



APRIL 2022 ACTION PLAN

Utah's Social Services Blueprint Solution is an ongoing pilot managed by the Governor's Office of Planning and Budget. Launched August 2020, the interoperability initiative allows case managers who have clients in common to exchange service-level data. It facilitates coordination between five programs:

- Department of Corrections
- Division of Child and Family Services (DHHS)
- Juvenile Justice Services (DHHS)
- Family Employment Program (DWS)
- Vocational Rehabilitation (DWS)



The Blueprint Solution was designed to address a common challenge identified by research and interviews with frontline workers: difficulty for case managers to know a clients' history, and duplicative or competing program requirements and services for clients themselves.

To address this, case managers securely login to the Blueprint Solution and see potential matches for clients in their caseload from those in other programs. The tool makes it easy to reach out to another case manager, confirm a client match, and begin coordinating case management. Every day, the Blueprint tool scans potential matches across more than 31,000 current clients and between 400 to 500 are confirmed as true matches.

Successful Service Coordination is the Goal

Everyday state case managers login to the Blueprint tool to confirm matching clients and kickstart collaboration. [Guidance](#) provided to case managers encourages regular communication and a unified focus on achieving the most important priorities for the client, in order:

1. Maintain basic needs (food, shelter, critical physical/mental health, safety)
2. Maintain freedom (not incarcerated)
3. Maintain family (keep kids and remain in the home)
4. Build self-reliance

Proposed Actions

Utah's Chief Innovation Officer will oversee planning of the future of the Blueprint Solution, with support from the programs involved, in order to:

1. Continue operating the Blueprint tool with necessary IT support
2. Conduct a program impact evaluation using qualitative methods and available data
3. Coordinate on related [One Utah Roadmap](#) action items to align next steps for identity resolution and health, criminal justice, and social services interoperability solutions

Please contact CINO Rich Saunders (richardsaunders@utah.gov) with any questions.