

Coordinating care for vulnerable populations

Empowering cross-agency collaboration





A personalized approach to care

Person-centered care is a way of providing health and social care services that puts individuals at the core of their own care and support.

Tailored to specific needs and individual history, this personalized, preventative care empowers people with tools and skills to effectively manage and make informed decisions about their health—improving the quality of care and outcomes for those using social care services.

Innovation to enable person-centered care

Drawing insight through multi-agency collaboration is a key enabler in delivering person-centered care. Technology has made it easier than ever to cross departmental and organizational boundaries, enabling secure, real-time information sharing. By breaking down silos, agencies can gain crucial visibility into care cases, accessing the data they need when they need it.

Here we explore how multi-agency collaboration can help governments coordinate care for vulnerable groups and overcome common challenges.



Coordinating care for vulnerable populations

Government support for vulnerable populations can be challenging due to a wide range of complexities including: disabilities, mental illness, lack of resources, and financial, language, and literacy barriers.

Access to services and support is often out of reach for those groups that need them the most. Failure to address these complexities and the barriers to service can further compound the inequalities.

Technology can play an important role in helping bridge the divide, especially when solutions focus on the needs of end-users.

Systems of intelligence can streamline the coordination of care for vulnerable populations by improving collaboration and access to information.

From policy to frontline, teams across departments and organizations can find the right data about the right person at the right time to meet individual needs. Then they can share that information immediately as needed.

Technology in Action

A holistic approach to coordinating person-centered care



Scotland | Aberdeen City Council, a governmental organization with nearly 8,000 employees in northeastern Scotland, is dedicated to the mission of providing people with the social care and resources they need to live safe and fulfilling lives. The council needed a centralized solution that coordinated care and ensured that the most vulnerable members of society receive necessary care and attention.

Social care requires significant collaboration between case workers, agencies, and departments. The Council faced roadblocks including the time-consuming, complex process of gathering information on vulnerable citizens through a variety of methods. Workers struggled to assemble a clear picture of the overall needs of citizens as well as plan future care.

The Council rolled out Dynamics 365 Customer Service to unify how it collected data and to provide data transparency to all workers. It was designed with the help of a team of social workers, so the solution meets their specific needs. With all data available in one place, workers can provide faster service and better understand citizen needs. The Council has also saved more than £2 million annually on manual data collection.

Aberdeen City Council is continuing to improve and innovate with the end goal to modernize council services and reduce administrative costs—all to better serve their people.

[Read the full customer story.](#)



Addressing health comprehensively

Cross-agency collaboration is especially valuable for considering social determinants of health, non-medical factors that influence health outcomes. These can range from life circumstances like access to food and proximity to medical care to societal situations like economic policies and political systems.

Rather than trying to solve a single challenge for an individual—like a medical condition—it's more effective to look at their holistic situation. Looking for ways to address overall problems can result in a better outcome, and collaboration across agencies is key.

Optimizing visibility

Government workers need a means by which multi-disciplinary teams can coordinate care across systems including child welfare, healthcare, education, law enforcement, advocates, legal, courts, and social services.

For instance, to effectively make decisions on child safeguarding or prioritization of services, health and care professionals need to see the whole picture of the child, understand who else is involved in their family, and assess the nature of the concerns.



Once this information sharing is in place, building a tracking system based around the individual rather than originating with an agency can optimize visibility throughout the entire system.

As governments are looking to innovate, coordinate, and improve care for vulnerable populations, these are four key areas to consider:

- ✔ **Protect child welfare**
Provide a secure, virtual environment for collaboration and management of tasks and sensitive data.
- ✔ **Supported accommodation**
Use innovative technology to support governments in protecting and improving the health of populations.
- ✔ **Care for the elderly**
Track data and outcomes to measure intervention effectiveness, and manage care transitions in real time.
- ✔ **Optimize benefit eligibility**
Safeguard and efficiently distribute subsidies to eligible people while preventing fraud, waste, and abuse of public benefits.



Protect child welfare

United States | When children enter the Illinois Department of Children & Family Services (DCFS) system, case workers must reestablish safety, permanence, and well-being. The DCFS recognized a need to foster collaboration and maintain the connection between children, families, and caseworkers.

To establish this connection, they partnered with Microsoft to develop the Microsoft Teams Youth App. The app provides remote, streamlined communication across stakeholders involved in a child's case—

case workers, counselors, foster parents, biological parents, attorneys, and service providers.

What used to take multiple individual calls can now be achieved via two messages in the Teams Youth App. This efficiency gain frees up caseworkers to spend more time with the children and other families. Foster parents appreciate that all communication now happens in one place, providing a more convenient and responsive experience.

[Watch the full customer story.](#)



Supported accommodation

United Kingdom | South London Partnership (SLP) helps coordinate the activity of five local boroughs to improve the services and opportunities for residents in South-West London. With a combined population of 1.2 million people, the area is home to 60,000 active businesses and supports 500,000 jobs.

SLP worked with Microsoft to explore the potential of the Internet of Things (IoT) in driving improvement and enhancing services for residents. They laid the groundwork with a data platform built on Microsoft Azure, which would stand as the backbone for all the partnership's data, analytics, and insights innovations.

The scope and ambition of this project has helped drive success across the organization. They are improving quality of life for residents while simultaneously driving efficiencies through operations. IoT sensor data has helped save the lives of four residents and impacts a myriad of use cases, including in reducing the flooding risk and monitoring air quality.

[Read the full customer story.](#)



Care for the elderly

China | Of the 1.3 million elderly people in Hong Kong, 45 percent are identified as poor. As one of the world's most densely populated cities, Hong Kong also has a waste problem with an estimated 30 percent of the 10,809 metric tons of municipal waste dumped daily coming from food. To help solve the two problems, Food Angel rescues food and uses it to deliver 20,000 meals a day. This feat takes an army of workers and volunteers and the support of technology.

Food Angel uses Dynamics 365 Field Service to manage logistics. They used

Power Apps to build an app that helps streamline routes and communication for food collectors. Dynamics 365 Business Central is used for inventory, so chefs have an updated, unified view of what's in stock to plan menus. Charity partners can also request specific food items through the system, all hosted on Azure. Meal deliveries are tracked online also using Field Service. With logistical data, the team can analyze their impact and look for ways to increase production and reach.

[Read the full customer story](#)



Optimize benefit eligibility

Chile | The National Training and Employment Service (SENCE, for its acronym in Spanish) is a technical agency of the Chilean government that works to improve employability and enhance the professional careers of citizens. SENCE focuses on the employed, unemployed, and those who are outside the labor market, with the purpose of supporting vulnerable people with their labor market insertion and continuity.

During the pandemic, the government developed a public policy to plan that created employment subsidies to help citizens and companies—and SENCE needed to ensure their effective implementation and operation. SENCE needed a cloud solution to handle the level of demand. They migrated to the Microsoft cloud and developed a cloud tool to help them service millions of citizens applying for the subsidy. They are continuing to develop their infrastructure to optimal levels to be even more efficient.

[Read the full customer story.](#)

Ensuring readiness

Different government agencies often have different levels of readiness and capabilities, so it can be a challenge to implement digital transformation that can support cross-agency collaboration.

Some agencies will be ready to embrace much more advanced steps than others, and progress can only happen at the pace of the slowest mover.

Starting with small steps that lead all government agencies together can be a wise way forward.

Ready for the next step?

Caring for vulnerable populations is an imperative for governments around the world.

Taking the first step toward digital transformation enables more powerful cross-agency collaboration, which can bring better outcomes for vulnerable people.

The urgency to embrace digital transformation has never been greater, and governments can build on this to lay the foundation for a long-term strategic approach.



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public health and
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