HelpSeeker.org

COMMUNITY TECH STACK 101

WHAT IS A COMMUNITY TECH STACK?

Community Tech Stack: **refers to the unique combination of all the technology services used to support the information management needs in a social safety net ecosystem.**

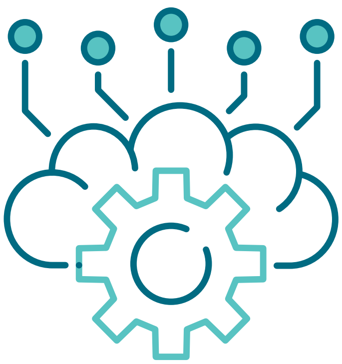
Rather than a single product or process, it refers to the interconnected technology elements involved and how they relate to one another and the broader systems goals.

A tech stack will include a number of information management systems at the client, agency, and system level.

» Client Information Management Systems
» Asset Information Management System

CLIENT INFORMATION MANAGEMENT SYSTEMS

A web-based information system used to collect client-level data and data on the provision of social services to individuals and families. There are hundreds of examples of software options communities use to this end including SalesForce, Netcare, Efforts to Outcomes, HIFIS, ServicePoint, etc.



ASSET INFORMATION MANAGEMENT SYSTEM

A web-based information system used to identify and inventory social service agencies, programs, and services in a community. Data may also include eligibility, occupancy, and funding sources. An example of a real-time database storing the strengths and resources in a community is HelpSeeker.

For instance, to effectively deliver services using a systems approach, a community might use a 24/7 telephone referral service for crisis support, plus the HIFIS product to manage homeless shelter information, alongside the ETO product for Housing First case management, alongside Netcare to support health information compliance for clinical services.

Because full or complete data integration is not a current option, the community may rely on Google Sheets (Canada Cloud Region) to support a By-Names-List, and HelpSeeker for the Systems Map and Occupancy Dashboard to support their Integrated Coordinated Access efforts. These solutions exist alongside other reporting products required by diverse funders as well.

In this case, the community should understand how all these products function to support broader goals, where and how information is stored and shared, and for what purpose - while ensuring applicable requirements and functionalities are met from stakeholders involved (end users, service providers, policy makers/ funders).

WHY YOUR COMMUNITY SHOULD DEVELOP A COMMUNITY TECH STACK?

Well-articulated Tech Stack design can help assist policy-makers, funders and community leaders through aggregating client-level information (often in real-time) and making data easily accessible to inform systems planning and integration. This can also support the integrated performance management of diverse programs and services and can help facilitate a big-picture view of client-flow between organizations.

If done well, the development of the Tech Stack can identify opportunities to reduce the administrative burden on service providers managing numerous databases and onerous reporting requirements to various funders and levels of government. A Tech Stack can identify processes and solutions to streamline data collection and creating consistency of funder reporting requirements.

Ultimately, this benefits end users being served. By creating a transparent information management governance model and baseline security features, the Tech Stack can introduce a more secure method of data collection for client information and reduces frustrating data collection duplication.

KEY BENEFITS

Allows for ***Coordinated Service Delivery*** including sharing pertinent end user information through the secure features and flexibility of a web-based system.

Increases ***frontline staff efficiency*** due to multiple service providers accessing the same information and platform. This leads to expedited referrals, records management and capacity tracking.

Ensures the ***data and information collected is consistent and includes standard data elements*** which can be analyzed at a community-level systems planning and integration efforts, performance management and funding allocation.

Enhances understanding and coordination amongst service providers to better serve individuals in need across ***diverse Client Information Management Systems***.

Ensures the technical foundation for ***Integrated Coordinated Access*** allowing for common prioritization, referrals, and placements across services.

PROCESS OVERVIEW

Articulating a Community Information Management Tech Stack can include::

Creating an
Information Management Governance Model
to ensure oversight of data collection, information sharing, policies and protocols, etc. are in place and monitored.

Information Management & Reporting Assessment
to thoroughly understand the needs and requirements of your community in regards to data collection and reporting, associated costs and timelines.

Vendor Review & Software Selection

based on best practices, functionality research and community needs to allow your governance to make the best decision of specific software.

Policies and documentation development

including intake participating agency agreements, client consent, assessment forms, and committee documentation to support integration and coordination to meet common goals.

Organizing a Privacy Impact Assessments

to mitigate risks and uphold the highest standards of privacy and security across information management systems.

COMMUNITY-WIDE TRAINING
of applicable frontline staff and reporting/technical assistance roles to ensure the long-term success across information management systems.

Executing a
phased software launch
allowing for continuous improvement and refinement of policies and procedures.

Developing and rolling out
data integration solutions
to enable information sharing across services and systems to advance common goals .

INTERESTED IN FINDING OUT MORE?

email us to set up a meet & greet to explore further

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