

# **“Human Services” Informatics**

AMIA Panel: Can the Health Informatician  
Help Seniors Cross the Digital Divide?

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November 14, 2006

# NYC's Human Services Sector

- Ten City Human Services Agencies, e.g.:
  - Department of Homeless Services
  - Human Resources Administration
  - Administration for Children's Services
  - Department for the Aging
  - Department of Youth and Community Development
  - ...
- Administratively Parallel to Dept. of Health

# NYC's Human Services Sector, cont'd

- **City Agencies** provide Human Services, e.g.:
  - City-operated homeless shelters
  - Welfare checks
- **City Agencies** contract with **1,500 Providers**
  - Mostly non-profit organizations, e.g., boys and girls clubs, senior centers, settlement houses
  - Some Providers contract with more than one Agency
- > \$12 Billion Annual Budget

**What opportunities for Informaticians?**

# Domains:

- Clinical Informatics
- “Human Services” Informatics
- Public Health Informatics

## Parallels Between Domains:

# 1. Information About the Individual

Clinical Informatics	“Human Services” Informatics	Public Health Informatics
<b>Patient Record</b>	<b>Client Record</b>	<b>Personal Health Record</b> (immunizations, blood pressure, preventive screening exams)

## Parallels Between Domains:

# 2. Information About What's Available to Help the Individual

Clinical Informatics	“Human Services” Informatics	Public Health Informatics
<b>Drugs and Procedures</b>	<b>Services</b> (shelter, food stamps, child care, ESL classes, senior services, etc., etc.)	<b>Guidelines</b> (immunizations, blood pressure, preventive screening exams)

## Parallels Between Domains:

### 3. Matching “What’s Available” to “Individual’s Needs”

Clinical Informatics	“Human Services” Informatics	Public Health Informatics
<b>Diagnosis &amp; Treatment</b>	<b>Needs Assessment &amp; Eligibility Determination</b>	<b>PH Campaigns</b>

# Roles for Informaticians in “Human Services” Informatics?

## ■ Client Record-Keeping Systems

- Vocabularies/taxonomy
- Data interchange/sharing
- Reporting
  - Individual client’s progress over time
  - Program effectiveness

## ■ Organizational Record-Keeping Systems

- Information about providers
  - Address, phone number, hours
  - Services offered
- Could the database be dynamic???

# ACCESSNYC:

## New Web-based Benefits Screening Program

- Programs for Families with Children
  - [Child Care](#)
  - [Head Start](#)
  - [Out-of-School Time \(OST\)](#)
  - [Universal Prekindergarten \(UPK\)](#)
- Financial Assistance Programs
  - [Child Tax Credit](#)
  - [Child and Dependent Care Tax Credit](#)
  - [Earned Income Tax Credit \(EITC\)](#)
  - [Public Assistance](#)
- Food and Nutrition Programs
  - [Food Stamps](#)
- Health Insurance Programs
  - [Child Health Plus A/Medicaid](#)
  - [Child Health Plus B](#)
  - [Family Health Plus/Medicaid](#)
  - [Healthy NY](#)
  - [Medicaid](#)
  - [Medicaid Excess Income/Medicaid](#)
  - [Prenatal Care Assistance Program/Medicaid](#)
- Housing Programs
  - [Disability Rent Increase Exemption \(DRIE\)](#)
  - [School Tax Relief \(STAR\)](#)
  - [Section 8 Housing Assistance](#)
  - [Senior Citizen Homeowners' Exemption \(SCHE\)](#)
  - [Senior Citizen Rent Increase Exemption \(SCRIE\)](#)

# “Enhanced 3-1-1”

- 2-1-1: telephone number set aside nationally for calls for Information & Referral services
- New in NYC: “Enhanced 3-1-1”
  - NYC’s 3-1-1 call center handled more than 12 million calls last year
  - Now being expanded to handle I&R calls
- Role in Disaster Management?

- Applying IT thoughtfully in Human Services is a challenge to every jurisdiction in the country.
- Informaticians can help!

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