We have an engagement where we are literally building out what our roadmap is for effective data sharing across the enterprise. So EOHHS is the single state Medicaid agency as well as the coordinating agencies for 15 Health and Human Service agencies.

What we have realized is that the – I call it the top tier of members, of kids and families, especially who interface with multiple agencies, we are missing opportunities to really intervene in the most productive and effective way. So you should only tell your story once. You should only submit your eligibility data once. You shouldn’t have to – you shouldn’t have ten case workers coming to your house all day.

It makes it difficult to get a job, find a job and be able to really lead a productive life.

**A data sharing blueprint**

So we are just at the beginnings of trying to understand what are the data points that we should be sharing across the agencies. And most importantly, how will the sharing of that data change our business process?
I think one of the easier examples is when we have a family who is involved with our child welfare agency, what are the other opportunities that we can offer and how can we engage that family in a more productive way? How do we have them find their voice and have them be participating in it’s not recovery, but it’s in the transformation of their own family. How do they – how do we help them to do that?

**Connecting the dots**

And I think one of the ways is to not pretend like we’ve never seen these people before or to pretend like we don’t know who you are. And we have our social workers going into homes sometimes and they have no idea, they should know they’re on Medicaid, they have TANF, they have SNAP. We should be able to figure out how the utilization of those programs and those benefits potentially impact their lives or not impacting. If you’re not spending your SNAP benefit, something’s going wrong. You have three kids, what is going on? We should be able to figure out how do we share data to be able to enable other agencies to participate when appropriate to really lift families out of – hopefully, out of poverty.