

What's New at HHSi2

September/October 2021



Using Master Data Management to Enhance Data Quality at DCFS

On October 26, HHSi2 and the Department of Children & Family Services (DCFS) launched the pilot for the Illinois Shared Interoperability Platform (ISIP), which provided a select group of DCFS State Central Register (SCR) team members access to Informatica's Customer 360 (C360) user interface to leverage ISIP and test its ability to de-duplicate records and improve the mailability of agency correspondence.

SCR is responsible for maintaining confidential information on thousands of case files, active and inactive, related to allegations of child abuse and neglect. These records include data that are critical to the safety and welfare of Illinois children and their families. Accurate, timely and accessible data are, therefore, imperative. The current process of identifying a child or family, as well as their past interactions with DCFS or other state agencies, can be time consuming. Duplicate records make it difficult to quickly locate a child or family member in the Statewide Automated Child Welfare Information System (SACWIS). Efficiency is also hampered by inaccurate mailing addresses, which have resulted in high volumes of returned correspondence. Using master data management technology, DCFS can use ISIP to compare data across disparate sources and "master" person records, thereby improving data quality, reducing returned mail, and enhancing the agency's ability to serve children in need of DCFS assistance.

DCFS is the first agency to use ISIP to access more accurate and comprehensive information. HHSi2 will continue to work with DCFS and DoIT-DCFS to test the system's functionality to ensure it meets the requirements and objectives of the DCFS use cases, which served as the basis for the pilot. HHSi2 is grateful for its partnership with DCFS and DoIT-DCFS, and looks forward to providing "ISIP-as-a-Service" to other partner agencies.

Core Concept: ISIP-as-a-Service

"ISIP-as-a-Service" offers agencies the ability to access ISIP to leverage the benefits of master data management technology and securely access more comprehensive information through a standard user interface as additional data sources are incorporated into the platform.

Spotlight on... Tierney Stutz Chief Deputy Director, Department of Children & Family Services



"The Child Welfare Specialists at our hotline work tirelessly to assess and respond to about 4,000 reports every month. Each piece of their work requires them to quickly search and tie in information across multiple internal systems to properly identify and link children and families. Their ability to do this efficiently and effectively impacts the safety of children in real-time. Our work with HHSi2 has identified ways to more quickly and accurately identify children and families in our system, critically enabling the assigned investigator to receive all the necessary information to initiate their investigation in a timely and thorough manner."

*Have an idea for a future newsletter or an ISIP use case? E-mail us at HHSi2@illinois.gov.
For more information and past issues of our newsletter, visit our [website](#).*