

My Resource Connection – Collaborating for Success

Category: Technology Advancements
Jurisdiction: Johnson County Government (Johnson County, KS)
Population: 545,000
County Manager: Hannas Zacharias

Would you like the application to be considered for an Innovation Award? Yes, if applicable
Would you like the application to be considered for our Rapid Fire Session? Yes

Project Leader:

Name: Chris Schneweis
Title: Human Services Coordinator
Department: County Managers Office
Phone Number: (913) 715-2113
eMail: Chris.Schneweis@jocogov.org
Mail Address: 111 S. Cherry Street, Suite #3300
Olathe, KS 66061

I. Abstract:

MyRC is a web-based application whose central goal is increasing the success of those receiving services from Johnson County Human Service programs. To that end, MyRC provides Human Service professionals with information that increases their understanding of a client and their needs, and fosters collaboration among those professionals when they are serving the same individual or family. While MyRC has many features, Human Services professionals largely benefit from the following core features:

- Client Information – Basic demographic data about individual clients and the services they are receiving from a department/agency. A client receiving services from multiple departments/agencies is flagged as a “mutual client”.
- Household Information – Information about other clients potentially living at the same address.
- Collaboration Contacts – To facilitate collaboration, phone numbers and email addresses of other professionals providing service to a client are furnished.
- Community Resource Information – Referral and location information for community based human/social services in Johnson, Wyandotte, Leavenworth, and Miami counties in Kansas, and Jackson, Clay, and Platte counties in Missouri.
- Mapping/Routing – Capabilities to map client addresses and to route Human Services professionals to those locations, as well as to map/route clients to community services.

MyRC allows clients of Johnson County Human Service departments/agencies to receive more efficient and effective case management support. If a client receives services from multiple departments/agencies, MyRC helps case managers coordinate those services. This benefits both the client and the provider of the service. If a client is only receiving services from a single agency, MyRC can still benefit the client since their case manager is able to identify community organizations that may be able assist the client in additional ways. A client may qualify to receive services based on a deeper understanding of the services provided by other agencies or providers in the area. Recently, with an initiative to increase public accessibility of MyRC (e.g., kiosks, public URL), the clientele has expanded too potentially to all Johnson County citizens.

MyRC has partnered with multiple organizations to expand the amount of information available to users of the application. MyRC has an agreement with the 2-1-1 arm of the United Way of

Greater Kansas City to provide social service agency data for the entire Kansas City Metro area. This agreement helps ensure that MyRC has as much community resource information as possible to provide users, not just for the Johnson County area, but for a wider reach. MyRC is working closely with the Unified Government of Wyandotte County and Kansas City to fully integrate their departments/agencies into the resource. Just as Johnson County Human Service providers supply client data to MyRC, the plan is for Wyandotte County Human Service providers to do the same. The addition of client data from Wyandotte County will greatly increase opportunities for collaborative case management. In addition to partnerships with United Way 2-1-1 and Wyandotte County, MyRC also has partnerships with local school districts, United Community Services, Kansas Department of Corrections, and local municipalities, each of which supplies specific information that is accessible through MyRC.

II. Results/Success of Program:

Success with an initiative such as this can be difficult to measure. Starting in 2012, however, we began to look for ways to measure the effectiveness of MyRC in terms of facilitating client success and improving staff efficiency. The method used to obtain this information was to survey users in order to obtain quantifiable data on how use of MyRC was benefiting them and their clients/consumers.

Highlights of the 2012 survey included:

- 72% of respondents indicated that utilizing MyRC made them “more effective” in serving their clients.
- 45% of respondents indicated that during 2012 MyRC had a direct bearing on their ability to positively assist 5 or more clients. 47% indicated a direct bearing on assisting 1 to 5 clients.
- 62% of respondents indicated that using MyRC saved them anywhere from 30 minutes to over 3 hours per week.

Simply based on those who responded to the survey, an efficiency savings of \$34,000 was realized in 2012 through use of MyRC. Extrapolating across the entire user base, there would be a potential cost savings of \$400,000 annually for the County.