The 2017 Health and Human Services Summit: Creating the Future of Outcomes and Impact

Harvard University, Cambridge, Mass. September 22 – 24, 2017
Challenging and uncertain times have always been a catalyst for looking at problems in novel ways, inventing fresh solutions, designing new organizations, and delivering better results and value. Now is no different. For leaders in health and human services, today’s challenges are bringing an unparalleled opportunity to create the future of outcomes and impact.

Creating a better, brighter, and more impactful future will require developing new forms and new levels of outcomes for individuals, families, and communities. This form of change and innovation will increasingly require health and human services leaders to build an “ecosystem” for outcomes – a set of interconnected organizations, machines, and services that can coproduce new solutions that address and solve the root causes of individual, family, and community health and human services challenges.

For leaders and policymakers in health and human services, designing and building an ecosystem to deliver new forms and levels of outcomes poses several challenging questions:

• What do new forms of outcomes look like? How is value created, measured, and shared across organizations and stakeholders in the ecosystem?
• How can an ecosystem and services be designed with a citizen-centric view in order to minimize complexity and maximize efficiency and effectiveness?
• Where can law and policy be aligned with ecosystem strategy? What form of governance is needed to seed, secure, and sustain partners in the ecosystem?
• What technologies, machines, and data and analytics are required to not only understand, but also predict ecosystem-wide service demand?
To help health and human services leaders with these challenges, the Technology and Entrepreneurship Center at Harvard, Leadership for a Networked World, and Accenture, in collaboration with the American Public Human Services Association, are convening senior-most leaders for The 2017 Health and Human Services Summit: Creating the Future of Outcomes and Impact.

At the Summit, we will work together to vision the future of health and human service, and learn how to build entirely new solutions to today’s pressing challenges. To accomplish this, the Summit will feature practitioner case studies and topical sessions designed to help participants pursue innovation, develop ecosystems, and lead their organizations up the Human Services Value Curve.

The Human Services Value Curve – A Framework

At the Summit, we will deal directly with how to adopt, scale, and achieve the promise of emerging innovations in health and human services. To accomplish this, the Summit will continue its annual examination of the Human Services Value Curve, a framework for improved outcomes, value, and legitimacy. As leaders guide their enterprises up the Value Curve, the enabling business models support new outcome frontiers and greater organizational capacity.

The Value Curve comprises four levels of increasing value. Each level represents a different business model, characterized by the organizational focus guiding service-delivery.

- **Regulative Business Model:** This model focuses on serving constituents who are eligible for particular services while complying with categorical policy and program regulations.
- **Collaborative Business Model:** This model focuses on supporting constituents in receiving all the services for which they’re eligible by working across agency and programmatic boundaries.
- **Integrative Business Model:** This model focuses on addressing the root causes of client needs and problems by coordinating and integrating services at an optimal level.
- **Generative Business Model:** This model focuses on generating healthy communities by co-creating solutions for meeting family and socioeconomic challenges, and for leveraging related opportunities.

The Human Services Value Curve is not a one-size-fits-all solution, but rather a guide to help leaders envision an evolutionary path. An organization that traverses the Value Curve becomes increasingly oriented toward outcomes, driving innovations that change both operational structure (the way work is organized) and technological structure (how information technology is used and implemented). The resulting capacity increases enable broader and more valuable impacts.

“*The content, the networking, the synergies, create an experience of a lifetime.*”

–Marcella Wilson
President and CEO, Matrix Human Services

Human Services Value Curve
About the Health and Human Services Summit

This eight annual Summit, to be held September 22 – 24, 2017, at Harvard University in Cambridge, Massachusetts, will provide an unparalleled opportunity to learn from and network with the world’s foremost human services practitioners, Harvard faculty and researchers, and select industry experts. Summit participants will gain membership to a community of peers and experts, and leave the Summit prepared and poised to deliver generative outcomes and impact for individuals, families, communities, and society.

Who Should Attend

Summit attendees are senior-level, health and human services practitioners (Secretary, Executive Director, Minister, Commissioner, etc.), who aspire to improve health and human service outcomes in the near term and redesign their organizations for the long term. Regardless of title, all Summit attendees are “Chief Transformation Officers” in practice - leaders who work across traditional boundaries (organizational, jurisdictional, sectorial) to advance human services.

Admission and Participation

The Summit is an invitation-only program for health and human services leaders. Other applicants will be reviewed and accepted on a case-by-case basis, depending in part on available space. We typically receive more applications than we can accommodate, so apply for your seat as soon as possible. This event is supported by the hosting and collaborating organizations, so there is no tuition fee to attend. Travel and hotel expenses, however, are the responsibility of individual participants.*

“This is the weekend that I look forward to every year. It’s almost like Christmas for me, well, from a professional development standpoint, it is Christmas, it’s Fourth of July, it’s my birthday, all rolled into one.”

– Rod Bremby
Commissioner,
Connecticut Department of Social Services

For more information please visit
HumanServicesSummit.org

*There is no tuition charge or fee to attend this Summit. However, attendees will be responsible for their own transportation, lodging and other related personal expenses. The sponsors of this event (including the Technology and Entrepreneurship Center at Harvard, Leadership for a Networked World, and Accenture) understand that the laws of many jurisdictions restrict private parties, private sector partners and/or government contractors from providing gifts or other things of value to government officials, and in some cases require reporting of such gifts. Likewise, some government officials are restricted from accepting gifts or other things of value in many jurisdictions. Although no admission is being charged to any attendee, if required by law, regulation, policy, or otherwise, attendees may reimburse the host for costs related to their attendance. In such case, the per-person price of this conference is approximately US $1,650. This includes meals (valued at US $300), materials, speakers, conference facilities, security and logistical support. In addition, the regulations of certain jurisdictions allowing for the attendance and participation of government officials and employees at events with a legitimate public purpose and benefit for the government agency, subject to the approval of the appropriate agency head, at “widely attended" events, and at educational events, may be relevant to this event. Please check with your ethics counsel to verify that you are permitted to attend this event and to determine whether any reporting of attendance and/or reimbursement of costs will be required. If documentation is needed, please contact Leadership for a Networked World at info@lnwprogram.org.
Hosted By:
The Technology and Entrepreneurship Center at Harvard (TECH) is convening the 2017 Health and Human Services Summit as a component of the Innovation Fellows program and the Public Sector Innovation Award. TECH, part of the Harvard John A. Paulson School of Engineering and Applied Sciences, is both a real and virtual space for students, faculty, alumni, and industry leaders to learn together, collaborate and innovate. TECH enables this holistic exploration by sponsoring and supporting opportunities for the innovation community to gather and exchange knowledge via courses, study groups, mentorship relationships, innovation programs and special events. For more information on TECH visit www.tech.seas.harvard.edu.

Developed By:
Leadership for a Networked World (LNW) helps leaders ideate and activate organizational transformations that generate capacity and sustainable value. Founded in 1987 at Harvard Kennedy School, LNW is now an applied research initiative of the Harvard Public Sector Innovation Award Program at the Technology and Entrepreneurship Center at Harvard. Since 1987, LNW has delivered more than 200 learning events and gathered more than 12,000 alumni globally. To learn more about LNW please visit www.lnwprogram.org.

In Collaboration With:
Accenture is a global management consulting, technology services and outsourcing company, with more than 323,000 people serving clients in more than 120 countries. Combining unparalleled experience, comprehensive capabilities across all industries and business functions, and extensive research on the world's most successful organizations, Accenture collaborates with clients to help them become high-performance businesses and governments. The 2017 Health and Human Services Summit is developed in collaboration with Accenture. Find more information on Accenture's human service thought leadership at www.accenture.com/publicservice.

In Partnership With:
American Public Human Services Association (APHSA) is a bipartisan, nonprofit organization representing appointed state and local health and human service agency commissioners as well as their key program managers throughout the nation. APHSA develops and provides policy insight, knowledge transfer, best practices, networking and advocacy. APHSA is committed to carrying out our work through strong connections and partnerships among the many areas of government and the broader community that affect the well-being of our citizens. Learn more at www.aphsa.org.