



NIC
 NATIONAL INTEROPERABILITY COLLABORATIVE
 26-28 NOV 2018
 AVON, CT

ADVANCING and SUSTAINING PROGRESS
 from the STATE PERSPECTIVE

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 ... WITH
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WHAT IS OUR VISION?
 INTEGRATED SERVICES
 ENROLLMENT and ELIGIBILITY TRANSFORMATION
 MEDICAID TRANSFORMATION

You can't OUTSOURCE IT...
 You can't DELEGATE ACCOUNTABILITY for it...

YOUR PEOPLE ARE WATCHING YOU...
HOW DO YOU BRING PEOPLE ALONG?
 Sometimes, you need BUY-IN...
 Sometimes, it's not a REQUEST...

HOW DO WE GET TO THE VISION?
 "Tell me if it's ILLEGAL... not necessarily if you think it's GOOD policy..."
 CELEBRATE SUCCESS as a TEAM.

4. NIC SYMPOSIUM
 NOV 27 2018

"What are the PAIN POINTS? DIVISIONS?"

CULTURE
 "CULTURE eats STRATEGY for LUNCH... (or breakfast)"
 - Peter Drucker, Strategy/Culture/management consultant and author

BUREAUCRACIES DON'T CHANGE QUICKLY... THIS ISN'T ALWAYS BAD...
CULTURE ENDORES...
 HOW DO PEOPLE TREAT EACH OTHER?
CULTURE ENVOLES...
 "LEADERS DON'T GO WHERE PEOPLE DON'T WANT TO GO..."

THERE IS A B.R.E.A.D.T.H. of EXPERTISE in the ROOM!



PUT THE HUMAN SERVICES... back in

THEY WERE MORE LIKE FAULTLINES!



"WE'RE ON THE SAME TEAM, RIGHT?"

WHAT HAVE YOU BUILT? WHAT CAN YOU BUILD UPON?

DRIVE DECISION MAKING TO THE PEOPLE DOING THE WORK.
 FLEXIBLE FUNDING
 USEABILITY?
 ALIGN RESOURCES
 ALLOW RISK TAKING
 "DO THE RIGHT THING"

WHAT DO WE WANT TO DO?
 "You pay a TRUST TAX if you try to do things without TRUST."

OBSERVATIONS from DAY ONE...

I HEARD and SAW a lot of ENGAGEMENT!



BRING YOUR HUMOR and your BEST SELVES!

WHAT do we DO NEXT?

THOUGHTS and MINDS were CHANGED.

HOW DO WE ENGAGE WITH DATA?

REFRAME from "INDIVIDUAL LEVEL" to SYSTEMIC and STRUCTURAL ISSUES that affect HEALTH...

We have TOOLS that can be MISUSED like DATA SHARING... but let's not THROW THE BABY OUT with the BATHWATER.

POVERTY IS THE ISSUE!

Let's be HONEST. Are we DOING ALL WE CAN to do services FOR people?

"EXPERIENCE" is WHAT YOU SHOULD HAVE HAD WHEN YOU NEEDED IT...

THE OPPOSITE of POVERTY is not WEALTH... it's

Justice

- BRYAN STEVENSON, attorney and advocate for people who are incarcerated

WHAT'S THE OPPORTUNITY COST?

WHAT IMPACT are you MAKING?

"YOU HAVE A JOB because THERE IS A NEED"

How do you FOCUS on the PEOPLE with the NEED?

WHAT BARRIERS EXIST to PEOPLE who NEED SERVICES?



SILOS? ... or CYLINDERS of EXCELLENCE?

"KIDS FIT IN FAMILIES, not in programs."

are you WHO YOU THINK YOU ARE?!



WORLD CLASS? EASY TO USE? "WORLD CLASS? US?!"

DO WE BUILD SERVICES for PEOPLE WHERE THEY ARE?
 ... or do we send people BACK into the same situations without any meaningful intervention and prevention?

DATA GET IN THE WAY OF DOING THE RIGHT THING!
 DON'T LET DATA GET IN THE WAY OF DOING THE RIGHT THING!
 and don't let FEAR OF FAILURE prevent you from TRYING NEW THINGS!
 IT'S NOT ABOUT "DATA". IT'S ABOUT INFORMATION.
 "DATA SHARING" is not a TECHNOLOGY PROJECT.
 ALLOW THE VOICE OF THE "DEVIL'S ADVOCATE" IN THE ROOM
 HOW DO WE CODE "FAILURE"?
 CREATE SMALLER EXPERIMENTS to LEARN, TEST, and INNOVATE.
 ITERATE!