"READ MY LIPS NO NEW TECHNOLOGY"

HCBS CONFERENCE 2023

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The Panel







JESSICA BAX Director Division of Developmental Disabilities Missouri CURTIS CUNNINGHAM Assistant Administrator of Benefits & Service Delivery Wisconsin REBECCA MELANG Deputy Director Disability Services Division

Minnesota

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IT ACRONYMS THERE ARE OVER 3000

AVVS, AES, AP, API, BYOD, CLI, DDOS, FTP, IP, ISP, LAN, MDM, MFA, RDP, SSO, AI, AIOps, APM, BI, BPA, BPM, CI/CD, CRM, DBMS, DPA, DMR, DX, ETL, IA, IaaS, ITPA, MFT,

ML, MOM, OLAP, OLTP, PaaS, RBA, PPA, SaaS, SFTP, SOAP, SSH, VM, WLA, HL7, FIRE,

<mark>Captcha</mark>, Ctcp, Hard, Rad, RSVP, Rtl, SSI, VIRUS, <mark>Yarn,</mark> Chatbot, RIP, <mark>Twain,</mark> <mark>Yagni</mark>

SWEET 16 16 OBSTACLES TO AVOID OR MITIGATE WHEN PURSUING AN INTEROPERABILITY IT PROJECT

- 1. Governance
- 2. Lack of leadership buy-in
- 3. Confidentiality concerns
- 4. Resistance to change
- 5. Territoriality
- 6. Service silos
- 7. Collaboration concerns
- 8. Training needs

- 9. Security demands
- **10**. Application integration
- **11**. Maintaining legacy systems
- 12. Rapid change
- **13**. Federal funding policies
- 14. Limited resources
- 15. Labor shortage
- 16. Scope