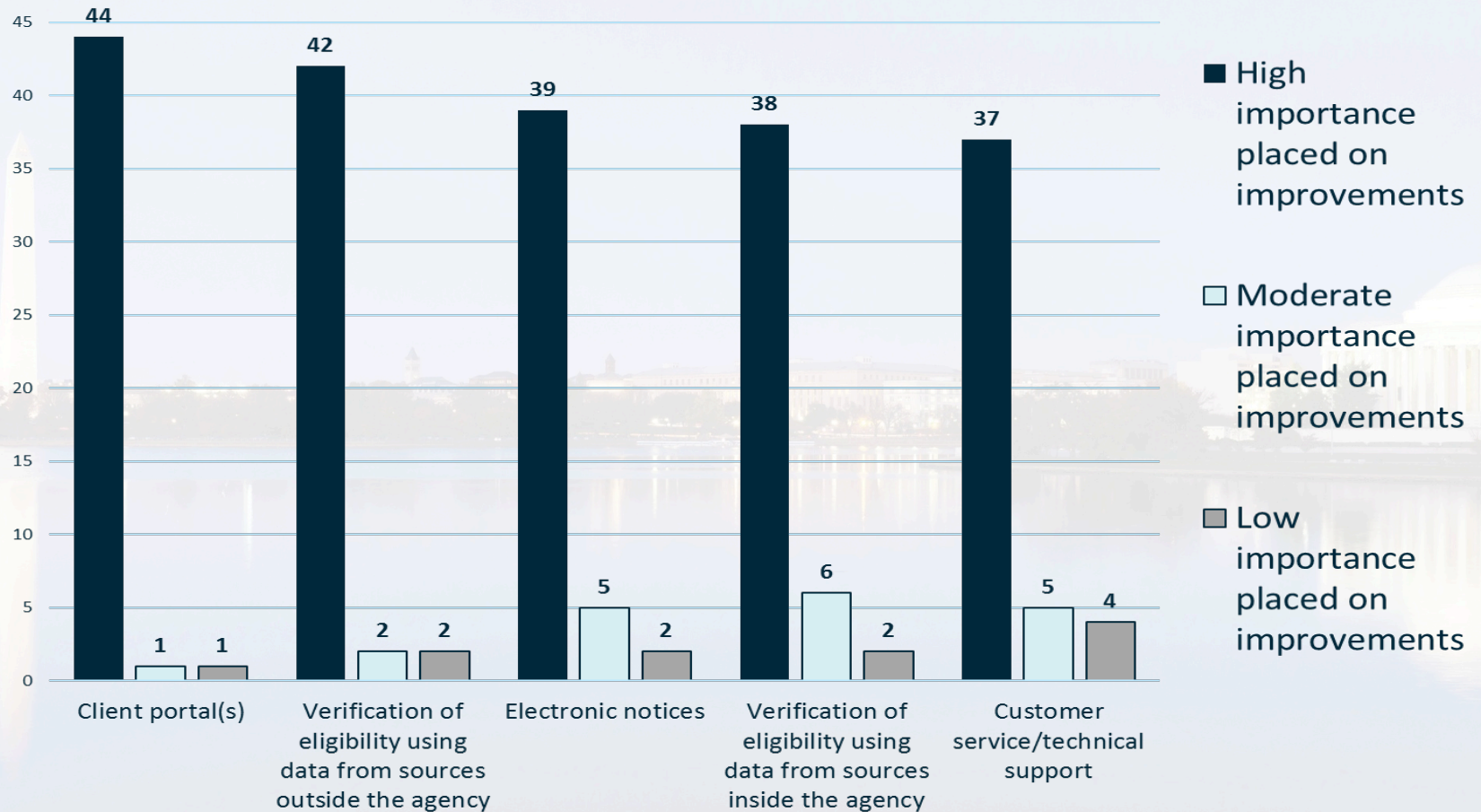


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High Importance Areas for Improvements to Program Entry Processes



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DATA GOVERNANCE

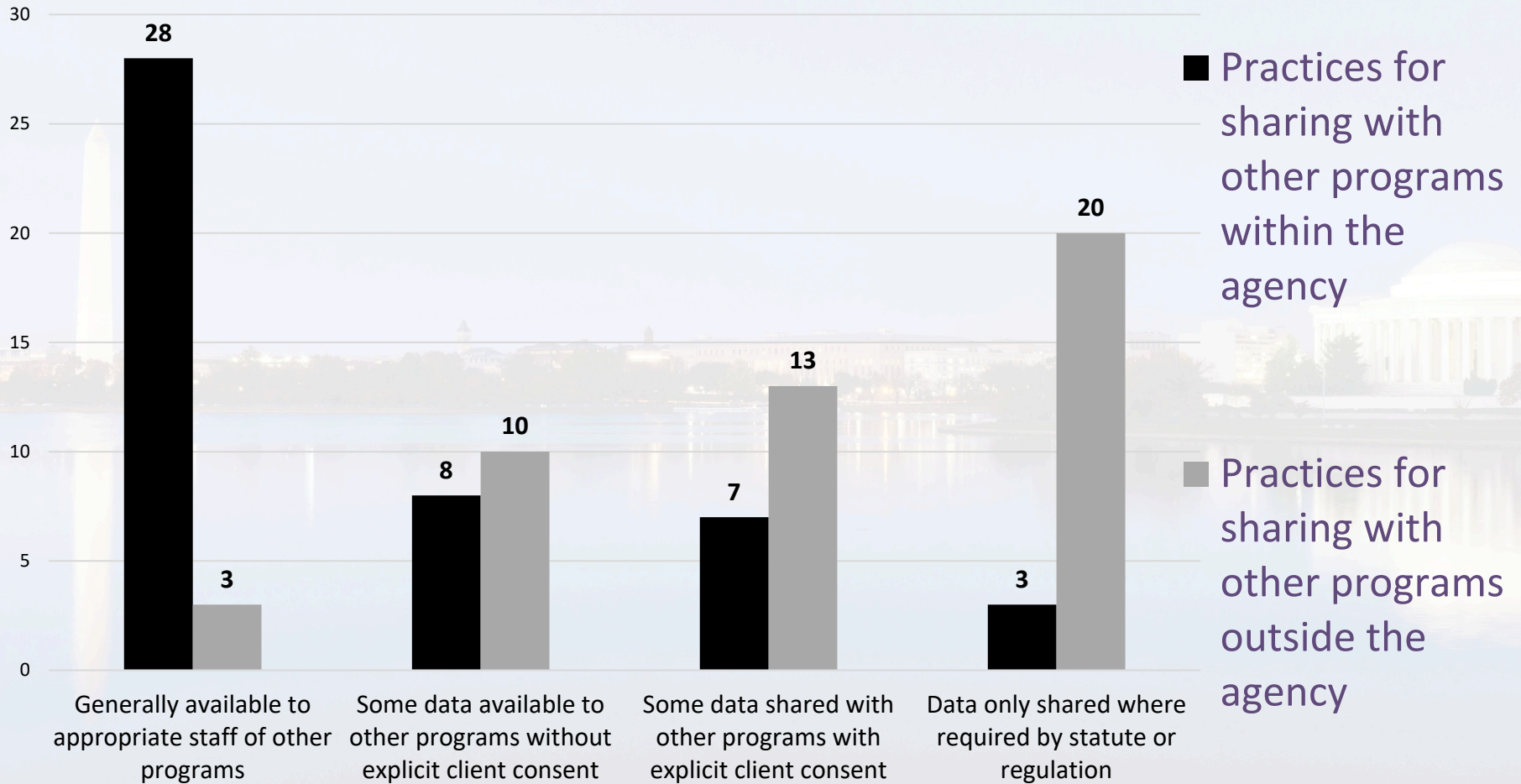


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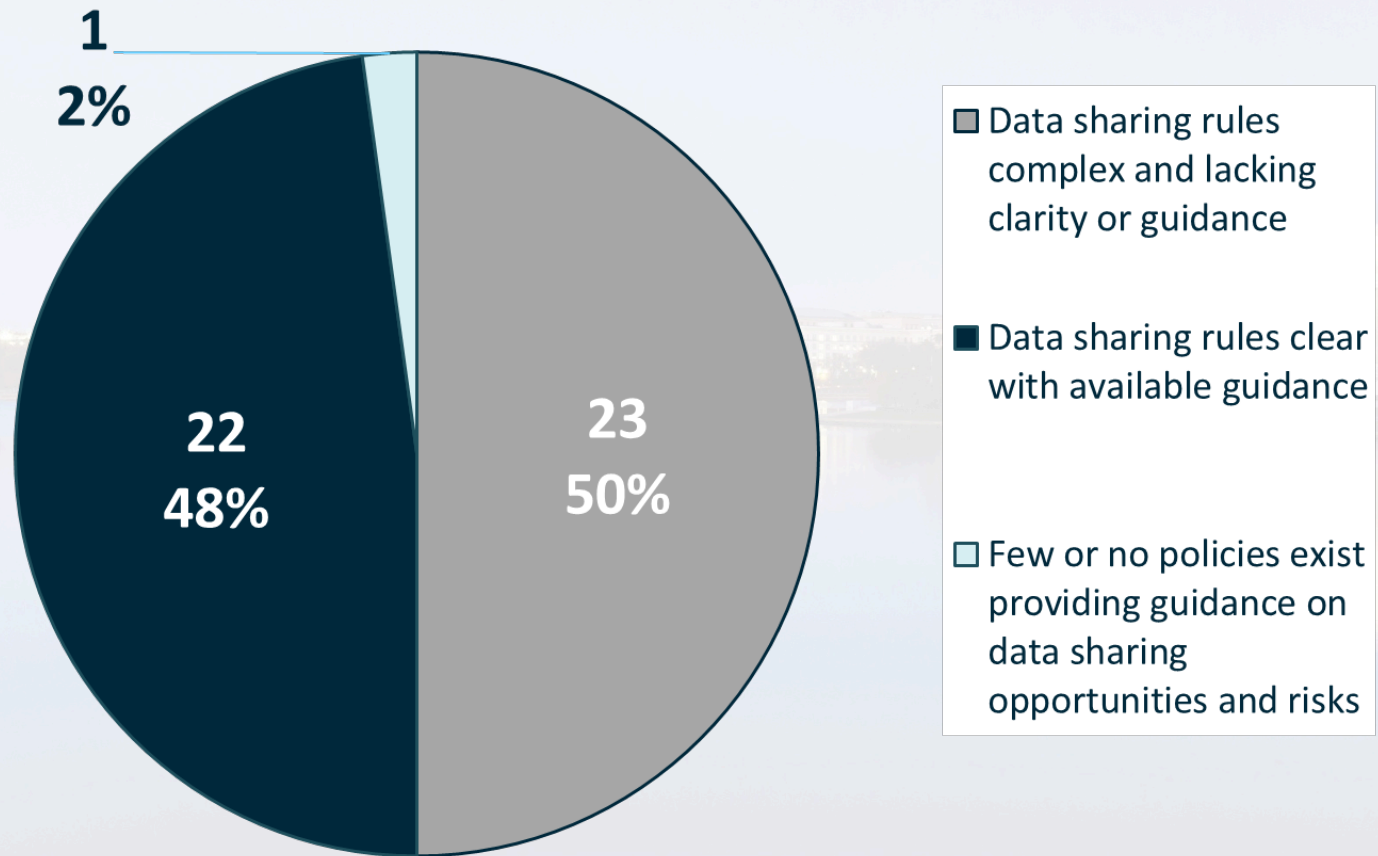
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Most States Share Data Broadly Across Programs, but Only Within the Agency



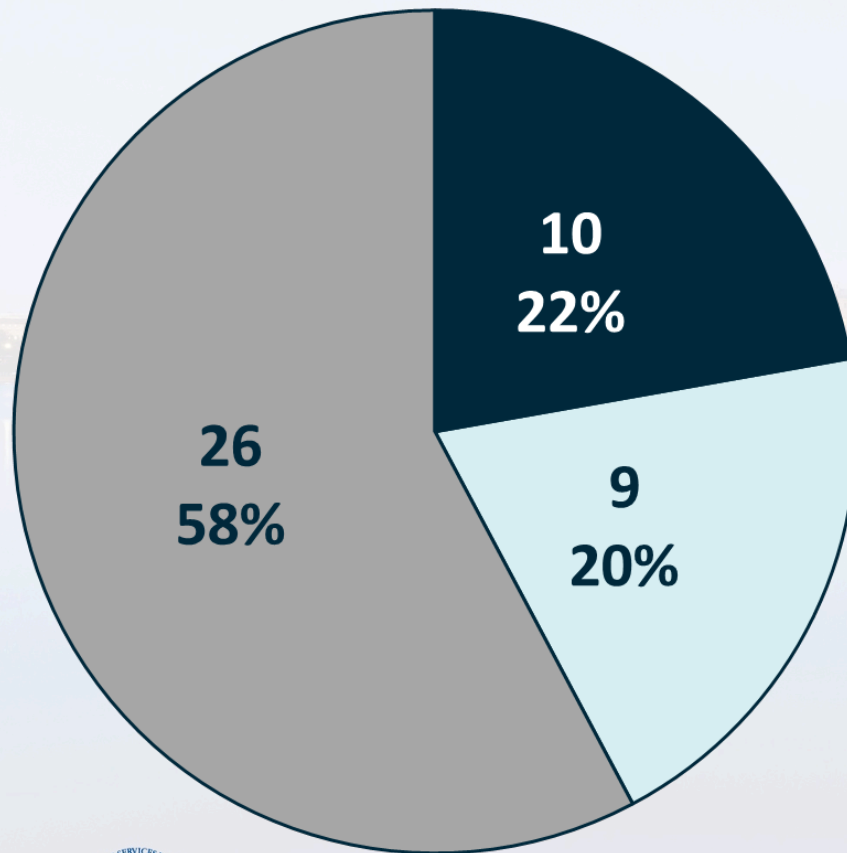
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States are Divided as to Whether Data Sharing Rules are Clear



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Less than One-Quarter of States Have a Central Repository for Client History Data



□ Client history resides exclusively within individual programs.

■ Client history is kept in multiple systems.

■ Client history is located in a centralized repository.



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Integration of Health and Human Services Programs: Findings from the State Questionnaire

TA REQUESTS AND OPPORTUNITIES

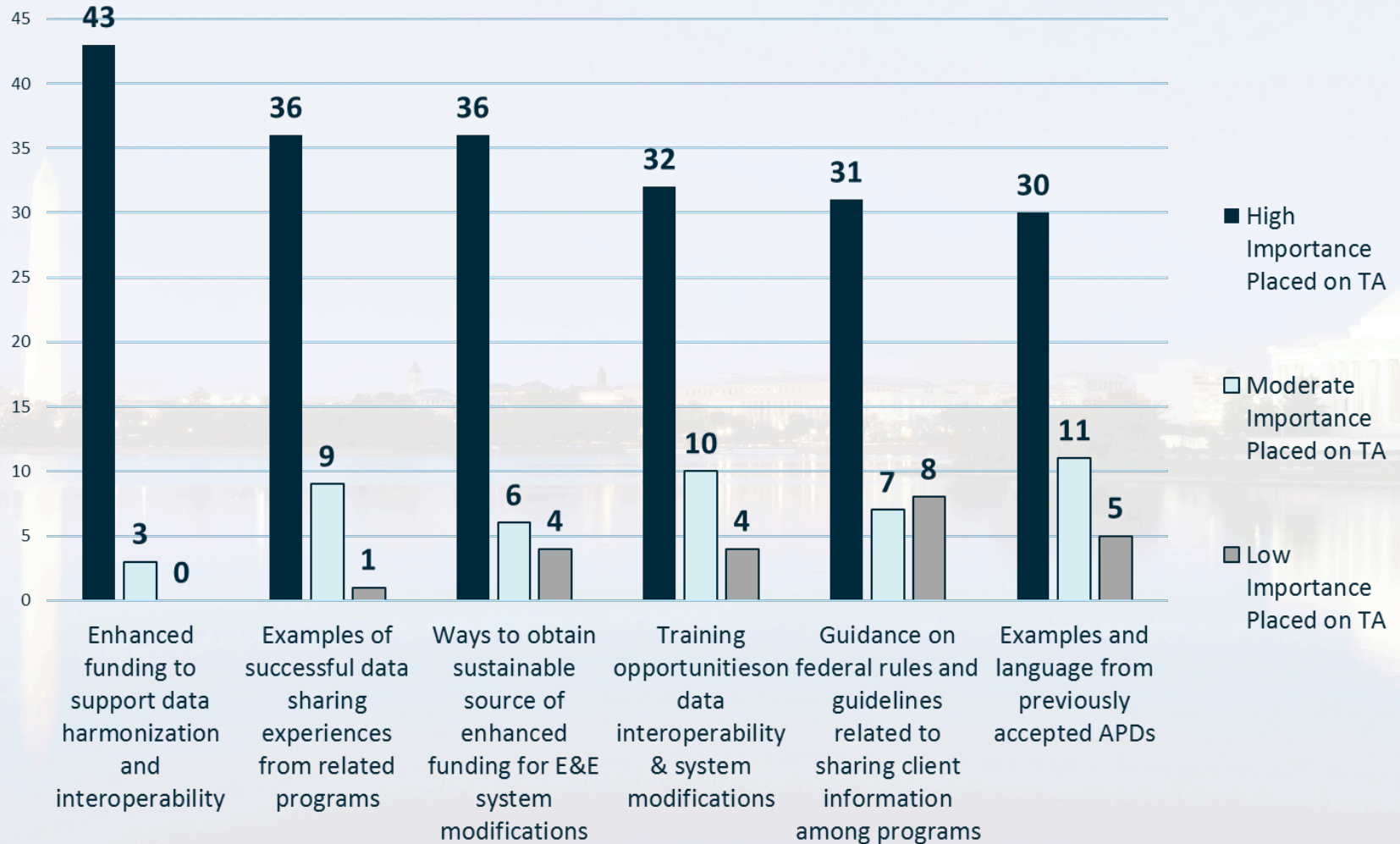


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High Interest in Receiving Technical Assistance



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Recent State Experiences from which Other States Might Benefit

- Integration of a range of programs into an integrated system (e.g., Medicaid, TANF, SNAP, IV-E, and Child Care in one system)
- Client portal
- Various examples of data sharing and systems features to support real time eligibility or pre-population of fields in eligibility systems
- Peer support on CURAM software and CMS CALT platform (sharing platforms)



TANF Data in Context – Improving Program Outcomes through Information Sharing

Kerry Desjardins

from the **American Public Human Services Association** will discuss APHSA's National Collaborative for the Integration of Health and Human Services and their ongoing work to build collaborations, share best practices, and advance the goals of multi-disciplinary and population-based care.





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National Efforts to Improve Systems & Data Interoperability

Presented by:

Kerry Desjardins, MSW, Policy Associate

APHSA
American Public Human Services Association



2017 Linking TANF Families to Employment and Economic Opportunities Meeting



- ✓ ***We are comprised of state & local H/HS Leaders, federal partners, private industry representatives, academia, and national state associations coming together to foster health and human services integration nationally***
- ✓ ***We aim to develop timely and innovate approaches to health and human services operations and delivery across public & private sectors to improve individual, community and population-based outcomes***
- ✓ ***By continuing to....***
 - ***Identify new opportunities & challenges***
 - ***Develop helpful guidance and tools***
 - ***Build strategic partnerships***
 - ***Influence policy, practice & operations***
 - ***Share best practices***



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Mapping Data Systems & Usage to HSVC



Cross sector data sharing arrangements are robust and integrated systems exist across sectors; analytics tools exist at all levels of an organization and with families, utilizing population-based information to drive community decisions and child/parent data to empower whole family success

Data systems are focused on measuring outcomes for both children and parents; multiple cross sector data sharing arrangements in place; line staff routinely use data to engage more effectively with families; data analysis focuses on identifying root causes

Data-sharing arrangements and/or integrated eligibility systems help assure families are connected to available services; outcome focus is on individual programs

Data systems enable accurate reporting on program requirements and produce reports that tell agencies how they are doing on outputs and help inform improvement plans



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Focus Area: Systems & Data Interoperability

A) Integrated Eligibility Systems (IES)

- 90/10
 - *Embedded in regulation for MES*
- A-87 Waiver
 - *Set to expire 12/31/2018*
 - *Utilization & ROI Survey*
- CMS Hub
 - Expanded use of SSA data for eligibility determinations
 - *4 pilot states (PA, MT, AZ, VA)*
 - *Phased Roll-out*

B) National Collaborative Analytics Committee



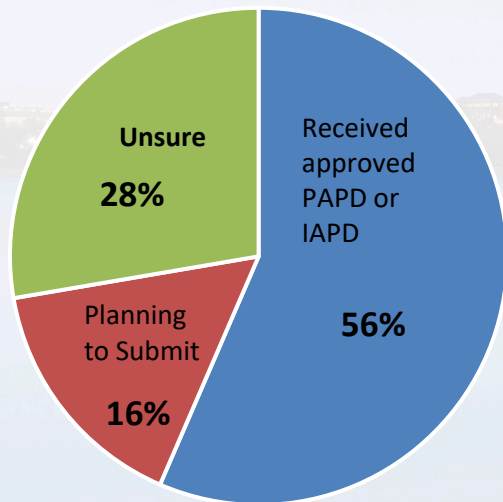
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IES-National Landscape & Trends (2015)

A-87 Waiver Utilization*



Most Commonly HS Programs Included**

SNAP, TANF, CC, LIHEAP, and other state programs

Most Frequently Cited Shared Services**

- ✓ On-line Portals
- ✓ User Interfaces
- ✓ Business Rules Engine
- ✓ Data Warehouse
- ✓ Privacy/Security Controls
- ✓ Workflow Mgmt Tools
- ✓ Document Imaging
- ✓ Auto. Account Creation/Case Notes
- ✓ Notices
- ✓ Case Record Digitization



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National Collaborative's Analytics Committee (NCAC) Work Products



1) Analytic Capability Roadmap

- *Analytics defined for HHS*
- *Useful assessment tools re current analytic capability*
- *Tips on RFP development*

2) Roadmap to Capacity Building in Analytics

- *Capabilities required for successful analytical efforts;*
- *Skill sets, governance structures & change mgmt. Practical examples across state/local HHS agencies*



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NCAC 2016-2017: Approach

The National Collaborative Analytics Committee (NCAC) convened three workgroups and challenged them to create a helpful guide that would address the following:

- Data Management & Proven Data Governance Practices**
 - By providing successful examples and templates of data sharing & management.*
- Privacy & Confidentiality Impact on Data Sharing**
 - By identifying practical tools for making the legal case for data sharing.*
- Predictive Analytics & Modeling**
 - By documenting current & cross-usage case studies.*



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Data Sharing in the TANF Context

- TANF participants touch multiple other programs both simultaneously and separately.
- 21st century families have multiple, complex needs and strengths.
- TANF is in some ways a very flexible program. It is in other ways limited.

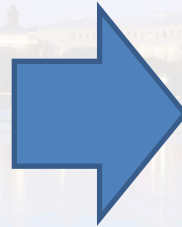


Efficient, effective data sharing is a key component to providing client-centered, comprehensive services that families need to transition from poverty to self-sufficiency.



Data Analytics in the TANF Context

- Better understanding of the people being served, what their needs are across programs.
- Best combination of services to achieve desired outcomes.



Better decisions about...

- Service delivery model
- Sequence of services
- Allocation of resources
- Etc.



TANF Data in Context – Improving Program Outcomes through Information Sharing

Chris Traver

from the Administration for Children & Families, Office of Planning Research and Evaluation in the Division of Data and Improvement will discuss ACF's work on data sharing, including the National Information Exchange Model, ACF's Confidentiality Toolkit, and other helpful information for states.





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TANF Data In Context:

**Improving Program Outcomes Through Information Sharing
ACF Interoperability Initiative**

Presented by:

Chris Traver, Senior Advisor and Interoperability Lead

ACF Office of Planning, Research and Evaluation

christopher.traver@acf.hhs.gov

Interoperability Initiative

Mission: To support family-centered service delivery by providing federal leadership and resources to maximize data usage and sharing between human services entities



Initiative Overview

ACF's Interoperability Initiative supports **data sharing** through:

- Policies and guidelines to accelerate adoption
- Standards and tools that are reusable across the country
- Field-based pilots
- Addressing common privacy and security requirements to mitigate risks



Division of Data and Improvement

Unifies ACF's strategy by incorporating:

- Interoperability Initiative
- Data and program analysis, evaluation, and research
- State systems coordination (APD's)
- Public assistance benefits matching (PARIS)



Initiative in Action

- Coordination
- Partnership
- Business Analysis
- Procurement and Development
- Implementation



Key Resources

- National Information Exchange Model (NIEM)
- National Human Services Interoperability Architecture (NHSIA)
- Confidentiality Toolkit
- Cost Allocation Methodology Tools

More at: <http://www.acf.hhs.gov/about/interoperability>



Interoperability Strategic Objectives

- Enable development of more agile, flexible, and modular data systems with interoperability as a core requirement
- Collaborate with partners in health, housing, education, justice, and others to enable holistic service planning and evaluation
- Harmonize policies and guidelines to streamline cross-organizational and cross-disciplinary boundaries
- Improve use of administrative and program data to measure and evaluate outcomes
- Support integrated service delivery, starting with integrated eligibility and enrollment



TANF Data in Context – Improving Program Outcomes through Information Sharing

Jeff Gaskell,

Assistant Deputy Commissioner, Employment and Income Support Programs, New York Office of Temporary and Disability Assistance will discuss progress made and policy challenges that New York has faced in accessing and sharing data for individual's post-service delivery.



TANF Data in Context – Improving Program Outcomes through Information Sharing

What do states need to use data more effectively?

- Barriers?
- Creative solutions?

