

# Technology Enabling An Outcome Focused Business Model

Jerry Friedman

Global Director of Strategic Initiatives

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accenture

*High performance. Delivered.*



# Technology Challenges

Lack of communication

Multiple views of client

Administrative redundancy



# The Power of Technology: Maximizing Tools

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- **Enterprise Architecture**

- Connects legacy systems

- **Master Client Index**

- Enables data sharing across programs
- Creates a person-centric view

- **Business Analytics**

- Produces measurable results
- Offers integrated service delivery and outcome reports
- Predicts outcomes based on multifaceted information

# Family First Model: Achieving Outcomes

- **Better client service**
  - Single person-centric view of client
  - Ease of access, no wrong door
- **Enhanced case management**
  - Simplified cross agency communication
  - Faster path to self-sufficiency
- **Return on investment**
  - Leverage technology investments
  - Efficiency, productivity, accountability

