

Vera Institute of Justice

Criminal Justice Issues and Prisoners' Rights

<https://www.vera.org/publications/worker-connect-a-process-evaluation-of-a-new-york-city-data-integration-system>

Policy Issue Resources

Publication

In 2008, then-mayor Michael Bloomberg issued an executive order establishing a government body dedicated to using state-of-the-art technology to integrate service delivery for vulnerable New Yorkers throughout health and human service (HHS) agencies. A key component of this initiative was the development of Worker Connecta data integration system that allows provisioned city workers to view client information across multiple city agencies. Vera conducted a qualitative evaluation for the system, under contract with New York City's Center for Economic Opportunity (CEO), to understand how city agencies use Worker Connect and to explore user perceptions of the system. This brief reports on the main findings as they relate to data integration, integrated service delivery, and user experience.

Transformative change, sent to your inbox.

Vera Institute of Justice. All rights reserved.