

Enabling Digital Technologies to Improve Programs and Deliver Accessible Solutions

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Content Summary

Across the US, millions of families with young children are in situations where they require government support. More than 14 million children under the age of six live in households in which the parents work, but almost half a million families struggle to find care and even fewer enroll in wraparound supportive services. Digital technologies and data can transform government agencies, enabling them to improve programs and deliver more accessible services to the public.

This session will walk you through an in-depth study to understand how individuals currently experience digital services generally, their perceptions of digital government services, their feelings towards digital trends around the world and how they feel about digital solutions specifically to early years support. After understanding these sentiments and public perception, the session will explore the barriers governments face to implementing digital innovation and solutions to overcome these barriers.

Presenters

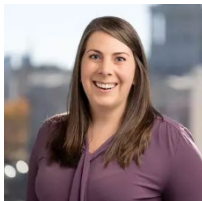


Andrea Danes, EY Americas Government and Public Sector, HHS Strategy Executive Director, Ernst & Young, LLP

Andrea Danes leads EY's effort to create unity of voice and vision in the transformation of Human Services programs globally.

Leveraging her career in government and the private sector, Andrea works with government executives to create a strategy for improving the use of data, technology and integrated program administration to more effectively serve individuals and families. Solutions include strategy development, automation of manual and redundant processes, using data for purpose, and more actively supporting the link between community-based organizations and government social programs.

For almost three decades, Andrea has led federal, state and local activities to improve delivery models. She also has direct experience with social services as a child, and in her adult life as a foster mom. This broad perspective allows her to understand the constraints of public programs, while advocating for better delivery and outcomes across individuals and families engaged in support models.



Sarah Dawson, Director of Strategic Operations for Community Partnerships, Colorado Department of Human Services

Sarah Dawson has been an advocate for social justice her entire life. She believes all people deserve the opportunity to thrive and the support to do so. For the past 10 years, she has been committed to driving community engagement. Joining CDHS in 2018 and now serving as the director of strategic operations for Community Partnerships, Sarah provides critical support to counties and partners in the shared effort to serve all Coloradans. Sarah is instrumental in building strong partnerships and collaborations with community-based organizations, government agencies and non-profits to improve the lives of underserved populations. Sarah earned her Bachelor of Social Work from the University of Arkansas and her Master of Social Work from the University of Denver.



Danielle Barnes, EY Americas Government and Public Sector Leader, Ernst & Young, LLP

Danielle Barnes leads EY's U.S. Health & Human Services practice for governments, bringing practical experience in transforming government operations, leading complex organizations and building strong families. Her work focuses on the key intersections of policy, process, and people across various human services programs. Danielle continues to drive for strong results for individuals, families and communities through meaningful work outcomes and community.

Prior to joining EY, Danielle served as a member of the Governor's Cabinet as the Commissioner of the Tennessee Department of Human Services, leading the operations and strategic direction of the state's second largest agency. The Department provides services to approximately two million Tennesseans each year through programs such as Families First, Supplemental Nutrition Assistance Program, Child Support, Child Care Services, Vocational Rehabilitation, Disability Determination Services, Adult Protective Services, Child and Adult Food Program and Social Services Block Grant.



Adrian Saldana, OE Consultant, American Public Human Services Association

Adrian has over 19 years of experience in human services, seeking to help individuals, families and communities thrive. His functions have encompassed frontline service delivery, learning and development, training evaluation, and change management. Prior to joining APHSA, Adrian worked at New York City's Administration for Children's Services (ACS) for six years. There he supported continuous quality improvement and participatory leadership initiatives at the ACS Workforce Institute as well as implementation of the Family First Prevention Services Act (FFPSA) in the Division of Family Permanency Services. He has also supported transformational reform efforts at the United Nations, the National Harm Reduction Coalition, Safe Horizon and Henry Street Settlement. Adrian received his Master of Public Administration from the New York University Robert F. Wagner Graduate School of Public Service.