

Inter-Agency Information Collaboration

Many Tompkins County government and non-profit agencies face the same challenges in keeping up-to-date, accurate and complete records for the families and individuals they serve. At the same time, people applying for the programs and benefits provided by these agencies encounter barriers to participation in the form of application processes, which often require them to repeatedly research and provide the same or similar information.

Project Objective

Our team's objective was to address both the agency and client challenges inherent in this situation, by encouraging inter-agency collaboration, investigating the technological tools that could support improvement, and seeking out simpler, easier and more readily accessible ways of providing agencies with useful, high-quality client information. We were particularly interested in using computer-based resources to create a single database useable by many different participating agencies.

Community Partners

We especially appreciate the opportunity to work with Southside Community Center, as a test agency for developing possible collaborative approaches.

The following individuals and institutions assisted us in gathering information, determining the parameters of the issue, and guiding the path of our project:

Gladys Brangma	Steve Colt
Patricia Carey	Kathy Schlather
Advocacy Center	
Day Care and Child Development Council of Tompkins County	
Greater Ithaca Activities Center	
Human Services Coalition	
Mental Health Association of Tompkins County	
Red Cross of Tompkins County	
Tompkins County Mental Health	
Tompkins County Public Library	
Tompkins Workforce New York Career Center	
YMCA of Ithaca and Tompkins County	

Project Outcomes

- Completed survey of local agencies regarding client information needs
- Determined business requirements for a workable shared information system
- Identified potentially useful software and computer-based solutions
- Working with Southside Community Center, created a sample project as proof of concept