



Achieving Collective Impact in 2022 Requires Human Services to Collaborate Across Sectors: The Top Four Ways Agencies Can Create Better Outcomes

Dedicated human services professionals within agencies and departments across the United States are helping people, families, and society at a critical time. From the far-reaching repercussions of the recent pandemic to the long-term devastation of the opioid epidemic to the onslaught of natural disasters—the leading teams across sectors, from education and housing, to employment and criminal justice, play an essential role in facilitating recovery.

However, to achieve collective impact, no agency, department, or even stand-alone team can do it alone or afford the time and expense incurred by working in a silo. Taking a digital transformation approach to how human services agencies and departments interact, share files and information, and empower their constituents to be part of the solution can help teams standardize a cross-sector approach to collaboration in 2022.

As agencies look to maximize their impact at a critical time and are under time and budgetary constraints to do so, here are four ways that a tech-driven approach can help them collaborate to create better outcomes for their clients.

No. 1: Promote a “One-Front-Door” Intake Process

Many people are reluctant to ask for help. And the actual act of reaching out for help is a process made more difficult by social stigma, physical limitations, and other challenges.



The health and human services sector can address this by adopting case management processes and solutions that support a One-Front-Door intake process that allows people to share their story and express their needs once, while achieving access to various programs and support services.

Since people's struggles are often predicated on a confluence of challenges, integrating access to various support opportunities can be critical to helping agencies across the support spectrum achieve their missions.

For example, a U.S. Department of Housing and Urban Development (see https://files.hudexchange.info/reports/published/CoC_PopSub_NatlTerrDC_2019.pdf) report discovered that 36 percent of people experiencing homelessness also exhibit substance use or mental health challenges. In this case, helping someone achieve housing stability requires additional support, and processes and systems that enable a One-Front-Door

See Four Ways on page 27

intake standard to allow people to access those resources more easily.

No. 2: Automate Reports and Referrals

Antiquated paper processes keep critical data in information silos that prevent health and human services agencies and departments from collaborating effectively. Implementing secure online forms can have a dramatic effect on onboarding, reducing errors, and improving overall outcomes.

Since most agencies ultimately digitize paper records, streamlining this process by entering information directly into digital forms reduces workloads and errors. It can also help facilitate a One-Front-Door onboarding process by enabling broad referral tracking, reducing administrative responsibilities, and enhancing care opportunities.

What's more, to make forms more accessible to constituents, implement simple design qualities, like drop-down menus, to make the process as simple and effective as possible. When agencies collect complete, accurate information, they are best positioned to collaborate across sectors and with other organizations and teams pursuing the same ultimate goal.

No. 3: Enable Secure, Real-Time Information Sharing

While digital solutions enable health and human services entities to collect and share peoples' case information, it can pose privacy concerns when this information isn't protected. That's why cross-sector collaboration requires agencies to evaluate their online processes and tools—from preemptively training staff for security risks to ensuring all systems adhere to the latest cybersecurity standards.

Secured access is key. When appropriately protected, the right systems enable secure, real-time information sharing that can enhance overall care opportunities. Not only does this provide support teams with a holistic snapshot of someone's care

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needs, but it optimizes resources by allowing agencies to be more targeted and specific with their efforts.

When deployed effectively, secure, real-time information sharing can yield incredible results, enabling everything from early intervention to comprehensive risk assessments from a single platform.

No. 4: Collaborate Across Sectors

As agencies embrace digital-first operational workflows, they can turn to technology to engage more efficiently and directly with constituents and donors. What's more, it empowers agencies to collaborate across sectors such as education, housing, employment, and criminal justice to achieve better results.

More specifically, agencies can:


- Provide clients with personalized logins for scheduling, form completion, and more
- Automate notifications and reminders to empower constituents to manage their situation and promote better outcomes

- Customize client engagement with built-in rewards, reminders, and results
- Facilitate portal interactions that allow constituents to connect directly with support staff

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Supporting People When It Matters Most

As health and human services teams dedicated to public service respond to a confluence of crises, they experience heightened demand and limited resources. As surging caseloads and new challenges push agencies to improve their operations, they must rely on close collaboration across all sectors and partnering organizations to deliver the best results for their constituents.

The right approach to team management and working with tech-empowered processes can help, equipping everyone with the best data, systems, and workflows to collaborate as they make a tangible difference in people's lives. 

To commemorate its launch in the United States, the team behind ECINS is allocating \$500,000 of free software services and subscriptions to eligible U.S. health and human services professionals across agencies and nonprofits as part of a new pilot program. Learn more about ECINS' U.S. Pilot Program by visiting <https://ecins.com/us/u-s-pilot-program-for-nonprofits/>.

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