Facilitating Technology Innovation in Human Services: Strategies for Implementing Innovative Technology

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Our Desired Future State

This transformed human services system will . . .

• Be person/family-centered, outcomes-focused
• Be cost-effective and will achieve better results at lower cost
• Be integrated and aligned – the right service at the right time
• Use modern business models and customer interfaces
• Maximize use of data sharing and data analytics
• Have flexible funding that supports/incentivizes these goals
• Be accountable for results that matter – not process outputs
• Be creative and innovative, not risk-averse
The Human Services Value Curve

Challenges to Implementing Innovative Technology

• Operationalizing the Vision
• Tracking and Updating Processes and Procedures
• Revising and Improving Workforce Competency and Skill
• Integrating Service Delivery
• Developing Outcomes and Outcome Measures
Addressing Our Challenges: Five Strategies

• Adaptive Leadership
• Change Management
• Project Management
• Business Process Reengineering
• Progressive Partnerships
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