



Empowering Families in Need:

The New York Foundling Supports Collaborative Care for Social Impact with Effective Data Quality and Data Integration



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Arik Hill
CIO
The New York Foundling

Goals

Enhance social services interactions with community-based organizations and reduce costs by automating processes

Provide more collaborative care by securely sharing patient records, prescriptions, and other data across sites and among care providers

Enable staff to access client information and care plans from mobile devices and electronic health records on-the-go

Drive strategic plans for digital transformation by activating The Foundling Digital Platform process mining (“Digital Twin”) capabilities and robotic process automations

Solution

Deliver data to social workers using Informatica Intelligent Cloud Services

Use Informatica Cloud Data Integration to share data from Netsmart, Office Practicum, UltiPro, ServiceNow, and Microsoft SQL Server

Exchange data in real time between Netsmart myEvolv EHR and a Microsoft Azure-based Human Services Bots (“CareBots”) using Informatica Cloud Application Integration coupled with UiPath robotic process automations

Informatica Cloud Services enables transformative “Digital Twin” Celonis process mining technology powering The Foundling Digital Platform providing unprecedented visibility into the “Life of a Case” process flows

Results

Helps improve social services outcomes by directing more staff time and budget toward research-backed programs and services connecting children, adults, and families with opportunities while supporting them to grow strong and become the building blocks to their own future

Removes obstacles to wellbeing by establishing collaborative relationships with community-based organizations and care providers

Allows highly mobile community-based team members to spend more time face-to-face with children, adults, and families and less time on administrative and data-entry tasks

Business Requirements:

- Expedite application developer training with an easy-to-use iPaaS (integration Platform as a Service) solution
- Fast and secure integrations among productivity applications
- Scale to accommodate projected 4x increase in data volume
- Unlock potential of strategic plan for digital transformation
- Enable Augmented Intelligence (A.I.) for Social Impact

About The New York Foundling

The New York Foundling is a 501(c)(3) charitable organization serving more than 30,000 children, adults, and families each year in all five boroughs of New York City, surrounding counties, Puerto Rico and global Implementation Support Center for Evidence-Based programs.

The New York Foundling is built on a 150-year-old promise to their neighbors, that all children, adults, and families can have the opportunity to reach their full potential. As one of New York's longest-serving nonprofit organizations, they are both established and innovative, people-centered and data-driven. With an effective and interrelated set of services, The New York Foundling works in partnership with its neighbors on their own paths to stability, strength, and independence.

Through The Foundling's whole-life and whole-person approach, they:

- Help children and families navigate through and beyond foster care
- Help families struggling with conflict and poverty to grow stronger
- Help individuals with differing abilities to live their best life
- Through health and mental health services—core to building lifelong resilience— remove obstacles to wellbeing.

The Foundling believes and invests in proven practices. With 150 years of experience creating resources, tools, and social capital, they have learned from their community what's right and what works. At the same time, they are not afraid to invest in bold new approaches that comprehensively address challenges and provide the foundation for people to drive their own future.

With 2,800 team members delivering diverse social services across approximately 200 sites, The New York Foundling relies on many different information systems, including multiple electronic health record (EHR) systems, to access data about patients, care plans, medications, and insurance coverage. As the organization expands its reach from the 30,000 children and families it serves today to an anticipated 250,000 through investing in a collaborative value-based Independent Practice Association, it will generate even more data—quickly growing from 5 million to a projected 20 million service events annually. While cloud solutions will help the organization scale, data must still flow reliably among them.

To keep its employees and budget focused on its social services mission amid such rapid growth, The New York Foundling turned to Informatica to support digital transformation and reduce costs through robotic process automations while improving visibility through data mining. The agency also wanted to provide more collaborative care by securely sharing patient records, prescriptions, and other data across sites and with care providers in the communities it serves. Additionally, The New York Foundling wanted to enable its highly mobile workforce to access client information and care plans from mobile devices and digitally document their services on-the-go.





“Informatica is a key component of our collaborative care strategy. If we’re collaborating with another trusted organization that needs data, leveraging the power of CLAIRE, we can easily spin up an Informatica API with native data privacy protections and provide that information securely to them.”

Ming Zhang
Director of DevOps Innovation
The New York Foundling

“Our goal is to move our social workers and clinicians out of doing administrative tasks to keep them focused on helping children, adults and families,” says Arik Hill, Chief Information Officer at The New York Foundling. “We’re also collaborating with other organizations for better community-based care, so it’s more important than ever for us to bring data together from disparate sources and activate digital service transformations in a meaningful way.”

A new standard for cloud data integration

Meanwhile, Ming Zhang, Director of DevOps Innovation at The New York Foundling, was already using Informatica Intelligent Cloud Services (IICS) as a bundled solution from Ultimate Software. Leveraging a pre-built IICS connector, Zhang was able to easily extract data from UltiPro HR and bring it into other business applications.

“It’s very easy to use Informatica Intelligent Cloud Services to gather and aggregate data from multiple systems even if you’re not a trained programmer,” he says. “We don’t have a large development team, so that’s very important to us. It took me about 30 minutes to learn how it works, and I was off and running.”

The New York Foundling decided to standardize on IICS as its iPaaS solution, using Informatica Cloud Data Integration to manage hybrid data across cloud applications such as Netsmart myEvolv EHR, Office Practicum Pediatric EHR, Human Services Bots, Celonis digital process mining, UiPath robotic process automations and ServiceNow, as well as an on-premises Microsoft SQL Server data lake and a growing Azure cloud presence.

“Choosing Informatica as our data integration standard was an easy decision for us,” says Hill. “The proof is in Informatica’s leadership position in Gartner Magic Quadrants, as well as the price point, functionality, and overall vision for Integration Platform as a Service. We also like the subscription-based, platform as a service model, which aligns well with our needs and budget. We can grow our usage at a reasonable rate that allows us to be successful.”

Informatica is now the cornerstone of all of The New York Foundling’s data integration scenarios, including sending medication and patient data between myEvolv EHR and Office Practicum Pediatric EHR, its two primary EHR (electronic health record) systems. Enabling clinicians to easily see what type of medication has been prescribed to their client, healthcare providers can in turn view timely screening information and medication notes from the psychiatrist.



“Informatica Intelligent Cloud Services allows us to have control as well as transparency as to the number of transactions, when they’re occurring, how quickly they’re occurring, and the amount of latency. That flexibility and visibility will be critical as we grow.”

Arik Hill
CIO
The New York Foundling

The New York Foundling is also exchanging data in real-time between the myEvolv EHR and Microsoft Azure-based Human Services Bots (“CareBots”) using Informatica Cloud Application Integration. Accessing the CareBot from their HIPAA-compliant mobile devices, staff can securely view client information and care plans without leaving the client’s side to use a computer. Staff can also use the CareBot to complete required documentation describing their services, including tracking attendance & meals for children across Puerto Rico within The Foundling’s Head Start & Early Head Start programs. When complete, documentation is transmitted back to the myEvolv EHR via the Informatica Cloud REST Web Services connector, eliminating the need for employees to enter information multiple times.

“Having pre-build Informatica Intelligent Cloud Services connectors is incredibly valuable, helping us get where we need to be faster every single day,” says Hill. “We don’t have to reinvent the wheel every time we need integrations. We can get a digital service connection going within hours that previously would have been tied up in development cycles for months or even years.”

Creating a more efficient nonprofit organization through digital transformation services

With Informatica, The New York Foundling has dramatically transformed how and when employees enter and access data, creating a “Digital Twin” and unlocking the potential of robotic process automations for social services. For example, when a new employee is hired, human resources staff members enter the information into UltiPro HR, and IICS automates the flow of that data into Microsoft Active Directory and other systems. Previously, full-time employees were dedicated to this task, they have now been reassigned as Advocates for Digital Workplace Innovation. New employees can now immediately begin training instead of waiting for access to applications. If an employee changes roles or is promoted, the information is automatically updated across systems the next day.

“It’s one thing to integrate the data, but it’s another to actually have control over it and understand how and where the data is coming from and going to,” says Hill. “Informatica Intelligent Cloud Services allows us to have control as well as transparency as to the number of transactions, when they’re occurring, how quickly they’re occurring, and the amount of latency. That flexibility and visibility will be critical as we grow and realize our strategic goals for digital transformation.”



Inside The Solution:

- Informatica Intelligent Cloud Services
- Informatica Cloud Data Integration
- Informatica Cloud Application Integration



The New York Foundling is also using Informatica to securely orchestrate data from UltiPro into ServiceNow to enable employees to reset their own passwords. This simple integration reduced the organization's help desk ticket volume by 30 percent. Soon it plans to use the Informatica Cloud HL7 connector to integrate data from myEvolv EHR into MediSked Coordinate, a cloud-based care management solution for individuals with differing abilities, to allow staff to coordinate care plans with outside providers.

"Informatica is a key component of our cooperative care strategy," says Zhang. "If we're collaborating with another trusted organization that needs data, we can easily spin up an API with Informatica and provide the information securely to them."

"The capabilities Informatica brings would cost The New York Foundling a small fortune in staff time and consulting fees if they had to be developed internally," notes Hill. "It's almost an in-kind donation that Informatica is giving us, because it would have cost up to seven figures for us to build all these integrations ourselves. As a mission-based nonprofit, we simply could not have spent the money."

Unlocking digital transformation of social services

By directing more staff time and budget toward its social services mission, establishing new relationships for collaborative care, and enabling social workers to spend more time face-to-face with patients, The New York Foundling is addressing the needs of children and families in New York City and beyond.

"The benefits Informatica brings to our organization are unprecedented," says Hill. "It is unlocking our digital transformation when it comes to enhancing the lives of those we serve and simplifying the administrative aspects of the work that we do."