

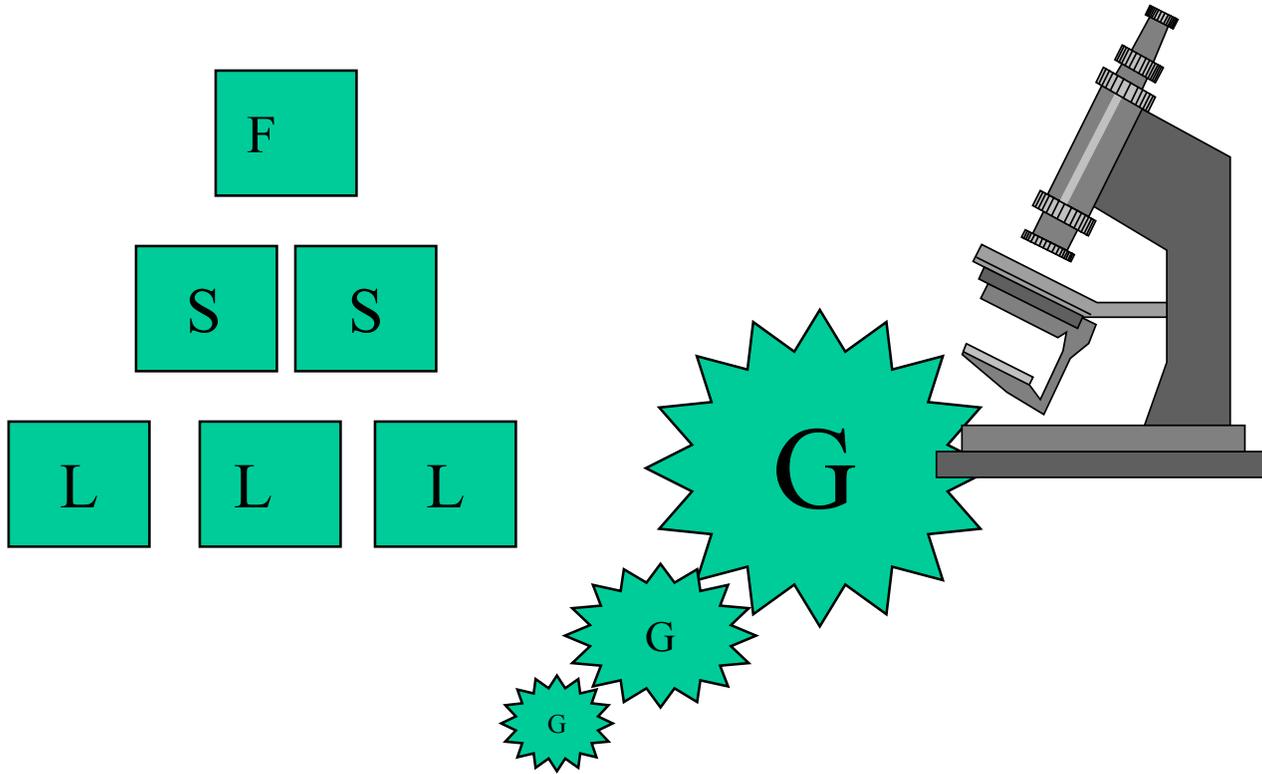
The Need to Align Federal, State, and Local Technology Investments: A Local Perspective

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**REALIZING THE PROMISE OF TECHNOLOGY:
A CONFERENCE ON MODERNIZING
INFORMATION SYSTEMS FOR HUMAN SERVICES
June 28-29, 2001**

To the citizen, there are no levels,
just a single, compassionate G



Indeed a local strategy mirrors success of Internet strategies

- Small is good
- Flexibility to change
- The network, not hierarchy
- Redundancy and many paths to success

Observations about human service efforts

- Target horizontal integration / harmonization
- Vertical collaboration recognized by “state and local” phrase but... a world apart
- Focus on results!
- The delivery mechanism: at the local level

The “local basics”

- Who are we at the local government level?
- How do we fit in the human services delivery IT puzzle?
- What is our vision for the future?

Hennepin County statistics

- Geography
- Population
- Human service system parameters
 - Safety and stability
 - Self sufficiency
 - Livable wage incomes
- And the barriers to progress?

Barriers to progress in Hennepin County

- Complexity of federal legacy systems and inflexibility to integrate local desires
- Differing federal agency requirements and mandates produce conflict and inefficiency
- Privacy issues still uncharted and not yet harmonized
- Chaotic effect of multiple local jurisdictions

PTI information

- Participants:
 - the members
 - the local government constituency
- Representation of national interests
- Models of collaboration

Focus group on human service IT at the PTI member conference

Atlanta, GA
April 2001

Participants

- 6 cities (Atlanta, Corpus Christi, San Antonio, San Carlos, Santa Rosa, Seattle)
- 3 counties (Hennepin, Fairfax, Jacksonville)
- Diverse local agencies (finance, web, community works, city management, human services, vehicle services, children's commission, marketing, mayor's office)

Discussion elements

- Define critical needs in human services delivery
- Identify practical methods to move forward
- Define appropriate and supportable role for technology

Outcomes

- Establish listserv for dialog
- Create database of effective practices
- Explore private sector partnerships
- Outreach to state and federal government

The ultimate vision:

Local, state and federal governments investing and executing together around a citizen-oriented service delivery model that produces measurable results

The tool to execute:

technology

Technology windstorms at local level

- Integrated Information Systems
- ERPs
- Web strategies
- E-Gov
- ...

We are investing

Still missing:

a framework that is truly
collaborative

And to be clear

- Not looking for new funding vehicles
- Not thinking technology solves all problems
- but
- Existing investments should cross-inform
- Technology advances take away infeasibility excuse for integration and collaboration
- Redeploy to more results- oriented systems

What the solution might contain

- Citizen centric, rather than agency centric strategies and procedures
- Redefining enterprise to incorporate entire government spectrum
- Investments which build on each other
- Work performed by level best able to accomplish task
- Negotiate principles and outcomes- don't be prescriptive

Why we are here today

- To listen
- To learn
- To inform
- To shape collaboration
- And to commit to a long term partnership

We are looking forward
to
the dialog!

www.pti.org