



NTEN Webinar: No Wrong Door



Thanks for joining... We'll be starting soon.



VisionLink

NTEN Webinar: No Wrong Door



CommunityOS
HUMAN SERVICES ON DEMAND

2-1-1/I&R Disaster Elder Care Shelter



Three Part Agenda

Thanks for Joining Us
Please Add to the Discussion at Any Time

Perspective on Partnership Development

The Problem We're Trying to Solve

Integrated Community Solutions

Portal-Based Technologies

Data Standards Data Exchange Data Reports

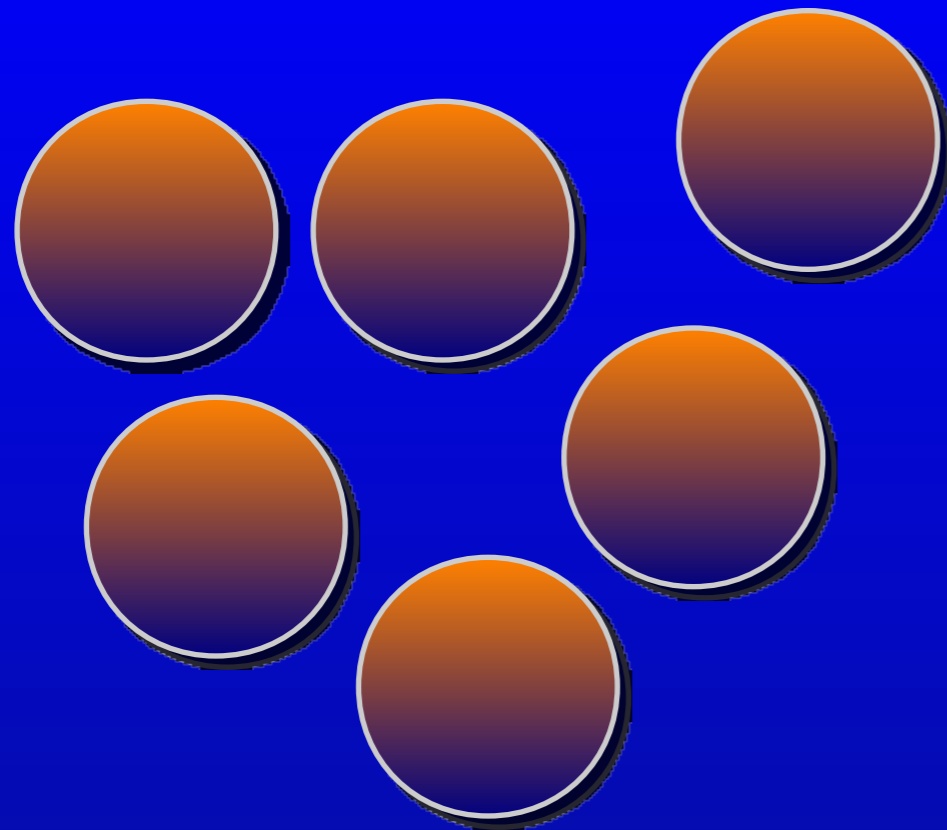
Using Your Own Tools
Sharing with Others



We believe that whether driven by economic necessity, or a growing expectation for more coordinated client services, the era of data stored in silos is over.

The objective? To focus on truly coherent, and collaborative use of data and analytic information.

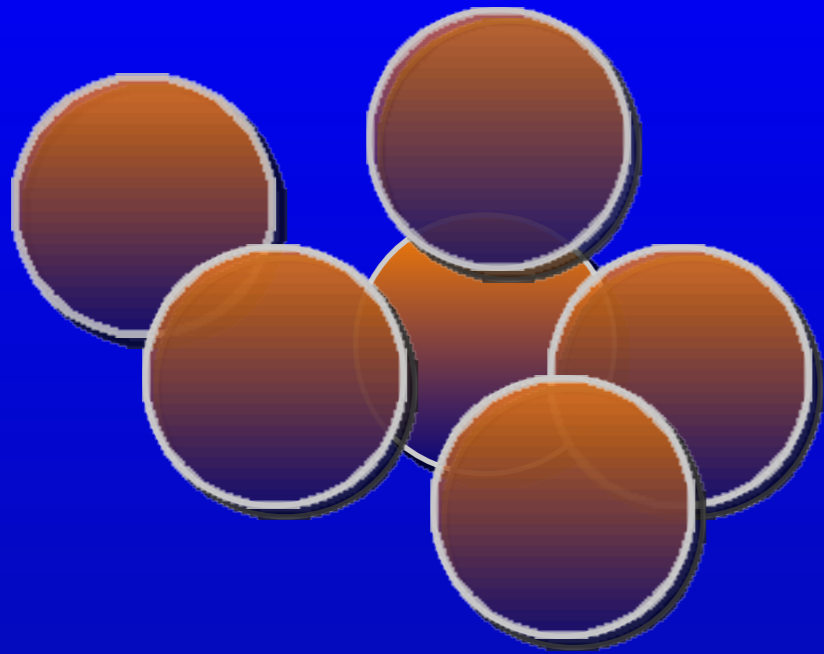
We will begin by exploring the challenge of partnership building, and what this requires of technology.



Community Organizations

Independent “Turfdoms”

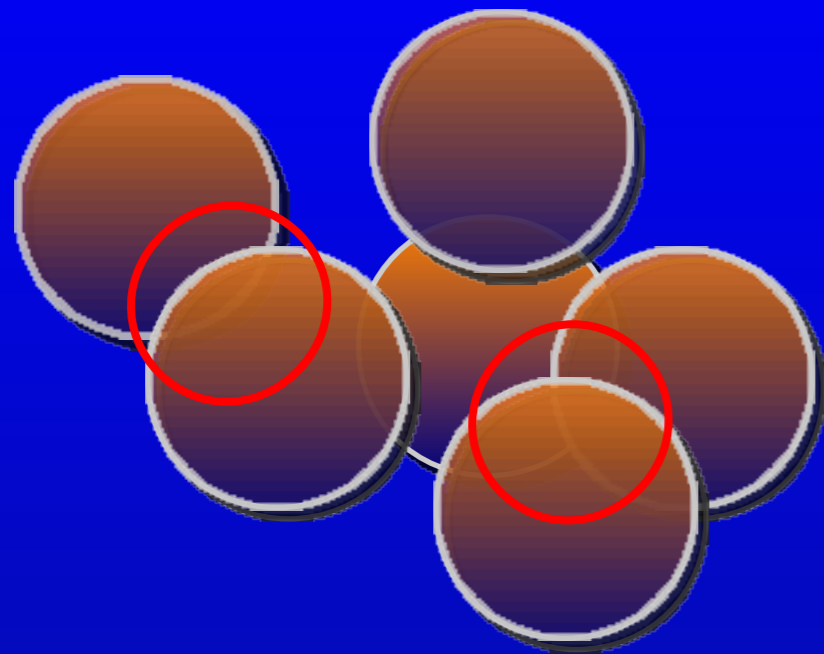
Vision	Unrelated
Objectives	Independent
Language	Foreign
Methods	Redundant
Resources	Competitive
Flexibility	Very Low
Results	Isolated



Community Organizations

Cooperative Partners

Vision	Occasionally Aligned
Objectives	Complimentary
Language	Translatable
Methods	Known Overlaps
Resources	Known Competitors
Flexibility	Moderate
Results	Mixed



Community Organizations

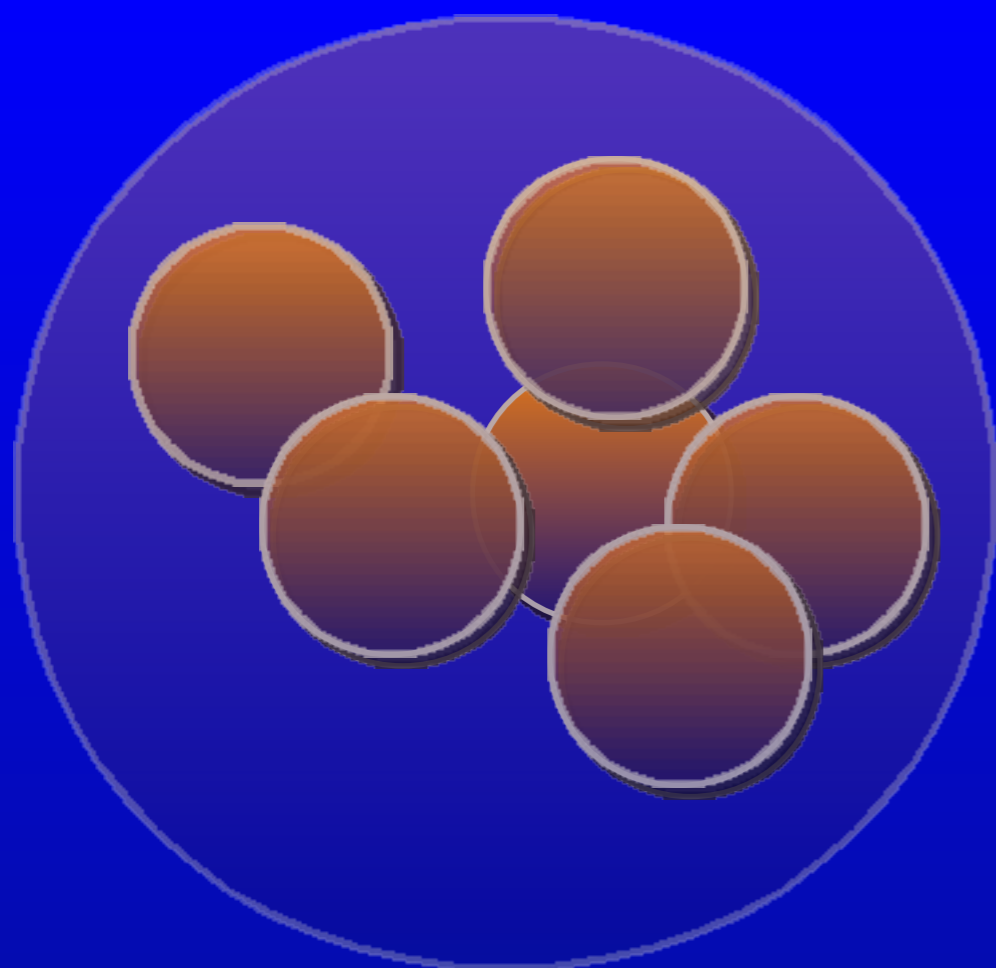
Cooperative Partners

Vision	Occasionally Aligned
Objectives	Complimentary
Language	Translatable
Methods	Known Overlaps
Resources	Known Competitors
Flexibility	Moderate
Results	Mixed

Partnerships often break apart because alignment is discretionary...

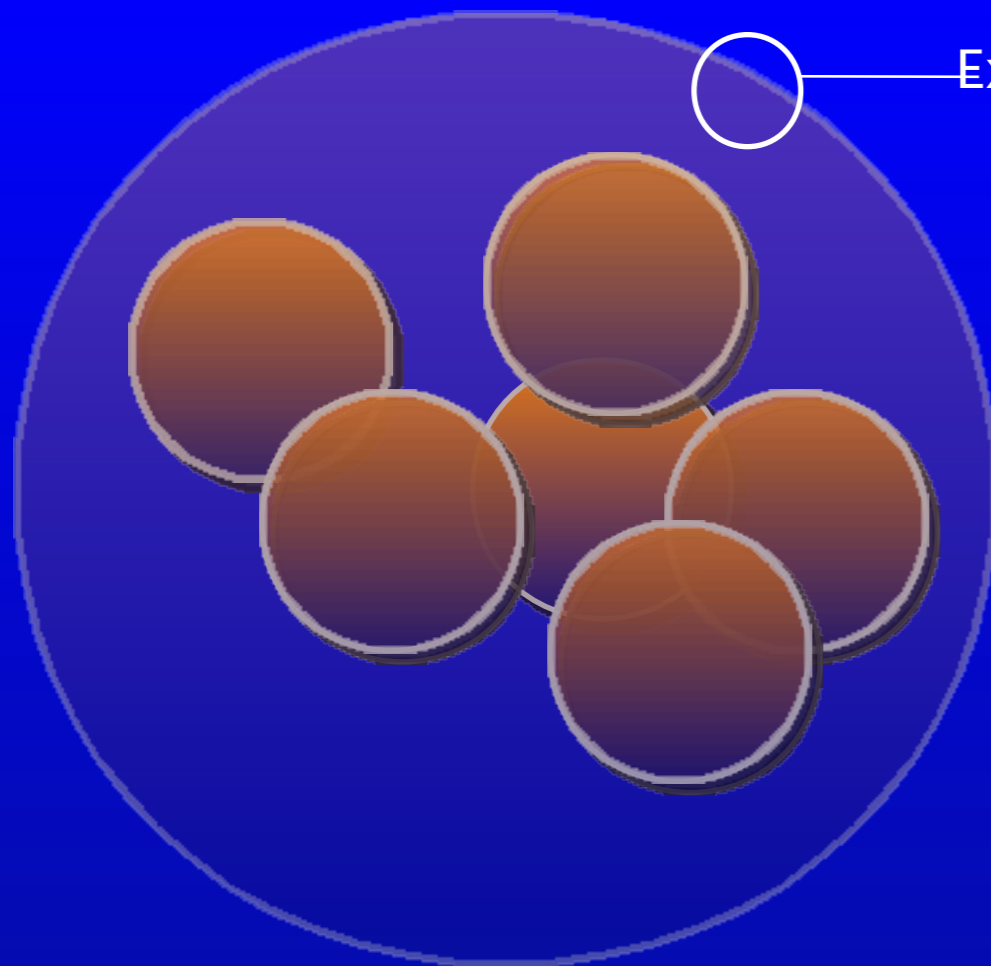


System Builders



Community Organizations

Vision	Nearly Unified
Objectives	Held in Common
Language	Understood
Methods	Orchestrated
Resources	Partially Shared
Flexibility	High
Results	Summative

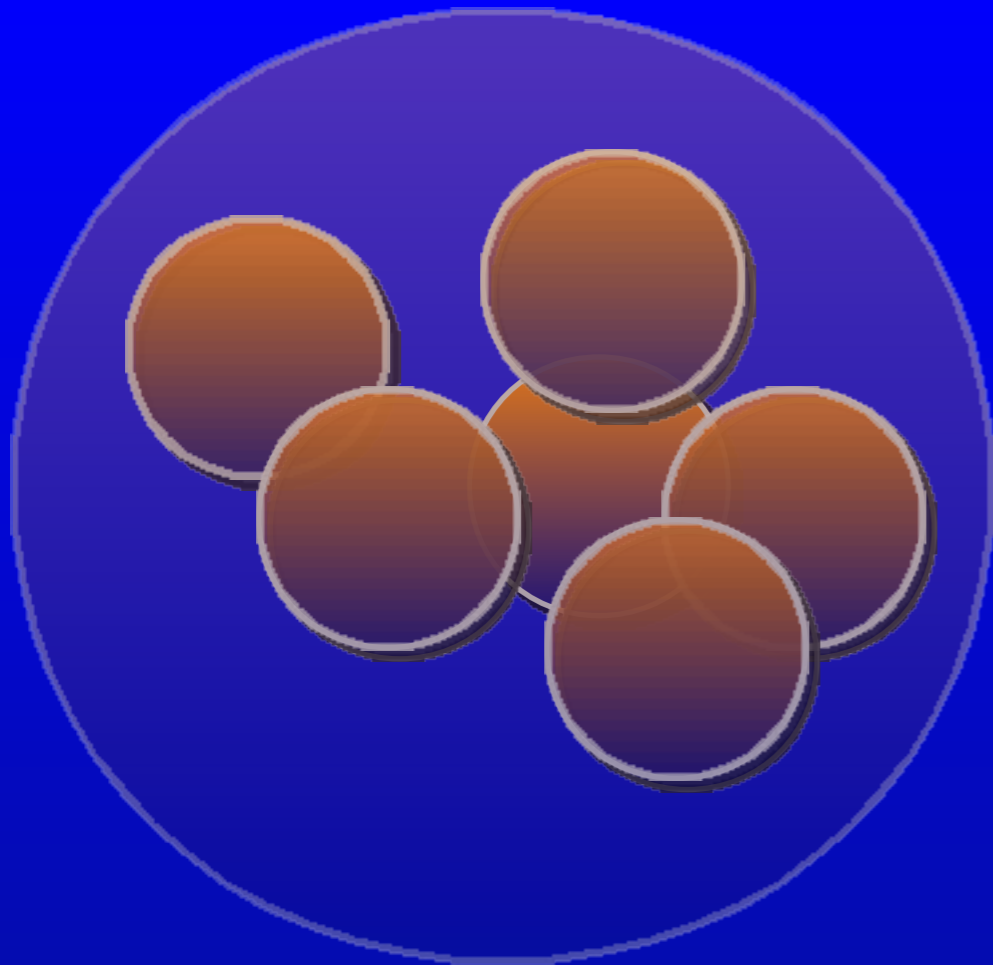


External, Common Objectives

System Builders

In a truly effective partnership, the work of each organization is altered to support the common objectives. Yet, no partner is expected to give up the core components of their own mission.

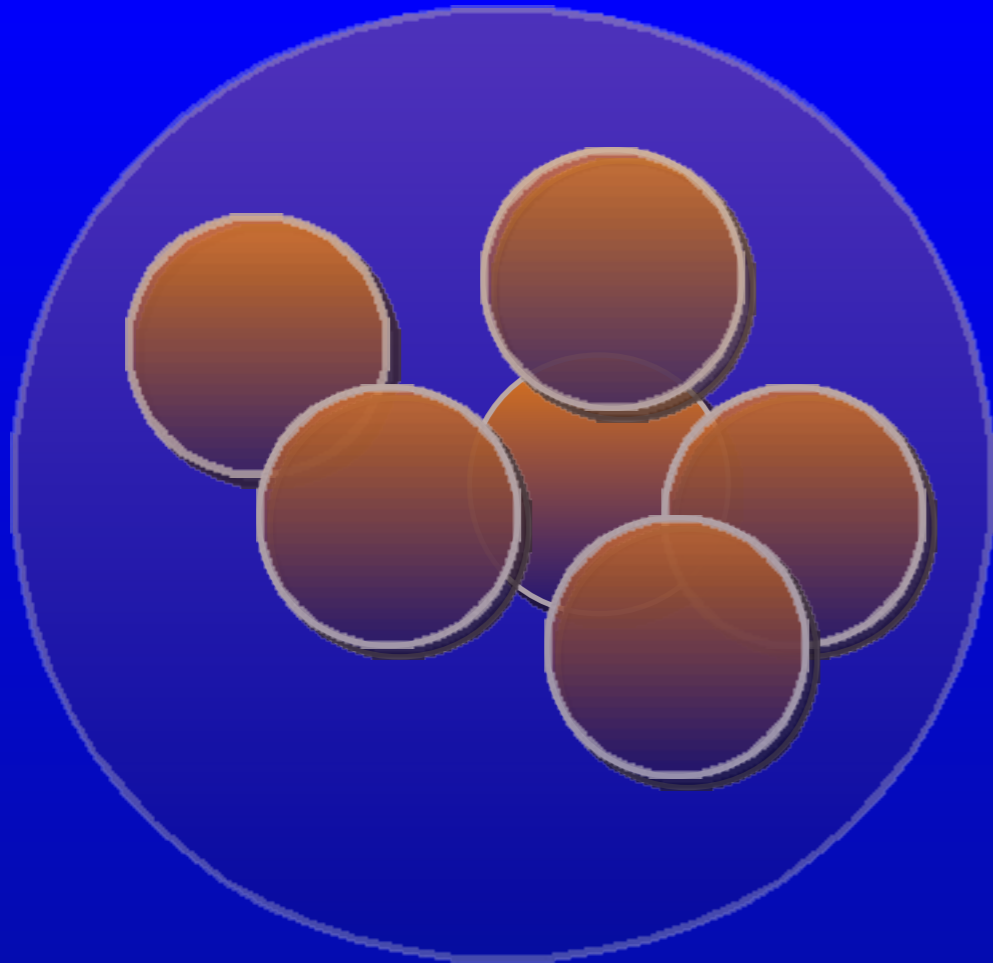
Community Organizations



The Key Lesson

To maintain the partnership, both common objectives, and the specific needs of each partner organization have to be realized.

Without this balance, the partnership breaks apart.



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Without this balance, the partnership breaks apart.

Too often, technology has forced partners to choose between their own interests, or those of the collaborative. Eliminate this false choice and technology becomes an asset to sustainable partnerships, enabling **No Wrong Door** policies.



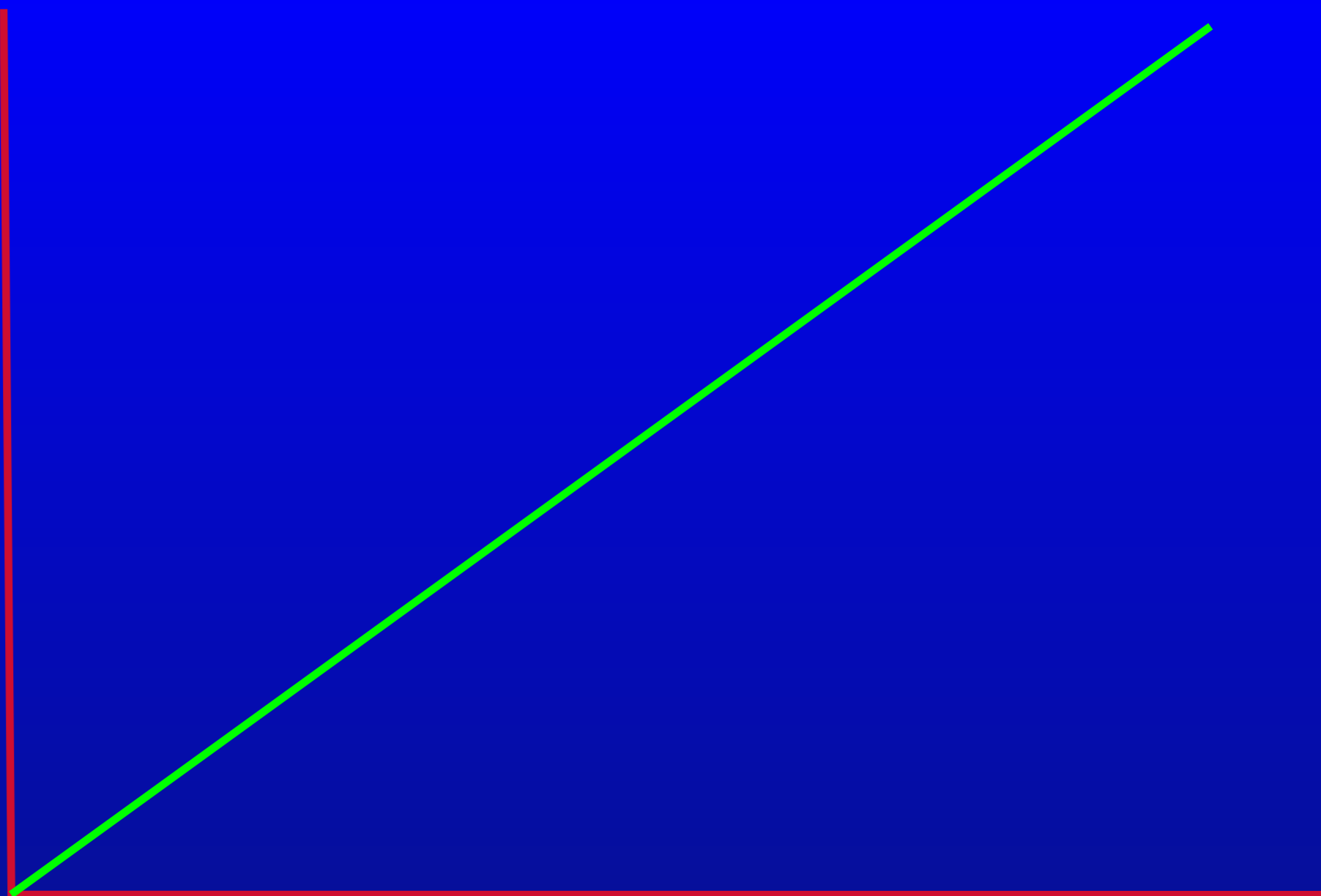
Innovators

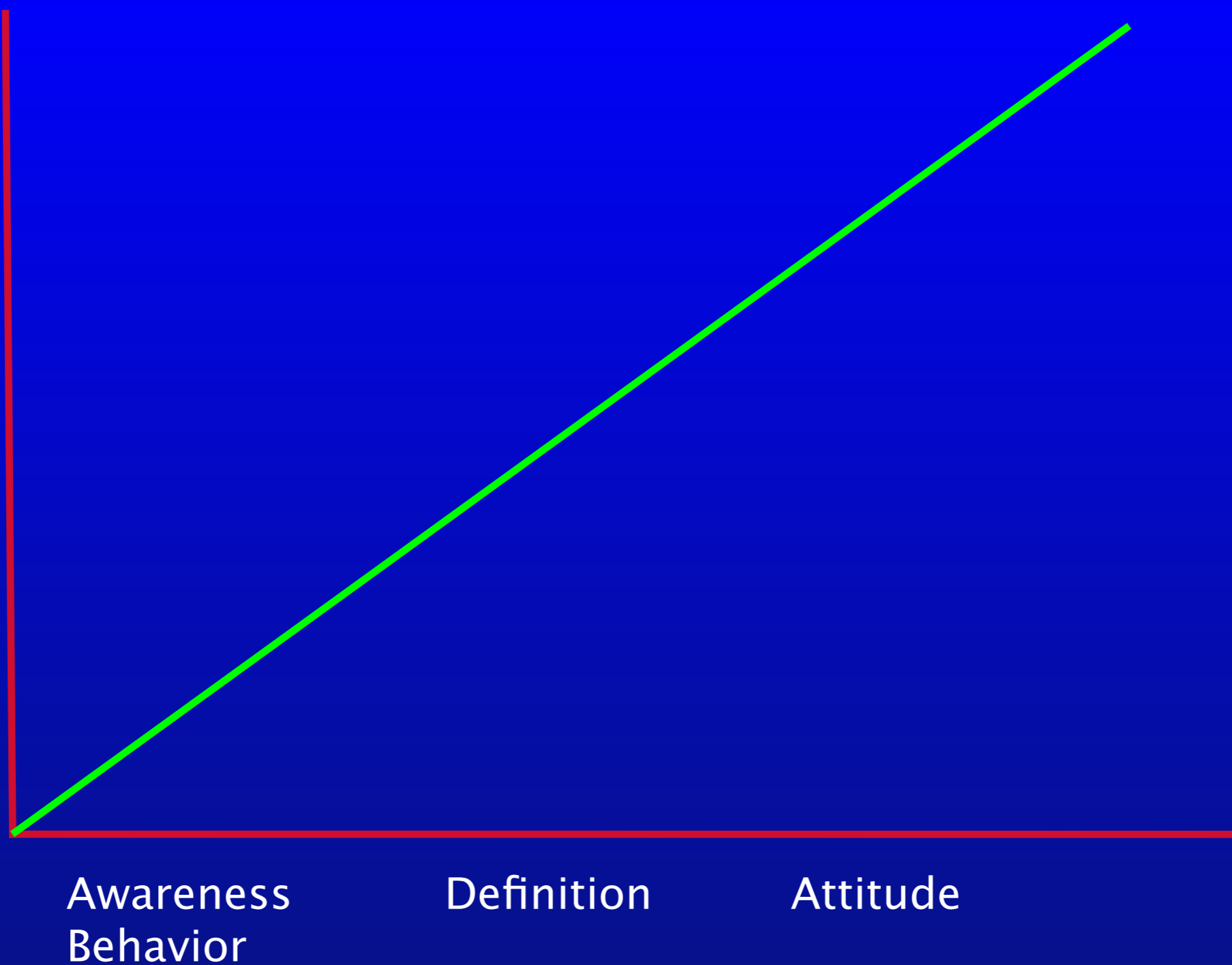
Early Adopters

Early Majority

Late Majority

Laggards







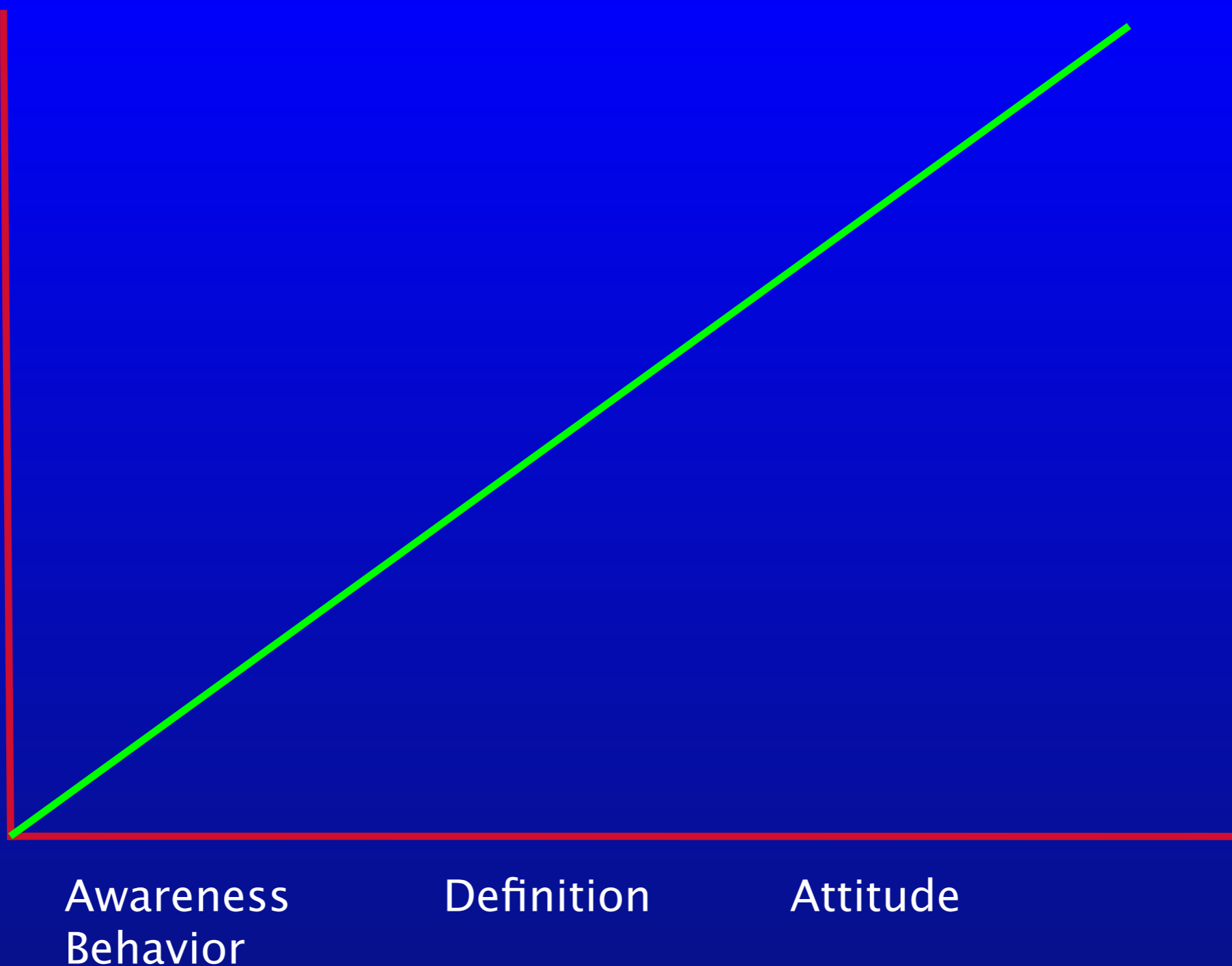
Innovators

Early Adopters

Early Majority

Late Majority

Laggards





Innovators

Permission

Early Adopters

Why

Early Majority

Understanding + How

Late Majority

“Have To” + How

Laggards

Sanctions

Awareness
Behavior

Definition

Attitude



The Lesson here...

Partner organizations and their staff are not at the same stage of readiness for change, nor are incentives to change similar.

Again, technical flexibility is not a feature, it's a prerequisite for sustainable collaboration.



So, Let's Change the Technology...



Part Two

**Perspective on
Partnership
Development**

The Problem We're Trying to Solve

**Integrated
Community
Solutions**

Portal-Based Technologies

**Data Standards
Data Exchange
Data Reports**

**Using Your Own Tools
Sharing with Others**



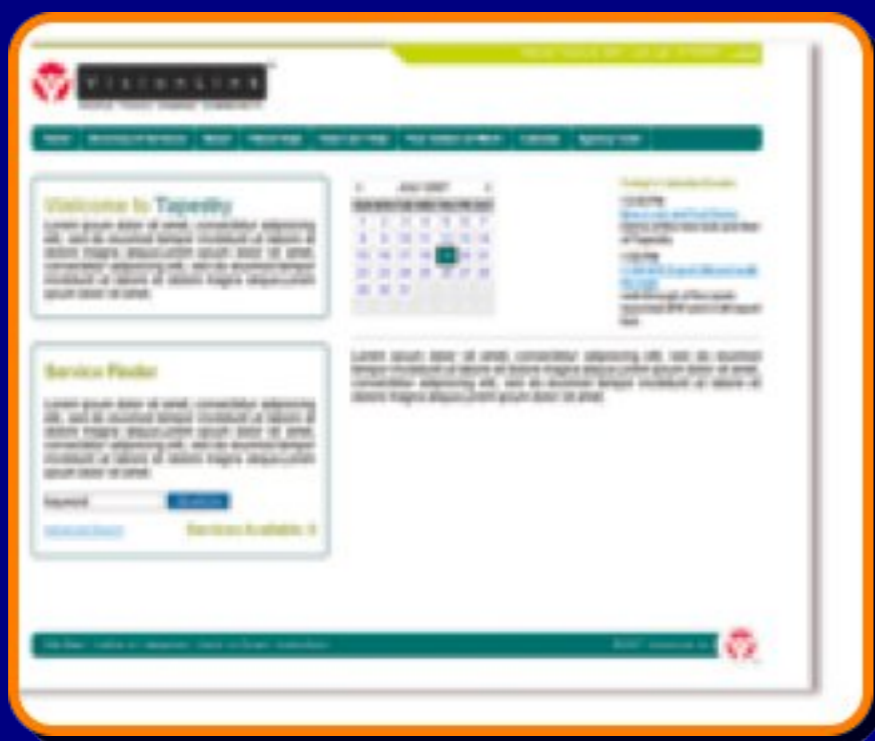
Portal-based technologies are new to the nonprofit world, authored in some measure by VisionLink.

The objective is to provide a single technical platform for integrated information, yet allowing each partner organization to fully meet their own specific needs.

All towards the goal of collaborative effort and coherent clients services: **No Wrong Door.**



Single System



- ✓ **Common look and feel**
- ✓ **Common data input**
- ✓ **Common resources**
- ✓ **Common reports**



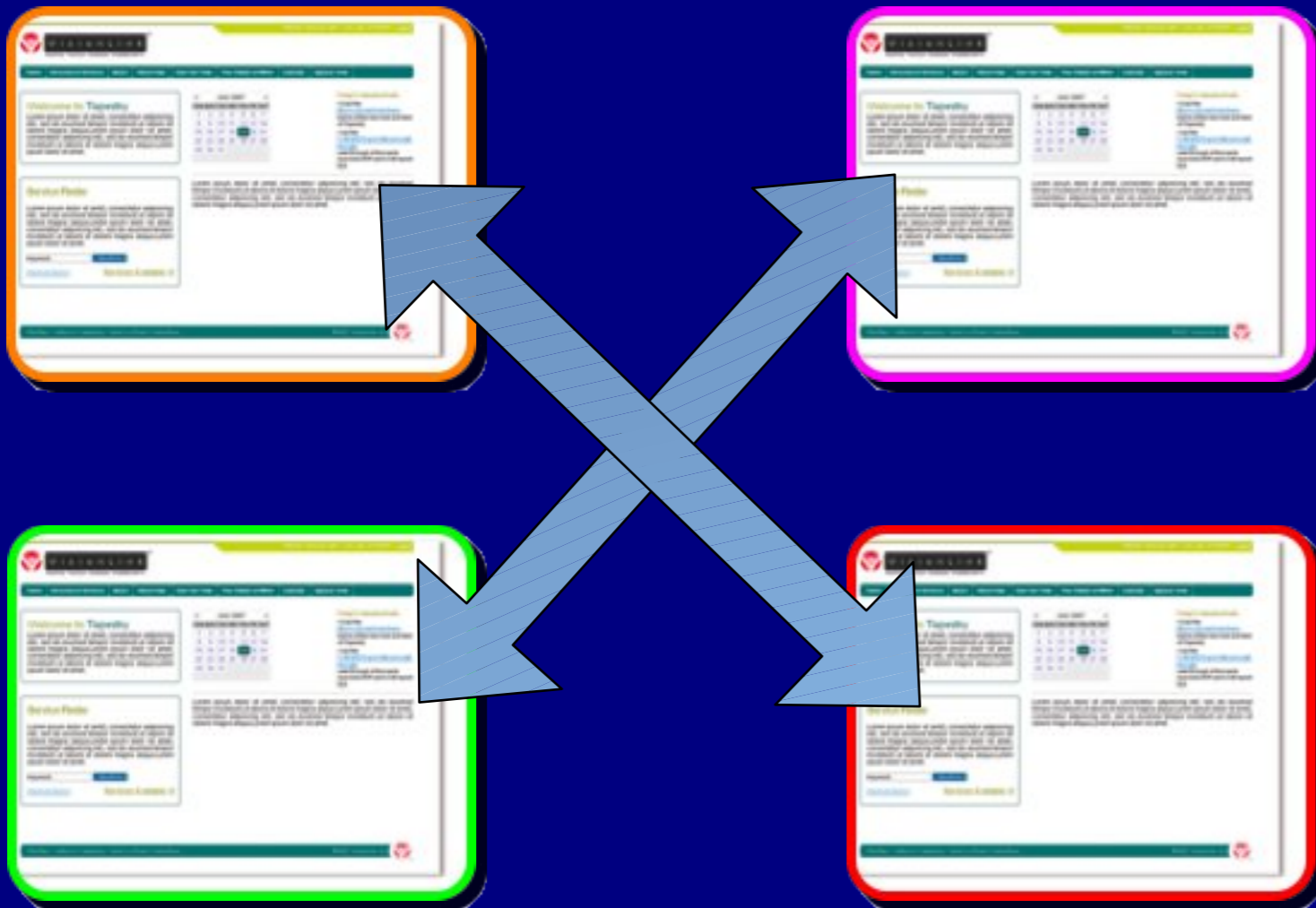
Multiple Deployments - Same Software



- ✓ Different look and feel
- ✓ Different data input
- ✓ Different resources
- ✓ Different reports



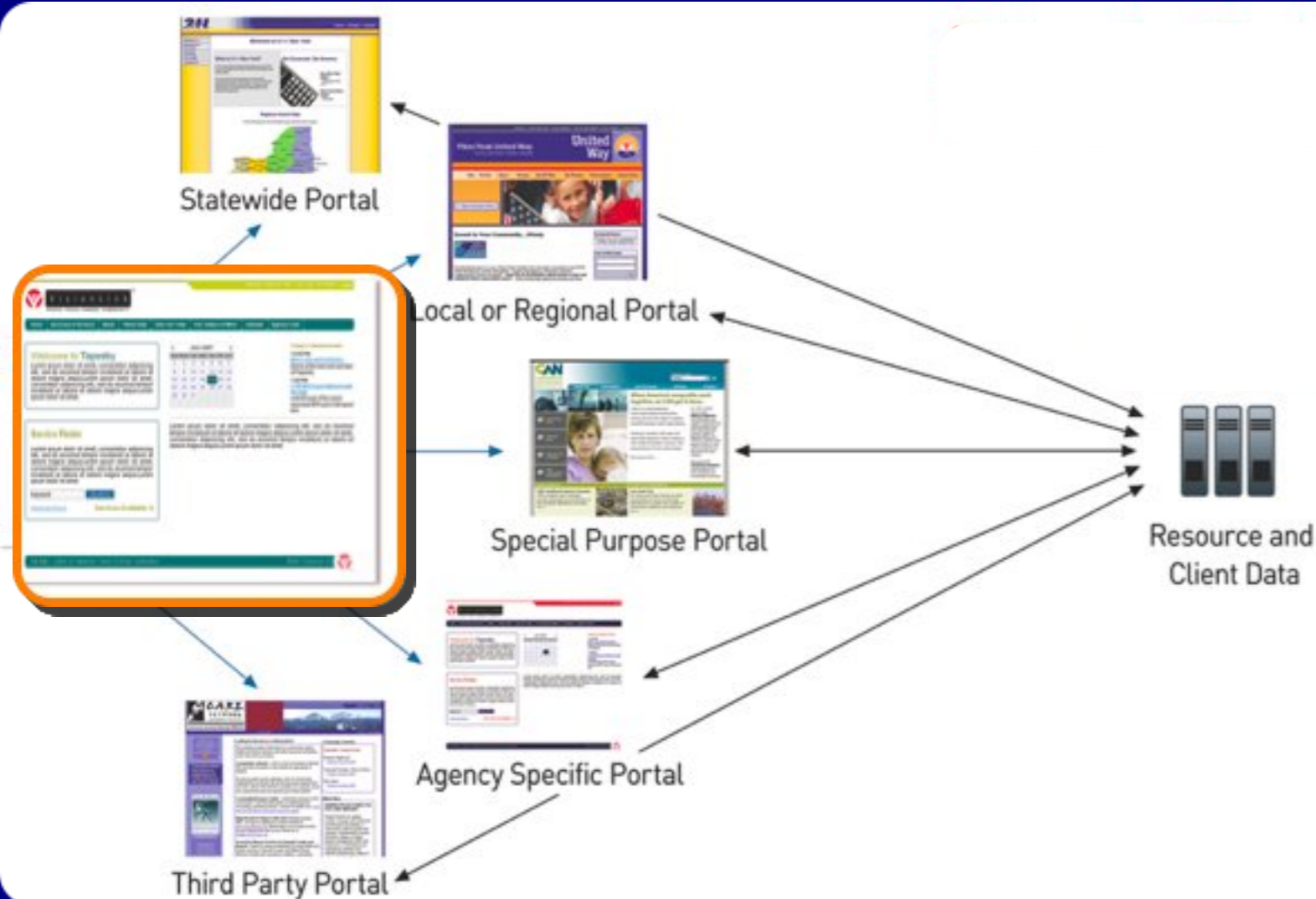
Integration from Data Exchange



- ✓ Assumes the same software works for each partner
- ✓ Relies on data exchange for collaboration
- ✓ Costs of exchange rise exponentially as the number of partners increase



Portal-Based Architecture



Portals for...

- ✓ Many agencies
- ✓ Many regions
- ✓ Many sectors

- ✓ Common Objectives
- ✓ Partner Needs



Supporting Partner-Specific Content

Logos

Menu Bars

Calendars

Forums

Links

News Blasts

Modules

Navigation

Graphics

Web Pages

Articles

Colors

Announcements

File Libraries

Content Management Layer



Partner-Specific Identity

United Way

Disaster

NorthPort

Mental Health

2-1-1

IDEAS Information & Data Exchange Alliance of the Suncoast

United Way 2-1-1 Manasota

Welcome to IDEAS

IDEAS stands for Information and Data Exchange Alliance of Initiative of Sarasota County and Manatee County government cost-effective data system for the human services community. The main components of this data system are directories of providers, people or clients to seek these services, or volunteer for them.

Our Partners

Below is an up-to-date list of the IDEAS partners. These partners use our client and resource data management system to coordinate their efforts. All IDEAS partners are committed to protecting clients confidential information.

- Salvation Army of Sarasota
- Jewish Family and Children's Service
- Catholic Charities of the Venice Diocese

Recover Suncoast

Welcome to Tapestry

VisionLink is the leading provider of community resource management systems, software, sophisticated training, and effective consulting services with expertise in disaster, employment, and education sectors.

The Service Finder provides a quick tool for the public in your community to find services easily and quickly. VisionLink manages services from more than 4,000 community organizations.

City of North Port

North Port Social Services

Welcome

Social Services is a division within the Department of General Services and was established in 1980 to assist families and individuals in need of short term financial assistance. Our mission is to offer solutions to alleviate despair, retain or restore dignity, and direct families toward economic independence and productivity.

Social Services is a nonprofit governmental entity funded by the City of North Port. Additional funding sources are received through grants, generous individuals, churches, civic groups, schools and collaborative partners.

United Way 2-1-1 of Manasota

Service Finder

The Service Finder lets you search for services quickly and easily.

Keyword

Search

Advanced Search

Don't know where to turn?

Example from Sarasota / Manatee Counties, Florida

Presentation Layer



Partner-Specific Data Collection

United Way

Disaster

NorthPort

Mental Health

2-1-1



First Name
Last Name

Phone Number
Address
Address
City
State, ZIP

Client Data Layer



Partner-Specific Data Collection

United Way

Disaster

NorthPort

Mental Health

2-1-1



First Name
Last Name

Phone Number
Address
Address
City
State, ZIP

First Name
Last Name

Phone Number
Address
Address
City
State, ZIP

First Name
Last Name

Phone Number
Address
Address
City
State, ZIP

First Name
Last Name

Phone Number
Address
Address
City
State, ZIP

First Name
Last Name

Phone Number
Address
Address
City
State, ZIP



Partner-Specific Data Collection

2-1-1 Intake

First Name _____	Request Method
Last Name _____	Type of Request
Address _____	Caller Is
City, State _____, _____	Caller History
	Presenting Needs
Preferred Language	Referral
Gender	Referral
Race	Referral
Ethnicity	Narrative

First, a basic form... Customized to an organization's specific needs.



Partner-Specific Data Collection

2-1-1 Intake

First Name _____	Request Method
Last Name _____	Type of Request
Address _____	Caller Is
City, State _____, _____	Caller History
	Presenting Needs

Preferred Language	Referral
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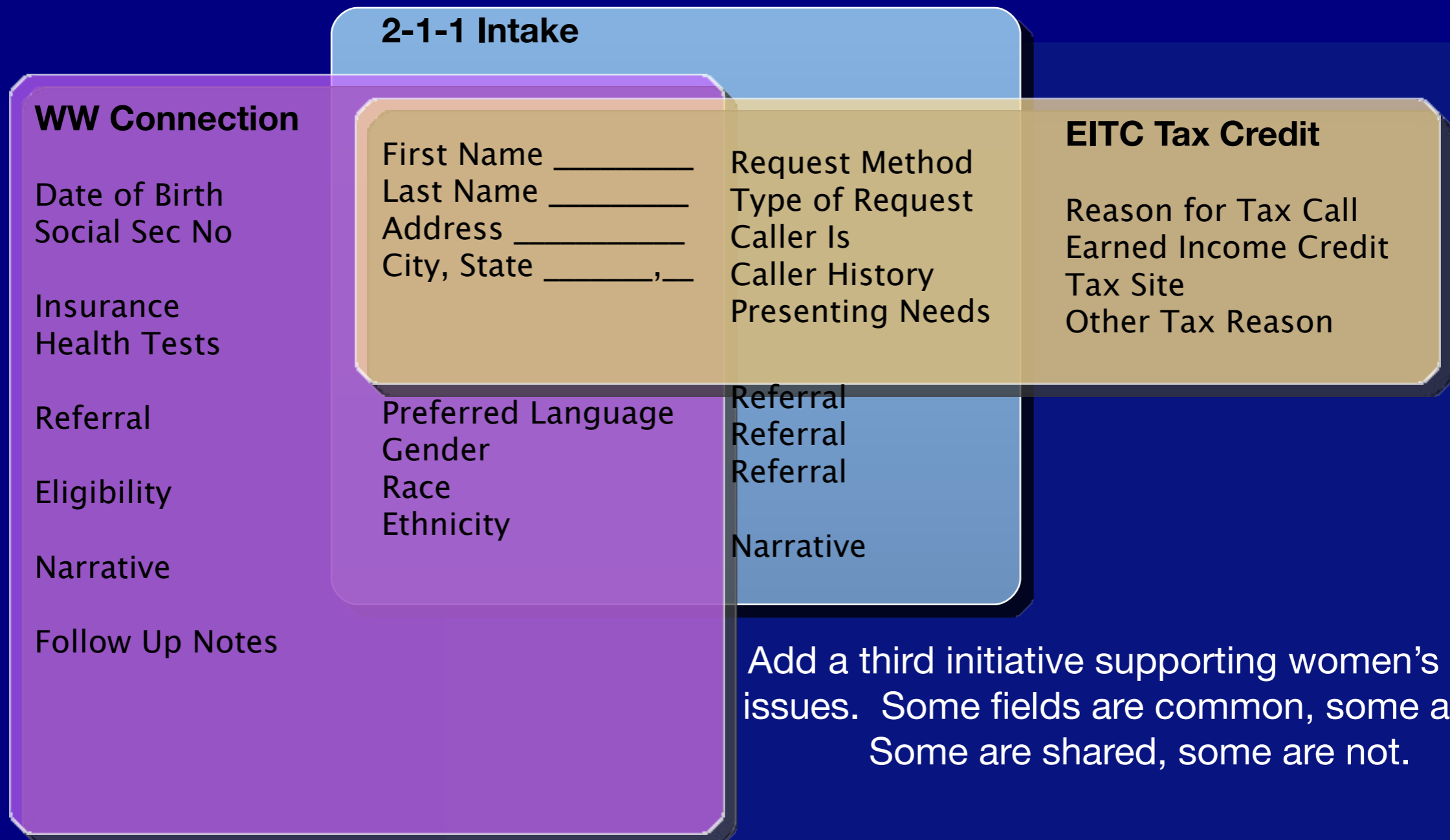
EITC Tax Credit

Reason for Tax Call
Earned Income Credit
Tax Site
Other Tax Reason

Now, add a Earned Income Tax Credit Form.
Some fields are in common with the 2-1-1 form,
and some are private.



Partner-Specific Data Collection



Add a third initiative supporting women's health issues. Some fields are common, some are not. Some are shared, some are not.



Partner-Specific Data Collection

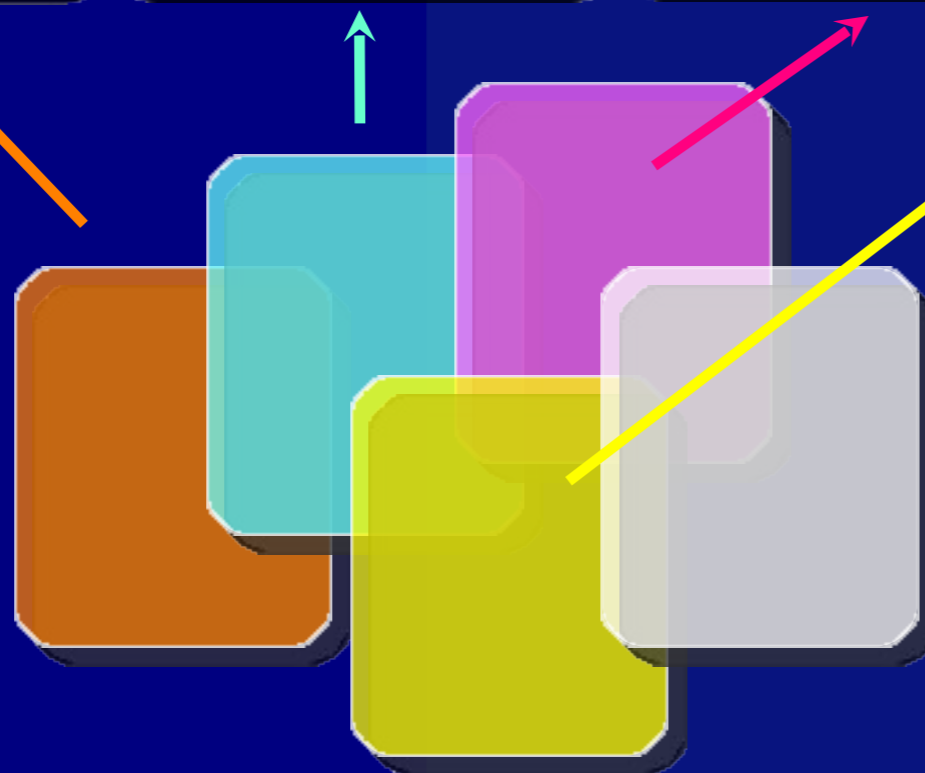
United Way

Disaster

NorthPort

Mental Health

2-1-1



Different forms to match the exact workflow, and data collection needs of each partner.

Collaborative data points can still be shared.



Control User Access by Portal

United Way

Disaster

NorthPort

Mental Health

2-1-1



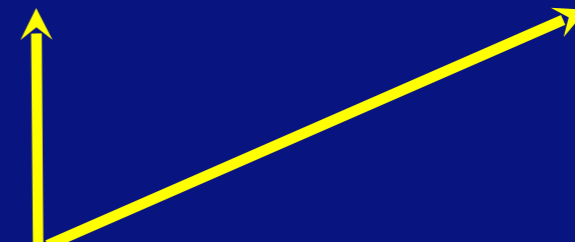
User A

User B

User C

User D

User E





Multi-Portal User Management

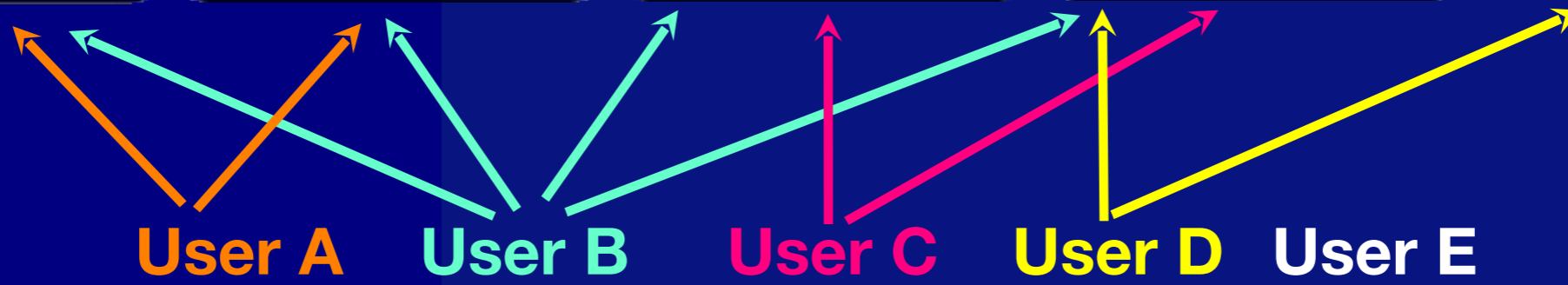
United Way

Disaster

NorthPort

Mental Health

2-1-1





Partner-Specific Resource Directories

Print/Text

Español/Other Languages

Mobile Pantry - Community Food Share

Community Food Share

A United Way Partner Agency

General Information

Description of Service: Our mobile pantry truck is stocked with food and driven to a site where bags of groceries are given away. The distribution takes place at two locations. One on the 2nd Saturday of each month from 10-11AM at the Mt. View Southern Baptist Church on the SW corner of Hwy 287 & S. Boulder Rd. in Lafayette. The other distribution is on the 4th Saturday of every month at the Boulder Housing Partners parking lot, 3120 Broadway (just south of the N. Boulder Recreation Center) in the City of Boulder, from 10-11 AM.

Location: Boulder County

Intake Requirements: sign-up sheet.

Client Information

Target Population: Low Income

Intended Participants: Anyone who is in need of food, those in poverty, unemployed, struggling families. Live in Boulder or Broomfield County.

Languages Spoken: English

Eligibility: low income, food insecure, live in Boulder or Broomfield County.

Availability

Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
•	•	•	•	•	•	•	•	•	•	•	•
Mon	Tue	Wed	Thu	Fri	Sat	Sun					
•	•	•	•	•	•	•					
Mornings	Afternoons	Evenings	Nights								
•	•										

Contact Information

Contact's Name: Mr. Mike Stafford Crane

Contact's Position: Operations Director

Contact's Phone: 303-652-3663 ext. 206

Contact's Email: mstaffordcrane@communityfoodshare.org

Physical Site Address 1: 6363 Horizon Lane

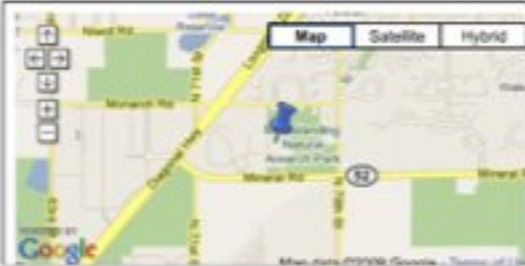
Physical Site City, State, Zip: Longmont, CO 80503

Main Phone: 303-652-3663

Fax: 303-652-1204

Service Location Email: cfu@communityfoodshare.org

Web Address: www.communityfoodshare.org



- ✓ Resource directories are essentially electronic rolodexes...
- ✓ Sharing these directories provides huge savings, and supports more coherent services.



Filtered Resource Directories

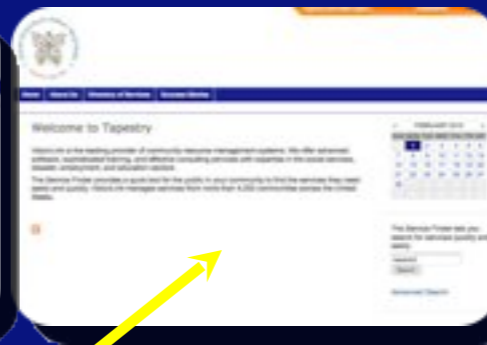
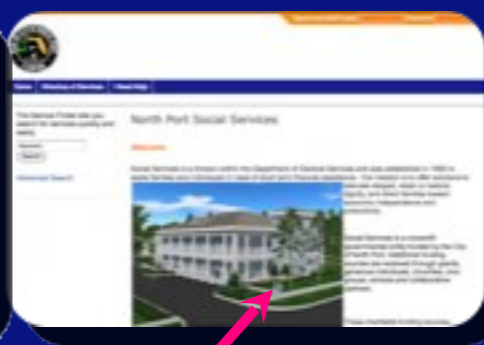
United Way

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NorthPort

Mental Health

2-1-1



Filter Resources

- ✓ By Portal
- ✓ By User Type
- ✓ Private, Staff, Public



Private / Public / Collaborative

PQMD
The Partnership
for Quality
Medical
Donations

Advancing Quality Medical Donations Worldwide

AP Covers PQMD Member Aid to Haiti
In News
Update: PQMD Member Health Companies Giving Now at \$52.8M for Haiti
» Read more

Welcome to PQMD

The Partnership for Quality Medical Donations
A unique alliance between international medical product companies & humanitarian organizations
PQMD Members
Advocate and adhere to WHO Guidelines for Drug Donations and PQMD Good Donation Practice Standards.
[Learn More About PQMD »](#)

Tools and Resources

Donation Mapping Tool
PQMD members donated \$4,180,224,988 in pharmaceuticals, medical devices, supplies and equipment to health programs in 150 countries in 2008.
[Click here to learn about the PQMD Mapping Tool](#) or [here to access the PQMD Mapping Tool!](#)
YOU CAN VIEW PQMD MEMBER HAITI RELIEF ACTIVITIES BY SEARCHING UNDER "HUMANITARIAN EMERGENCY" ON THE MAPPING TOOL.

PQMD Library
The PQMD library provides free online access to information in each of these areas as part of our effort to support new and experienced donation programs. To learn more, go to the Library.

Don't create a second disaster in Haiti!
The Haiti earthquake will inspire well-meaning individuals and organizations to send clothing, water, food and medicines to the organizations responding to this catastrophic disaster. It is understandable to assume that in the wake of a catastrophic

- ✓ \$4 billion in medical donations to more than 150 nations annually
- ✓ Private, public, and collaborative tools for private sector donors and nonprofit recipients

Visit This Site

Part Three

Perspective on Partnership Development

The Problem We're Trying to Solve

Integrated Community Solutions

Portal-Based Technologies

Data Standards Data Exchange Data Reports

Using Your Own Tools
Sharing with Others

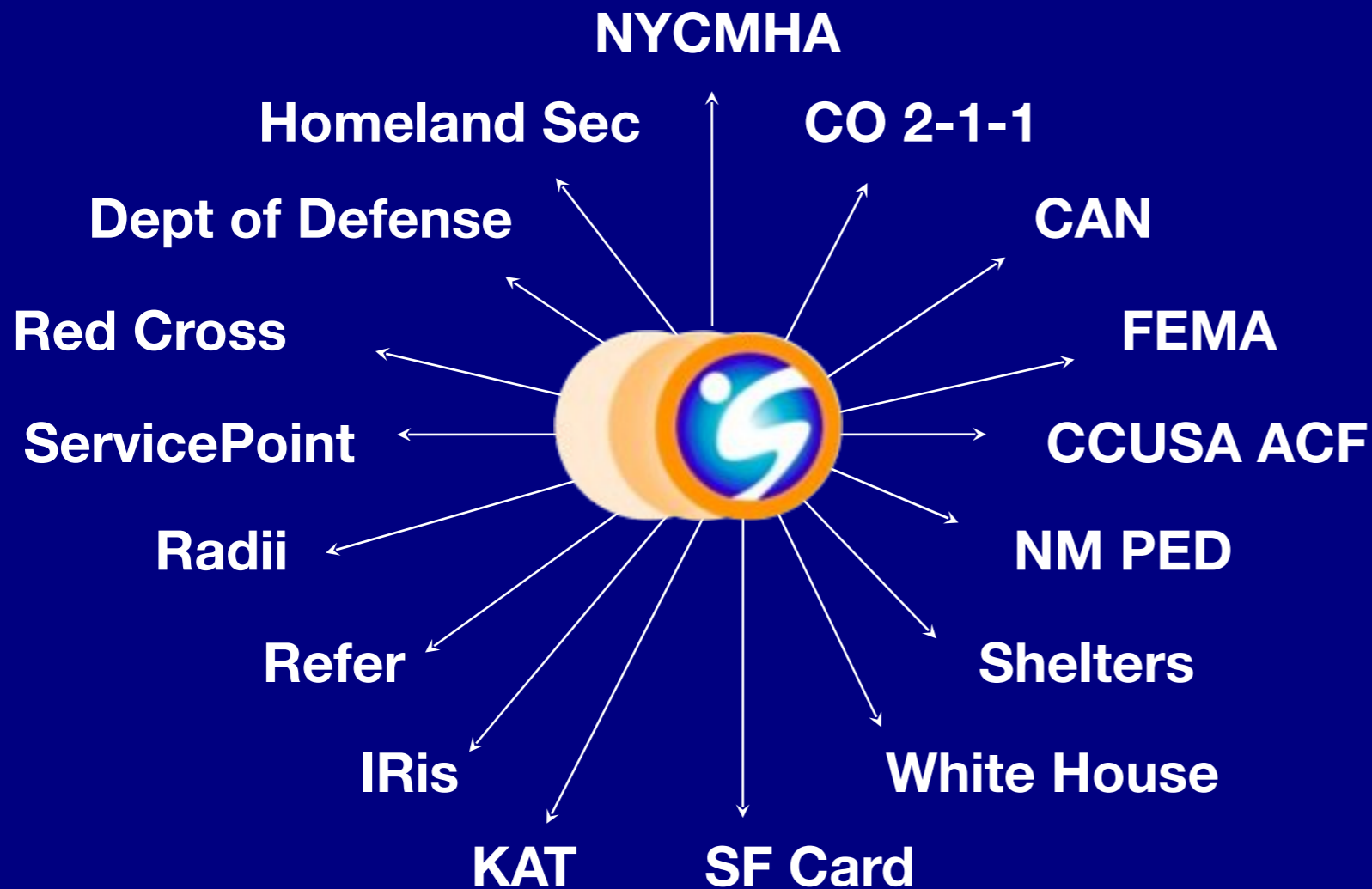


Shifting now... from a portal-based system, to exchanging data between your each partner's own system, and other systems.

In this case, the assumption is that partner organizations have found the technology they need, and now the objective is to share and collaborate across different technical solutions.



Data Exchange



- ✓ Lessons from experience...
- ✓ Often millions at a time
- ✓ One Time Imports
- ✓ On-Going Feeds
- ✓ One-Way
- ✓ Two-Way



Tools of the Trade

About XML

XML (Extensible Markup Language) is a set of rules for encoding documents electronically. (from Wikipedia)

```
<?xml version="1.0" encoding='UTF-8'?>
<painting>
  
  <caption>This is Raphael's "Foligno" Madonna,
painted in
  <date>1511</date>-<date>1512</date>.</caption>
</painting>
```

- ✓ **Well able to transfer data between dissimilar systems**
- ✓ **Different from import and export scripts between similar fields in similar systems.**



Data Standards

- AIRS Resource Exchange
- HMIS Client Data Exchange
- HAVE Hospital Availability Exchange
- Disaster Client Data Standard (*author of*)
- National Shelter Standard (*author of*)
- HIPPA Privacy
- CAN Case Management
- Assistive Devices

- ✓ **Exchange Standards**
- ✓ **Security Standards**
- ✓ **Operational Standards**
- ✓ **Procedural Standards**



Easy to Validate Compliance

VisionLink
PEOPLE. TOOLS. CHANGE. COMMUNITY.

Home | Tapestry Software Suite | Strategic Advantage | About Us | News & Updates | Contact Us

Home > AIRS, DCDS, and SDES XML Validation Tools

AIRS, DCDS, and SDES XML Validation Tools

Client Data Standard for Disasters (DCDS) Validation Tool

Use this tool to upload a DCDS XML file and have it validated against the [Client Data Standard](#) for Disasters XSD schema (version 1.0).

[Validate a DCDS XML 1.0 file](#)

AIRS Resource Exchange Standard Validation Tool

Use this tool to upload an AIRS XML file and have it validated against the current (3.0) or previous (2.07) version of the AIRS Schema.

Validate an [AIRS 2.07](#) or [AIRS 3.0](#) XML file

ARC NSS Shelter Data Exchange Standard (SDES) Validation Tool

Use this tool to upload an SDES XML file and have it validated against the SDES Schema (version 0.06).

[Validate an SDES XML 0.06 file](#)

✓ **Validation tools are now widely available**

AIRS XML Data Validator

File Information

- Software Version:
- Software Vendor:
- AIRS File:
- AIRS Version:

[Validate the file](#)



Vendor Claims Need to be Verified

University of Nebraska & CAN studied data exchange standards compliance between VisionLink and another vendor.

VisionLink Sample File	100 Megs
------------------------	----------

Other Sample File	2 Megs
-------------------	--------

VisionLink: "35 errors, one error type, (Urdu language)"

Other "1,081 errors, too many errors for analysis"

- ✓ **Vendors fear that if they support standards, their customers can move to other vendors more easily.**
- ✓ **Building data exchange modules is very expensive.**
- ✓ **Requires constant maintenance.**



Content Constrained

U.S. Department of Health and Human Services Site Map | Search : Search



National Clearinghouse for Long-Term Care Information

Own Your Future

- Home
- Understanding LTC
- Planning for LTC
- Paying for LTC
- Links
- Glossary
- Resources
- Site Map

 Understanding Long-Term Care	 Planning for Long-Term Care	 Paying for Long-Term Care
<ul style="list-style-type: none">• Definitions & Risks• Services & Providers• Costs & Paying	<ul style="list-style-type: none">• Importance of Planning• Planning Steps• Planning Info & Resources• Awareness Campaign	<ul style="list-style-type: none">• Cost of Care• Public Programs• Private Financing

Welcome to the National Clearinghouse for Long-Term Care Information. This web site was developed by the U.S. Department of Health and Human Services to provide information and resources to help you and your family plan for future long-term care (LTC) needs.

- ✓ Extraordinary resources
- ✓ Constrained by the expectation that citizens find this site



Content Constrained

U.S. Department of Health and Human Services Site Map | Search : Search

National Clearinghouse for Long-Term Care Information

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- Site Map

- Overview
- What Does Long-Term Care Cost?
- What Does Care Cost Where I Live?
- Who Pays for Long-Term Care?
- National Spending on Long-Term Care

Overview

An important part of planning for long-term care is deciding how to pay for services. This is because long-term care is very expensive, and contrary to what many people believe, their Medicare coverage will not pay for most of the long-term care services they need. While some people may qualify for Medicaid – the major payer of long-term care services, most people won't. There are other federal public programs, such as the Older Americans Act, or state funded programs, that pay some long-term care services, but like Medicaid they target those people with the most long-term care (LTC) needs.

- ✓ Extraordinary resources
- ✓ Constrained by the expectation that citizens find this site
- ✓ Need is to feed data to local sites...



National Shelter System

American Red Cross

About Us | Contact Us | Government Relations | Media Resources | Español

American Red Cross National Shelter System

Help » User Profile » Login »

Search | Management Reports | Map of Shelters | Tools

The National Shelter System
Shelter Information Management

The National Shelter System

The Red Cross National Shelter System (NSS) stores information regarding over 54,000 potential shelter facilities and is used to track and report shelter information during disasters. This tool is viewed by the Red Cross, the Federal Emergency Management Agency (FEMA) and a growing number of state agencies. This powerful tool enables emergency managers and disaster workers to identify the location, managing agency, capacity, current population, and other relevant information of all shelters operated in response to events.

Information in the NSS facilitates the Red Cross, FEMA, state and local emergency management, and non-government organizations development of strategies to ensure prompt and effective mass care service delivery. In addition, it serves as a planning tool before disaster strikes.

- ✓ Managing 54,000 disaster shelters across United States
- ✓ Red Cross and FEMA
- ✓ 75,000 disasters annually

Visit This Site



National Shelter System



- ✓ An example of Portal technology...
- ✓ The Portal shown was built to match existing state design in Florida



Coordinated Assistance Network

CAN
COORDINATED ASSISTANCE NETWORK

Staging

A Network of People, Information and Tools to Help Communities Recover

Answers: Training | Support | FAQs

Search

Username: Password: Login

Getting Started | Dashboard | Resources | Support | User Profile | My Tools

Regional Info

- Agency Registration
- My Clients
- Partner 2-1-1 & I&R
- Partner Agencies
- Partner Portals
- Regional News
- Regional Portals
- User Registration

Welcome

Sed sed ornare velit. In non facilisis ante. Nunc quis nunc a diam accumsan fermentum id eu metus. Donec suscipit, dui ac aliquet auctor, odio ligula ultrices est, ut mattis leo nulla sit amet ligula. Maecenas venenatis tortor ac nibh varius facilisis. Mauris eu volutpat mauris. Quisque id magna libero. Sed blandit elementum volutpat. Quisque vitae sapien eros. Fusce a ornare dolor.

New Deployments

Lorem ipsum dolor sit amet, consectetur adipiscing elit. Etiam euismod nunc ac lacus ultricies mollis. Proin lobortis bibendum dapibus. Cras porttitor nibh quis odio suscipit scelerisque. Ut dignissim aliquet erat, at aliquet mauris dictum at. Aenean sit amet nisi risus. Mauris ultricies facilisis porta. Nulla molestie consectetur libero sollicitudin fermentum. Proin tristique elementum dapibus. Vestibulum elementum sodales lectus, non pretium eros porta vel.

✓ More than 1,300 partners nationwide

✓ ARC-CAN data feeds

Visit This Site



Denver United Way, Colorado 2-1-1

The screenshot shows the Denver United Way website's search page. At the top, there is a navigation menu with links: WHO we are, WHAT we do, WHEN we succeed, WHERE we help, and HOW to give. The United Way logo and 'Mile High United Way' are in the top right. Below the navigation is a green bar with 'HOME'. The main content area is titled 'WHERE we help' and 'Where We Help: 2-1-1 Search for Services'. It features a search box with instructions: '1. Enter a keyword.', '2. Choose a County.' (with 'Denver County' selected), '3. Click Go.' (with a 'GO' button), and '4. Search results will open in a new browser. To get back to this search page, just close the results browser.' There is also a link to 'Search Tips' and a note: 'Having trouble? Try our Search Tips page or dial 2-1-1 to speak to a call center specialist.' On the right side, there are buttons for 'BE INFORMED eNewsletter Sign Up', 'DONATE NOW', and 'GET Social' with icons for RSS, Twitter, LinkedIn, and Facebook. A sidebar on the right contains links for Volunteer, Advocate, Events & News, BLOG, United Way's 2-1-1, Agency Partners, and Campaign Toolkit.

- ✓ Portal-based data exchange within Colorado
- ✓ Data standard-based exchange between UW and CAN

Visit This Site



New York Mental Health Association

Home | [About LifeNet](#) | [MHA](#) | [Outreach & Education](#) | [Providers](#) | [e311](#) | [MySpace](#)

If this is an emergency, something you believe requires immediate intervention, you should call 911 or go to your nearest emergency room.

LifeNet can help you find mental health and substance abuse services in NYC. You can call LifeNet, e-mail us, or search for them here.

LifeNet is New York City's primary free, confidential crisis, information and referral hotline for anyone seeking help for any mental health and/or substance abuse issues. LifeNet is staffed **24 hours a day** by trained mental health professionals who can help assess your situation and provide you with appropriate referrals.

Service Search

You can also search the LifeNet database for available services and resources. The Service Search offers three ways to search: Keyword, Agency or Category.

Before you begin your search, we recommend reviewing the following:

- [About the LifeNet Database](#)
- [How to Use the Service Search](#)
- [Tips for Searching](#)

It often helps to talk to a mental health professional in finding the right service to meet your needs. A LifeNet Referral Specialist is here to assist you 24/7. It's free and confidential.

Please select to search by **Keyword, Agency or Category**:

MHA OF NYC
your link to health
LIFENET

1-800-LIFENET (English)
1-800-543-3638

1-877-AYUDESE (Spanish)
1-877-298-3373

1-877-990-8585 (Asian LifeNet)
1-877-求求你-幫我幫我

TTY
212-982-5284

✓ Two-way data feeds for domestic abuse, crisis, and gambling hot lines

✓ Unifying NGO and Government resources

Visit This Site



Long Island, NY 2-1-1

The screenshot shows the Long Island 2-1-1 website. At the top left is the logo with the text "Long Island 2-1-1 Get Connected. Get Answers. Nassau and Suffolk Counties". To the right are fields for "Agency and Staff Login:" and "Password:". Below the logo is a navigation menu with links: Home, About 2-1-1 LI, Directory of Services, FAQ, Trouble Dialing 2-1-1?, and Contact Us. The main content area has a "Welcome" section and a headline: "Community Resource Database of LI is now the 2-1-1 LI Database". Below this is a large banner with the text "2-1-1 LONG ISLAND" and "Get Connected. Get Answers." over a collage of photos showing people interacting. Underneath the banner is the text: "2-1-1 Long Island connects people to local health and human service agencies and programs." At the bottom left is a search icon and the text "Search for Services Online". On the right side of the page is a "Service Finder" section with the instruction: "Enter one or more keywords, and/or specify the name of a particular agency." It includes two input fields labeled "keyword" and "agency name", a "Search" button, and a link for "Advanced Search".

- ✓ Portals for their own work in Long Island
- ✓ Data Exchange with New York 2-1-1 Hub, Hudson Valley

Visit This Site



One more piece...

Not only do we need to provide technical flexibility so that partner organizations can share data and meet their own specific needs, we also need to provide flexible reporting options.

If an organization cannot produce the reports it needs for its stakeholders and funders, then no amount of collaborative value will convince them to participate in the partnership.



Partner-Specific Dashboards

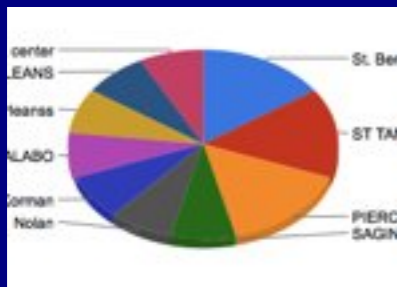
United Way

Disaster

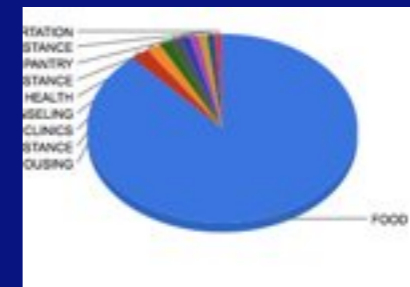
NorthPort

Mental Health

2-1-1



Top Unmet 10 Needs	Code
Electric Service Payment Assistance	BH-8900
Rent Payment Assistance	BH-3800
Gas Money	BT-8300
Rent Payment Assistance	BH-3800
Bus Fare	BT-8300



Keywords	Count	Client
1 FOOD	80448	People, Tools, Change Community
2 FLU CLINICS	7315	2-1-1 Maine
3 FOOD	4802	2-1-1 Colorado
4 FOOD	4408	Community Link: United Way of Northern Nevada
5 ZZZHOUS	4151	Lane County Oregon USA
6 RENTAL ASSISTANCE	3961	2-1-1 Colorado
7 ZZZMENT	3787	Lane County Oregon USA



Building Consensus Around Objectives



SPARKPOINT

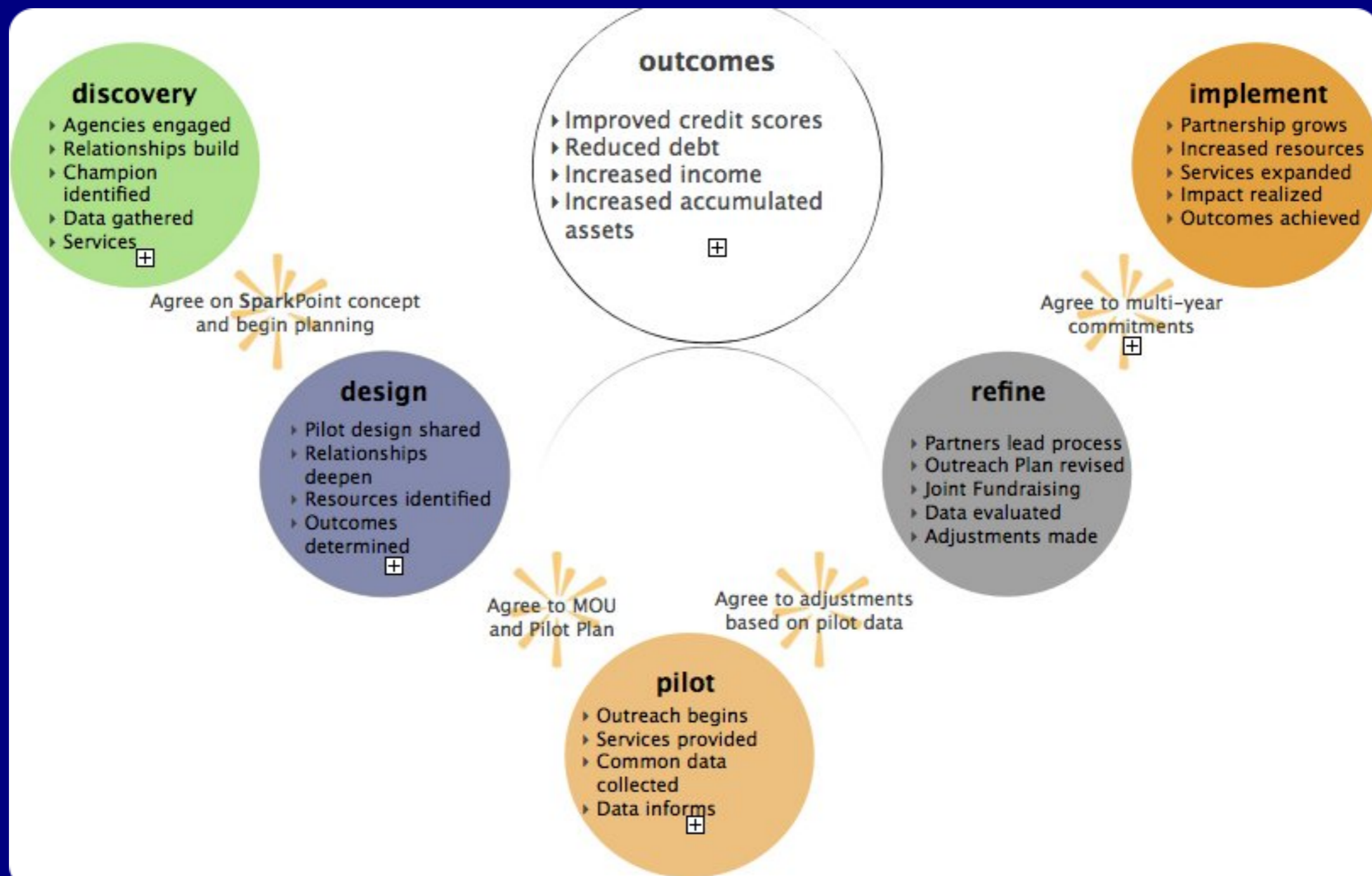
Grow and Prosper.

SparkPoint Services Matrix

Organization	Enhancing Credit				Building Income					Building/Preserving Savings & Assets			
	Financial Counseling	Credit Counseling	Debt Restructuring	Other	Workforce ⁺	Education Counseling	Micro-enterprise Development	Support Services	Other Income Supports	Savings & IDA Programs	Micro-enterprise ⁺	First Time ⁺	Other



Building Consensus Around Direction





Limits of Data Exchange

Barriers remain...

- Vendors will not cooperate
- Standards driven data tools are expensive
- Maintaining the feeds is time consuming
- Rapid exchange requires error correction
- Exchanging data limits core functionality
- With relational data
- Historical records
- Audit trails
- Security permissions

✓ **Great progress, with some limits**



Value of Data

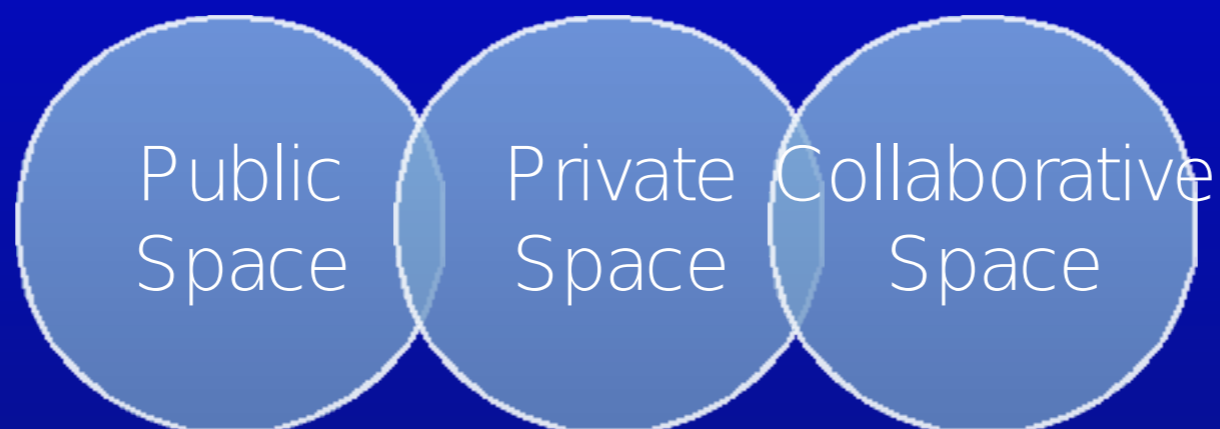
from protected to shared

Operations

from silos to consortia

Technology

from many to one platform





Summary...

We know that partnerships are sustained to the extent that participants can meet their own, and the partnership's needs (private, public, collaborative), simultaneously.

Technology has progressed enough that portal-based solutions, and data exchanges between different solutions, have virtually eliminated the barriers to collaborative effort.

The task ahead is to educate users about the possible, and to advocate for the collaborative use of information--as a new basic expectation of all citizen serving software.



VisionLink

NTEN Webinar: No Wrong Door



Thank You!

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