

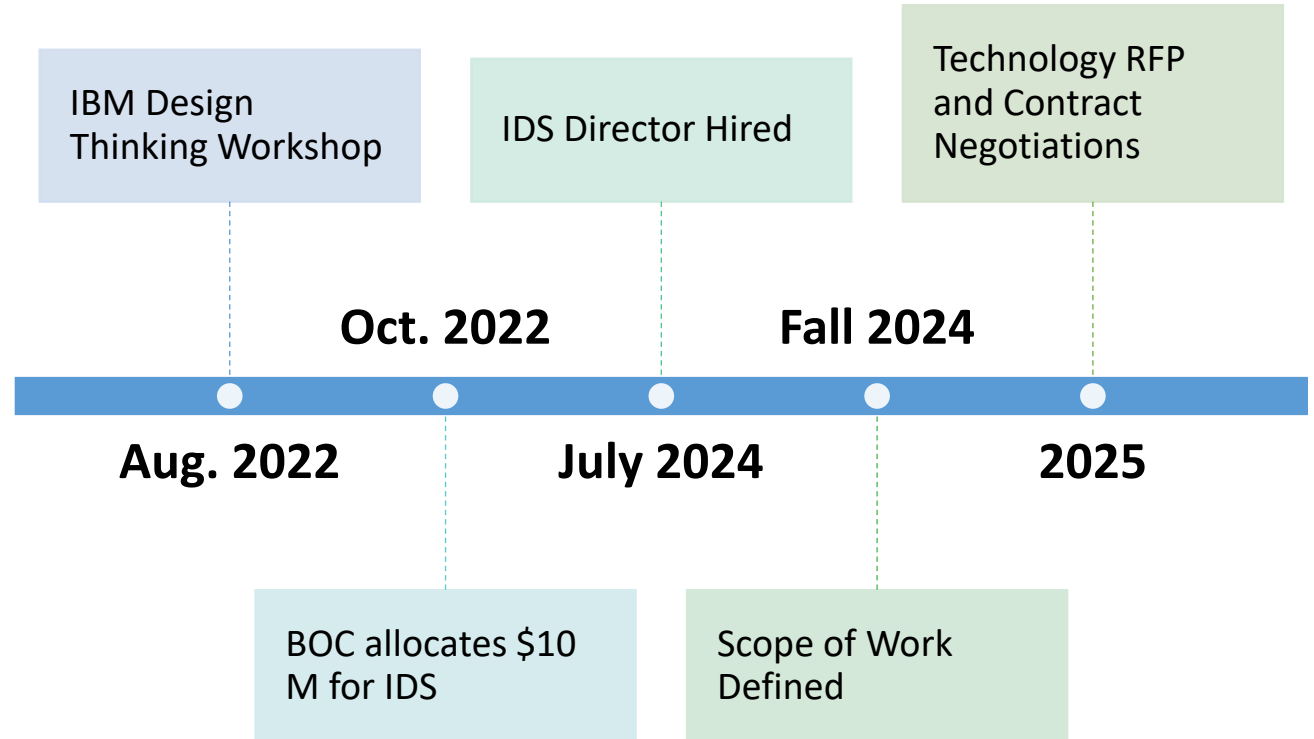
Integrated Data & Services Update

Board of Commissioners Work Session – October 16, 2025

Purpose



Key Milestones



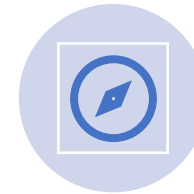
Objectives of IDS



Data Informed
Decision Making



Improved Employee
Experience



Improved
Accessibility and
Navigation



Relieve cyclical
nature of crisis



Intergrate data with
cross-system and
cross-sector partners



Increased efficiency
and effectiveness

Integrated Data and Services Scope of Work

Integrate	Support	Provide	Build
Integrate data across Health & Human Services agencies and partners	Support predictive analytics & early interventions	Provide consistent, secure access to shared data	Build capacity for proactive, not reactive, responses

Scope of Work



Coordination of Cross-Department Services



Explore, Research, and Evaluate Data and Information



Community Needs and Assessment Studies



Define and Identify Interoperable Supports



Record Management and Linkage



Integrated Service Delivery Framework



Integrated Data System with strong data governance



External Data Portal and User Access

Budget Spent to Date

Personnel	\$ 924,014
Technology & Technology Supports	\$ 288,336
Operating Expenses	\$ 57,416
Total Spent to Date	\$1,269,766

Personnel



Integrated Data and Services Director

Strengthen community relationships, build trust, and provide strategic direction for county data efforts.

- Successful Bid Process for technology solutions
- New data relationships formed with healthcare and municipal partners
- Conducted first-ever Guilford County Research Agenda convening



1 Lead Data Integration Specialist and 2 Data Integration Specialists

Back-end support for data access to enable visualizations and reporting can be deployed successfully.

- Completed CAP dashboard to broaden situational awareness and program understanding with a 50% improvement in compliance with required case visits
- Connected and automated 11 new county data sources
- Improved data accuracy and reliability
- Supporting data dashboards for 11 county departments

Budget Projections

- Current \$10M allocation projected to run out in **FY 2030**
- General Fund support will be needed beginning **FY30 – FY31**
- Future guidance on sustainability

FY 27 Projected		\$1,695,073
FY 28 Projected		\$1,954,827
FY 29 Projected		\$2,302,569
FY 30 Projected		\$2,417,697

Technology



Proposed Integrated Data System Vendor:

Asemio: IDS data integration platform

- 16 years experience working with government entities and non-profits
- Key clients include Tulsa, OK, Chicago Public Health, and the State of Connecticut Data Collaborative

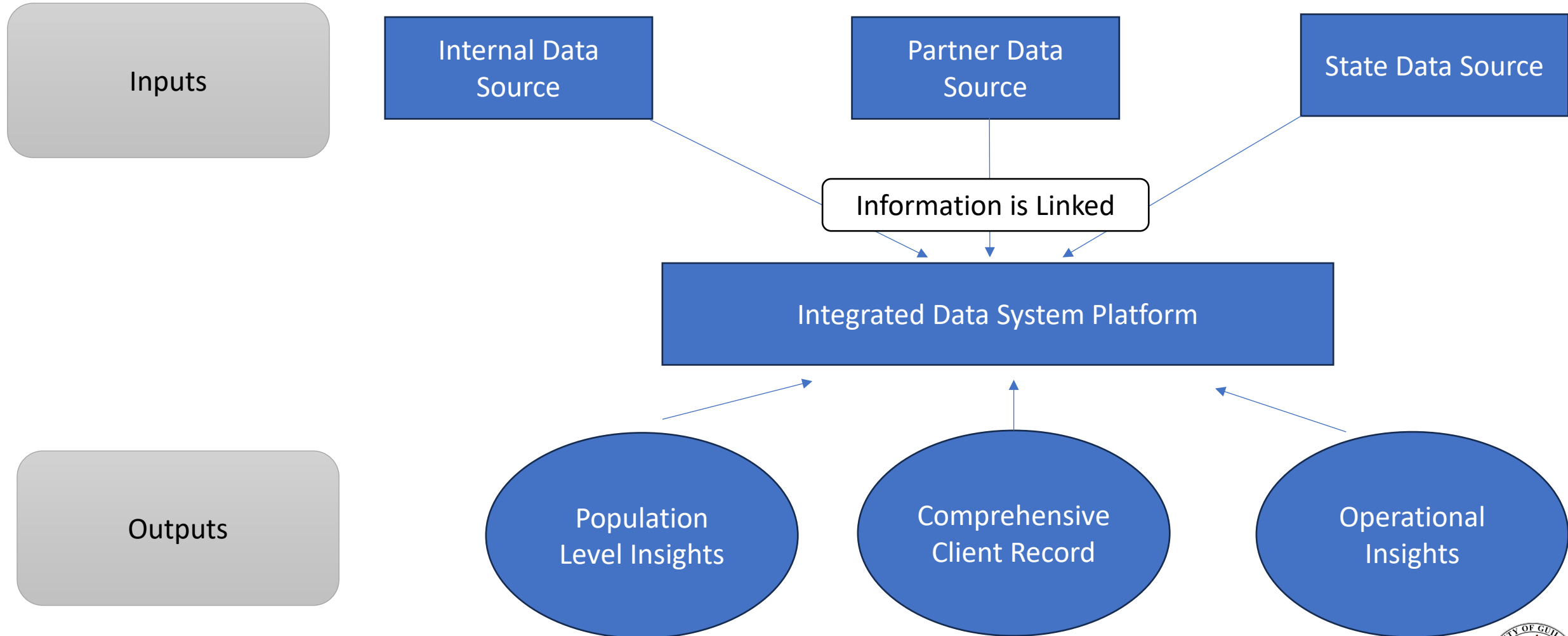


Proposed Case Management Vendor:

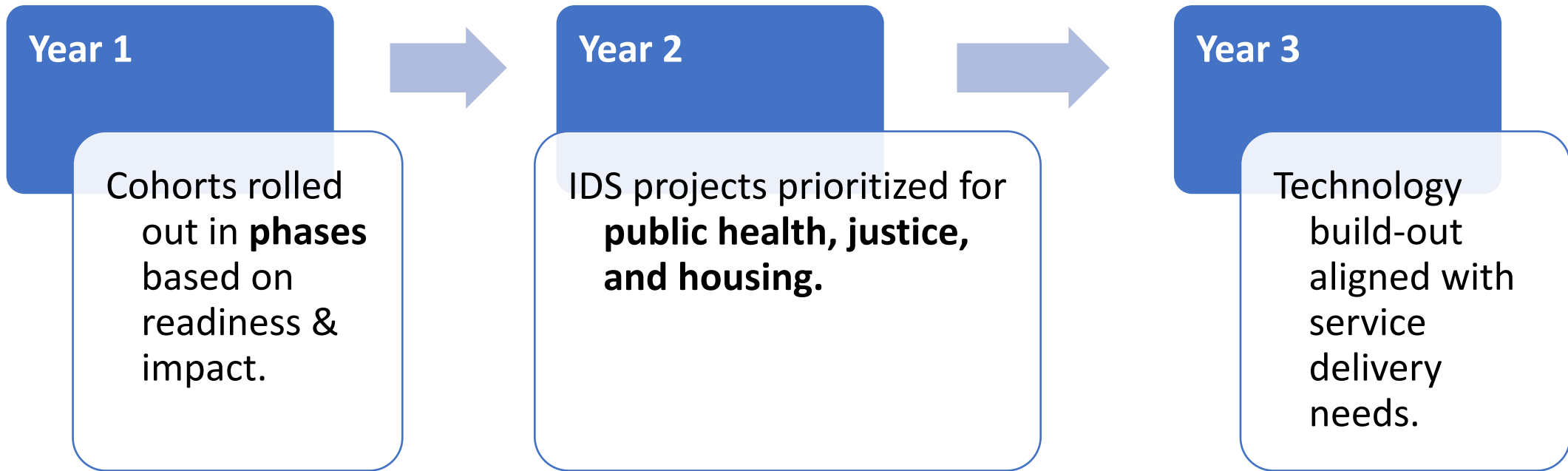
CaseWorthy: Case Management System client management system

- 17 years experience in social services case management
- Key features needed to modernize system with comprehensive vendor support

Integrated Data System Platform



Phased Approach



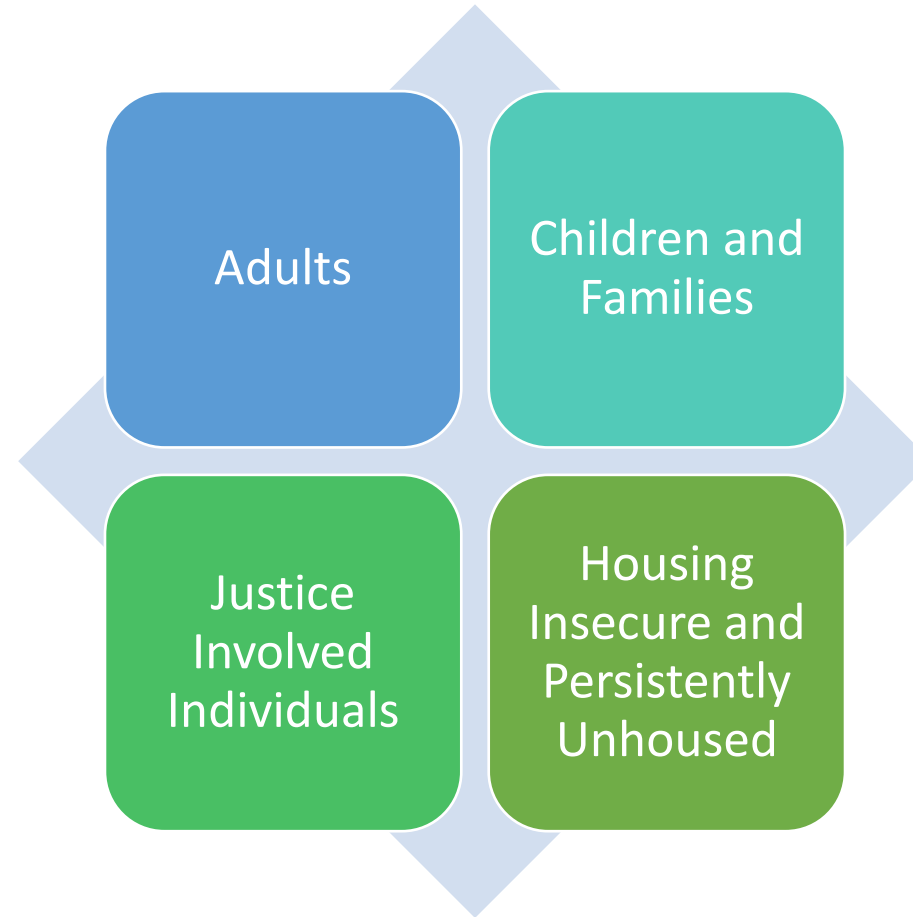
Cohorts

Definition: Subsets of population for targeted interventions

Goal: Move from crisis response to prevention

Benefit: Data-driven insight into root causes & solutions

Recommended Cohorts



Cohort - Adults

Focus Areas

- 65+ Adults with persistent mental illness in reentry programs
 - Data sources: HMIS, BHRT, Hospital
- High Utilizers of 911 services (ART)
 - Data Sources: 911 data, EMS Analysis
- 65+Adults in Behavioral Health System emergency care
 - Data Sources: Emergency Departments, BHOC

Cohort – Children and Families

Focus Areas

- Women at risk for High-Risk Pregnancy
 - Data sources: health data, location data
- Women and Families who have experienced infant loss
 - Data Sources: Hospital data, public records

Cohort – Justice Involved Individuals

Focus Areas

- Repeat Offenders in Recovery Court
 - Data sources: recovery court referrals
- Individuals frequently involved with BHRT
 - Data Sources: Greensboro and High Point BHRT

Cohort – Housing Insecure

Focus Areas

- Families at risk for eviction
 - Data sources: Eviction filings, McKinney-Vento, school absenteeism
- Individuals and families not involved with coordinated reentry
 - Data Sources: HMIS, school data

Opportunities Ahead



 IDS supports **cohort creation** for targeted outcomes



 Collaborations with healthcare providers on **initiatives like Blood Pressure Tracking and Infant Mortality**



 Partnerships with community groups for population health tracking



 **911 data integration** to enable predictive analytics and proactive care

Key Takeaways

- Progress: leadership, vendor negotiations, technology path
- Budget: clear trend, \$10M allocation, need for sustainability plan
- Next Steps: phased cohorts, community partnerships, proactive data use

Increased Quality of Life Outcomes

Requested Board Action

1. Approve the award of a three (3) year contract with Asemio, LLC for an integrated data system and its implementation, in the amount of \$685,000 with two possible one-year extensions for a five (5) year \$885,000; and,
2. Approve the award of a five (5) year contract with Caseworthy, Inc for case management software and its implementation, in the amount of **\$1,295,116**.
3. Approve the attached budget amendment in the amount of \$285,507 to appropriate funds within the Department of Social Services and corresponding Federal/State reimbursement revenue.