

# *NACo* **CIO FORUM**

*February 10, 2023*

NATIONAL  
ASSOCIATION  
of COUNTIES **NACo** | COUNTY TECH  
XCHANGE



# NACo CIO FORUM

*February 10, 2023*

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## Speed Sharing: 9:00 AM – 10:00 AM

- Introductions
  - *Welcome County IT leaders*
  - *There will be three 20-minute sessions*
  - *Introduce yourself (Name, title, county)*
  - *Icebreaker Question: If you could have any superpower, what would it be and why?*
  - *Please change tables at the end of each 20-minute discussion*
  - *Questions to cover – Each question will be displayed on the next three slides*



Sybil Gurney  
Assistant CIO  
Alameda County, CA  
Chair of NACo CTAC



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## Speed Sharing: 9:00 AM – 10:00 AM

- Question #1
  - What is your opinion on TikTok, its use in local government and the current state bans across the US.

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## Speed Sharing: 9:00 AM – 10:00 AM

- Question #2
  - Are you using AI in your county for anything. How about ChatGPT?

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## Speed Sharing: 9:00 AM – 10:00 AM

- Question #3
  - What are your priorities for this year? What are you working on right now and how will it make a difference for your county?

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## Break before CIO Forum

- Register and get your Badge
- Partake of coffee
- Continue chatting
- We start back at 10:30 AM Sharp!



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## Housekeeping Items



- You need your badge – it must have the following icon on it, in order to attend the CIO Forum and CIO Forum Reception
- Restrooms are located outside this ballroom and around the corner
- Lunch will be served buffet style in this room from Noon – 1:00 PM
- Break will be at 2:15 PM
- CIO Forum ends at 5:00 PM
- CIO Forum reception will be in **Columbia 5 and 7** at 5:30 PM
- There are resource tables in the back of the room
  - NACo Technology Resources
  - NACo Corporate Partner Resources
- Please be sure to drop your business card in the box in the back – there will be two drawings (one at the end of the CIO Forum and one during the CIO Forum Reception)
  - You must be present to win

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- Housekeeping Items

- Conference WiFi:
- Network: CountiesMatter
- Password: CAforcounties



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## *PUT THE ENTIRE CONFERENCE IN THE PALM OF YOUR HAND*

Find all the information you need to navigate the conference, including schedules, agendas, speaker info and important documents.

Once downloaded, to log in, **you will be prompted to enter the email address you used to register for the conference, and then you'll be prompted to create a password.** After that you'll have the option to update your profile and add a photo.

[DOWNLOAD THE APP](#)

[APP TIPS & TRICKS](#)



Scan the QR code to download the app

Agenda | Chat | Q&A | Polling



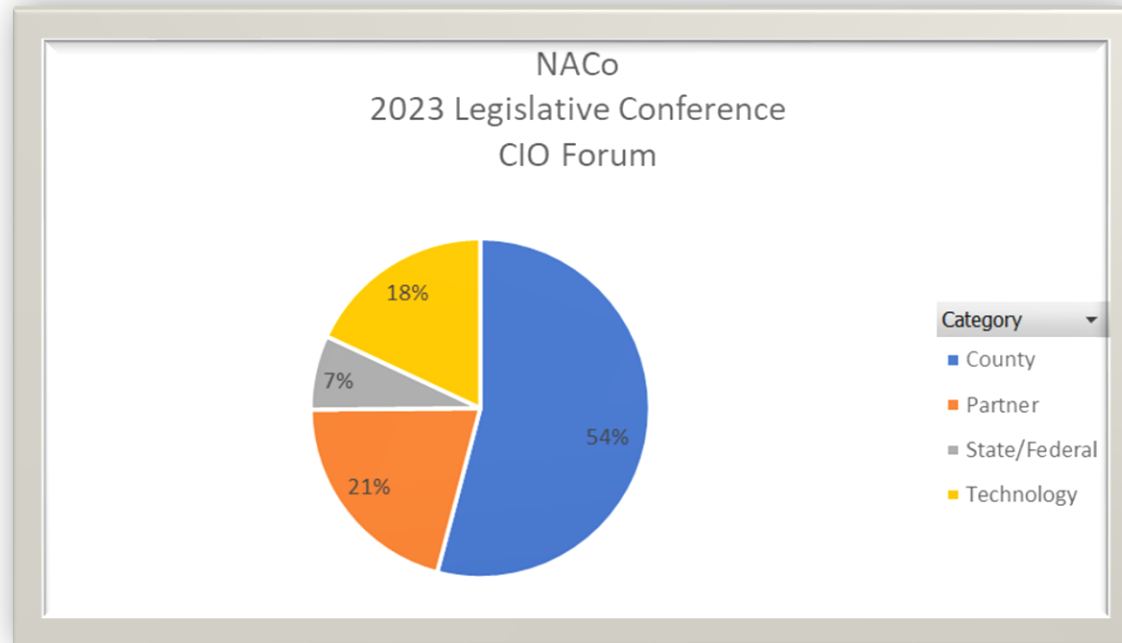
# NACo CIO FORUM

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- Welcome

- Greetings everyone
- We have a record number of attendees (200 registered) this year for the NACo Annual CIO Forum (
- Below is a breakdown by type of attendee



# NACo CIO FORUM

February 10, 2023



- Welcome
  - Greetings everyone
  - We have a record number of attendees registered this year for the NACo Legislative CIO Forum
  - The map demonstrates the geographical representation

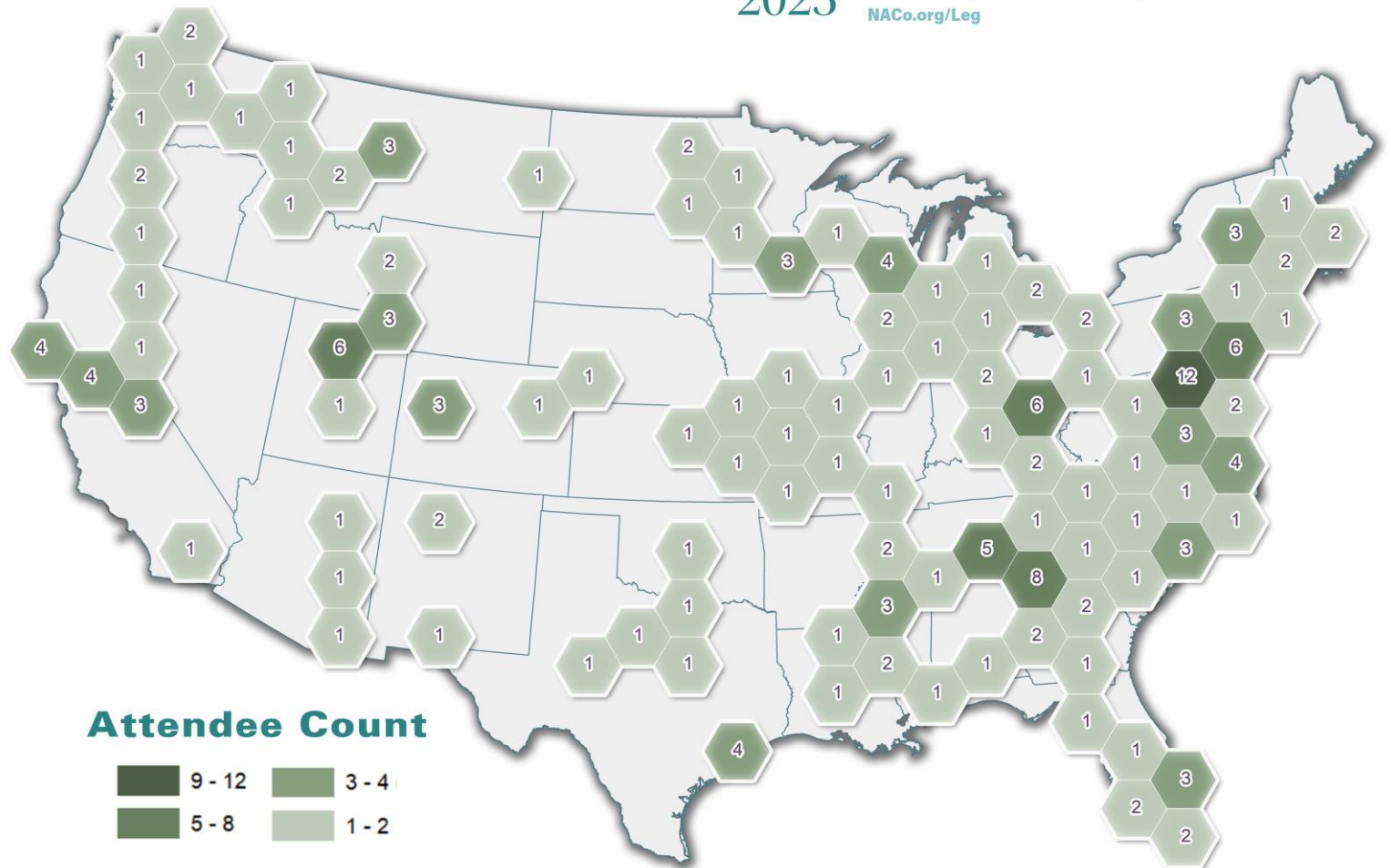


## LEGISLATIVE CONFERENCE

2023

>> February 11-14 >> Washington D.C.

[NACo.org/Leg](https://NACo.org/Leg)



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## The Whole of State: A Balanced Technology Approach to Securing County Government



Doug Robinson, Executive  
Director  
NASCIO

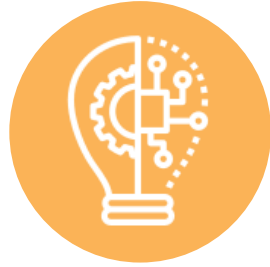


Alaina Clark  
Assistant Director for  
Stakeholder Engagement  
CISA



Hillary Thompson  
Director State & Local  
Government  
Guidehouse





# Advocating for Whole-of-State Cybersecurity Resiliency











## NACo CIO Forum

February 9, 2023

Doug Robinson, Executive Director  
National Association of State Chief Information Officers (NASCIO)

# STATE CIO TOP 10 PRIORITIES

Priority Strategies, Management Processes and Solutions for 2023

- |    |   |  |    |   |   |
|----|---|--|----|---|---|
| 01 |    | <b>Cybersecurity and Risk Management</b>     | 06 |    | <b>Cloud Services</b>                   |
| 02 |    | <b>Digital Government / Digital Services</b> | 07 |    | <b>Consolidation/ Optimization</b>      |
| 03 |    | <b>Workforce</b>                             | 08 |    | <b>Data and Information Management</b>  |
| 04 |    | <b>Legacy Modernization</b>                  | 09 |    | <b>Broadband/ Wireless Connectivity</b> |
| 05 |  | <b>Identity and Access Management</b>        | 10 |  | <b>Customer Relationship Management</b> |

# Perspectives on State Cybersecurity

---

**Talent crisis:** recruitment, retention, reform, compensation

---

Cybersecurity strategy and risk assessments

---

More centralized operating model; zero trust framework

---

Adopting **whole-of-state cybersecurity** resilience

---

Support and partnerships with **local governments**

---

Expanding attack surface – services, remote work

---

Software supply chain risks

---





# What services does the state CIO organization offer to local governments?



#1

Network services  
(WAN / LAN)



#2

Data center  
hosting



#3 (tied)

Security services /  
infrastructure



#3 (tied)

Geospatial  
information  
systems (GIS)

59% In 2020

55% In 2020

48% In 2020

50% In 2020

	2022	2020
Telephony / VoIP	37%	48%
Digital government / portal	35%	39%
Co-location	33%	43%
IT training	33%	23%
Business continuity / disaster recovery	25%	41%
Email / office productivity / collaboration	25%	39%
Identity and access management	25%	23%
Mainframe services	22%	23%
Storage services	22%	34%
Backup services	22%	39%
Cloud services / hosting	20%	43%
Video / web conferencing	20%	36%



# Rank the top major challenges in collaborating with local governments



Lack of dedicated  
funding



Lack of desire to  
collaborate by local  
governments



Lack of clear  
state authority



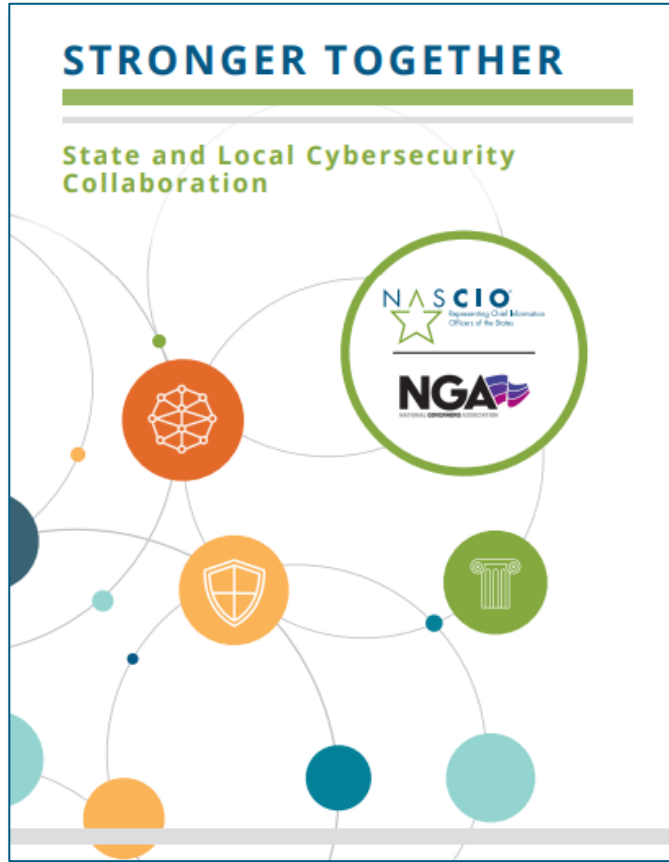
Lack of technical capacity  
/ knowledge from local  
governments



Unclear governance model



# Action is Needed Now



- 1) At the very minimum states should be building relationships with local governments.**
  - Work through state municipal leagues and county associations, with emphasis on local information technology associations
- 2) States should raise awareness of existing services being offered to local governments.**
  - Hold cyber summits
  - Educate stakeholders
- 3) States should be exploring cost savings that can be achieved through including local governments in service contracts.**
  - Consult local governments during the contract planning process and solicitation
  - Provide a conduit for discussions about pooling resources among shared risk pools at the local level



# What are states doing with local governments?

---

General education and awareness, information sharing, promoting cyber hygiene

---

Shared service offerings: consultation, cyber training, incident response

---

Risk assessments; use of National Guard cyber teams

---

Developing cyber disruption plans

---

Joint cyber task forces and cyber exercises

---

Dedicated state funding for services, cyber grants to local governments

---

Partnering on cyber internships and apprenticeships

---

Volunteer programs: Cyber Civilian Corps (MI), Cyber Reserve (OH), Cyber Response Team (WI)

---

Sources: AZ, CO, CT, GA, IA, IL, IN, KS, LA, MI, NC, NJ, NH, ND, NY, PA, OH, TX, VA, WI



## Most respondents cite resistance from local government to state oversight as the biggest barrier to meeting the requirements of federal grant programs

*What have been, or do you anticipate will be, the most significant barriers to successfully meeting the requirements of the State and Local Cybersecurity Grant Program and reducing cyber risk to your state and local governments? (Please select all that apply.)*



## CISOs indicated limited collaboration was occurring with local governments and public higher education entities

*Does your state actively engage with the following stakeholders in identifying requirements for the state's cybersecurity strategy? (Please select all that apply.)*

### State's technology decision-makers

90%

### State's business decision-makers

75%

### Formal established cybersecurity council or taskforce by the governor or legislature

52%

### Local governments

29%

### Public higher education

25%

### Private sector (like utilities, health care, IT, and cybersecurity organizations)

19%

### Not applicable/don't know

6%



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## CISA

### State and Local Cybersecurity Grant Program

- The Infrastructure Investment and Jobs Act amended the Homeland Security Act and appropriated **\$1 Billion for SLTT cybersecurity grants over 4 years** (Fiscal Year 2022 – 2025)
  - First-of-its-kind grant program for SLTT cybersecurity, with CISA and FEMA jointly managing
- **Eligibility:**
  - Eligible entities are states and territories' State Administrative Agency (SAA) with subawards to local entities
    - Multi-entity grants can be made to groups of eligible entities with additional incentives
- **Funding:**
  - Formula-based with states/territories receiving a baseline allocation plus population-based allocation
    - 80% of funds pass through to local entities
    - 25% of total state/territory allocation must go to rural communities
  - Increasing state, local, tribal, and territorial (SLTT) cost share requirement over time



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## Program Status

- **Applications:** 54 of the 56 eligible states and territories applied.
- **Cybersecurity Plans/Planning Committees:** Within those 54 applications, 43 submitted exceptions to write their Cybersecurity Plans in 2023. 11 Cybersecurity Plans have been submitted and are currently under review.
- **Overall Award Picture:** FEMA completed all Fiscal Year 2022 State and Local Cybersecurity Grant Program award notifications before December 31, 2022.

## Next Steps

- **Cybersecurity Plans:** Entities that have not yet completed a Cybersecurity Plan or need additional assistance should contact CISA Regional Staff.
  - Cybersecurity Plans must be submitted to CISA and FEMA by September 30, 2023.
- **FY23 NOFO:** CISA and FEMA anticipate a release date of mid-2023 with a process similar to FY22.

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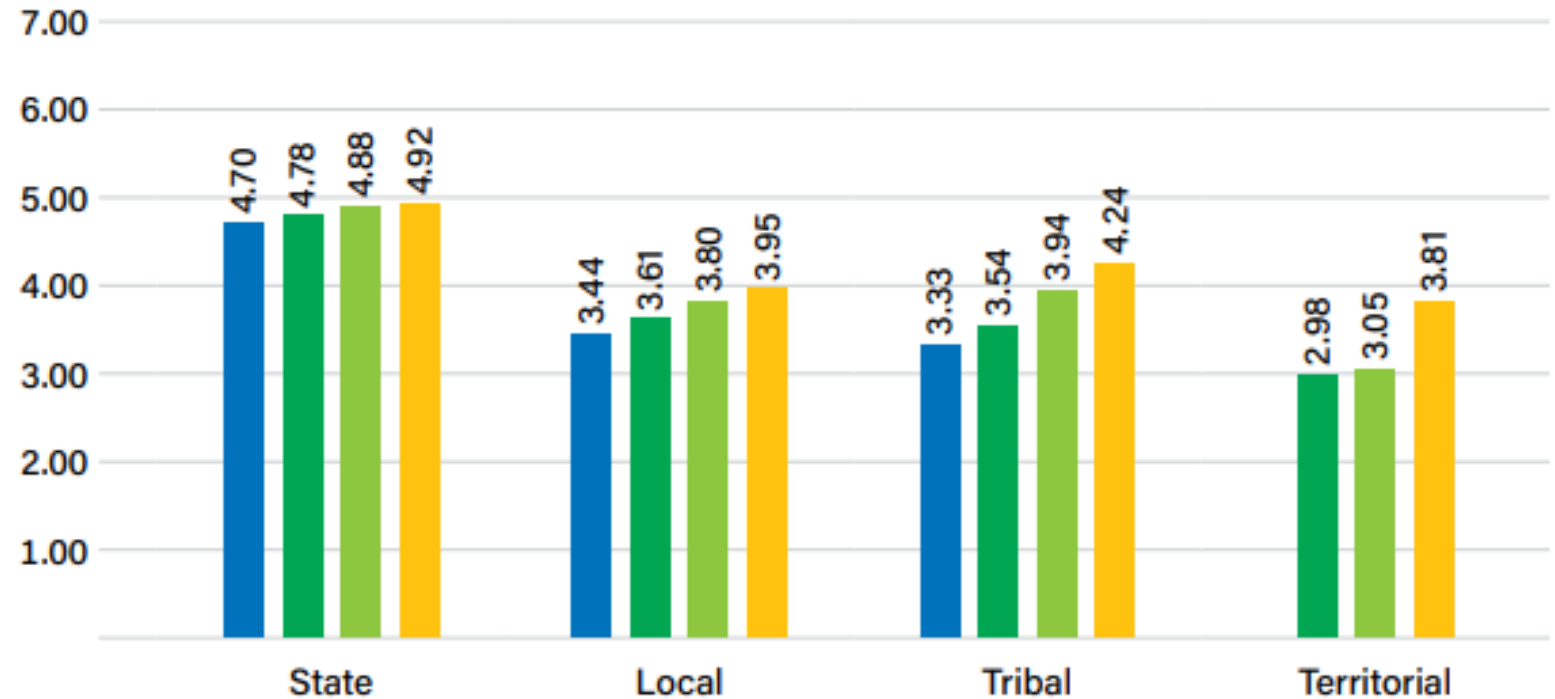
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Local governments are making progress in cybersecurity maturity, but room to improve remains

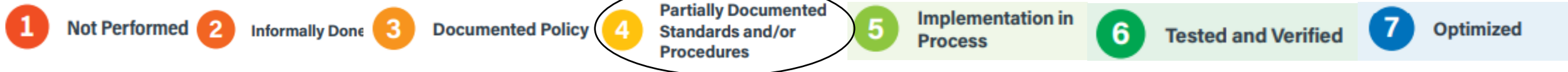
Year-to-year average across all NIST CSF functions for the State, Local, Tribal, and Territorial peer groups.

Note: 2019 was the first year that included a Territorial peer group, due to participation volume.



NCSR Maturity Level Key:

Approximate average Local Government maturity level



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## Cybersecurity Plans – County Opportunities to Engage!

- Most states are in the process of developing their Cybersecurity Plans. Engage with this process to make your voice heard.
- The Cybersecurity Plans will help to determine what kind of county activities/costs will be eligible under the grant programs. Engaging in the Cybersecurity Plan process will help to maximize the benefit that you can get out of the grant.
- States receiving the SLCGP funding need to establish Cybersecurity Planning Committees and engage with counties to identify and prioritize eligible projects. If your county isn't on the Committee, you can reach out to the Committee and other counties that are to make your voice heard.

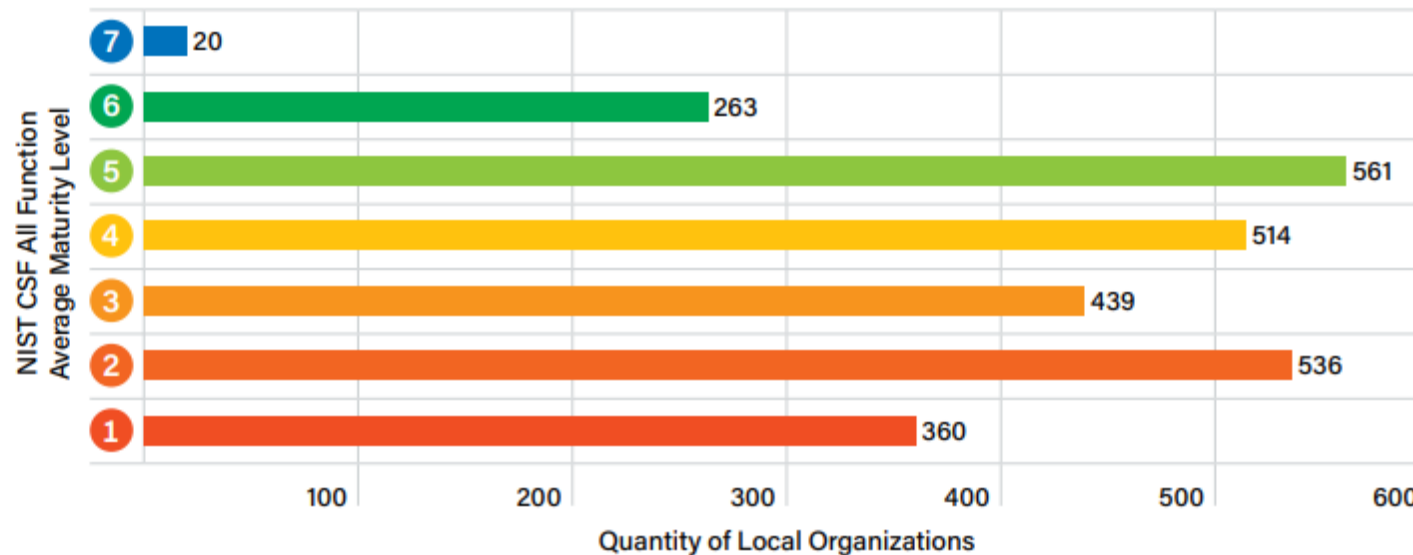
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The SLCGP requires recipients to enroll in CISA Hygiene Services and Nationwide Cybersecurity Review (NCSR) as a condition of receiving grant funding. You can use your results to help engage with the Committee.

**2021 NCSR Local Peer Group:  
Average Scoring Distribution.**  
The figure below represents  
the scoring distribution of  
participating Locals.



NCSR participants receive metrics that help identify gaps and develop benchmarks.

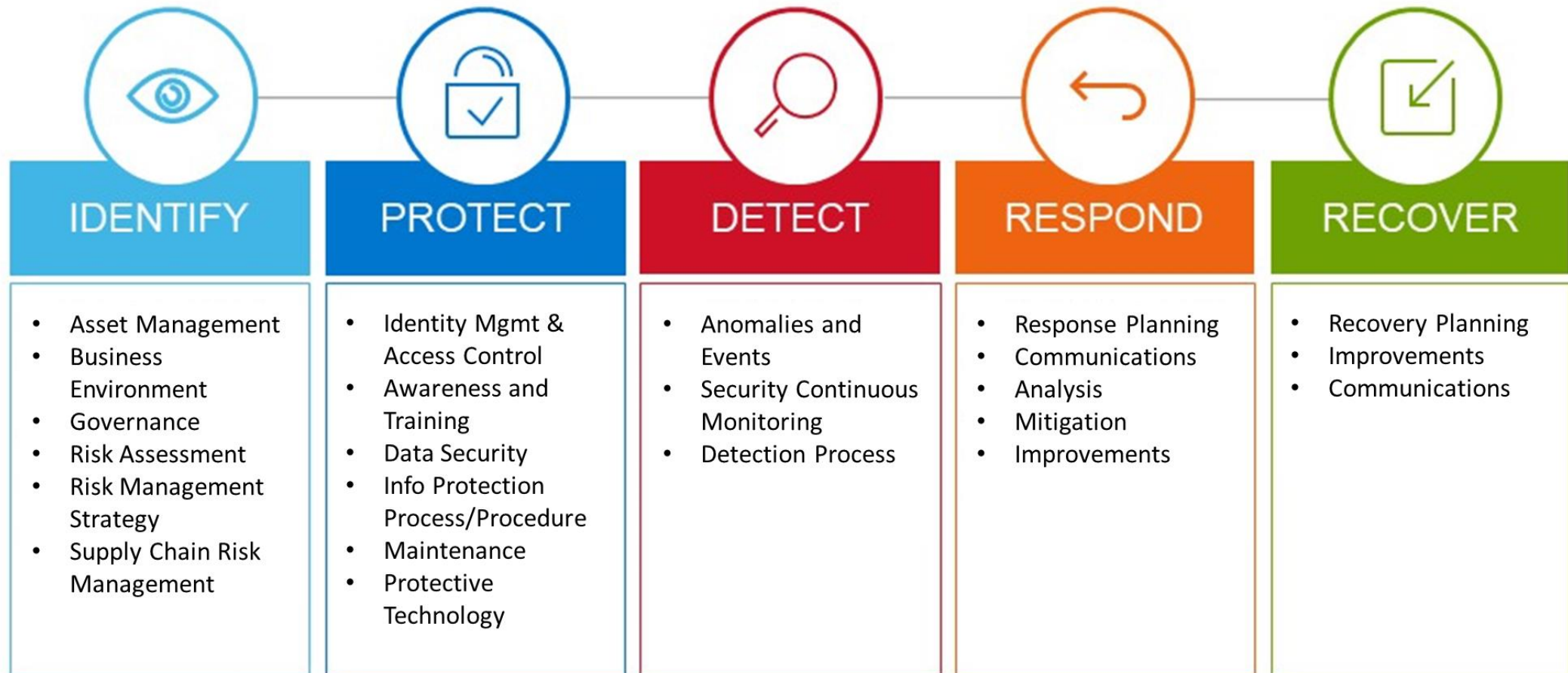
Participants gain access to a repository of informative references and resources, that can assist in managing cybersecurity risk.



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NCSR will have you understand your maturity across 5 functions of Cybersecurity



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You may want to think about the NACo's Cybersecurity Priorities and Best Practices document:

**MFA (MULTI-FACTOR AUTHENTICATION)**



**DOTGOV (.GOV)**



**REGIONAL EXPERTISE-RESOURCES**



**END USER PROTECTION**



**DMARC (DOMAIN-BASED MESSAGE AUTHENTICATION, REPORTING AND CONFORMANCE)**



**MONITORING TOOLS**



**IT ASSESSMENTS**



**MS-ISAC MEMBERSHIP**



**CERTIFIED THIRD PARTY PROVIDERS**



**END USER EDUCATION**



**POLICIES**



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The Committee will be interested also in HOW to structure useful projects:

- Ask yourself what you need to be successful with the implementations?
- With your input, Committees can design projects and statewide Plans that will enable you to be successful.
  - Do you have the in-house staff or expertise to implement?
    - Are you able to engage the assistance you need from outside entities?
    - What kind of engagements have you entered into to help facilitate your knowledge around cybersecurity?
  - How can your state and/or your sister counties help?
    - Join forces with similarly situated counties or with your state?
    - Would shared model documents/templates accelerate your processes?



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## Legislative and Policy Impacts on Counties and Technology



Caitlin Clarke

Assistant National Cyber Director for Planning and Operations  
Office of the National Cyber Director



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## ONCD History

**March 2020**

- Cyberspace Solarium Commission Report Released

**Apr. 27, 2021**

- Chris Inglis nominated for NCD

**Oct. 28, 2021**

- ONCD Releases Strategic Intent Document

**Jan. 1, 2021**

- ONCD Established – NDAA FY 2021

**June 17, 2021**

- Chris Inglis Confirmed as First NCD

**Nov. 15, 2021**

- ONCD receives first appropriation of \$21M for FY 22 in IIJA



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## Office of the National Cyber Director

- Serve as principal advisor to the President on cybersecurity policy and strategy
- Contribute to the development and implementation of stronger national strategy, policy, and resilience for our digital ecosystem
- Key Outcomes
  - Champion Federal Coherence
  - Improve Public-Private Partnerships
  - Align Resources to Aspirations
  - Increase Present and Future Resilience

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## ONCD Divisions

- **Strategy & Budget:** facilitate the development of national cyber strategy and priorities and implementation through agency actions, budgets, and performance
- **National Cybersecurity:** oversee matters related to department and agency actions, programs, operations, and policies for the security and defense of cyberspace
- **Technology & Ecosystem Security:** oversee matters related to department and agency actions, programs, and policies for the secure development of the digital ecosystem, to include the data, technology, supply-chain, and people
- **Federal Cybersecurity:** oversee and coordinate policies, programs, and efforts related to the security and defense of federal networks

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- Lunch Buffet Available from Noon – 1:00 PM
  - 12:40 – Accenture and NACo will share results of the NACo/Accenture Cyber Resilience Study of County Government



Michele Myauo  
Managing Director & Senior Security  
Executive  
Accenture



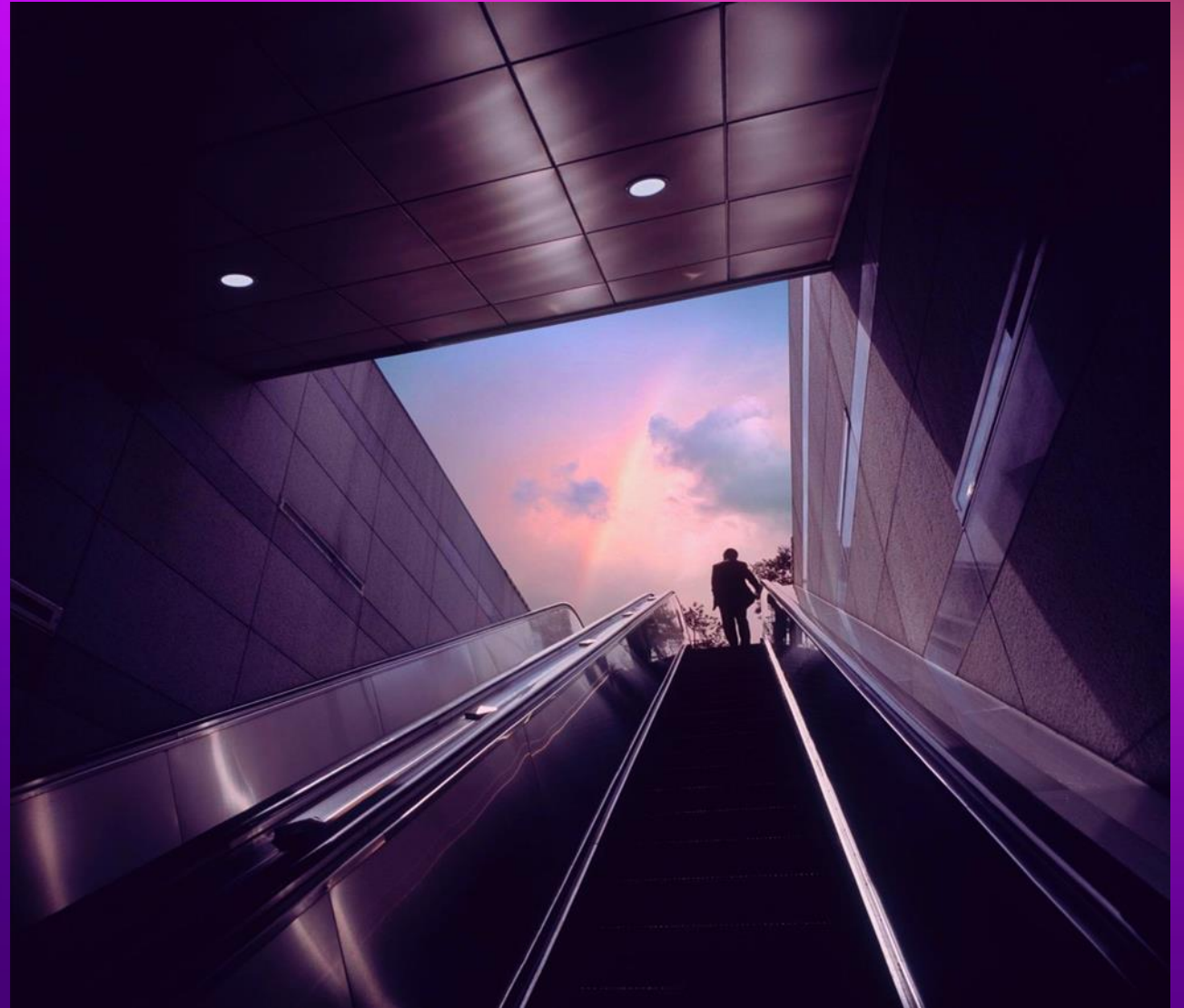
Rita Reynolds, CIO  
NACo



Research

# Cybersecurity of County Governments

CIO Forum February 2023  
NACo & Accenture

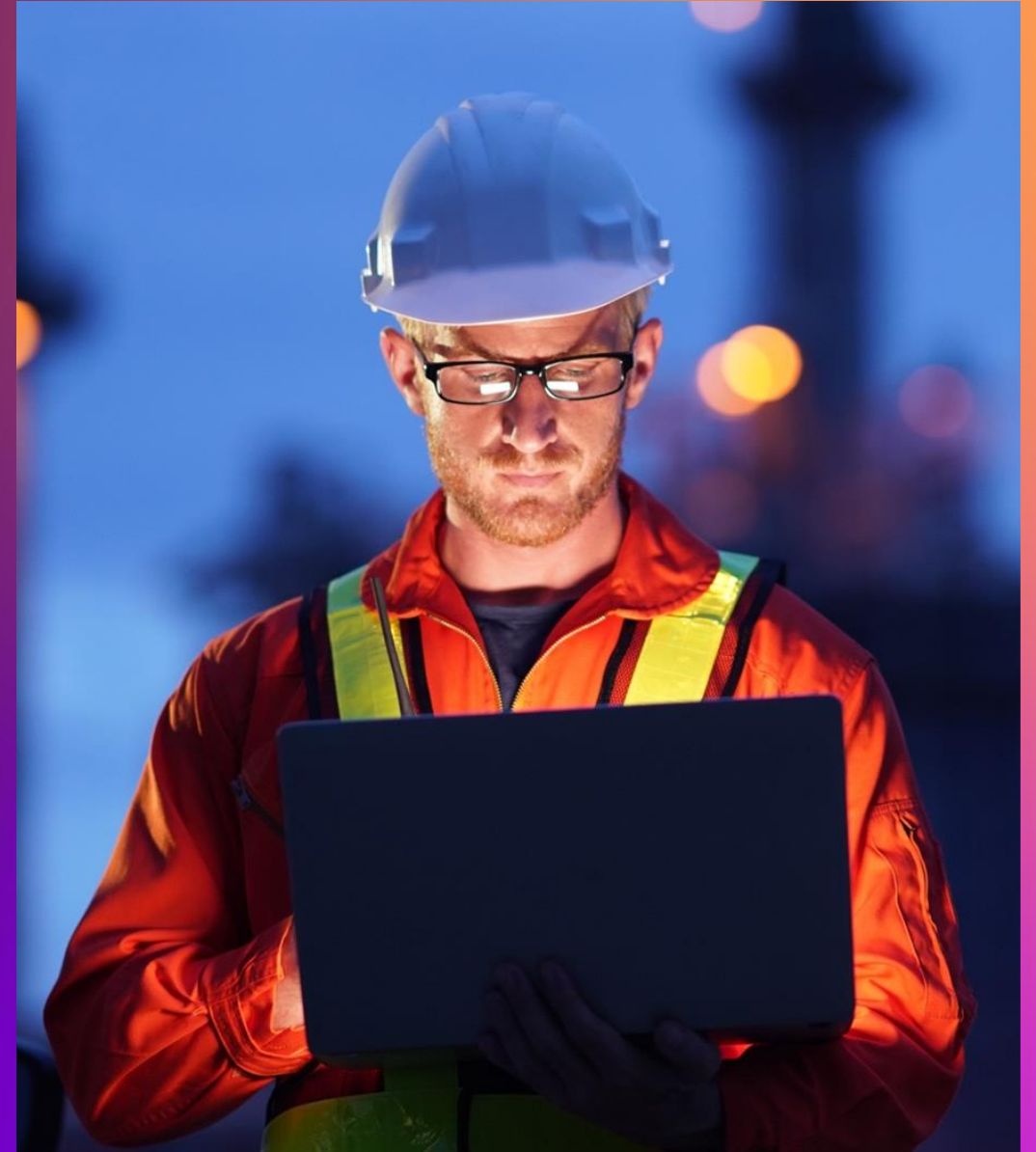




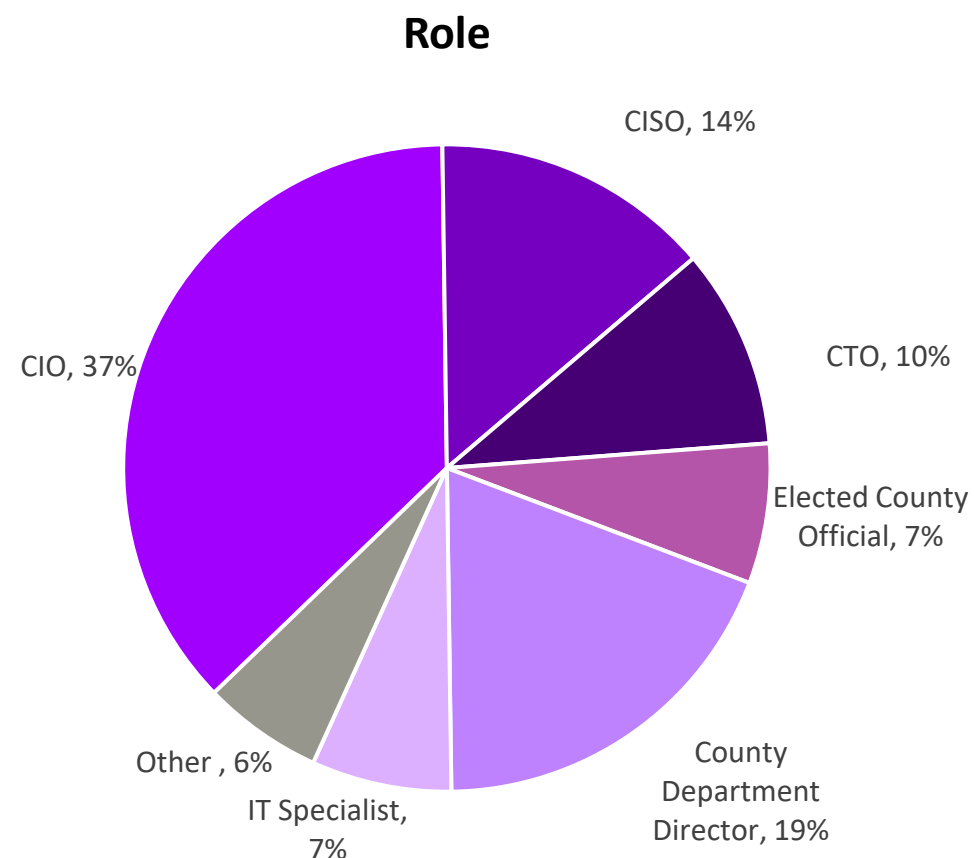
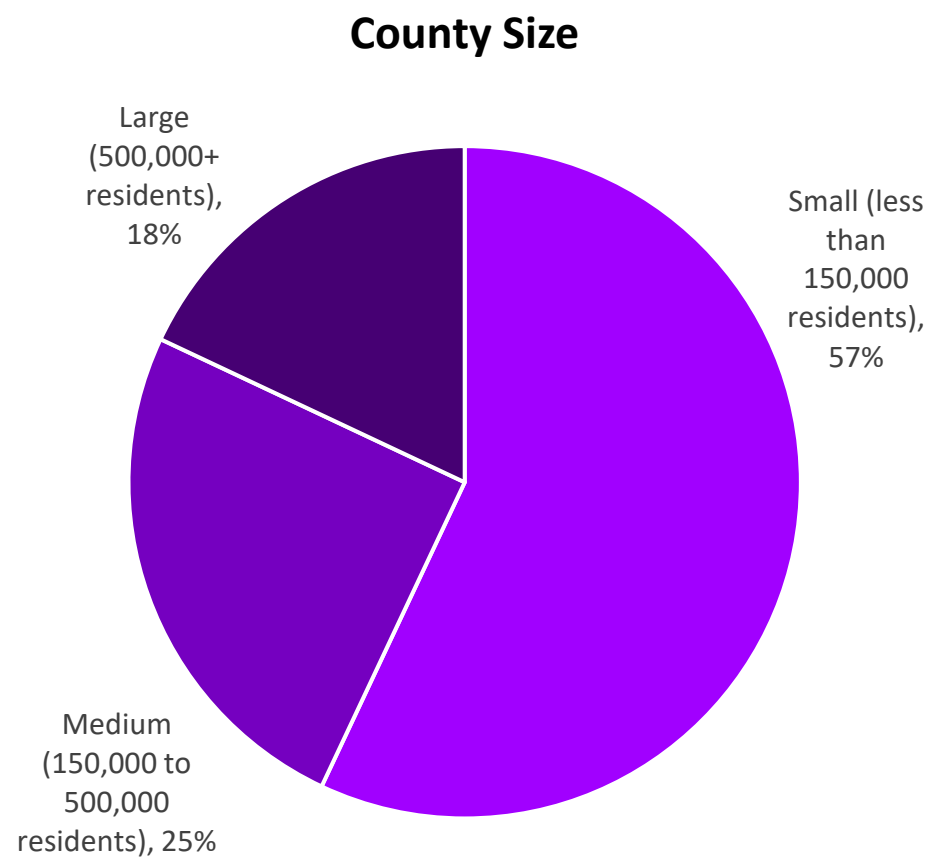
# Unique Cyber Challenges for CIOs

*“I think technology leadership at the local level is under a lot of pressure these days... And I think local governments are increasingly dependent on that technology leadership to keep them safe, to deliver services, to raise the efficiency and effectiveness of entire organizations.”*

-Interviewed County CIO

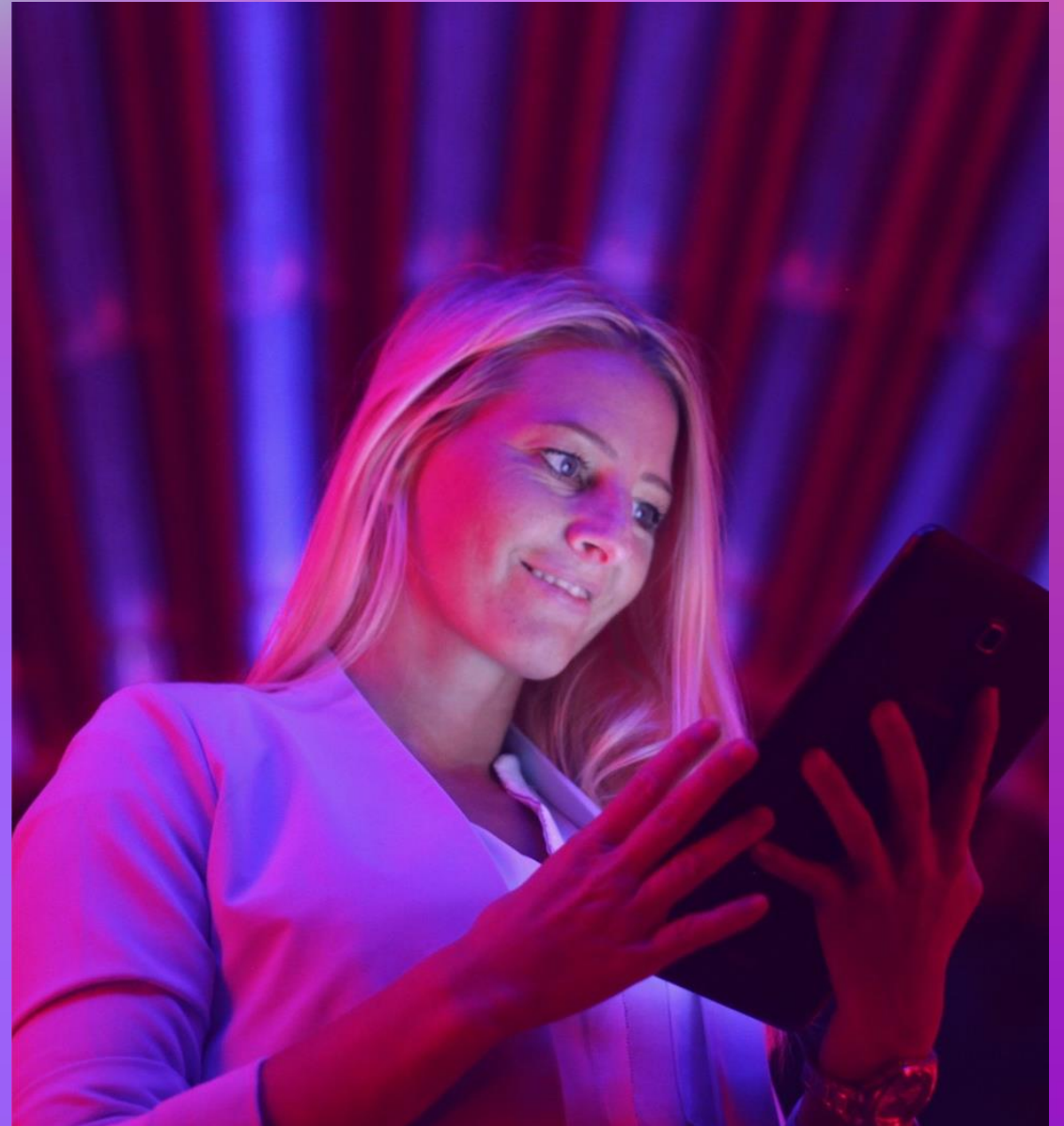


We surveyed 134 IT county officials from around the country and conducted two focus groups.



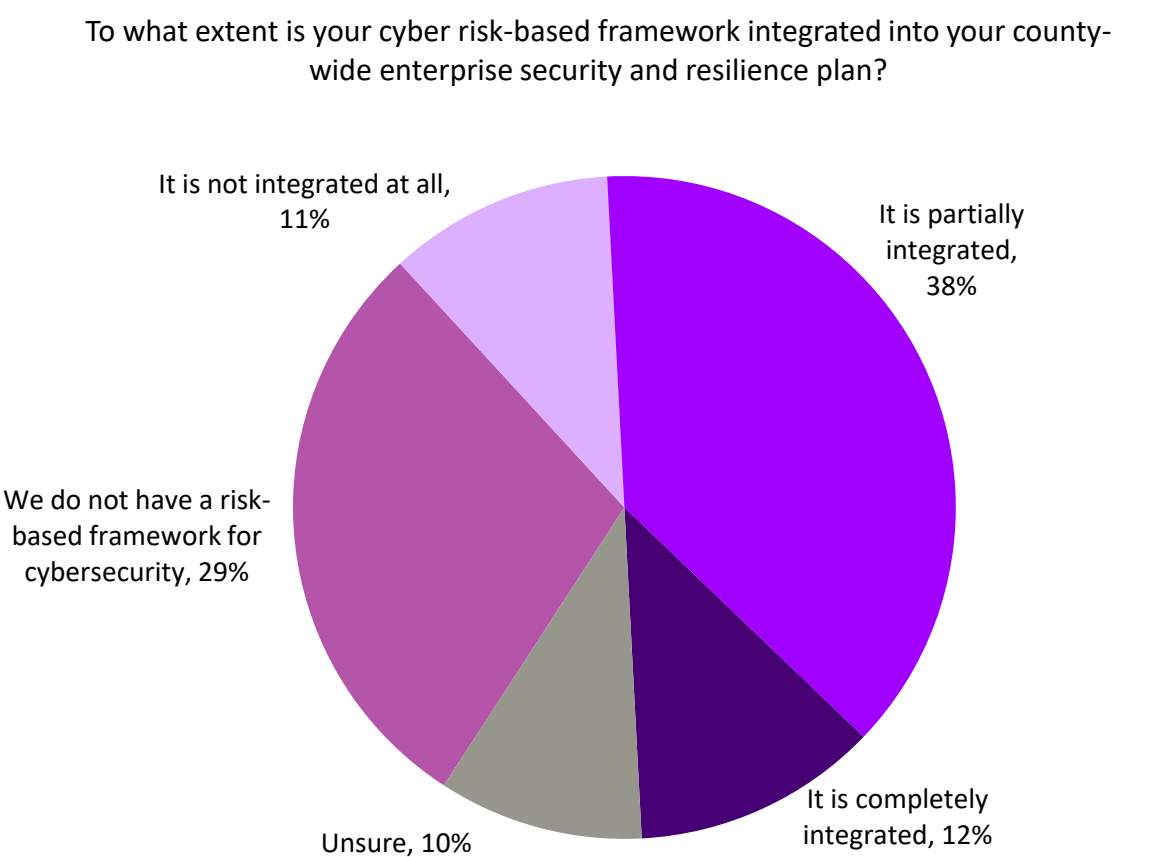
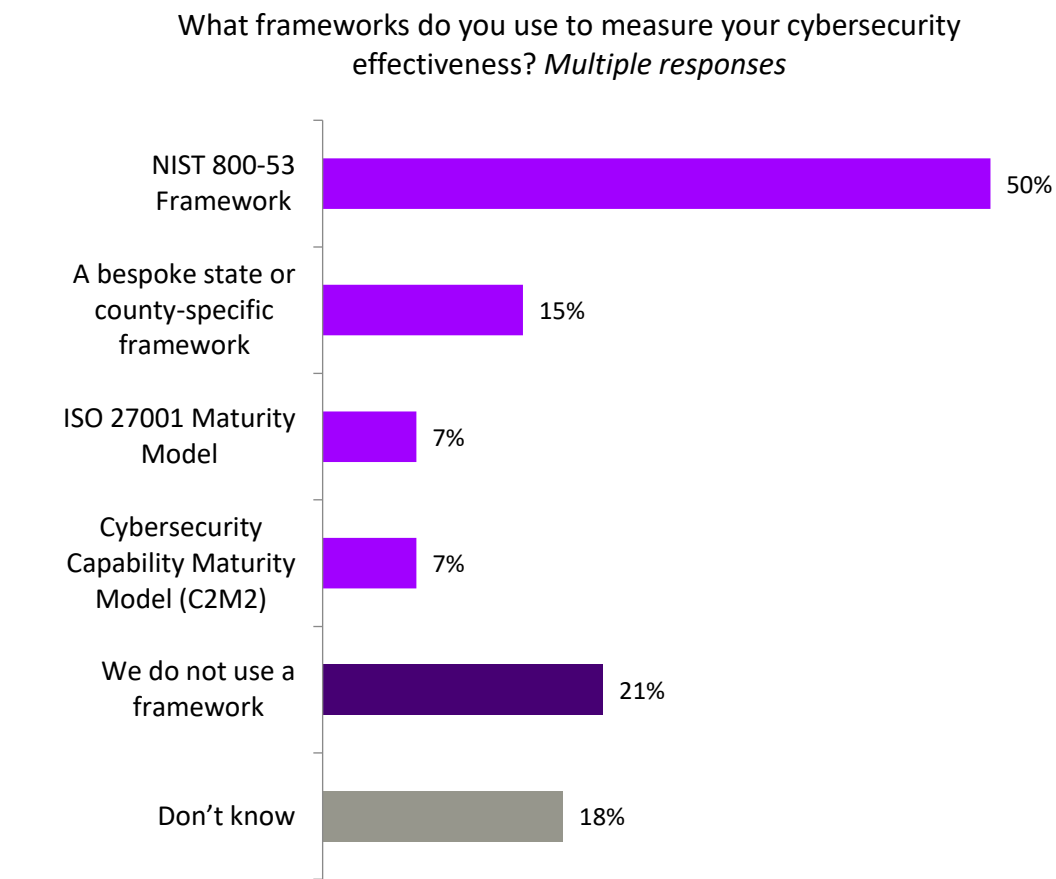
# Key Findings Along Four Dimensions

- Cyber Strategy
- Cyber Protection
- Cyber Resilience
- Cyber Ecosystem

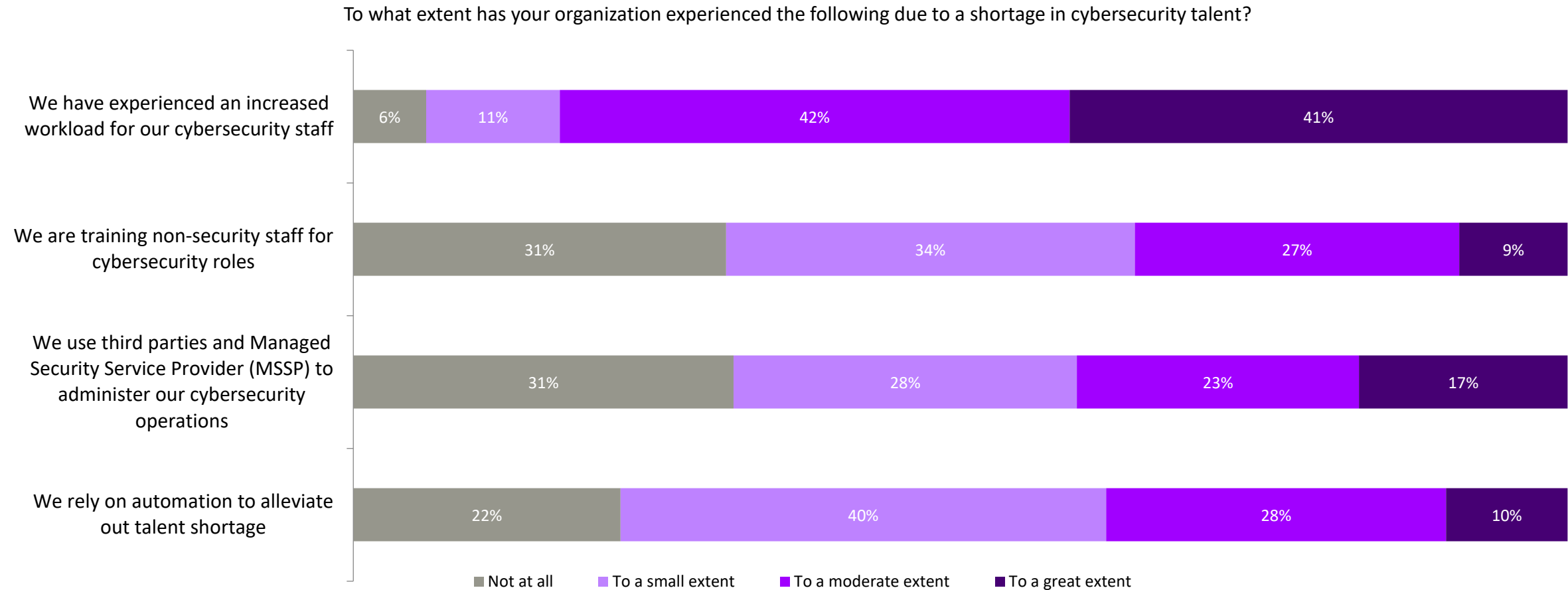




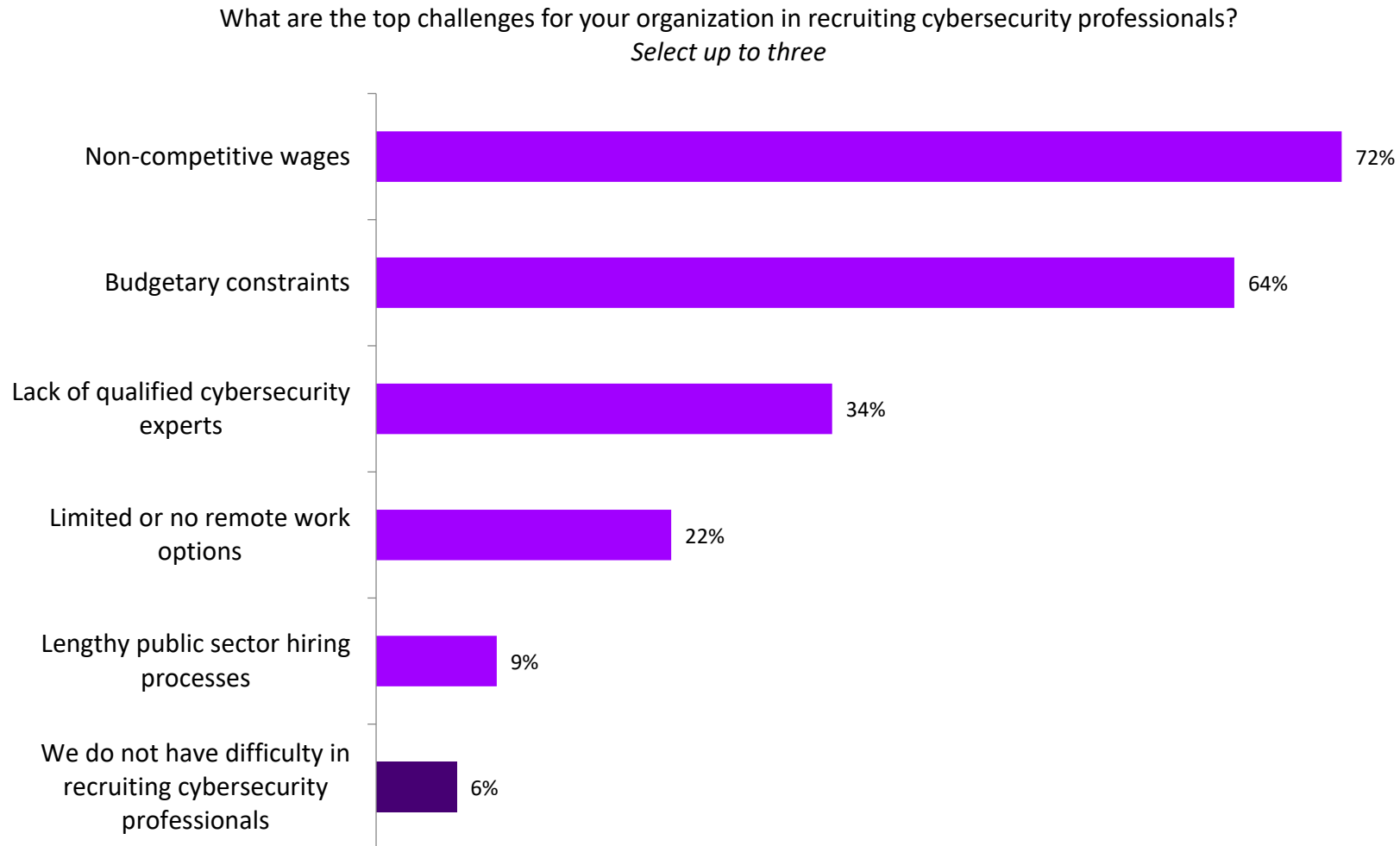
Half of respondents use the NIST 800-53 Framework to measure their cybersecurity effectiveness; half have their cyber risk-based framework at least partially integrated in county wide plans



**41% of respondents feel they have experienced an increased workload for their staff due to shortage in cybersecurity talent**



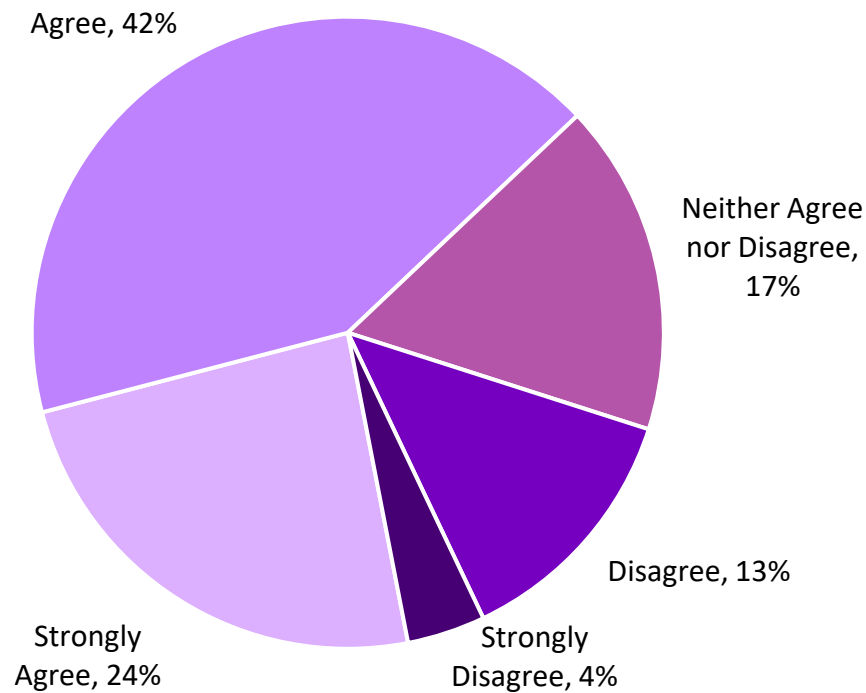
## Respondents say **non-competitive wages (72%)** and **budgetary constraints (64%)** are the top challenges to recruiting cybersecurity professionals



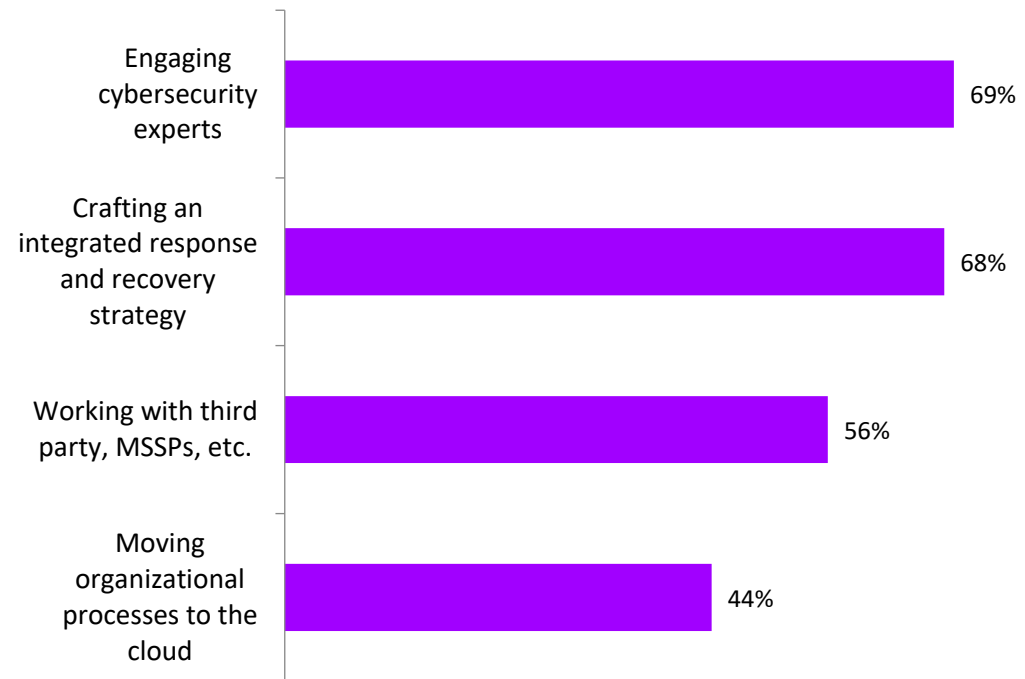


**Almost two-thirds** agree or strongly agree **cybersecurity** is a top priority for county officials and counties are investing in **multiple** ways to increase their cyber protection

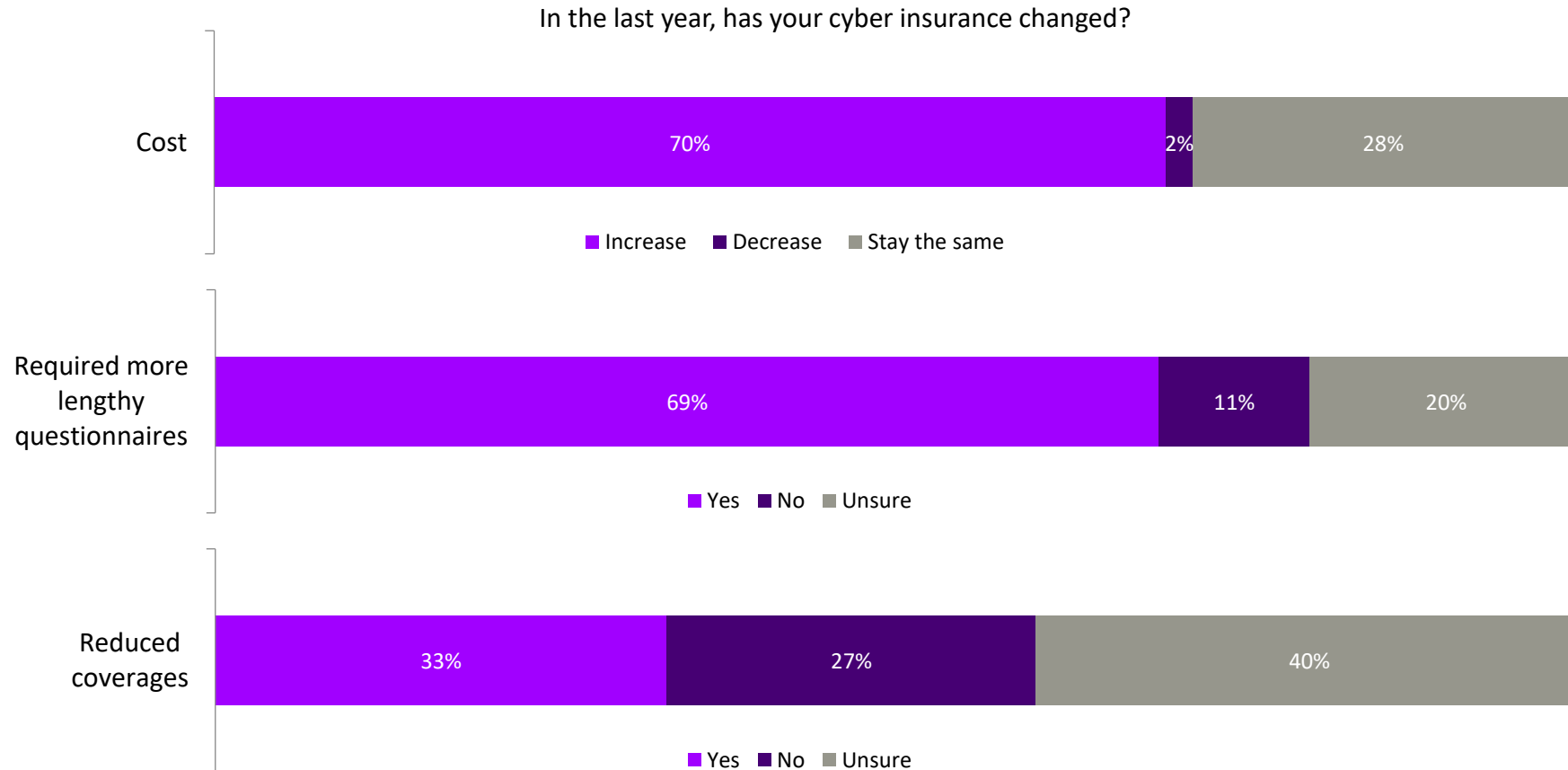
“Cybersecurity is a top priority for elected county officials.”



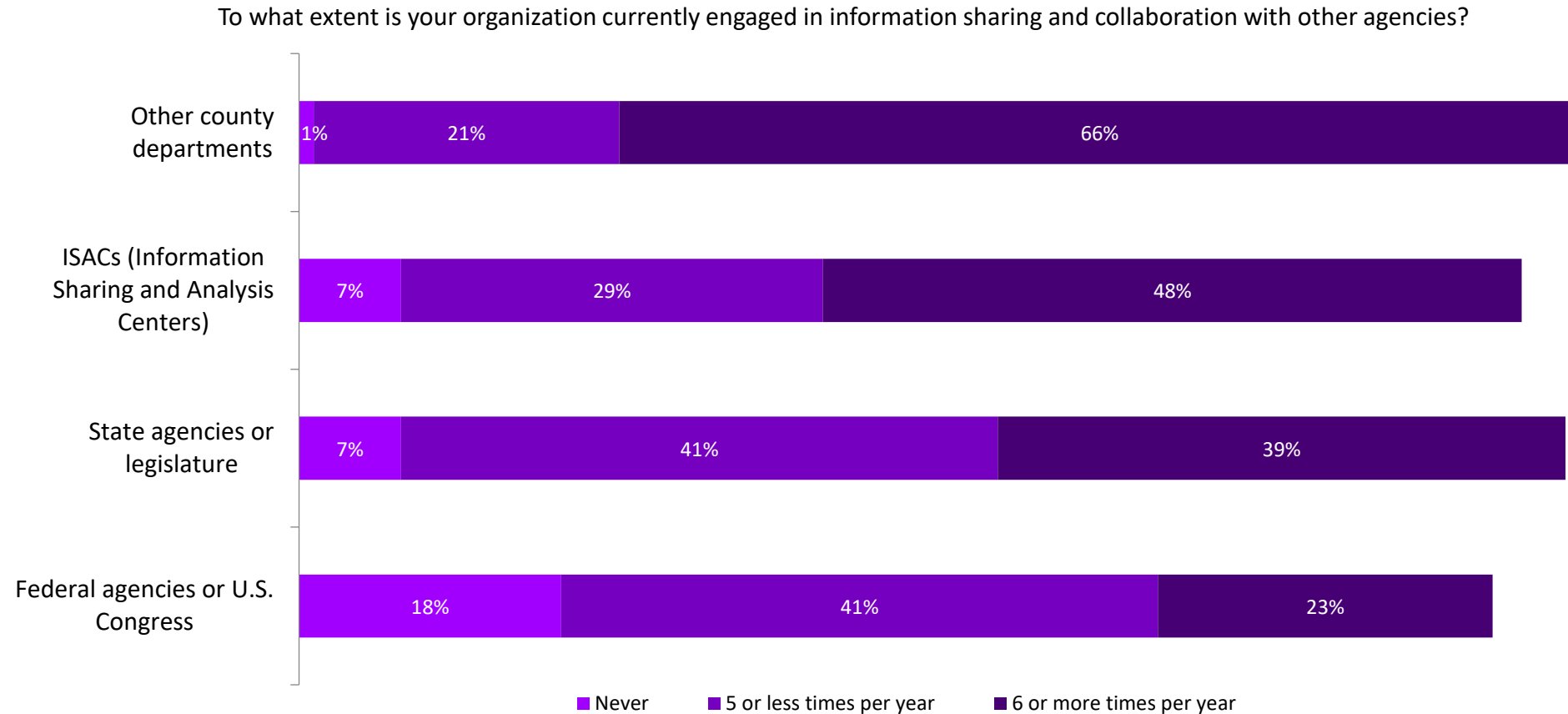
Select which cybersecurity methods your organization is currently utilizing.  
*Multiple responses*



**86%** of counties have an external cyber insurance policy, but only **31%** are happy with their policy.



## Other county departments and ISACs are engaged with more frequently than state or federal agencies.





# 3 Actions for County CIOs

1. Conduct an **industry assessment** to establish a current state.
2. Develop a **cybersecurity strategy** that includes a focus on workforce.
3. Take advantage of security and automation provided by **cloud** and **software-as-a-service (SaaS)** ecosystem partnerships.



# Full Report Launch April 2023

## **Michele Myauo**

Accenture, North America Public Services  
Security Lead

[michele.lynn.myauo@accenture.com](mailto:michele.lynn.myauo@accenture.com)

## **Rita Reynolds**

National Association of Counties, Chief  
Information Officer

[rreynolds@naco.org](mailto:rreynolds@naco.org)

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## Lunch Buffet – Noon – 12:40 PM



### Buffet Available

*Please fill your plate and  
return to your seat for our  
next session*



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## Introduction of the Policy Panels



Joe Briggs  
Commissioner  
Cascade County, MT

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## Policy Priorities: Data Sharing



Supervisor John Peters  
Mono County, CA



Commissioner Chad Peterson  
Cass County ND



Commissioner Tarryl Clark  
Stearns County MN

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## Moderation and Round Table Discussion



John Matelski, CIO  
DeKalb County, GA

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## Round Table Discussion – Data Sharing

- What next steps, ideas, and priorities can be taken to the policy steering committee in this area?
- If you were given the opportunity to speak to the policy steering committee, what is the one technology thought you would share?
- Table Report Outs – Designate one individual to call on (as we have time) to report back to the entire group



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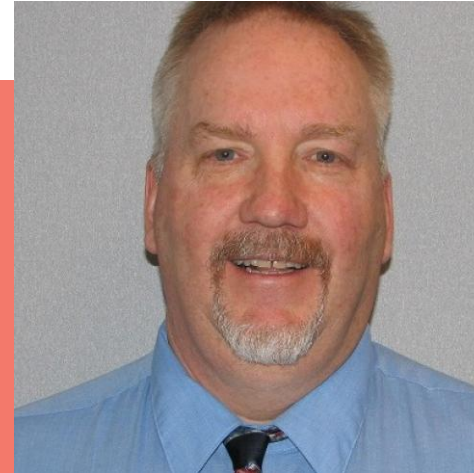
## Policy Priorities: Infrastructure



County Clerk Ricky Hatch  
Weber County, UT



Commissioner Martha  
Schrader  
Clackamas County, OR



County Engineer, Rich Sanders  
Polk County MN



Supervisor Mike Turner  
Loudoun County, VA

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## Moderation and Round Table Discussion



Adam Frumkin, CIO  
Franklin County, OH

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## Round Table Discussion - Infrastructure

- What next steps, ideas, and priorities can be taken to the policy steering committee in this area?
- If you were given the opportunity to speak to the policy steering committee, what is the one technology thought you would share?
- Table Report Outs – Designate one individual to call on (as we have time) to report back to the entire group



A photograph of the Washington Monument at dusk. The monument is a tall, white, obelisk-shaped structure, illuminated from its base, making it stand out against the twilight sky. The sky is a mix of soft pinks, oranges, and blues. In the foreground, there are dark silhouettes of trees and some lower-level buildings, also partially illuminated. The overall scene is peaceful and captures a beautiful time of day in Washington, D.C.





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## NACo Cyberattack Simulations

The NACo Cyberattack Simulation is a reality-based simulation that prepares county risk leaders for cyberattacks by assessing counties' current state of readiness and identifying gaps. This simulation will help attendees evaluate their incident response procedures and tools and guide them in developing a detailed cyberattack response strategy.

### Upcoming Cyberattack Simulations

**February 27 – March 3**  
Election Disruptions

**September 11 – September 15**  
Ransomware

**June 12 – June 16**  
Internet of Things

**December 4 – December 8**  
Employee Management

### - SPECIAL DEAL -

Enroll in an upcoming Cybersecurity Simulation and get a special 2 for 1 deal for the NACo Cybersecurity Leadership Academy

[WWW.NACO.ORG/CYBERSKILLS](http://WWW.NACO.ORG/CYBERSKILLS)

**Stronger Counties. Stronger America.**





# *NACo* **CIO FORUM**

*February 10, 2023*



A Roadmap for  
Sharing Data with  
Consent



# NACo CIO FORUM

*February 10, 2023*

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of COUNTIES  
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XCHANGE



Barbie Robinson  
Executive Director of Public Health  
Harris County, TX



Jamie Hughes  
ACCESS Director  
Harris County, TX



Sybil Gurney  
Moderator – Deputy CIO  
Alameda County, CA



Ken Wolsey  
Health & Human Services Partner  
IBM

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HEALTH  
CARE

PROPERTY

**One Customer  
Many Services**

GENERAL  
GOVT

SOCIAL  
SERVICES

PUBLIC  
SAFETY



# ACCESS Harris County

- Established in August 2021, ACCESS (Accessing Coordinated Care and Empowering Self Sufficiency) Harris County is an integrated care model that addresses the root causes of poor health and life outcomes by holistically addressing the social determinants of health (SDOH).
- Using a coordinated care approach ACCESS Harris improves the health, well-being, sustained recovery, and self-sufficiency of the County's most vulnerable residents by not just focusing on getting them into the social safety net—but getting them out of it.
- Cohorts:
  - Violence Prevention – February 2023 Launch
  - Black Maternal Health – Spring 2023 Launch
  - Homeless Individuals with Physical/Behavioral Health Conditions – Spring 2023 Launch
  - Re-entry – Spring 2023 Launch

# ACCESS – How it all Started

---

- ACCESS was started in Sonoma County following the Sonoma Complex Fires in 2017, which at the time was the worst wildfire in that county's history.
- We noticed a number unhoused residents who remained in emergency shelters weeks after the October 2017 Complex Fires with multiple needs from County services.
- Staff members focused on engaging immediate crisis needs initially, and built relationships allowing care management and services to address chronic needs.
- Through ACCESS individuals were connected with housing, benefits, mental health services, and substance use services.

# The Challenge -- Poor outcomes from single Agency service delivery model

Siloed Programs + Siloed Systems + Siloed Funding = Poor Outcomes



- Services and programs are not integrated
- Staff across programs do not systematically collaborate to support clients
- Inefficient service delivery



- Unable to share key information across programs that would enable more effective service delivery



- Categorical funding limit ability to pool funding across programs to build collaborative programs



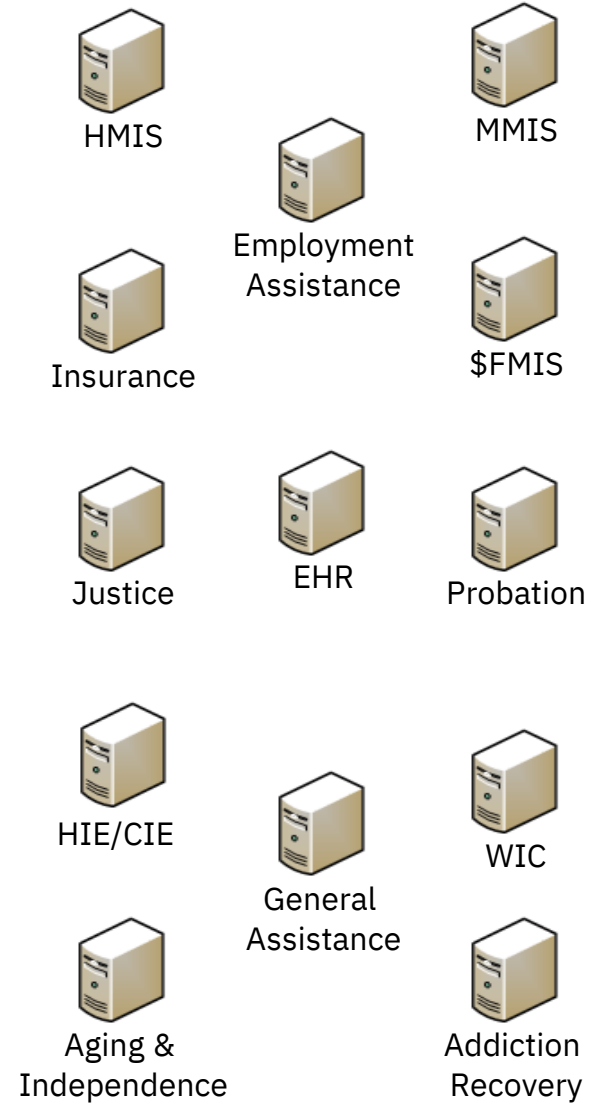
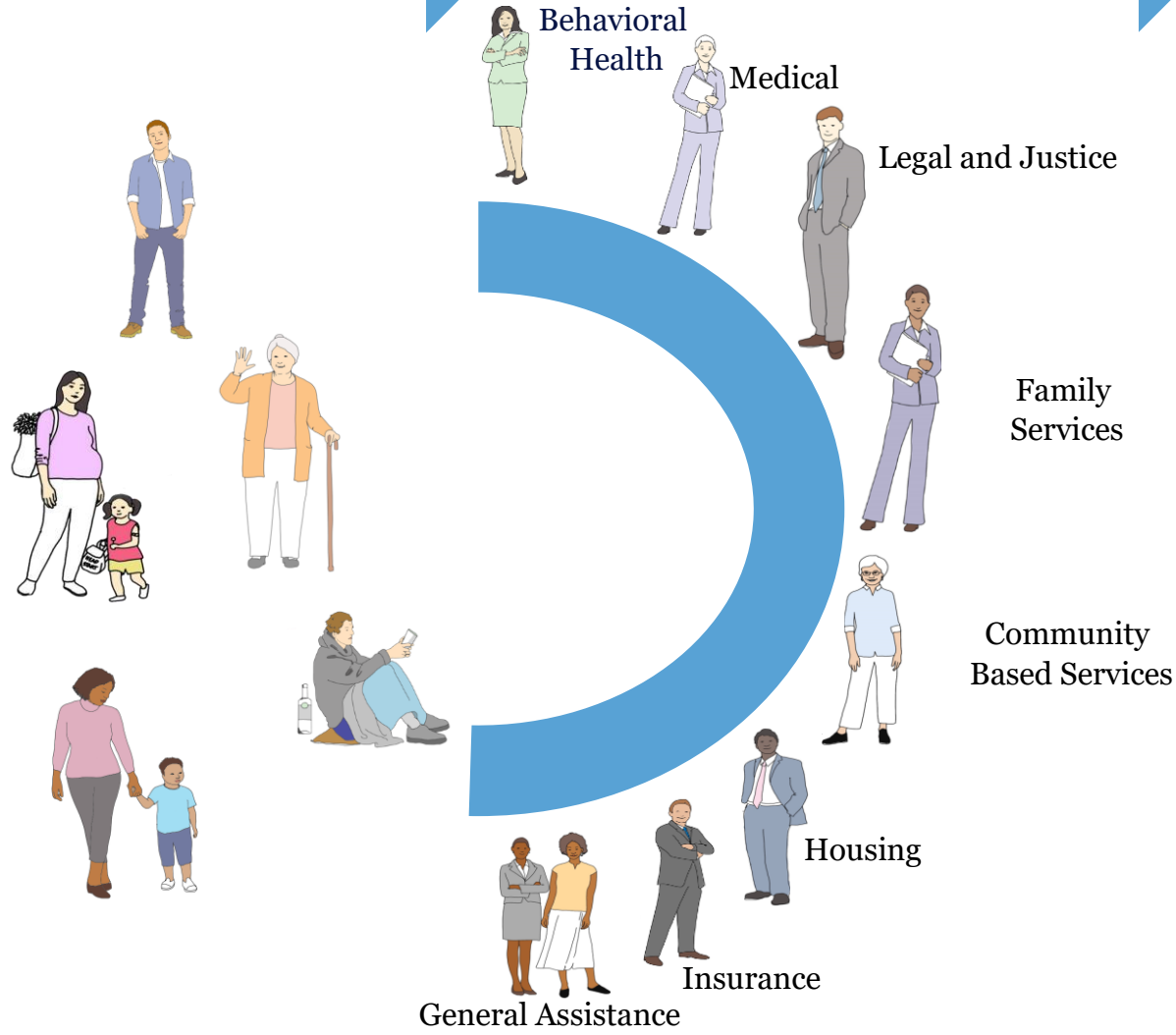
- Lack of integration is barrier to support vulnerable clients
- Poor outcomes for improved well-being and self sufficiency
- Costly and administratively burdensome

Clients

Siloed Programs

Siloed Systems

Services





# The ACCESS Solution: An Integrated Safety Net System

## Integrated Care Management



- Safety net Front-line staff
- Coordinated problem-solving & goal-setting

+

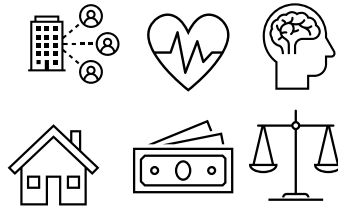
## Enabling Technology



- Sharing data across siloes
- information to inform care management and service needs.
- Integrated care plan

+

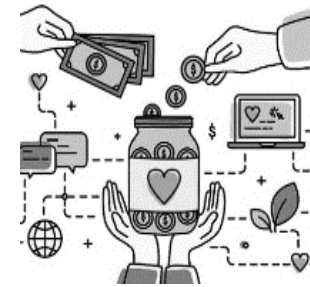
## Service Portfolio



- Medical
- Mental health
- Substance Use
- Housing
- Justice
- Employment
- And more...

+

## Braided Funding



- Fund gaps in collaborative care system
- Shared staffing resources

=

## Successful Outcomes



- Housing and sheltering
- Behavioral health and medical services
- Economic assistance
- Food assistance
- Improved well-being and stability

# ACCESS in Other Jurisdictions

## **\*Achievements in Sonoma County**

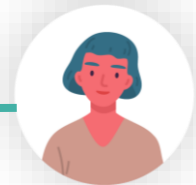
- 35% Housing Placements vs. 8% National Average
- 6,545 persons engaged
- **85%** Received Social Services Needed
- **72%** Housed
- **512** People permanently placed
- **32%** Decrease in hospital costs for high ED utilizers
- **7%** Decrease in Homeless Count from 2019 to 2020
- Received Federal Earmark for \$1.6 million in 2021

\*achieved during Barbie's time as Director of the Department of Health Services and Interim Director of the Community Development Commission.

- United Way (UWGR), Rochester NY
- Sonoma County, CA
- Orange County, CA
- Riverside County, CA
- San Diego County, CA
- Washoe County, NV
- Other jurisdictions are in the process of developing this model

# Authorization and Consent Process

Felipe



CVIP Specialist

04


**Melissa** gathers authorization and consent for Felipe

### CONSENT

Upload Consent Document

If applicable, please upload any eligibility consent documents.

Upload File



**Name:** Jeremy Lewis  
**DOB:** 01/01/2000  
**Gender:** Other

---

**For the Duration of Consent**  
**Start Date:** 2023-01-25  
**End Date:** 2024-01-25

---

**Employee Creating Consent Form**  
**Name:** Brittany Caskey  
**Organization:** Access Harris County  
**Email:** Brittany.Caskey@ibm.com

**Categories Of Information Authorized To Be Shared**

Physical Health Data  
Behavioral Health Data  
Justice Data  
Substance Use Disorder Data  
Benefit Assistance Data  
Housing Data

**Agencies Authorized To Share Your Information**

Harris County Public  
Health Community Supervision & Corrections Department  
Department of Economics, Equity, and Opportunity  
Harris County Community Services Department  
Harris County Department of Education  
Harris County Housing Authority  
Harris County Juvenile  
Probation Department Harris County Libraries  
Harris County Resources for Children and Adults  
Harris County Sheriff's Office  
Harris Health System  
The Harris Center for Mental Health & IDD  
Texas Department of Criminal Justice Parole Division Region III/Area Agency on Parole  
City of Houston Health Department

I Agree

I Disagree, Exit

**\*Pending Updates to include e-sign capability**

## ACCESS Authorization Form

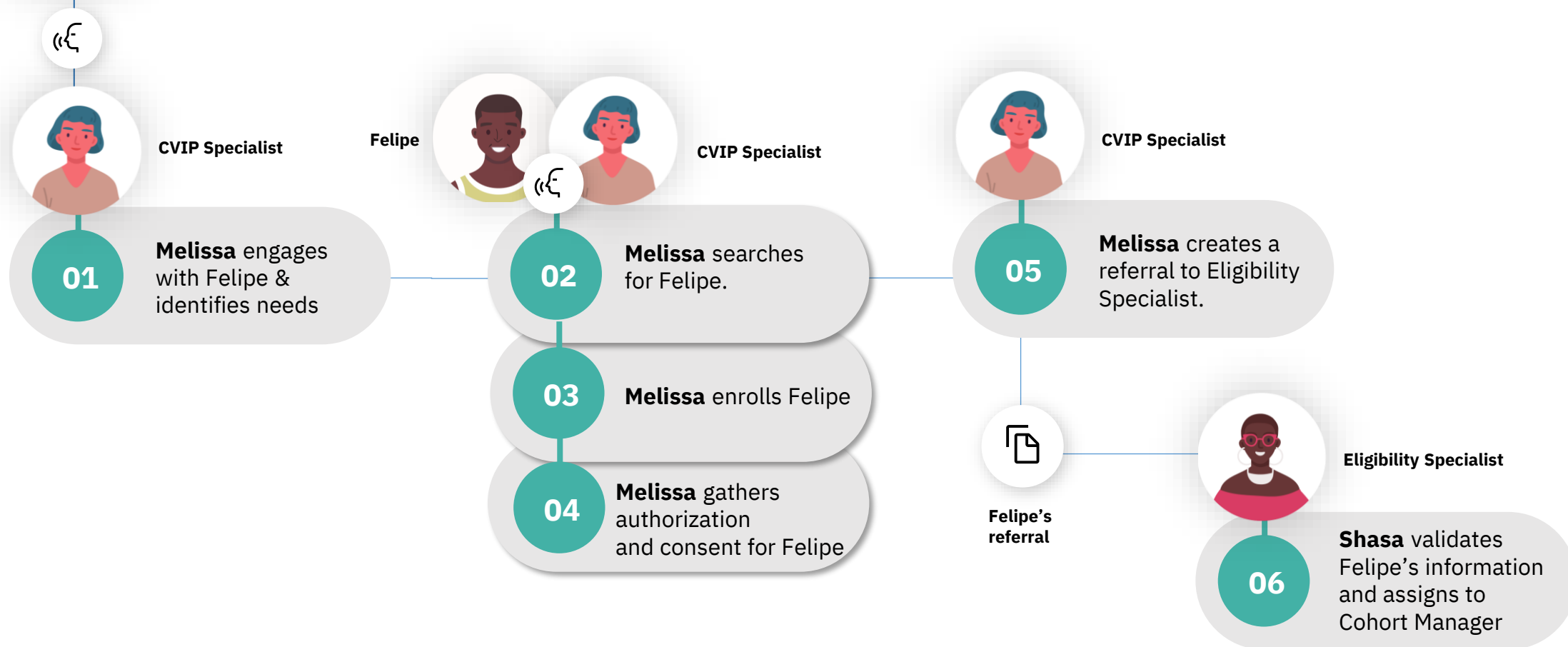
- ✓ ACCESS Authorization Form will be available to view as PDF
- ✓ ACCESS Authorization Form will be available to e-sign
- ✓ ACCESS Authorization Form will be available to send to Client email address.

## ACCESS Consent Form

- ✓ ACCESS Consent Form will be available to view as PDF
- ✓ ACCESS Consent Form will be available to e-sign
- ✓ ACCESS Consent Form will be available to send to Client email address.



# Felipe Hernandez: Violence Prevention *Journey*



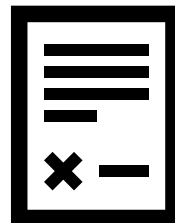


## — Critical documents needed



### Business Associate Agreement (BAA)

A legal contract between a healthcare provider and an individual or organization that will receive access to, transmit, or store Protected Health Information (PHI) as part of its services for the provider



### Privacy and Security Policy

Provide mandatory guidance for the creation, storage, use, disclosure and exchange of information that is protected by state and federal law



### Personnel Agreement

Establish the roles and responsibilities of the parties related to the program/project



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## IBM Connect360 SaaS Enabling Technology

### Collaboration

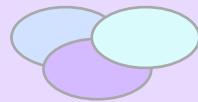
- Enables efficiency and improved outcomes for workers and clients.
- Person-centered Master Client Index and Master Provider Index
- Whole person wellness collaboration for those with chronic as well as episodic challenges.
- Scalable, flexible, and secure. Pay per use or committed subscription discounts.
- Shared services that may be configured or customized to meet local needs.

### Connectivity

External Source Data



Micro-Services & APIs



### 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 for end users: Case workers, Justice, Probation, CBO service providers, Clients, Analysts, Executives, Elected Officials, ...

### Application Services

- IBM Connect360
- IBM Community Health
- IBM MDM
- Postgres SQL
- Red Hat Fuse
- MS Communication
- Open Source CMS

Cohort & Use Case-oriented User Portals

Integrated Intelligent Use Cases

RESTful API's

Data Layer: Data ingestion, transformation, governance, access

RESTful API's

Application Managed Services

### Multi-Cloud Services

- MS Azure
- MS Defender
- MS Sentinel
- Red Hat Open Shift

Gateways & API's

Multi-tenant Cloud Services

Single tenant Cloud Services

Servers, Databases, Storage, Resilience, Containerization, Other Microservices

IaaS Managed Services



When spider webs unite they  
can tie up a lion.

African Proverb

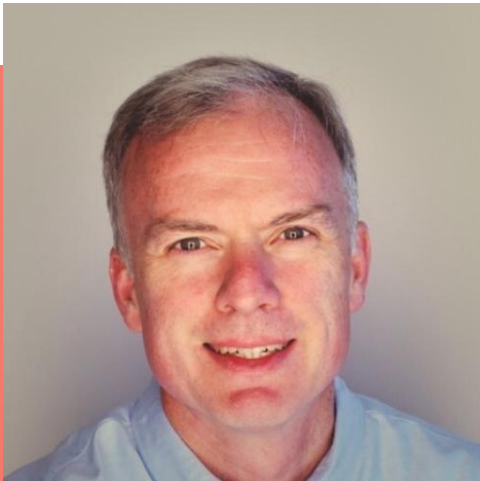


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## Unlocking Opportunity by Increasing Digital Equity



Paul Garnett  
The VernonBurg Group



Deborah Lathen  
Telecommunications & Media  
Regulatory Expert  
Lathen Consulting



Moderator  
Shannon Smith  
Chief of Staff for IT  
King County, WA





# A Handbook for the Effective Administration of State and Local Digital Equity Programs

Paul Garnett and Deborah Lathen



Local Leaders  
Have an  
Unprecedented  
Opportunity for  
Universal  
Broadband and  
Digital Equity

**AXIOS**

Nov 8, 2021 - Technology

**Infrastructure bill includes  
billions for broadband**

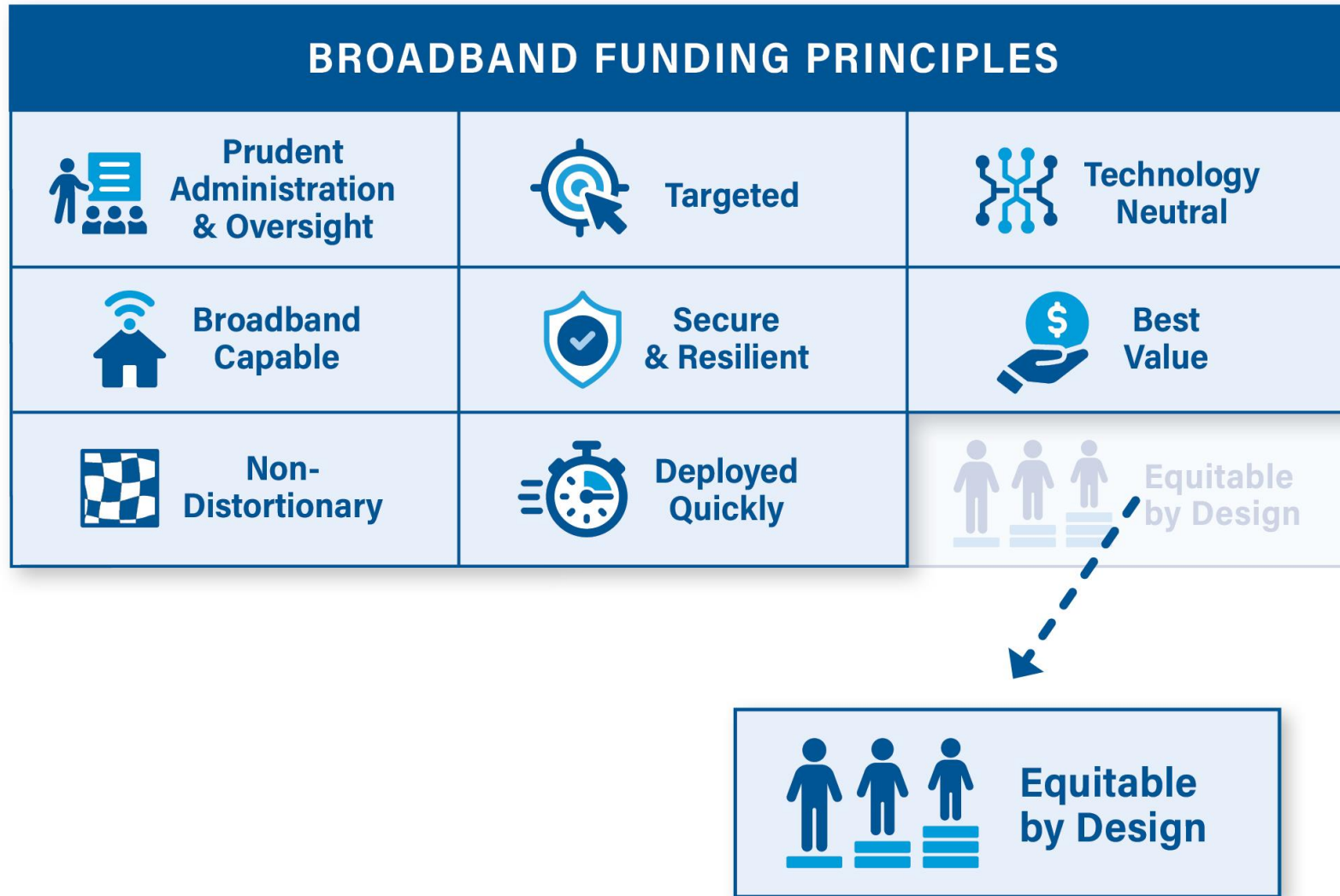
# Historic Federal Commitment

FEDERAL ENTITY	PROGRAM	FUNDING AVAILABLE
FCC	Affordable Connectivity Program	\$14.2 Billion
	ACP Outreach Programs (National Competitive Outreach Program, Tribal Competitive Outreach Program)	\$80 Million
	ACP Pilot Programs (Your Home, Your Internet and Navigator Pilot Program)	\$10 Million
	Emergency Connectivity Fund	\$7.17 Billion
NTIA	Broadband Equity, Access, and Deployment Program	\$42.45 Billion
	Digital Equity Grant Program	\$2.75 Billion
	State and Local Implementation Grant Program	\$121.5 Million
	Tribal Broadband Connectivity Program	\$2 Billion
U.S. TREASURY	ARPA Coronavirus State and Local Fiscal Recovery Funds	\$350 Billion
	ARPA Capital Projects Fund	\$10 Billion
	Local Assistance and Tribal Consistency Fund	\$2 Billion





# Best Practices Will Help Ensure Success





# Guiding Principles

## *Availability & Adoption*

**95% of the U.S.  
population** has access to  
25/3 Mbps fixed broadband  
networks.

**23% of U.S. adults**  
don't subscribe to home  
broadband.



# Availability and Adoption Gaps Disproportionately Impact Certain *Groups*

Low-Income Households

Rural Households

Persons with Disabilities

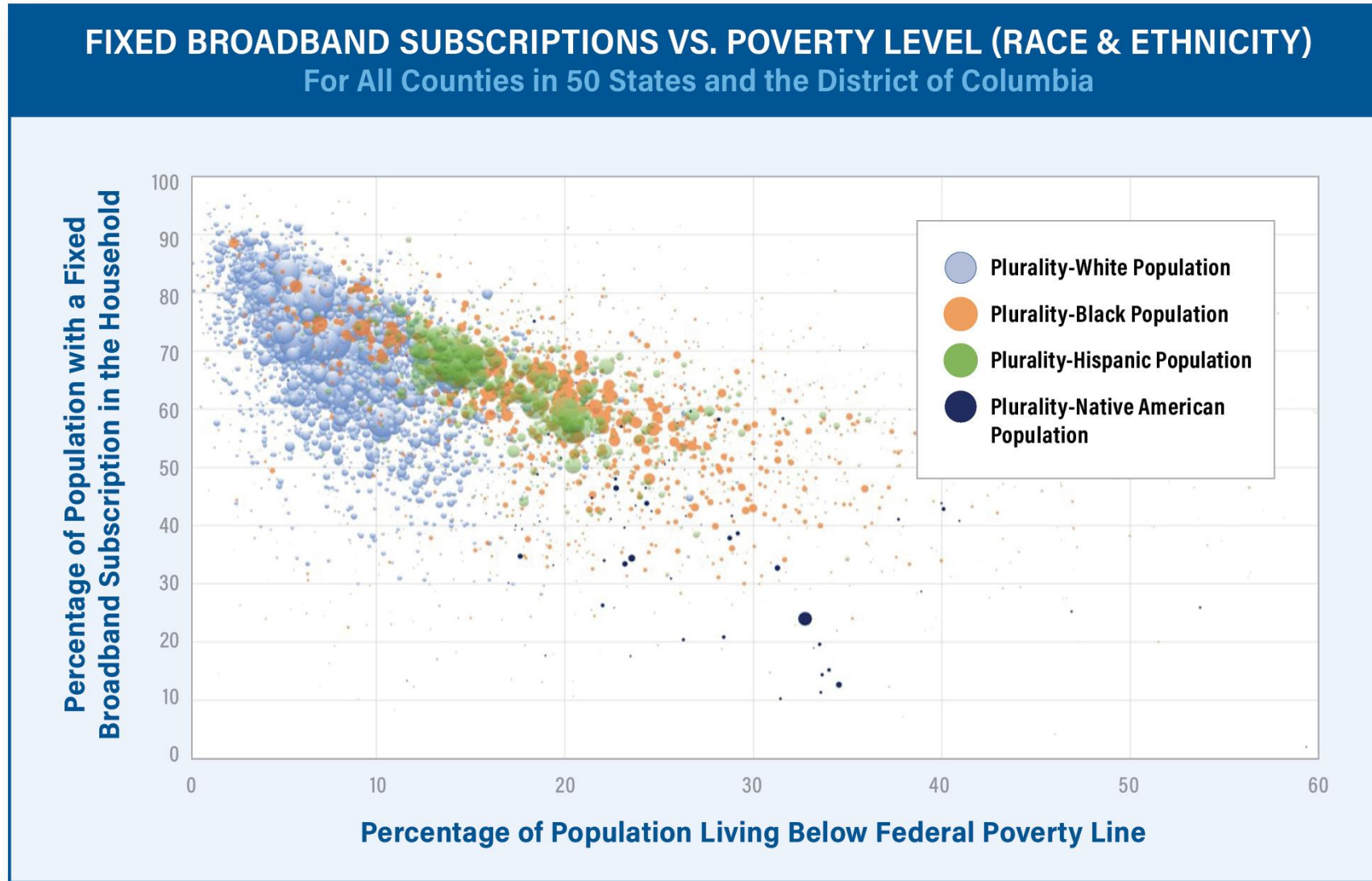
High School Education or  
Less

Aging Individuals

Certain Minority Groups

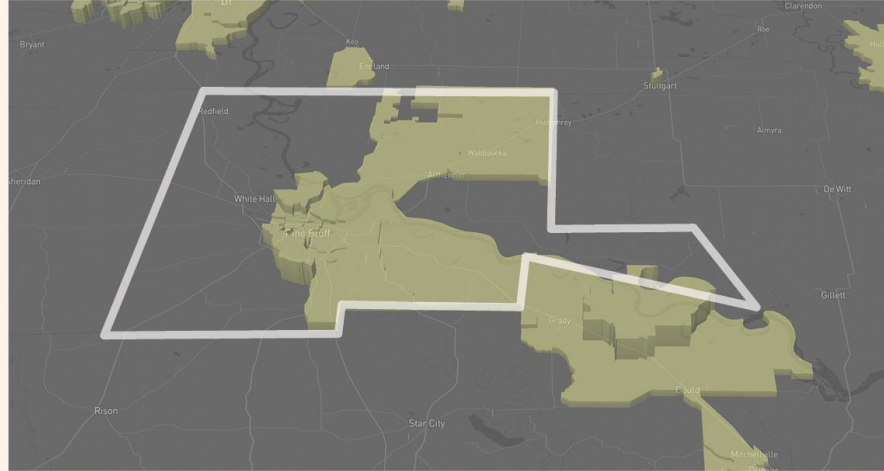


# Income Correlates Strongly to Broadband Adoption



Guiding  
Principles:  
National statistics  
don't tell the  
whole story

## COMPARISON OF BROADBAND ADOPTION



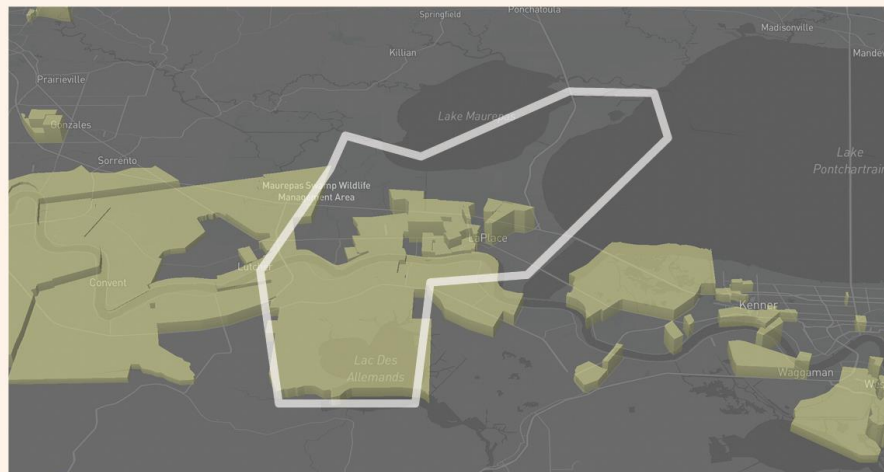
### JEFFERSON COUNTY, ARIZONA

Total Population: 67,260

**POVERTY LEVEL: 15.09%**

● African American  
Population Level >50%

**BROADBAND  
SUBSCRIPTION RATE: 41%**



### SAINT JOHN THE BAPTIST COUNTY, LOUISIANA

Total Population: 42,477

**POVERTY LEVEL: 13.32%**

● African American  
Population Level >50%

**BROADBAND  
SUBSCRIPTION RATE: 69%**



# Digital Inequity is One of Today's Greatest Challenges Now is the Time to Meet that Challenge

Affordable Connectivity  
Program

Digital Skills Programs

Digital Navigators

Public-Private Partnerships



# Digital Equity Plans

## Actionable Steps

- Step 1: Explicitly set digital equity as a primary objective of the Broadband Office
- Step 2: Maximize community outreach and inter-governmental coordination
- Step 3: Use data to identify and prioritize the communities in greatest need
- Step 4: Ensure that broadband is available to all households
- Step 5: Promote access to affordable broadband services and devices
- Step 6: Promote and establish digital skilling programs
- Step 7: Leverage community-led initiatives and public-private partnerships, such as digital navigators, to encourage awareness and adoption



# Oversight is Coming Your Way

- Fund recipients should ensure accountability and prepare for oversight from program administrators
- Program administrators required to avoid waste, fraud, and abuse.
- Learn lessons from past broadband programs and projects that have not succeeded.



**A Handbook for the Effective Administration  
of State and Local Digital Equity Programs**

Paul Garnett and Deborah Lathen



# Thank You!

Scan the QR code to  
view the Handbook:



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paul@vernonburggroup.com

---

lathenconsulting@gmail.com



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- Closing Remarks

- Closing Remarks by NACo Board President, the Honorable Denise Winfrey, Will County, IL
- CIO Reception to start at 5:30 PM in **Columbia 5 & 7**
- Before we close today's event, we have a prize drawing



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