



ACF Interoperability Human Services 2.0 Overview

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Interoperability: An Operational Definition

- Creating a Health and Human Service System in which services are planned, coordinated, delivered, monitored, and evaluated in an integrated, efficient manner, maximizing positive outcomes for children, families, and communities.
- Technology now allows new systems and approaches to connect across conventional barriers and silos.



ACF Strategic Initiatives - Interoperability

- Build Interoperability Capacity within ACF
 - Create a Long-term 'To Be' Vision and Roadmap
 - Build Repository of Interoperability Practices and Activities
 - Develop Interoperability Plans for Every Program and Service Office
- Develop National Human Services Interoperability Architecture (NHSIA) and Pilots
- Establish and Provide Leadership for the Human Services Domain for National Information Exchange Model (NIEM)
- Initiate Programs and Build Toolkit to Support Linkages between Human Services and Health/ACA initiatives



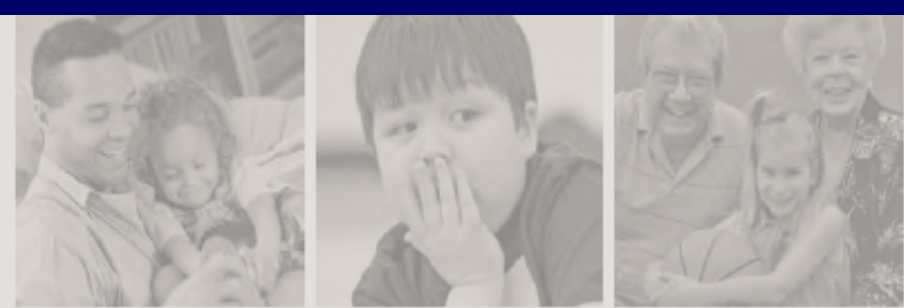
Opportunities for Interoperability

- Affordable Care Act – Requirements for Health Insurance Exchange by 2013
- Federal Agency Collaboration
- National Human Services Information Architecture
- Human Services Domain for NIEM – (National Information Exchange Model)
- Confidentiality Guidance



Communications and Resources

- ACA 1561 Recommendations - Health and Human Services Linkages
- Executive Order 13563 – Administrative simplification
- **Joint Letters – ACF, CMS, CCIIO, USDA (FNS)**
- Enhanced Funding: 7 Conditions and Standards to receive 90% match
- NHSIA
- NIEM
- Confidentiality Guidance
- A-87 Cost Allocation Exception



YOUR ESSENTIAL
**INTEROPERABILITY
TOOLKIT**
An ACF/HHS Resource Guide

State human services agencies have an unprecedented opportunity to connect with their health counterparts to maximize Affordable Care Act benefits. Use this unique compendium of interoperability policy, funding and technology documents to:

- ▶ *Improve outcomes for your clients*
- ▶ *Enhance your agency's operational efficiency*
- ▶ *Save money, lower costs and reduce improper payments*

MAKE THE MOST OF THESE MATERIALS NOW...
AND WATCH FOR FUTURE UPDATES!

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CMS Enhanced funding for Eligibility: 7 Conditions and Standards

1. Modularity Standard – Use of a modular flexible approach to systems development.
2. MITA Condition – Align to and advance increasing MITA maturity.
3. Industry Standards Condition – Align and incorporate industry standards (including HIPAA).
4. Leverage Condition – Promote sharing, leverage and reuse of Medicaid technologies.
5. Business Results Condition – Systems support results (i.e. timely processing of claims).
6. Reporting Condition – Solutions produce data that contribute to program evaluation, improvement, and accountability.
7. INTEROPERABILITY CONDITION →→→→→→→→→→



7. Interoperability Condition

- Systems must ensure seamless coordination and integration with the Exchange, and allow interoperability with HIX, public health agencies, human services programs, and community organizations providing outreach and enrollment assistance services.
- ...“CMS expects a key outcome of the government’s technology investments will be a much higher degree of interaction and interoperability...”



National Human Services Interoperability Architecture

NHSIA Project Objectives

Challenge – Develop a national architecture to enable information exchange across currently siloed federal, state, local and private human service information systems.

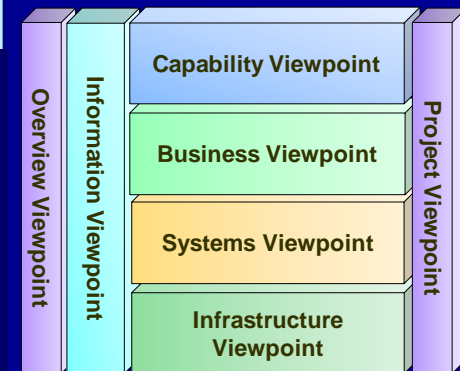
Project Tasks

1. Analyze existing human service programs and IT architecture
2. Define required capabilities to share information
3. Define a to-be architecture in migrating to interoperable systems

Outcome and Desired Impact

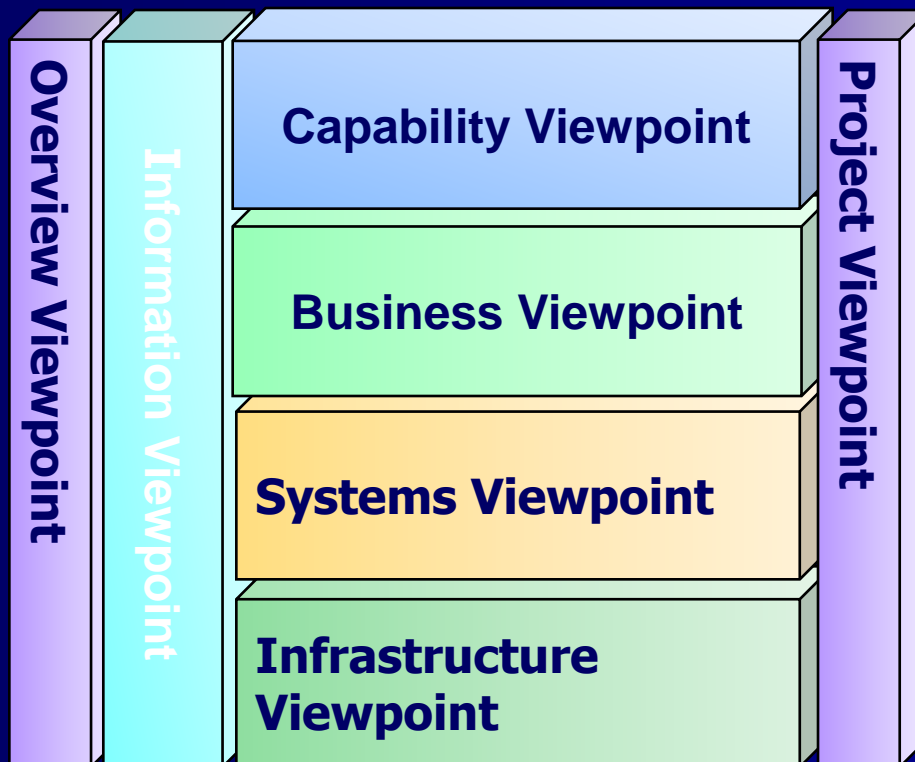
- **Outcome:** A national architecture to guide federal, state, and local governments and private institutions and vendors in improving information sharing across human service programs and systems.
- **Impact:** Improved effectiveness and efficiency in providing human services.

NHSIA: National Human Services Interoperability Architecture





NHSIA - Architecture Framework



NHSIA will be described from multiple viewpoints. Each viewpoint serves a different purpose and is useful to different stakeholders.



Overview Viewpoint Artifact:

NHSIA Key Concepts – Requirements

- Enable, encourage, and reward information sharing and portability.
- Develop a consumer oriented environment (e.g., no wrong door).
- Provide an integrated environment for case workers.
- Leverage Medicaid IT Architecture (MITA) and behavioral health business processes – extend to include human services in general.
- Use APD process to encourage NHSIA-compliance.
- Use a Service-Oriented Architecture (SOA) model to encourage service reuse, flexible applications, and incremental deployment.
- Allow for cloud computing.
- Use of common confidentiality/privacy agreements.
- Use National Information Exchange Model (NIEM) standards as the basis for information exchange.



OMB Partnership Fund Pilot Proposals

- Integrated Eligibility Determination
 - Verifications
 - Pre Benefit PARIS check
- Integrated Case Management
 - Confidentiality and Privacy



What is NIEM?

- **The National Information Exchange Model (NIEM) is a Federal, State, Local and Tribal interagency initiative providing a foundation for seamless information exchange. NIEM is a framework to:**
- **Bring stakeholders and Communities of Interest together to identify information sharing requirements in day-to-day operational and emergency situations;**
- **Develop standards, a common lexicon and an on-line repository of information exchange package documents to support information sharing;**
- **Provide technical tools to support development, discovery, dissemination and re-use of exchange documents; and**
- **Provide training, technical assistance and implementation support services for enterprise-wide information exchange.**



NIEM Brief Timeline

- NIEM Launched in 2005 by U.S. Department of Homeland Security and the U.S. Department of Justice.
- In 2011, the U.S. Department of Health and Human Services joined as a full partner.
- HHS Role includes the Stewardship of two Domains:
 - Health @ Office of the National Coordinator (ONC)
 - Human Services @ Administration for Children & Families (ACF)



Scope of Human Services Domain

Education

SNAP

VA

Substance Abuse Programs

Energy Assistance

Mental Health

Homeless

Emergency Financial Assistance

Juvenile Justice

Youth in Transition

Courts

Child Welfare

Elder Services

Child Support

Community Services

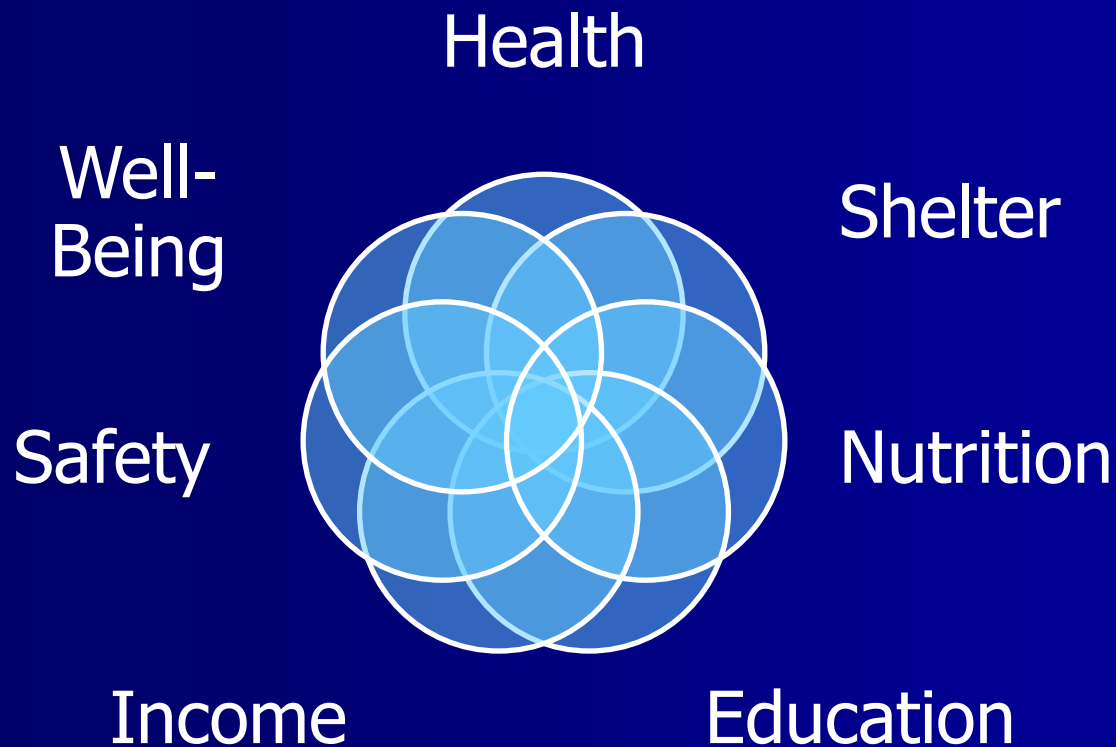
Children, Youth and Families Domain

Refugee Assistance

Child Care



Family/Child/Person





Why is NIEM Important to State and Local Human Service Systems?

- Improve services and save lives through improved communication across silos.
- Common language reduces development costs for agencies and vendors—dollars that can be used instead for service provision.

Imagine:

- *Child protective workers receiving educational attendance records in real-time for the children in their caseloads*
- *Sharing information quickly between foster care and supportive housing to secure newly available housing for at-risk families*
- *So much more...*



Practical Solutions to Confidentiality and Privacy

- Share information AND protect confidentiality and privacy rights
- Confidentiality and Privacy can no longer be a roadblock to information sharing
 - STOP Sign, then proceed down the appropriate path
 - Client-centric approach
 - Defining “need to know” and “minimum necessary” standards



Toolkit for Information Sharing

- 4Q 2011 availability
- Federal Guidance
- Assistance to understand state and local laws regarding confidentiality and privacy
- Index of “Best Practices” for sharing of information
- Models to facilitate information sharing
 - Comprehensive Authorizations/Consent Forms
 - State legislation
 - Court Orders
 - Memorandums of Understanding (MOU)
 - Organizational Design