

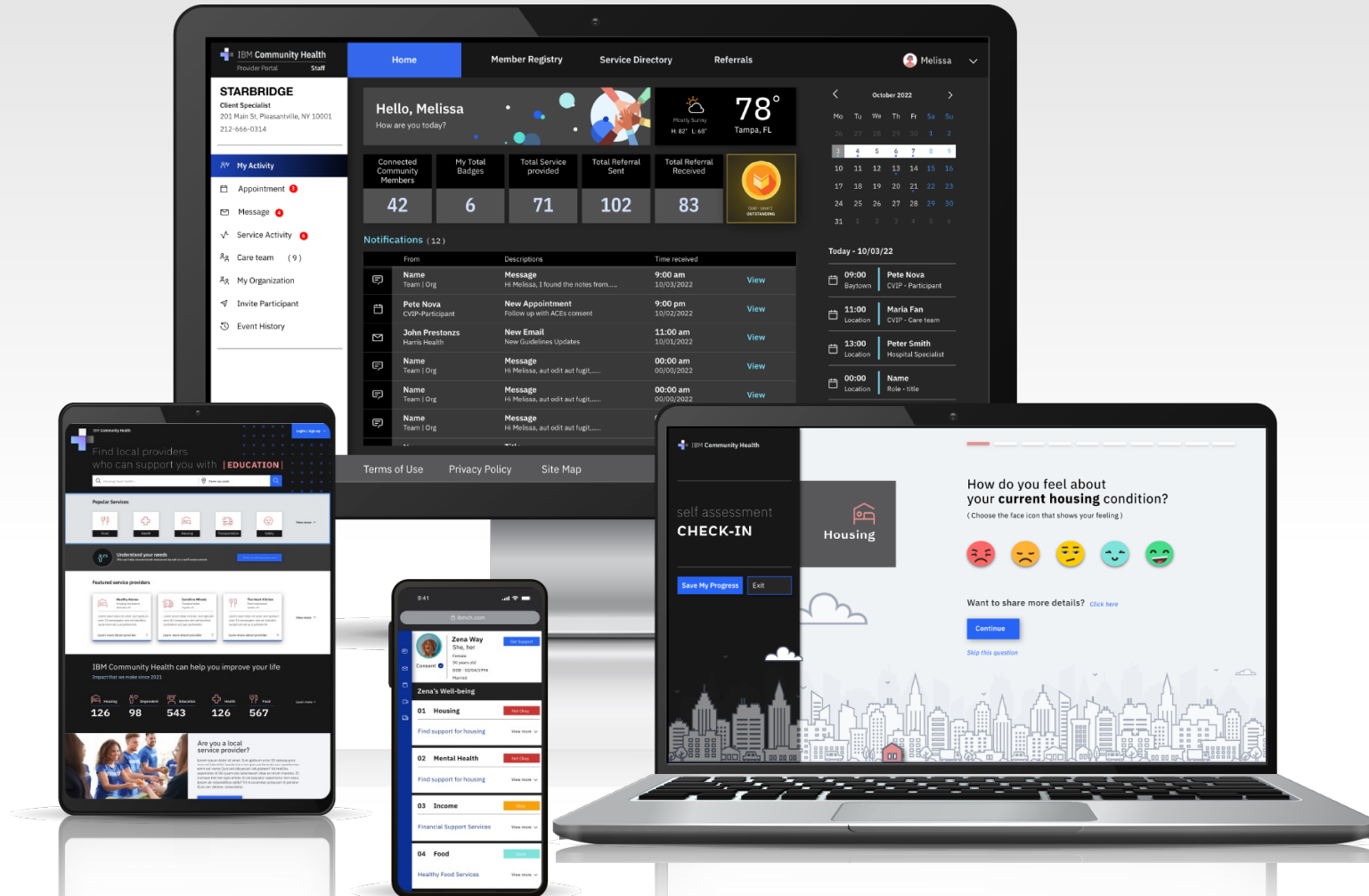
# Connected Compassion enabled by **IBM HHS Connect360**

## What does it feel like to be a Connected Client?

- Connected Compassion is **person-centered**, whole-person care and safety net collaboration.
- **One-stop outreach** as a doorway to improved outcomes.
- A **personalized and customized** experience to match the diverse needs of individuals and families through programs and services.
- **Improved time** from need to service.
- **Better informed decisions** through secure data sharing
- **Efficient and effective** referrals for service.
- **Increased access** to services.
- **Smoother integration** into wellness and the community.
- **Less time on the streets.**
- **Increased self-reliance** with greater equity and self-respect.

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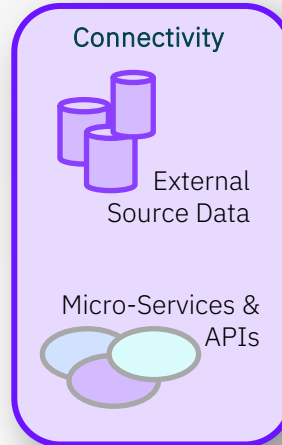


# IBM Connect360 SaaS Enabling Technology



## Collaboration

- Enables efficiency and improved outcomes for workers and clients.
- Person-centered Master Client Index and Master Provider Index
- Whole person wellness collaboration for those with chronic as well as episodic challenges.
- Scalable, flexible, and secure. Multi-tenant infrastructure offers economies of scale.
- Shared services that can be configured to meet local needs.



## Intelligent Data-informed Workflows:

1. Client search and lookup
2. Integrated data and Virtual Client Record review
3. Alerts and notifications
4. Needs assessment and eligibility processing
5. Provider management, search, and matching
6. Closed-loop referrals
7. Care team creation and management
8. Care plan creation and management
9. Messaging and communications
10. Program data analysis and reporting

**Personalized Portals:** End Users: Caseworkers, Justice, Probation, CBO service providers, Clients, Analysts, Executives, Elected Officials, ...

