

**TESTIMONY OF THE DEPARTMENT OF INFORMATION TECHNOLOGY AND  
TELECOMMUNICATIONS REGARDING THE INTEGRATED HUMAN SERVICES SYSTEM  
BEFORE THE NEW YORK CITY COUNCIL COMMITTEE ON TECHNOLOGY IN  
GOVERNMENT  
APRIL 19, 2005 | 1:00 PM**

Good afternoon Chairperson Brewer and members of the Technology in Government Committee. My name is Ron Bergmann, and I am Deputy Commissioner of the Office of the Chief Information Officer at the Department of Information Technology and Telecommunications (DoITT). I am pleased to be here today to describe the City's Integrated Human Services System.

The Integrated Human Services System, or IHSS, represents the technology portion of the overall Integrated Human Services Project. IHSS will consist of two modules:

- The first module is the development of a screening tool for public benefits and programs administered by the City's human service agencies.
- The second module will support enrollment and attendance tracking for programs administered by the City's human service agencies.

The City is presently going through a procurement process to identify a solution for the implementation of both modules; these modules will be used by a pilot group of agencies.

The first module of IHSS will be a screening tool to help the public learn about the many City benefits and programs for which they may be eligible and to facilitate the application process. It is not unusual for an individual to apply for more than one source of government support, each with different screening procedures and separate eligibility criteria.

To a large degree, technical limitations and the unique requirements associated with each funding stream dictated this type of approach. Now, as a result of the work of the Integrated Human Services Task Force, technology can facilitate information-sharing across programs and agencies.

The screening module is intended to be used by individuals, Community Based Organizations (CBOs) and City agencies to:

- identify the programs for which an individual might be eligible;
- complete on-line pre-screening forms;
- allow the user to print, save, or securely submit the pre-screening information to appropriate agencies; and
- provide information about how to complete the in-person portion of the application process, including information about the documentation required and travel directions to nearby agency locations.

Potential pilots under review for the screening module include the City's child care services (administered by HRA and ACS), the Head Start Program (administered by ACS), the Section 8 Program (administered by HPD and NYCHA), conventional housing (administered by NYCHA), and Public Assistance, Medicaid and Food Stamps (administered by HRA). We are also considering including information about the Earned Income Tax Credit.

The second component of IHSS is a module to support enrollment and attendance tracking for human service agencies. Currently, City agencies require providers to submit program information regarding client enrollment and attendance. This information is used to support invoice processing, claiming of State and federal funds, and program analysis, among other uses. Today, Community Based Organizations that contract with the City to provide services such as child care and Head Start, are required to submit enrollment and attendance forms, often completed by hand, for review and data entry. This second module will automate the process of enrolling clients into programs and will allow providers to manage client status, identify available program vacancies for better utilization, establish wait lists and provide for client transfers, etc.

Similar to the approach for developing the screening module, the enrollment and attendance tracking module will be launched using a set of pilot programs. The programs under consideration include the City's child care services (administered by HRA and ACS), the Head Start Program (administered by ACS), and possibly the Out-of-School Time Program (to be administered by DYCD).

We anticipate that the screening module will be launched for three pilot agencies by the end of 2005, and that the enrollment and attendance tracking module will be piloted in early 2006. We are just now reviewing vendor submissions, so the timelines are subject to change.

Thank you for your time and attention. We would now be pleased to answer any questions you may have.