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
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.
Speed Sharing: 9:00 AM – 10:00 AM

• Question #2
  • Are you using AI in your county for anything. How about ChatGPT?
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?
Break before CIO Forum

• Register and get your Badge
• Partake of coffee
• Continue chatting
• We start back at 10:30 AM Sharp!
THANK YOU TO OUR CORPORATE SPONSORS
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
• Housekeeping Items

• Conference WiFi:
  • Network: CountiesMatter
  • Password: CAforcounties
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.
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
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
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  Cybersecurity and Risk Management
02  Digital Government / Digital Services
03  Workforce
04  Legacy Modernization
05  Identity and Access Management
06  Cloud Services
07  Consolidation/Optimization
08  Data and Information Management
09  Broadband/Wireless Connectivity
10  Customer Relationship Management
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?

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

Source: 2022 State CIO Survey
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?

<table>
<thead>
<tr>
<th>Activity</th>
<th>States</th>
</tr>
</thead>
<tbody>
<tr>
<td>General education and awareness, information sharing, promoting cyber hygiene</td>
<td>AZ, CO, CT, GA, IA, IL, IN, KS, LA, MI, NC, NJ, NH, ND, NY, PA, OH, TX, VA, WI</td>
</tr>
<tr>
<td>Shared service offerings: consultation, cyber training, incident response</td>
<td></td>
</tr>
<tr>
<td>Risk assessments; use of National Guard cyber teams</td>
<td></td>
</tr>
<tr>
<td>Developing cyber disruption plans</td>
<td></td>
</tr>
<tr>
<td>Joint cyber task forces and cyber exercises</td>
<td></td>
</tr>
<tr>
<td>Dedicated state funding for services, cyber grants to local governments</td>
<td></td>
</tr>
<tr>
<td>Partnering on cyber internships and apprenticeships</td>
<td></td>
</tr>
<tr>
<td>Volunteer programs: Cyber Civilian Corps (MI), Cyber Reserve (OH), Cyber Response Team (WI)</td>
<td></td>
</tr>
</tbody>
</table>

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.

<table>
<thead>
<tr>
<th>Challenge</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Local government resistance to state oversight</td>
<td>63%</td>
</tr>
<tr>
<td>Ability to effectively/rapidly procure cyber services/products for developing and/or implementing plan</td>
<td>45%</td>
</tr>
<tr>
<td>Developing a fully compliant cybersecurity plan</td>
<td>43%</td>
</tr>
<tr>
<td>Obtaining consensus agreement and approval of cybersecurity plan</td>
<td>41%</td>
</tr>
<tr>
<td>Forming a fully compliant and representative cybersecurity planning committee</td>
<td>18%</td>
</tr>
<tr>
<td>Other</td>
<td>10%</td>
</tr>
</tbody>
</table>

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%
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
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.
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

<table>
<thead>
<tr>
<th>Year</th>
<th>State</th>
<th>Local</th>
<th>Tribal</th>
<th>Territorial</th>
</tr>
</thead>
<tbody>
<tr>
<td>2018</td>
<td>4.70</td>
<td>3.44</td>
<td>3.33</td>
<td>2.98</td>
</tr>
<tr>
<td>2019</td>
<td>4.78</td>
<td>3.61</td>
<td>3.54</td>
<td>3.05</td>
</tr>
<tr>
<td>2020</td>
<td>4.88</td>
<td>3.80</td>
<td>3.94</td>
<td>3.81</td>
</tr>
<tr>
<td>2021</td>
<td>4.92</td>
<td>3.95</td>
<td>4.24</td>
<td>3.81</td>
</tr>
</tbody>
</table>
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.
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.

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

- **IDENTIFY**
  - Asset Management
  - Business Environment
  - Governance
  - Risk Assessment
  - Risk Management Strategy
  - Supply Chain Risk Management

- **PROTECT**
  - Identity Mgmt & Access Control
  - Awareness and Training
  - Data Security
  - Info Protection Process/Procedure
  - Maintenance
  - Protective Technology

- **DETECT**
  - Anomalies and Events
  - Security Continuous Monitoring
  - Detection Process

- **RESPOND**
  - Response Planning
  - Communications
  - Analysis
  - Mitigation
  - Improvements

- **RECOVER**
  - Recovery Planning
  - Improvements
  - Communications
You may want to think about the NACo’s Cybersecurity Priorities and Best Practices document:
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?
Legislative and Policy Impacts on Counties and Technology

Caitlin Clarke
Assistant National Cyber Director for Planning and Operations
Office of the National Cyber Director
ONCD History

March 2020
• Cyberspace Solarium Commission Report Released

Jan. 1, 2021
• ONCD Established – NDAA FY 2021

Apr. 27, 2021
• Chris Inglis nominated for NCD

June 17, 2021
• Chris Inglis Confirmed as First NCD

Oct. 28, 2021
• ONCD Releases Strategic Intent Document

Nov. 15, 2021
• ONCD receives first appropriation of $21M for FY 22 in IIJA
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
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
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.

**What frameworks do you use to measure your cybersecurity effectiveness? Multiple responses**

- **NIST 800-53 Framework**: 50%
- A bespoke state or county-specific framework: 15%
- ISO 27001 Maturity Model: 7%
- Cybersecurity Capability Maturity Model (C2M2): 7%
- We do not use a framework: 21%
- Don’t know: 18%

**To what extent is your cyber risk-based framework integrated into your county-wide enterprise security and resilience plan?**

- It is not integrated at all, 11%
- It is partially integrated, 38%
- We do not have a risk-based framework for cybersecurity, 29%
- Unsure, 10%
- It is completely integrated, 12%


Cyber Strategy

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

To what extent has your organization experienced the following due to a shortage in cybersecurity talent?

- We have experienced an increased workload for our cybersecurity staff
  - 6% Not at all
  - 11% To a small extent
  - 42% To a moderate extent
  - 41% To a great extent

- We are training non-security staff for cybersecurity roles
  - 31% Not at all
  - 34% To a small extent
  - 27% To a moderate extent
  - 9% To a great extent

- We use third parties and Managed Security Service Provider (MSSP) to administer our cybersecurity operations
  - 31% Not at all
  - 28% To a small extent
  - 23% To a moderate extent
  - 17% To a great extent

- We rely on automation to alleviate our talent shortage
  - 22% Not at all
  - 40% To a small extent
  - 28% To a moderate extent
  - 10% To a great extent
Respondents say non-competitive wages (72%) and budgetary constraints (64%) are the top challenges to recruiting cybersecurity professionals.
Cyber Protection

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.”

- Agree, 42%
- Strongly Agree, 24%
- Neither Agree nor Disagree, 17%
- Disagree, 13%
- Strongly Disagree, 4%

Select which cybersecurity methods your organization is currently utilizing.

Multiple responses

- Engaging cybersecurity experts: 69%
- Crafting an integrated response and recovery strategy: 68%
- Working with third party, MSSPs, etc.: 56%
- Moving organizational processes to the cloud: 44%
Cyber Resilience

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

In the last year, has your cyber insurance changed?

- **Cost**
  - Increase: 70%
  - Decrease: 2%
  - Stay the same: 28%

- **Required more lengthy questionnaires**
  - Yes: 69%
  - No: 11%
  - Unsure: 20%

- **Reduced coverages**
  - Yes: 33%
  - No: 27%
  - Unsure: 40%
Cyber Ecosystem

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

To what extent is your organization currently engaged in information sharing and collaboration with other agencies?

- Other county departments: 1% Never, 21% 5 or less times per year, 66% 6 or more times per year
- ISACs (Information Sharing and Analysis Centers): 7% Never, 29% 5 or less times per year, 48% 6 or more times per year
- State agencies or legislature: 7% Never, 41% 5 or less times per year, 39% 6 or more times per year
- Federal agencies or U.S. Congress: 18% Never, 41% 5 or less times per year, 23% 6 or more times per year
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

Rita Reynolds
National Association of Counties, Chief
Information Officer
rreynolds@naco.org
Lunch Buffet – Noon – 12:40 PM

Buffet Available

Please fill your plate and return to your seat for our next session
THANK YOU TO OUR CORPORATE SPONSORS
Introduction of the Policy Panels

Joe Briggs
Commissioner
Cascade County, MT
Policy Priorities: Data Sharing

Supervisor John Peters
Mono County, CA

Commissioner Chad Peterson
Cass County ND

Commissioner Tarryl Clark
Stearns County MN
Moderation and Round Table Discussion

John Matelski, CIO
Dekalb County, GA
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
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
Moderation and Round Table Discussion

Adam Frumkin, CIO
Franklin County, OH
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
Break: 2:15 – 2:25
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
- **June 12 – June 16**: Internet of Things
- **September 11 – September 15**: Ransomware
- **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
A Roadmap for Sharing Data with Consent
One Customer
Many Services

- HEALTH CARE
- PROPERTY
- 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
- General Assistance
- Medical
- Legal and Justice
- Family Services
- Community Based Services
- Housing
- General Assistance
- Behavioral Health

Siloed Programs
- Justice
- Employment Assistance
- Medical
- EHR
- Insurance
- Probation
- HIE/CIE
- Aging & Independence
- General Assistance
- Addiction Recovery

Siloed Systems
- HMIS
- MMIS
- $FMIS

Services
- Day Care
- Food
- Housing
- Employment
- Insurance
- Medical
- Education
- Counseling
- Clothing Support
- Transportation
- Legal/Justice
The ACCESS Solution: An Integrated Safety Net System

Integrated Care Management + Enabling Technology + Service Portfolio + Braided Funding = Successful Outcomes

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

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

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

- Fund gaps in collaborative care system
- Shared staffing resources

- 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

Melissa gathers authorization and consent for Felipe

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.

*Pending Updates to include e-sign capability
Felipe Hernandez: Violence Prevention Journey

01. Melissa engages with Felipe & identifies needs

02. Melissa searches for Felipe.

03. Melissa enrolls Felipe

04. Melissa gathers authorization and consent for Felipe

05. Melissa creates a referral to Eligibility Specialist.

06. Shasa validates Felipe’s information and assigns to Cohort Manager
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.
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.

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

Multi-Cloud Services
- MS Azure
- MS Defender
- MS Sentinel
- Red Hat Open Shift

Gateways & API’s
- Multi-tenant Cloud Services
- Single tenant Cloud Services

IaaS Managed Services
- Servers, Databases, Storage, Resilience, Containerization, Other Microservices

RESTful API’s
Data Layer: Data ingestion, transformation, governance, access

Cohort & Use Case-oriented User Portals
Integrated Intelligent Use Cases

Network Infrastructure
Connectivity
External Source Data
Micro-Services & APIs
When spider webs unite they can tie up a lion.

African Proverb
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
Local Leaders Have an Unprecedented Opportunity for Universal Broadband and Digital Equity
## Historic Federal Commitment

<table>
<thead>
<tr>
<th>FEDERAL ENTITY</th>
<th>PROGRAM</th>
<th>FUNDING AVAILABLE</th>
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</thead>
<tbody>
<tr>
<td><strong>FCC</strong></td>
<td>Affordable Connectivity Program</td>
<td>$14.2 Billion</td>
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<td></td>
<td>ACP Outreach Programs (National Competitive Outreach Program, Tribal</td>
<td>$80 Million</td>
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<td>Competitive Outreach Program)</td>
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<td>ACP Pilot Programs (Your Home, Your Internet and Navigator Pilot</td>
<td>$10 Million</td>
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<td>Program)</td>
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<td></td>
<td>Emergency Connectivity Fund</td>
<td>$7.17 Billion</td>
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<tr>
<td><strong>NTIA</strong></td>
<td>Broadband Equity, Access, and Deployment Program</td>
<td>$42.45 Billion</td>
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<td>Digital Equity Grant Program</td>
<td>$2.75 Billion</td>
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<tr>
<td></td>
<td>State and Local Implementation Grant Program</td>
<td>$121.5 Million</td>
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<td></td>
<td>Tribal Broadband Connectivity Program</td>
<td>$2 Billion</td>
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<tr>
<td><strong>U.S. TREASURY</strong></td>
<td>ARPA Coronavirus State and Local Fiscal Recovery Funds</td>
<td>$350 Billion</td>
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<td>ARPA Capital Projects Fund</td>
<td>$10 Billion</td>
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<tr>
<td></td>
<td>Local Assistance and Tribal Consistency Fund</td>
<td>$2 Billion</td>
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Best Practices Will Help Ensure Success

<table>
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<tr>
<th>BROADBAND FUNDING PRINCIPLES</th>
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<tr>
<td>Prudent Administration &amp; Oversight</td>
</tr>
<tr>
<td>Broadband Capable</td>
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<tr>
<td>Non-Distortionary</td>
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</tbody>
</table>

Equitable by Design
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.

Sources: FCC BDC (June 2022) and Pew Research Center (2021)
Availability and Adoption Gaps Disproportionately Impact Certain Groups

- Low-Income Households
- Persons with Disabilities
- Aging Individuals
- Rural Households
- High School Education or Less
- Certain Minority Groups
Income Correlates Strongly to Broadband Adoption

**FIXED BROADBAND SUBSCRIPTIONS VS. POVERTY LEVEL (RACE & ETHNICITY)**
For All Counties in 50 States and the District of Columbia

- Percentage of Population with a Fixed Broadband Subscription in the Household
- Percentage of Population Living Below Federal Poverty Line

Source: U.S. Census ACS 2021 5-year Average
Guiding Principles: National statistics don’t tell the whole story.
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.
Thank You!

Scan the QR code to view the Handbook:

paul@vernonburrgroup.com
lathenconsulting@gmail.com
• 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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