

SYSTEMS INTEGRATION

A community project at United Way

Phase 1 Prototyping: Cross Sector Workflows & Front Door Protocols

Purpose: Through the Systems Integration Project, we will create new, cross-sector workflows that improve individuals' and families' ease of use in accessing and navigating "The System," while also helping providers improve their effectiveness with better information about the individuals and families that they serve.

The purpose of Phase 1 Prototyping, is to learn and then use **human-centered design** to develop, test and iterate workflow prototypes. The workflow prototypes will help us identify the most desirable, viable and feasible designs to move forward for piloting and implementation.

Registration

1. The Systems Integration Project will fund up to 25 teams at \$10,000 per team for participating in phase 1 prototyping
2. Identify and register your team by **October 18, 2019**. Online registration form is at <http://systemsintegration.org>
3. Each team must have at least 3 and no more than 5 members. Team composition must include the following roles:

- **Sponsor:** Signs contract, accountable for deliverables, manages funds, authorizes their organization to be used as the "sandbox" for solution design
- **Lead:** Designated by the Sponsor. Can be an employee or non-employee Community Member. Responsible for completing and submitting deliverables. Participates regularly in the Integrated Service Delivery workgroup
- **Community Members:** Each team must have two (2), non-employee, community member participants. Community Members are individuals who live and/or work in Monroe County, and are impacted by or interact with the system. Community Members cannot be employees of the sponsoring organization

Education

All team members are expected to participate in the full-day design thinking workshop to be held **November 8, 2019**

What you will learn:

- Design Thinking Introduction
- Finding Opportunities
- Creating Solutions
- Scoping and Planning Your Design Project

Prototyping Iteration #1

1. Create a research plan
2. Conduct field research
3. **Synthesize** – download learnings, find themes and insights
4. Complete research results form and user persona template
5. Craft "**how might we**" questions to focus on a particular aspect of the design challenge
6. **Brainstorm** and identify top ideas
7. Storyboard chosen solution
8. Build **prototype** for chosen solution
9. Test and get feedback

Prototyping Iteration #2

1. **Integrate** feedback and **iterate** prototype. In this iteration, each Project Team is required to incorporate a component of the draft Shared Language Protocol and extend their prototype to include another sector
2. Test and get feedback

Prototyping Iteration #3

1. Integrate feedback and iterate prototype. In this final iteration, each Project Team is required to **run a live prototype within the community** that they serve
2. Test and get feedback
3. Create **a plan to pilot** the solution

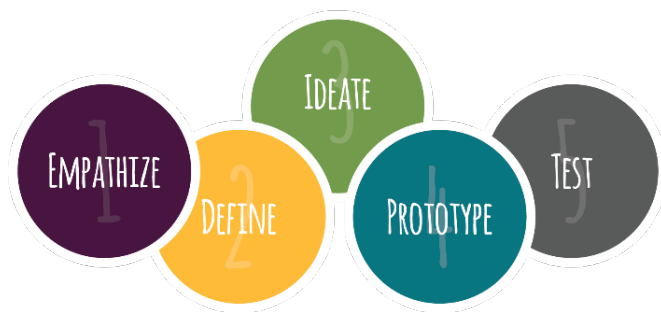
Design Challenges

1. How might we make it easier for individuals and families to access the services they need, even when we aren't directly responsible for providing those services?
2. How might we provide individuals and families with information and tools to determine whether and how they want to share their personal information?
3. How might we integrate across sectors to collaboratively produce improved outcomes and experiences for individuals and families?
4. How might we collectively communicate about the individuals and families we serve, using shared language that is both free from bias and sector agnostic?
5. How might we increase school attendance in Pre-K through 12 education?
6. How might we increase stable residence in affordable housing?
7. How might we increase primary care visits (e.g. in clinics, community schools, telehealth) for individuals of all ages (where rendered services include health promotion, disease prevention, health maintenance, screening/assessment, counseling, patient education, diagnosis, and treatment of acute and chronic illnesses)?

8. Recognizing the unique and substantial social and economic consequences of teen pregnancy, how might we collaborate across sectors to engage teenage girls, boys, and their families to reduce teen pregnancy?

Requirements

- Complete the online Project Registration Form at <http://systemsintegration.org>
- At the time of registration, the following details will be required: Sponsor and sponsoring organization’s information including tax ID, team members and roles, design challenge the team intends to address, questions about the design challenge, what users the team intends on engaging
- On October 25, 2019, the Systems Integration Team will notify sponsors to confirm registration
- After the team’s registration is confirmed, **all project team members must attend** the mandatory, full day Design Thinking Training Workshop
- To receive full funding, projects must complete the required deliverables and participate in the Integrated Service Delivery Workgroup.



Deliverables

- Plan Your Research Form
- Research Results Form
- User Persona Template
- Storyboard
- Prototypes – for each iteration
- Test & Get Feedback Form – for each iteration
- Share Out Summary Form – for each iteration
- Participate in Integrated Service Delivery WG
- Completed Pilot Planning Form
- Participate in Community Meeting

Date Milestones

Date	Milestones
10/11-10/18	Teams Registered
11/8	Design Thinking Training Workshop (full day)
11/15	50% Project Funds Distributed
November	Integrated Service Delivery Workgroup Meets
12/6	Prototype Iteration #1 Completed
December	Integrated Service Delivery Workgroup Meets
12/31	Prototyping Iteration #2 Completed
January	Integrated Service Delivery Workgroup Meets
1/28	Prototyping Iteration #3 Completed
February	Integrated Service Delivery Workgroup Meets
2/17-2/21	Pilot Planning Forms Submitted
2/28	Community Meeting & Team Awards
3/6	Remaining 50% Project Funds Distributed

If you have questions or want more information, please contact Angee Brown (585) 242-6516 or angee.brown@uwrochester.org

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