ACL Challenge Competition: Innovative Technology Solutions for Social Care Referrals

October 15, 2020
Agenda

- Opening Remarks
- Challenge Updates
- Open Referral Initiative
- Registration and Application Platform
- Key Reminders and Resources
- Q&A
Opening Remarks
Establish A Shared Technology Infrastructure

ACL is seeking interoperable technology solutions developed by multi-stakeholder teams that:

• More efficiently share data through standardized, open community resource directories to ensure better informed decision making

• Incorporate closed-loop referral protocols to track and support individuals when they obtain services from any organization or health care provider within the network.

• Produce data on the individual, organizational, and regional levels about referrals, the prevalence of social determinants of health, and service utilization and outcomes
Challenge Updates
Judging Criteria Updates

• Scalability and Feasibility of Implementation
  – Proposal has robust design and plan for open Application Programming Interface (API) standards for existing community resource directories.
    ▪ Clear technical design of an open API standard for community resource directories using the Human Services Data Specifications (HSDS).
    ▪ The proposed open API standards for community resource directories can be easily adopted and implemented by existing and new directory platforms.
    ▪ States and CBOs can easily integrate with the proposed open API standards for community resource directories.
  – Inclusive of the Gravity Project identified terminology (LOINC, SNOMED-CT, and ICD-10) and technical standards (HL7 FHIR) to represent and exchange SDOH data.
Judging Criteria Updates

• Product Functionality and Usability
  – Proposal has broad applicability (i.e., across conditions, populations, health IT environments/technologies/platforms)
  – Inclusive of planning assessments
  – Look up and retrieval of community resources through a standardized community resource directory
  – Closed-loop referral management
  – Analytics and dashboards visuals to track service delivery, and outcomes.
New Phase 1 Submission Guidelines
Project Narrative

• Provide an overview of the design and concept of the proposed solution and how it addresses the problem(s) described in this Challenge.

• Describe how the proposed solution brings value to the team of stakeholders. (See description of judging criteria #1.)

• Describe the existing and/or new methods of technologies that were used, combined, or built upon to design the proposed solution, including how the proposed functionalities meet the criteria listed in judging criteria #3 and #4.
Project Narrative (cont.)

• Describe the potential and likelihood for a successful demonstration and implementation if the proposed solution is selected for proceeding phases of the Challenge.
  – Include how the success of the proposed solution will address the business and technical risks described in judging criteria #5 and how the team defines and measures a successful solution.

• Provide a timeline for getting to a complete solution, citing milestones and goals. Consider including key points towards a successful solution, such as partnerships, technical tasks, and roll out.
Team Member Roles

• For each individual, include a description of their role and contribution to the team’s solution.

• Team members can include health IT developers, health care providers, health plans, state and community-based organizations that lead the aging and disability networks, including Medicaid agencies, and others with relevant technical expertise in data standards, architecture, and/or data analysis.
Appendixes

- Use Case(s) that describe an example of how the proposed solution will enable referral solutions that will be implemented at the community and/or state level.
- Technical approach and/or specifications, for the following:
  - Establishing open community resource directories using the Human Services Data Specifications (HSDS).
  - Approach for incorporating and standardizing SDOH data content using the Gravity Project’s identified terminology.
Open Referral Initiative
New Solutions for the Resource Referral Problem

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Community Resource Directory Data:

**WHICH** agencies?

**WHAT** services?

**WHERE** are they located?

**WHEN & HOW** are they accessed?
The Human Service Data Specifications:

http://docs.openreferral.org

1. Vocabulary + logic model
2. Format: CSVs + JSON datapackage
3. API Protocols (HSDA)
THE HUMAN SERVICES DATA SPECIFICATION: BRIDGING OLD AND NEW
The Big Question:

If resource data is public information, and should openly accessible, how can we sustain its maintenance?
THREE HYPOTHESIS: CENTRALIZED, FEDERATED, MANDATED REGISTRY

#1: Centralized
   Open Platform

#2: Data Collaborative (a network)

#3: Service Registry (funder-mandated)
Model #1: The Data Utility

A referral provider can sustainably publish open data as a public good by generating revenue for premium services.
Example: The Data Utility

**Benefits:**

- One single source of truth for a community.
- One organization is responsible.
- Monitor usage to provide data analytics (in future iterations!)
Model #2: The Data Collaborative

A network of referral providers can cooperatively maintain and share data, decreasing costs and increasing quality.
The Service Net Pilot

Objective: Test deployment of Service Net Prototype

Duration: 6 month pilot from March to September 2019; extended

Participation: ~ Six local area providers of community resource data

Goals of the Pilot:
- Test the prototype platform and collect feedback on usability
- Gather real-life data on data maintenance of pilot partners leveraging the prototype platform to better understand how data is being shared or leveraged by each pilot partner
- Perform post-pilot analysis to assess platform value/impact, and begin to think through necessary incentivization and governance models required to allow for platform sustainability
Model #3: The Register

A funder can ensure reliable open resource data by requiring grantees and contractors to update their own information in a registry.
Mayor’s Office of New York City is publishing data on all municipally contracted service providers in the standardized Open Referral format on its open data portal.

**Benefits:**
- Canonical public resource directory record
- Gov collects limited data (which is out of date)… and they might pay for enrichment/updating.
- Gov might pay for traffic / analytics data that are interoperable with its own records.
Phase 1 Submission
Challenge Platform

• Register and submit information about your team and solution.
  – socialcare.innovationchallenge.com
  – Application entry form and resources

• Team collaboration page:
  – socialcare.innovationchallenge.com/teams
  – Collaborate with fellow solvers!
Key Reminders

- Applications due Monday, December 14, 2020
  - Register and submit application via socialcare.innovationchallenge.com
- Up to six winners will be announced in January 2021 with awards of $30,000 each
- View resources, FAQs, and past webinar recordings at acl.gov/socialcarereferrals
- Contact us at: SocialCareChallenge@acl.hhs.gov
Questions?

Contact:
SocialCareChallenge@acl.hhs.gov