

THE NEED FOR A SERVICEPOINT COORDINATING COUNCIL

ServicePoint, a web based service coordination database, is utilized by a range of interested parties for a variety of purposes in Lake County. The uniting purpose of ServicePoint is service coordination in Lake County. All uses are integrated into one common technology platform that is managed by Lake County Community Development staff. County-wide, there exists one license between Lake County and Mediware (ServicePoint's vendor). The goal of this proposal is to establish a broad community-based governance structure encompassing all uses of ServicePoint.

To date, the policies by which Community Development (CD) governs the network's use have been 'approved' by the Alliance for Human Services and the Lake County Coalition for the Homeless (LCCH) at various times. These are just two of a number of stakeholder groups with a vested interest in ServicePoint. At this time, ServicePoint is used in four different ways by Lake County users from nearly 30 health and human service agencies:

1. **HMIS:** Homeless Management Information System (mandated by HUD)
2. **Coordinated Entry:** Common list of homeless for whom housing is being sought
3. **Find Help Lake County:** Service agency records are stored in ServicePoint and available on a public website.
4. **ServicePoint Referral Network (SPRN):** Service coordination between agencies using electronic referrals

Each of these uses has one or more stakeholder groups promoting the vision for that particular use of ServicePoint. They are as follows:

1. **HMIS:** Lake County Coalition for the Homeless (LCCH)¹
2. **Coordinated Entry:** Lake County Coalition for the Homeless (LCCH)
3. **Find Help Lake County:** United Way²
4. **ServicePoint Referral Network (SPRN):** Vision outlined in the Lake County Behavioral Health Community Action Plan, supported by the Lake County Health Department and implemented by Community Development (CD). Key stakeholders include the Alliance for Human Services¹.

With a grant from the HealthCare Foundation of Northern Lake County to implement the ServicePoint Referral Network (SPRN), CD and the Lake County State's Attorney procured a legal expert in healthcare privacy government to design the legal structure that would allow HIPAA-Covered entities to participate in SPRN. As outside counsel developed that legal structure, it became clear that a new, more comprehensive governance structure was required to govern ServicePoint's privacy policies.

¹ LCCH is the only of several current stakeholder groups that governs official ServicePoint policies. This is a legacy result from ServicePoint's initial governance structure that was divided between LCCH and the Alliance for Human Services. As the Alliance struggled to remain viable since 2015, its governance role in ServicePoint dwindled.

² Potential implementation by United Way of 211 would build on existing www.findhelplakecounty.org and if it occurs, would be based in ServicePoint.

ServicePoint Coordinating Council
PROPOSAL (Continued)

PROPOSED SERVICE POINT COORDINATING COUNCIL CHARTER

This ServicePoint Coordinating Council would approve the policies, coordinate the various uses of the network and would be a means of resolving conflicts between existing and potential new use types as use of ServicePoint continues to grow. The Council would be charged with overseeing the operation of the network so that interested parties gain maximum utility of the software while the privacy and security of client information is handled in both a legal and ethical manner. Specific responsibilities of the Coordinating Council could be as follows:

- Approve system-wide policies coordinating ServicePoint usage
- Policies concerning the sharing of aggregate data from ServicePoint
- Policies that facilitate cooperation and conflict resolution (if necessary) among members
- Policies that protect client privacy and ensure uses of ServicePoint are in-line with privacy laws
- Policies that ensure data security measures are in-line with best practices

SERVICE POINT COORDINATING COUNCIL MEMBERSHIP (Proposed)

We propose a Coordinating Council comprised of two representatives from each use type of ServicePoint (currently HMIS, Coordinated Entry, ServicePoint Referral Network and Find Help Lake County). It is recommended that one representative from each use type be a board-level stakeholder and one representative from each use type be a staff-level technician or super utilizer. A ninth member would be added from any of the four use types in order to have an odd number of votes on the Coordinating Council. Council membership could be expanded (2 members per use type) as additional uses (e.g. law enforcement, emergency management) are expanded in ServicePoint.

Proposed Collective Approval Process:

- **HMIS & Coordinated Entry:** Lake County Coalition for the Homeless (LCCH)
- **Find Help Lake County:** United Way³
- **ServicePoint Referral Network (SPRN):** Lake County Housing & Community Development Commission (HCDC), Health & Community Services & Lake County Board

Future Opportunities:

PLEASE NOTE: As additional service systems build usage of ServicePoint, the addition of representatives to the ServicePoint Coordinating Council for these additional use types will be explored:

- **Criminal Justice:** Service coordination via the SPRN and/or shared case management in ServicePoint (e.g. Jail High Utilizer Data-Sharing Pilot).
- **Emergency Management:** Agency records can be switched to disaster response mode for better communication between disaster responders, service agencies and the public.

³ Potential implementation by United Way of 211 would build on the SPRN and if it occurs, would be based in ServicePoint.