

*Fairfax County*

# **Health & Human Services**

## **Pat's Chats 2016**

*Working Together To Achieve Better Results*



# Health and Human Services

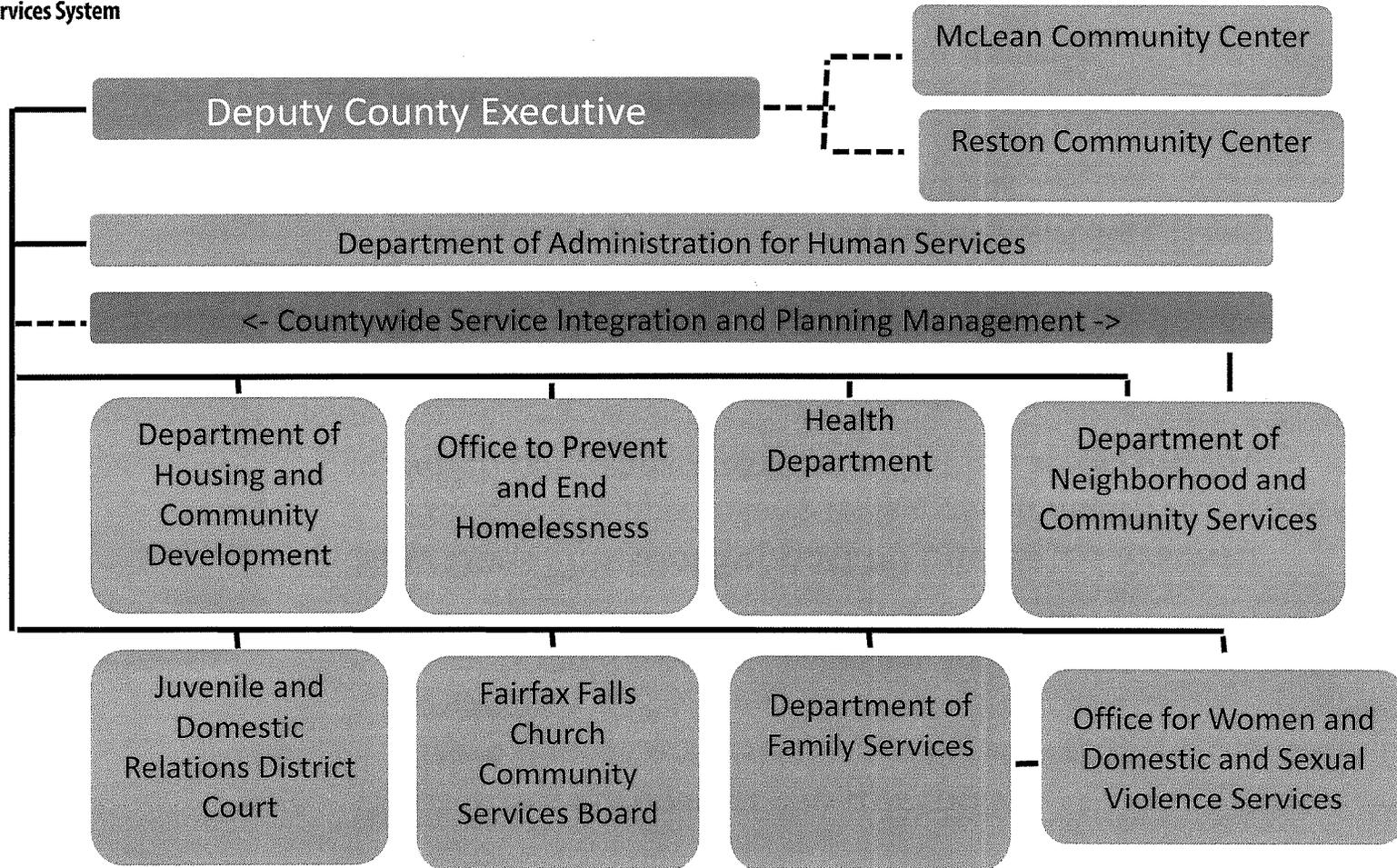
- Vision: We are the foundation for thriving people and communities.
- Mission: We create opportunities for individuals and families to be safe, be healthy, and realize their potential.





The Fairfax County  
**Human Services System**

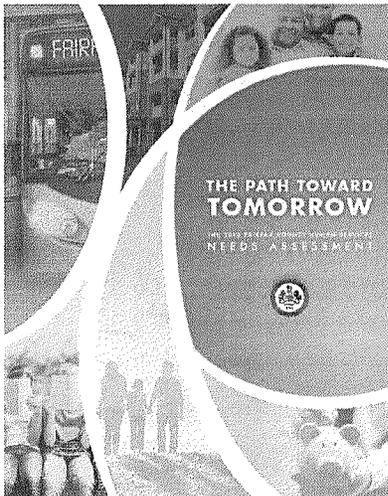
# Health and Human Services (HHS)



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# Needs Assessment



<http://www.fairfaxcounty.gov/living/healthhuman/needs-assessment/>

## What is the purpose of the this tool?

- Gain a through understanding of the strengths and challenges facing residents
- Identify root causes of challenges and improve outcomes for residents

## How Does This Tool Support an Integrated System?

- Provides a comprehensive review of community needs and trends, which can standardize communications across the system
- Enhances performance management by guiding the work of the HHS to focus attention on the most pressing community needs
- Strengthens service integration by establishing a foundation for synthesized data analysis and reporting
- Informs comprehensive resource planning by allowing HHS to proactively and strategically match resources with critical community needs



# HHS Report Card

## What is the purpose of the this tool?

- Track the impact of HHS in serving its customers
- Improve results for residents and communities



**Community Engagement**  
Goal: Increase engagement in community life, civic activities, and recreational interests

*Connected Individuals*

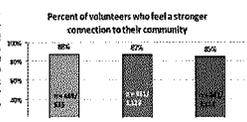
How are we doing?

The human services system serves all residents as community engagement is a desirable goal for the entire Fairfax community. Two system indicators reflect the extent of community engagement experienced by individuals and families who participate in Fairfax County programs and services.

System Indicator	Baseline	2014	Most Recent
% of volunteers who report feeling a stronger connection to their community through their services*	85% (FY 2013) 469 / 529	87% (FY 2014) 391 / 412	85% (FY 2015) 342 / 396

Source: Fairfax County Human Services System Data

The first composite indicator demonstrates whether volunteers gain a stronger connection to their communities through their volunteer time and services. In FY 2014, human services programs contributed to this indicator engaged nearly 23,700 volunteers who provided approximately 243,800 volunteer hours valued at \$5.8 million. Surveys conducted with a sample of 1,195 volunteers in FY 2015 indicated that 85% felt a stronger connection to the community.



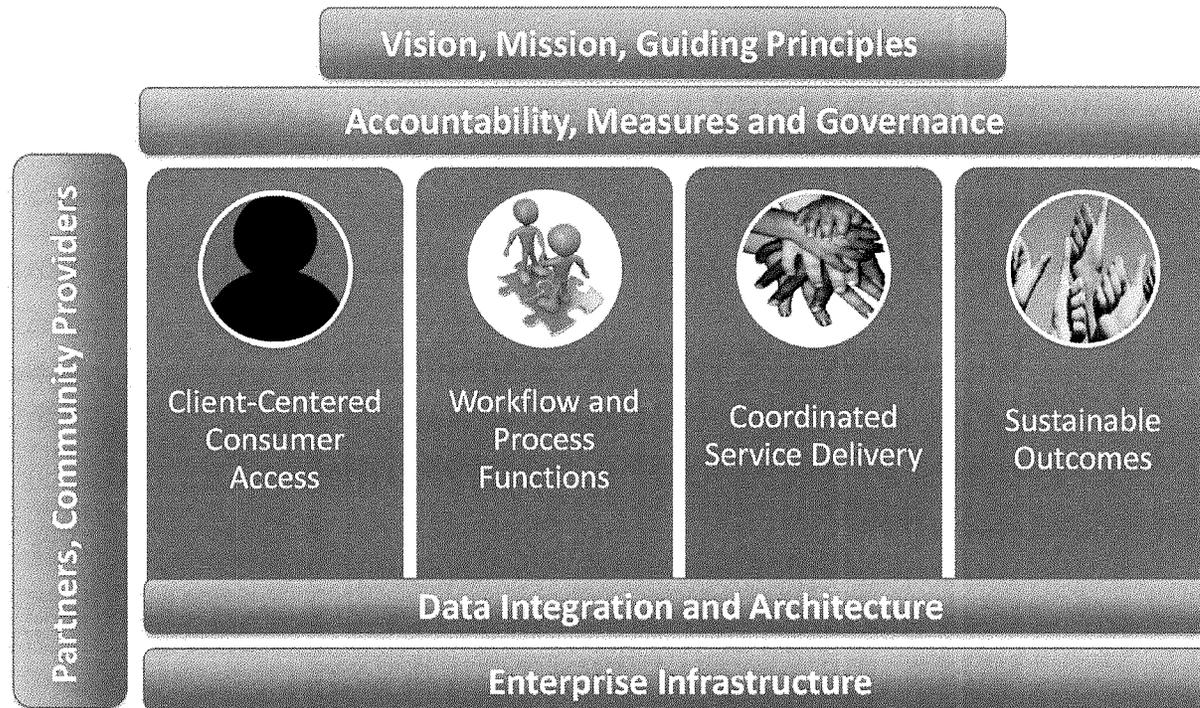
[http://www.fairfaxcounty.gov/ncs/csipm/rba/hs\\_reportcard.htm](http://www.fairfaxcounty.gov/ncs/csipm/rba/hs_reportcard.htm)

## How Does This Tool Support an Integrated System?

- Facilitates unified data collection, reporting, and strategies to ensure customers have better outcomes
- Coordinates joint problem solving across the system by leveraging the knowledge, skills, and resources of public and private stakeholders
- Provides information for collaborative planning and continuous improvement
- Increases transparency of HHS goals, outcomes, and strategies

# HSS IT Roadmap

- Clearly articulate information technology requirements for Fairfax County to implement an *Integrative Health and Human Services System*



# What is the Roadmap?

- The Roadmap outlines the prioritized, deliberately sequenced investments in IT that will enable the FCHHSS to build out the IT foundation for the Integrative System.
- The Roadmap is NOT a blueprint for business process or organizational changes that would be needed to enable the Integrative System:
  - IT is an enabler of business process changes: a means
  - IT is not the end!

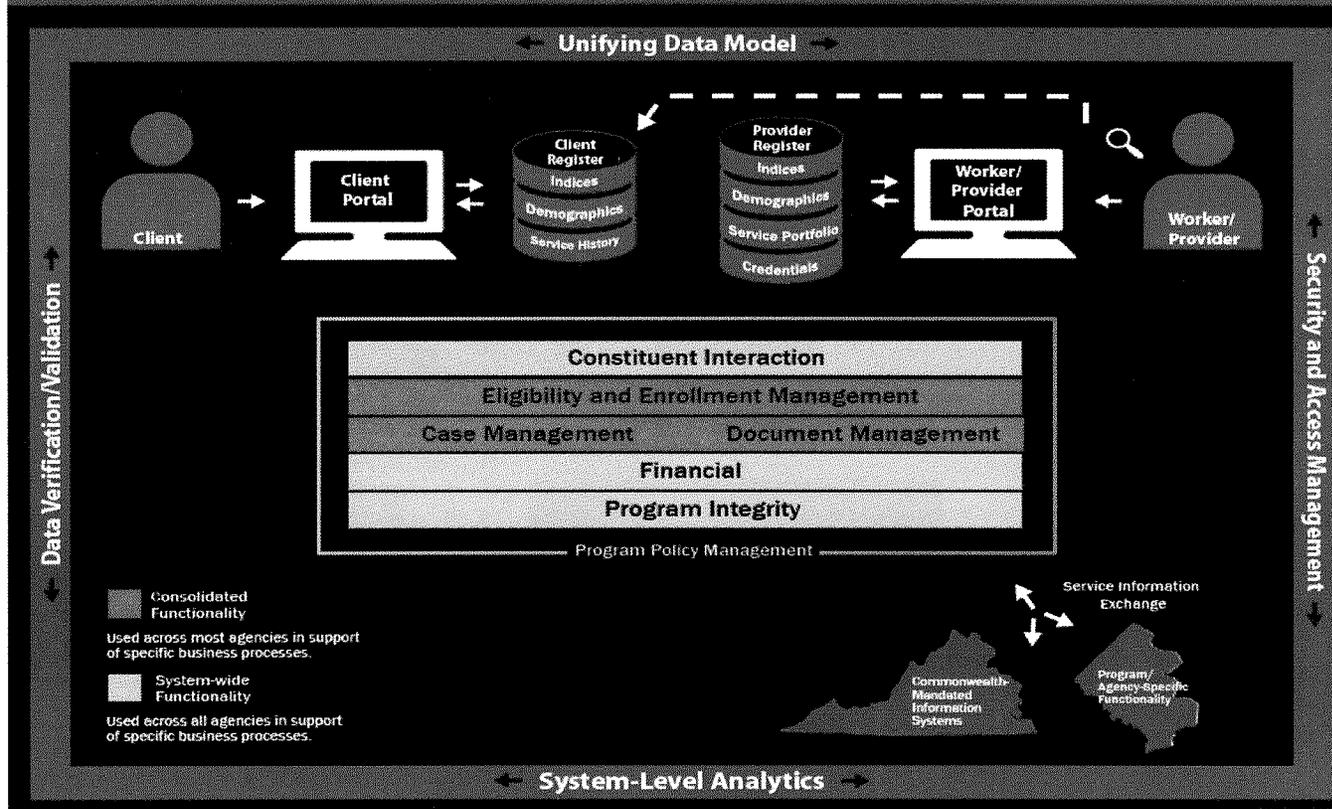


# HHS IT Roadmap

- FY 2015
  - Human Services IT Governance Board
    - Pat Harrison and Dave Molchany & Agency Directors: DIT and Human Services
    - Meets Monthly
- FY 2016
  - Developed and adopted the HHS IT 5-Year Plan
    - Included an *Agreements Document* – eight HHS agencies commitment to key principles such as modularity and leveraging common IT solutions
  - Developed and adopted the Integrative System IT Roadmap
    - HHS Program Staff and Deputy Directors
    - Model Jurisdictions
    - Review of Existing Systems
    - Functional Capability Matrix
    - IT Architecture and Management Matrix
    - Supporting materials including Legal/Regulatory Review
- FY 2017 and beyond
  - Support Activities – Commonwealth Engagement, Communications Planning, etc.
  - Direct Activities – Planning, Acquisition and Implementation of Prioritized Roadmap Components

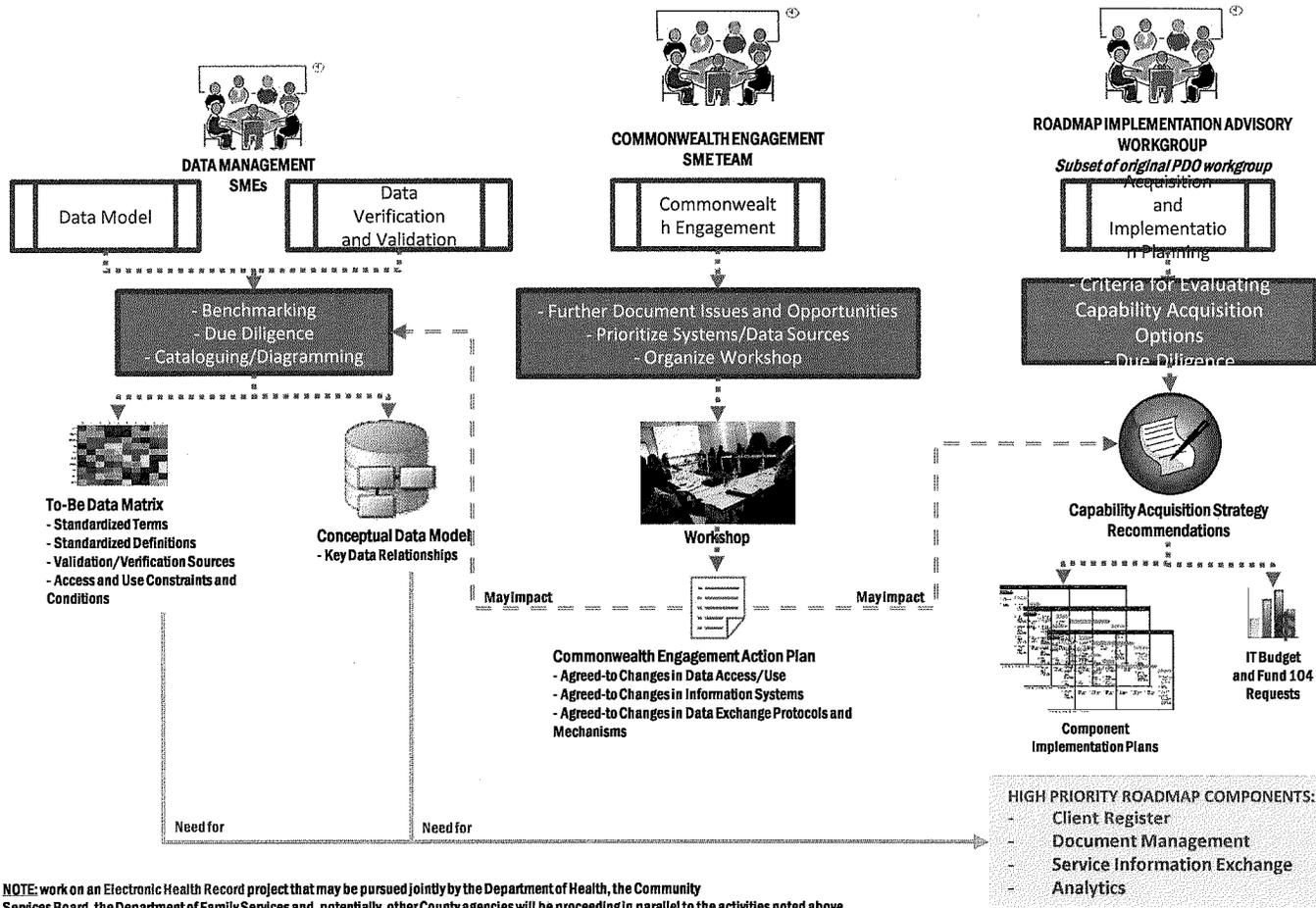


# Fairfax County Health and Human Services IT System Integration



# INTEGRATIVE SYSTEM INFORMATION TECHNOLOGY ROADMAP

## Key implementation activities



# Discussion

1. What are your thoughts about the overall future vision for HHS?
2. If you put yourself in the Board of Supervisors' role, what information would you need to strengthen your investment in HHS?
3. What additional information or initial resources does county leadership need to help move forward?
4. How can the Human Services Council utilize its knowledge of the various efforts across the system to support the vision? What is necessary to garner support from community stakeholders?



