Sandra Gasca-Gonzales – Director of the Jim Casey Youth Opportunities Initiative, Annie E. Casey Foundation

I think the future with bringing technology together with humans is really the answer. I think that we have done that to a degree, but there really isn't a feedback loop, as I said earlier, about how people are getting the information - people who are receiving the services that are being impacted by the systems. They're not necessarily receiving the feedback, directly, and how it impacts them, and then having the loop back to help improve the systems. And I think that is the future of how we actually take human Center design to a whole next level: its implementation at one point, but then how do we do that on an ongoing basis.

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