

DCFS Pilot Demonstrates the Benefits of ISIP

As we reported in our September/October newsletter, the Department of Children & Family Services (DCFS) is the first agency to use HHSi2's Illinois Shared Interoperability Platform (ISIP)! During the pilot phase, HHSi2 provided support via instructional videos, a user guide, office hours, and regular check-ins with users.

At the conclusion of the two-week pilot, DCFS staff completed a survey to gauge the level of value added and ease of use, as well as share ideas to continuously improve the user experience. The feedback received has been positive across the board and is highlighted below, along with a few quotes from ISIP users at DCFS. We look forward to piloting additional ISIP use cases with our partner agencies to provide the benefits of improved data quality and interoperability in 2022.

ISIP Pilot Results

77% of records reviewed for de-duplication were cleansed **using ISIP**

100% of users found ISIP easy to use and navigate

86% of users believe ISIP brings value to the agency and their work

"I found a lot of matches using ISIP that I otherwise wouldn't have."

"It helps me search faster."

"We trust the addresses in ISIP."

"My experience has been very positive [...] I definitely want to continue using it."

Quotes from ISIP Pilot Users...

Happy Holidays from HHSi2!

As 2021 draws to a close, we would like to extend a sincere THANK YOU to our partner agencies and staff who are helping to promote and facilitate improved data access and quality for Illinois' citizens.

We look forward to continuing this important work in the new year!

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](#).