



Working to bring innovative solutions to support families and individuals across education, health, and human services.

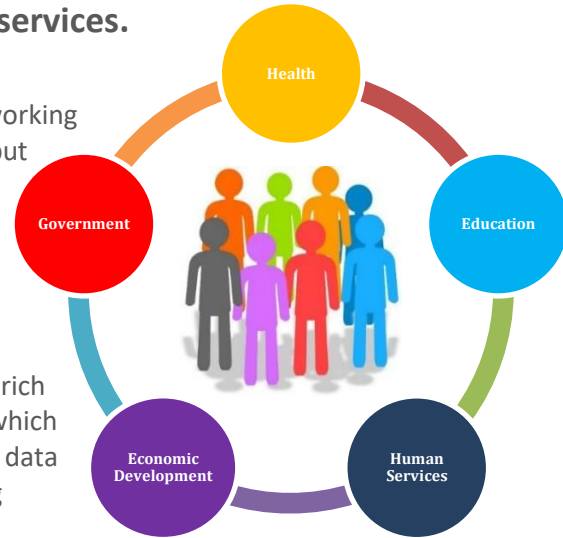
Community Collaboration

Through the Systems Integration Project, the greater Rochester community is working across a diverse network of committed providers and community members to put **people at the center of care** in an interconnected system of education, health, and human services. By coming together as a community, we will improve the **health and economic well-being** of individuals and families in Monroe County, especially those who are **vulnerable and/or impacted by poverty**.

Why Systems Integration

In 2015, **IBM’s Smarter Cities Challenge** study found Rochester to be “program rich but results poor.” It identified a number of changes needed to reduce poverty which included; realizing the potential of communities and neighborhoods, leveraging data for greater insight, coordinating services to optimize outcomes, and introducing preventive strategies to stop poverty before it starts.

The Systems Integration Project began its work in 2017 as a community-wide approach to creating lasting change. Upon the completion of this work, we will see strengthened person-centered community programs and an integrated data system empowering individuals and their care teams to provide better and more holistic care.



Creating a Future Shaped by Communities & Neighborhoods

- ❖ **People in our community are at the center of this project.** Individuals and organizations are working collaboratively to build an interconnected system focusing on addressing care in a personalized way. Throughout its design and development, a diverse group of community members are actively engaged for input and problem-solving. Access is being considered not just in a digital way, but through trusted community and neighborhood sites.

Key Info:

- Led by 40 Nonprofits Representing Education, Health & Human Services
- 12 Workgroups of Community and Subject Matter Experts
- Over 350 Engaged Volunteers
- 12 Full Time Staff

Making Better Decisions by Using Community Data

- ❖ **A secure data hub will be created** to help share information and coordinate care with personalized digital dashboards offering individuals and their chosen care teams a complete view of a person’s needs (360° view). This includes self-directed assessments and empowering personal connections to education, health, and human service organizations in a user-friendly system. For families, multiple generations can be linked to keep their information together.

Coordinate Services for Better Outcomes

- ❖ **The Systems Integration Project will help improve access to needed services** by creating connections for individuals and families to programs and services based on their needs. This includes housing, food, health, employment, education, and more. This is made possible by collaborating with multiple organizations to learn and improve how people in our community can better access education, health, and human services.



Introducing Preventive Strategies to Stop Poverty Before It Starts

- ❖ When fully implemented, the Systems Integration Project will establish and improve coordinated cross-sector interventions by working with multiple organizations to support the transition of **individuals and families from crisis, to stable, to thriving**. It will also help connect individuals and families who are on the brink of crisis to support services before their needs become urgent.

Commitment to Equity

All staff and volunteers who are part of the Systems Integration Project formally and adamantly affirm their commitment to creating a re-imagined system that is **equitable, just, and anti-racist**. Participation from community members is actively sought and project components are evaluated through a community-led Equity Review process.

What is Success?

The overall success of the Systems Integration Project will be measured by the improved **health and economic well-being** of individuals and families in Monroe County, especially those who are **vulnerable and/or impacted by poverty**.

When individuals and organizations actively use the tools and resources created by the Systems Integration community network (implemented through March 2024), Monroe County residence will see:

- ❖ Individuals and families will be more empowered to advocate for their health and well-being.
- ❖ Information will be shared thoughtfully and confidentially so care teams can better respond to an individual's needs more holistically.
- ❖ Community trends will be better identified to shape programs and responses that best fit our community's unique needs.
- ❖ Services and programs will be more aligned and coordinated across all aspects of our community.
- ❖ Investments in our community will be better spent allowing more individuals and organizations in our community to thrive.

For more information or to connect with the Systems Integration Project email SystemsIntegrationProject@uwrochester.org.

