

EXECUTIVE ORDER No.114

HHS-CONNECT

March 18, 2008

WHEREAS, this Administration is committed to improving the delivery of services to New Yorkers with state-of-the-art technology; and

WHEREAS, the City provides a wide range of health and human services to a diverse client population; and

WHEREAS, among the agencies providing such services are the Administration for Children's Services, Department for the Aging, Department of Correction, Department of Health and Mental Hygiene, Department of Homeless Services, Department of Juvenile Justice, Department of Probation, Health and Hospitals Corporation, and Human Resources Administration, referred to collectively herein as "HHS agencies;" and

WHEREAS, many New Yorkers qualify for and participate in multiple programs provided by different HHS agencies; and

WHEREAS, sharing of client data among HHS Agencies will provide a more complete understanding of clients' needs and enable more efficient and effective service delivery; and

WHEREAS, the City has committed to launching HHS-Connect, a technology solution that connects clients, agencies, and providers, and will utilize ground-breaking and innovative technologies to improve the City's ability to serve its population;

NOW, THEREFORE, by the power vested in me as the Mayor of the City of New York it is hereby ordered:

Section 1. HHS-Connect is hereby established to facilitate data integration and exchange between existing agency-based information management systems through the following:

- a. Innovative technology tools. HHS-Connect shall implement innovative tools to provide City workers with cutting-edge technologies to improve the speed and accuracy of services.

- b. Common data model. HHS-Connect shall support data integration and exchange, including creation of a common data model for HHS-Connect.
- c. Data sharing strategy. HHS-Connect shall employ a data sharing strategy to enable relevant agencies to exchange client and program data.
- d. Enterprise case management. HHS-Connect shall provide requesting HHS agencies with a common technology platform for case management.
- e. Integrated case folder. HHS-Connect shall oversee the creation of a virtual integrated case file for clients, using a common client index to locate clients in separate systems and document image management tools to electronically capture and share client documents. This case folder shall be available online.
- f. Business process reengineering. HHS-Connect shall ensure streamlined business processes to improve and coordinate case management practices across agencies.
- g. Performance measurement and outcome evaluation. HHS-Connect shall enable the City to measure client outcomes based on a holistic view of clients across agencies.
- h. Confidentiality. HHS-Connect shall ensure the protection of the confidentiality of information as required by applicable law.

§2. All agencies are directed to identify appropriate programs, data and technology assets that can expand and enhance HHS-Connect. To the greatest possible extent, HHS-Connect shall leverage existing Citywide technology assets to accelerate the pace of the project and increase the effectiveness and efficiency of the services delivered to the Agencies, their clients, and external service providers.

§ 3. Data Sharing. For the purposes of HHS-Connect, agencies shall consider all data for data sharing while ensuring compliance with all applicable Federal, State and local laws and regulations. To facilitate data sharing, agencies shall work with the HHS-Connect team to identify data sharing needs, as well as sources and types of data. Data sharing shall occur in a timely fashion and agencies shall facilitate real-time data exchanges whenever possible, as set forth by the HHS-Connect data sharing strategy.

§ 4. Alignment with Citywide IT Strategy. HHS-Connect shall be aligned with and further the Citywide Information Technology strategy, including security requirements and enterprise architecture standards, as set forth by the Department of Information Technology and Telecommunications (“DOITT”).

§ 5. HHS-Connect shall be implemented by a Chief Information Officer for Health and Human Services (“CIO for HHS”) who shall report to the Deputy Mayor for Health and Human Services, or other appropriate senior level official, and shall provide oversight and coordination of the technology strategy and architecture of HHS agencies, in conjunction with DOITT.

§6. Cooperation and Assistance: The heads of all agencies shall cooperate with and assist the CIO for HHS in the implementation of HHS-Connect as requested.

§7. This Order shall take effect immediately.

Michael R. Bloomberg
Mayor