



2023 ISM Award Categories & Criteria

This document provides the information on each category with the criteria and the most recent award recipients.

Collaboration Across Boundaries

Recognizes the use of technology to support collaboration and/or integration that crosses traditional program or organizational boundaries.

- Promotes cooperation and coordination in addressing shared problems or opportunities.
- Demonstrates collaboration / integration occurring with agencies, organizations, community partners outside of HHS towards the achievement of a significant positive HHS program outcome.
- Provides that the collaboration / integration be unusual, innovative, creative.
- Demonstrates that the collaboration / integration must be a significant part of the success of the project or initiative.
- Focus: Collaboration/integration, outcome-focused, strategic

2019: KY Office of Administrative and Technology Services; *Program:* Kentucky’s Unique Collaboration Across Boundaries

2021: KY Cabinet for Health and Family Services, Office of Application Technology Services; *Program:* kynect resources

2022: CalSAWS Innovation Program, California Statewide Automated Welfare System

Best Use of Technology for Operations – Internal Focus

Recognizes the innovative use of technology to enhance and improve the internal productivity and/or efficiencies of the health and human services organization or program.

- Is *internally focused* **on business operations** within the HHS public service organization.
- Is specific to outcomes from one or more areas because of the technological solution/approach:
 - Improves the administration of an existing HHS program.
 - Significantly upgrades the working conditions or capabilities for workers.
 - Enhances the worker experience and/or productivity.
 - Vastly enhances worker productivity, as result of the technological solution/approach
- Focus: Services, internal efficiencies, operations, worker effectiveness and productivity

2019: MI Department of Health and Human Services; *Program:* Child Protective Services (CPS) Mobile Investigator

2021 (2-way tie):

MI Department of Health and Human Services; *Program:* TANF, LIHEAP, SNAP, CDC

San Diego County (CA) Health and Human Services Agency; *Program:* Virtual Reality

2022: Ohio Benefits Program Intelligent Process Automation, Ohio Department of Administrative Services



Best Use of Technology for Customers – External Focus

Recognizes the innovative use of technology to enhance and expand external service delivery to those we serve. Health and human services are being delivered in non-traditional places and/or methods, and these new approaches would not be possible without the thoughtful and strategic use of information technology.

- Is *externally focused* on a **public facing service outcome**.
- Is able to demonstrate a new service to customers or fill in gap in the availability of existing services.
- Demonstrates a creative approach leading to an improved customer experience.
- Illustrates improvement that provides better/quicker/more efficient and effective services to clients.
- Demonstrates measurable client-based outcomes and results.
- Focus: Innovation, efficiencies, outcomes, customer experience

2019: (3 Way Tie): KPMG LLP, Accenture, IBM Watson Health; *Program:* ACCESS Human Resources Administration

2021: LA Department of Children & Family Services; *Program:* Virtual DSNAP

2022: Salesforce Marketing Cloud, Office of Application Technology Services, Commonwealth of Kentucky

The Jerry W. Friedman Excellence in Leadership

Recognizes an individual who has demonstrated a clear understanding of the fundamental role that information technology can play in efficient and effective operation in the field of health and human services. It honors innovative leadership that has promoted sound information technology solutions, policies, and practices. **Note:** this is the only award open to all sectors: federal, state, and local government; nonprofits; universities; and private sector entities.

- Demonstrates innovative leadership that stands out amongst peers.
- Achieves exceptional outcomes and articulates these specific impacts.
- Demonstrates a clear understanding of the role IT plays in efficient/effective operations.
- Shows a strong passion and drive for the health and human services field.
- Demonstrates this success over a sufficient period.
- Focus: Achievements, excellence in leadership, positive outcomes, motivating/inspiring others to accomplish

2019: Laurie Snow, New Heights Manager, NH Department of Health and Human Services

2021: Jennifer Harp, Executive Director, KY Cabinet for Health and Family Services

2022: Dale Ownby, Eligibility Services Division, Utah Department of Workforce Solutions