



# Integration

## Technologies for Social Excellence

Integrating Factors, Inc. is a provider of leading-edge technologies and solutions for health and human services integration.

Legislative, budgetary, and social pressures have reinforced the need to develop data systems that can support data sharing and coordination between social service systems. Our data-sharing solutions can help pave the way for a “Seamless System of Care” across programs, departments and agencies. Our analytic solutions can help you develop new and effective policy responses, drive strategic planning, and maximize resources.





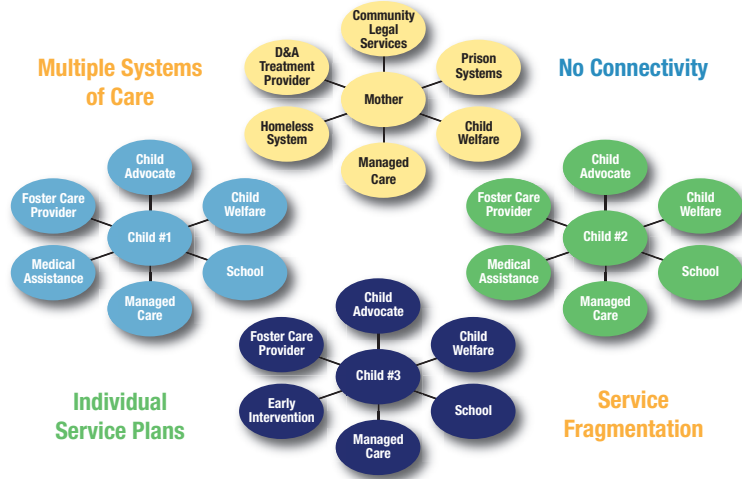
# Gaps

## The Current Reality

In today's world of social services, many clients are involved in more than one System of Care. Because these systems of care are driven by multiple programs and data systems, critical client information is often not shared. Such information may include clients' history of services, current or past needs, or specific challenges that may impact his or her ability to engage in services.

This lack of cross-system information can lead to:

- » Parallel and duplicative service planning
- » Decisions made with limited information
- » Lack of knowledge of service partners
- » Lack of coordination—"no connectivity"
- » Fragmented assessments and service plans
- » Multiple, diverse, and disconnected client data systems
- » Multiple uncoordinated case managers in contact with the client

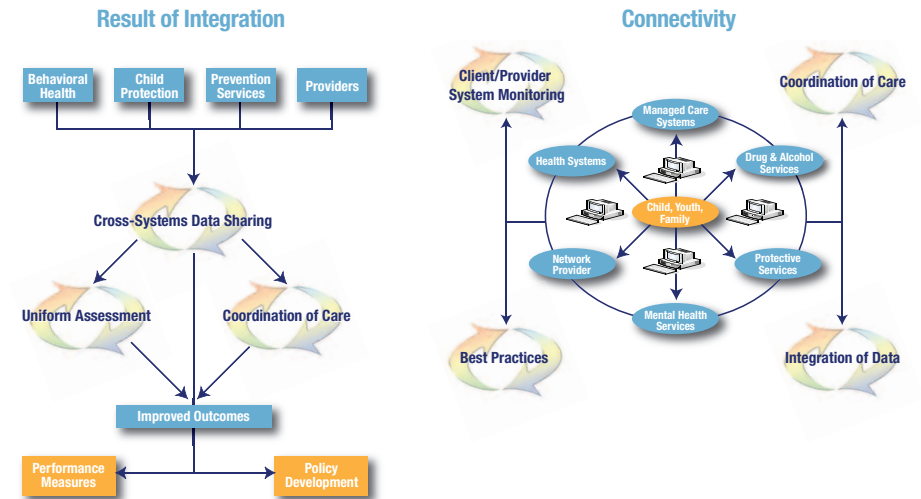


# Results

## Coordinated Services

The purpose of integrating care and data systems is to achieve "connectivity" between service systems that can:

- » Foster information sharing, coordination and collaboration among all case managers and social workers to help guide the development of more appropriate plans of care
- » Reduce fragmentation of services while maximizing resources to promote self-sufficiency and quality of life
- » Enable case managers to define the right mix of services based on the availability of cross-system information
- » Lead to the creation of a seamless system of care at both the practice level and policy level
- » Drive the development of performance measures and policy decisions to improve outcomes

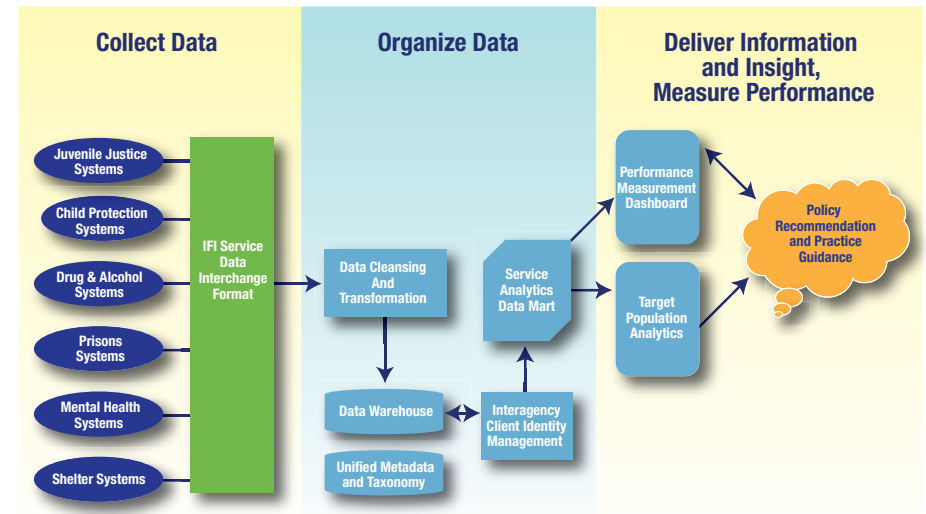


Integrating Factors Inc. is a provider of leading-edge technologies and solutions for health and human services integration. Whether you are implementing process-oriented strategies like comprehensive assessments, collaborative service planning and coordinated delivery, or envisioning intensive case management that cuts across departments and program areas, our technologies and solutions can help.



## Our Solutions for Organizational Realignment, Policy and Administration

- » Our Interagency Client Identity Management (ICIM) and Target Population Analytics (TPA) solutions can help you spend less time worrying about data integration issues and more time conducting analysis, making policy recommendations and guiding practice.
- » The Interagency Client Identity Management (ICIM) solution has advanced capabilities to create and manage “client record clusters”, maximizing the power of the match process, while minimizing false positives and negatives.
- » Client record clusters are continually re-evaluated for integrity and reconfigured if necessary as client data changes within the service system silos.
- » Our Target Population Analytics (TPA) toolset allows you to identify, segment and analyze matched and linked client populations based upon a variety of criteria.
- » TPA toolsets can identify:
  - Types and timelines of services provided by various service system silos
  - Needs, risks and other conditions faced by clients and families that were identified by caseworkers and provider agencies
  - Disposition and linkage at the conclusion of service; episodic or recidivistic service patterns, among others



### Delivering Information and Actionable Insight

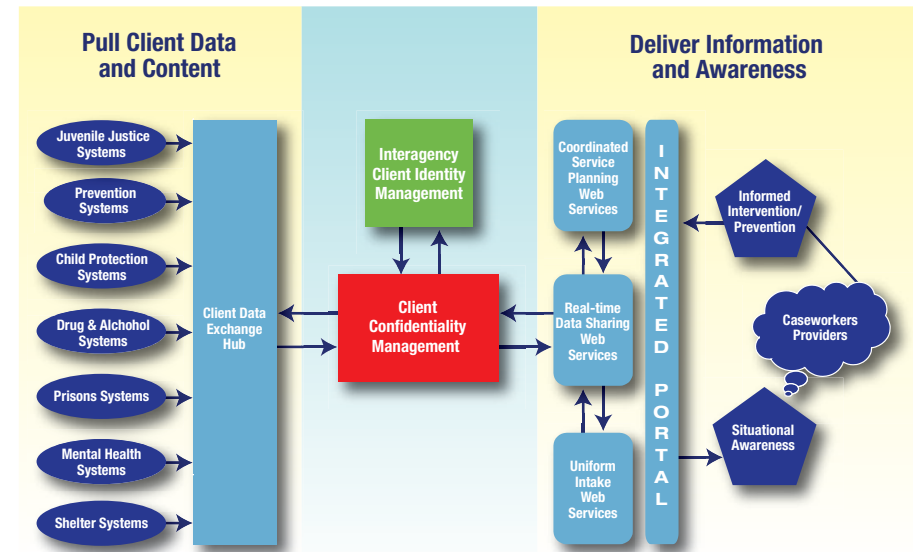
- » The TPA toolset allows you to:
  - Perform time series analysis to identify trends and turning points
  - Conduct cross-sectional analysis to identify “drivers” of desirable and undesirable outcomes, and segment performance data
  - Gain “actionable” insights for recommending policy and guiding practice
- » TPA’s advanced analytics capabilities allow you to precisely identify target populations and follow cohorts of clients across time periods.



Practice

## Our Solutions for Coordinated Practice

- » Our data sharing solution unlocks the information in your existing information systems at real time and allows your human services professionals and provider agencies to have a comprehensive and shared view of the client's service histories and timelines.
- » Under the right policy backdrop, this 360-degree view of the client results in more informed assessments, more appropriate linkages and reduced duplication of services.
- » Our Service Coordination Solution includes:
  - The Interagency Client Identity Management (ICIM) solution to automatically determine if a client is a multi-system client
  - Capabilities to “pull” your client's service histories from your existing departmental information systems at real time
  - The Confidentiality Rules Service that converts “Requested Scope” to “Permitted Scope” in order to filter client information in accordance with defined data sharing rules
  - Support for an informed consent process to guard your clients' confidentiality based upon individual and family consent
  - Support for a uniform intake process that allows departmental information systems to be extended to perform consistent intake and data collection



Enabling Data Sharing, Comprehensive Assessment, and Service Coordination

- Support for cross-system communication and collaboration by providing information on others who are working with the client and publishing service plans across the service systems
- An integrated client service portal that facilitates data sharing, service planning and coordination



# Solution

## Solution Components

<b>Performance Measurement</b>	Performance Measure Calculation	Cross-sectional and Trend Analysis of Performance Measures		Provider Segmentation
<b>Policy Planning/ Management</b>	Target Population Analysis	Service Pattern Analysis (recidivism, outcome disposition etc.)		Cross-sectional, Trend and Correlation Analysis
<b>Integrated Service Planning</b>	Target Population Identification	Unified Client Calendar	Unified Service Planning	Client Consent Management
<b>Cross-agency Service Coordination</b>	Target Population Identification	Cross-agency Notifications/Alerts	Cross-agency Referral Streamlining	Shared Case Notes and Plans
<b>Comprehensive Assessment</b>	Cross-agency Data Sharing Middleware Services	Uniform Intake and Initial Assessment	Specialized Assessment Referral	Quantitative Risk Modeling
<b>Interagency Client Identity Management</b>	Probabilistic Client Matching & Linking	Single Client Synchronization	Bulk Client Synchronization	Stewardship and Monitoring
<b>Confidentiality Services</b>	Rule-based Client Data Filtering	Data Access Logging	Individual Consent Management	Family Consent Management



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