



# BIG IDEAS

- Automated assessment referral & resource identification system; mobile/handheld, interoperable
- Create culture of support for lifelong learning (training, education & experiential)
- Setup our own "schools" that provide cross-training (Finance, HR, customer service, IT, etc.) so future startup innovations are infused into our culture.
- Pay for performance (both internal workforce and external contractors); set great measures.
- Kiosks everywhere
- Remote access to virtual world
- Human services consultants
- Real-time interoperable mobile tech system
- Multicultural 24/7-365 Resource Centers in the County (community based)
- Accessible personal consultant as an advocate to access services
- HHS "Good Morning Montgomery County" on cable station, kiosks, etc.
- Information clearinghouse in school districts
- Adopt-a-program - \$1<sup>00</sup> from every prom ticket sold
- Integrated, decentralized data
- Access to web-based data through mobile devices
- Change control
- HHS Newsletter for County residents
- County-wide 1-800 #
- Clear agency roles
- Change HIPAA <sup>confidentiality info</sup> to customer friendly language
- "We love Big Brother"
- Share data to achieve a successful outcome
- Insurance defense & indemnity
- Defining in plain English C & P delivered to workers at their desktop
- Use technology to free up time for client service
- Each agency to identify Community and PR interagency liaison to connect other agencies, communities, etc.
- Have our clients "do" testimonials to the public (TV, newspapers, radio)
- Show public & politicians how this system will save money with interoperability:
  - o collaborate, coordinate, cooperate on data, statistics and human service delivery
- Consumer-directed spending account
- Foster alternative funding sources
- Outcome driven service delivery system
- Pool funding of services
- Incentivize participation by leadership
- Blend funding streams to cover costs & shared cases
- Foster integrated management teams