



CENTER FOR
**TECHNOLOGY
IN GOVERNMENT**
UNIVERSITY AT ALBANY
STATE UNIVERSITY OF NEW YORK



Albany County Division of
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Center for Technology in Government and Albany County

August 2025

Agenda

- Introductions
- Background and Current State
- Vision and Mission for Centralized Data Platform
- Lessons from Other Models
- Proposed Platform Capabilities
- Partnership Opportunities with CTG
- AI Opportunities
- Alignment and Next Steps



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Background

- COVID-19
- County Executive Charge
- HSG Project
- Today
 - Current challenges in County data sharing and management
 - Compliance and governance landscape (HIPAA, CJIS, FERPA, etc.)
 - Fragmentation and silos among departments
 - Fear of unknown



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Vision

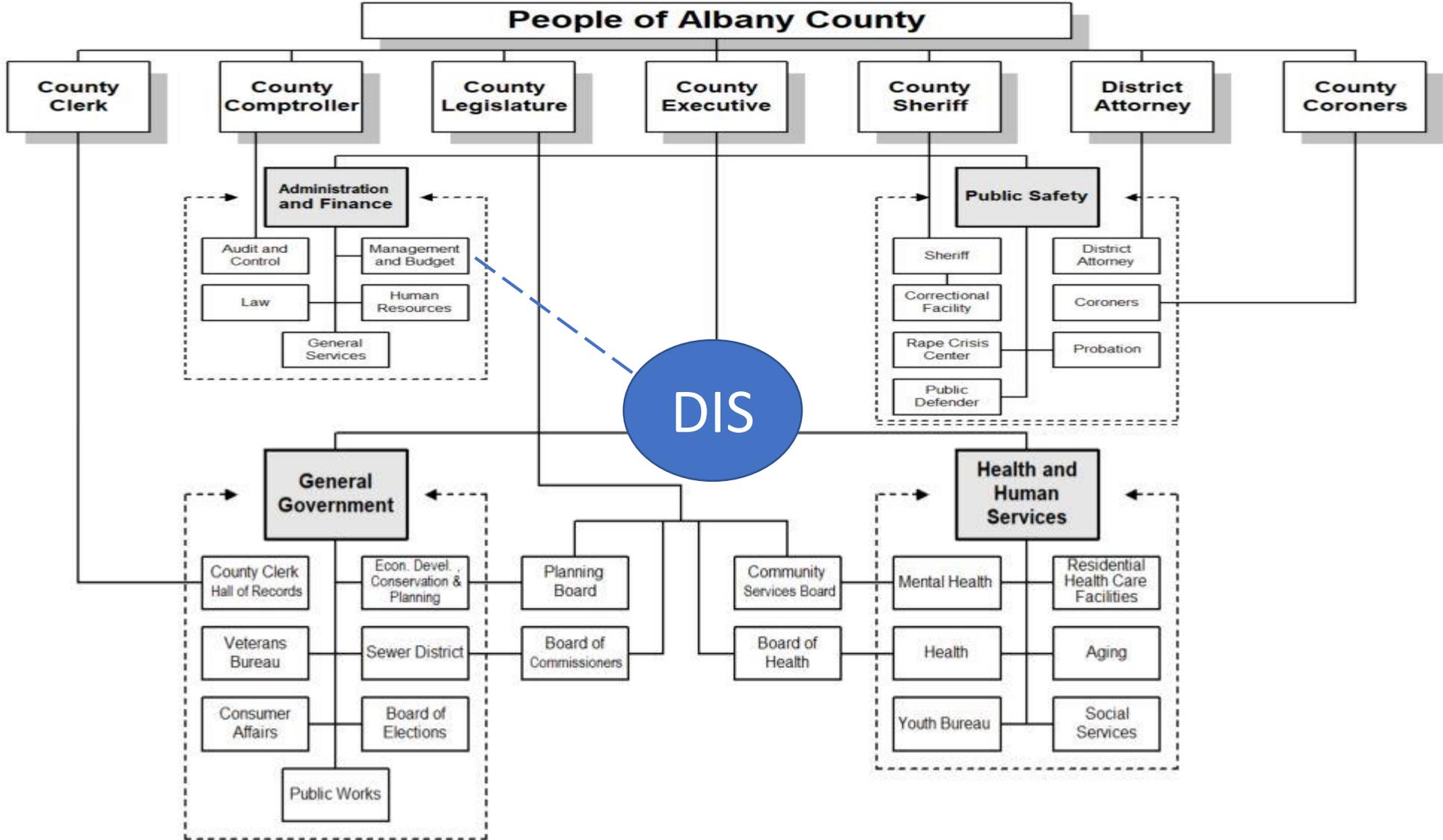
- Seeking to restructure the underlying data infrastructure across various departments and programs in order to best serve residents
- Development of a “single source of truth” information model to combine and integrate data from multiple County departments into a singular unified system
- Creation of an embedded data analytics arm of County government to inform the delivery of County services
- Key objectives are to:
 - Provide leadership with better business intelligence regarding the populations being served by the County’s programs;
 - Better target specific programs at appropriate recipients;
 - Better understand the impact and “return on investment” of programs; and
 - Enable the County to innovate higher-intensity programming for residents who need additional support who are currently high-utilizers of county programming for long periods of time.
 - Improve care coordination among County agencies.



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Structure of Albany County Gov't



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Lessons from Other Models

- Allegheny County Human Services Data Warehouse as a case study
- What worked (central governance, cross-agency data sharing)
- What gaps still exist and how to improve on them



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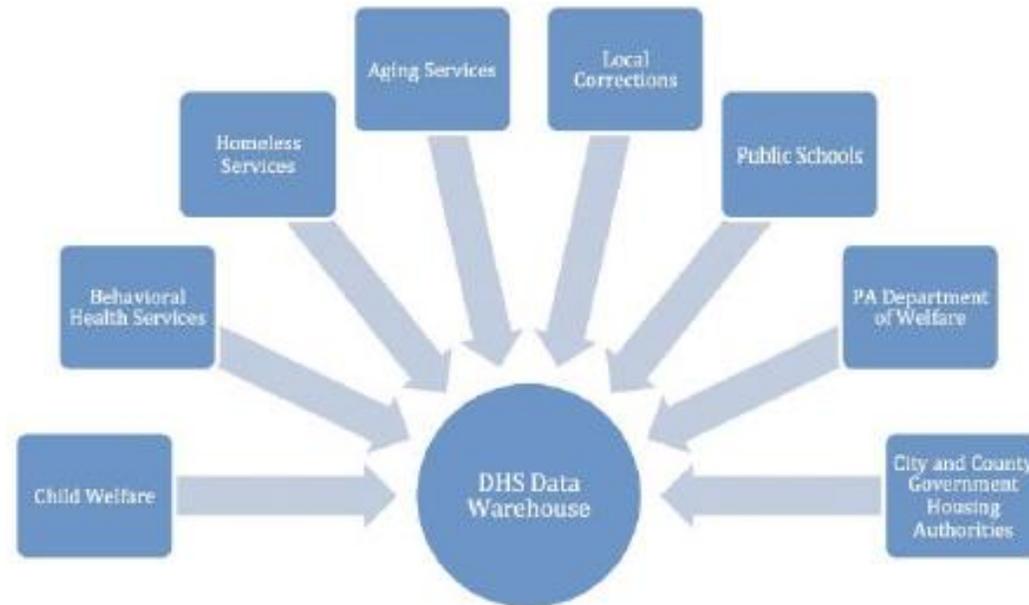
HUMAN SERVICES

Sustained and Coordinated Efforts Could Facilitate Data Sharing While Protecting Privacy



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FIGURE 1. Internal DHS Data Sources (not inclusive)
External Data Sources (not inclusive)



Source: Kitzmiller, 2014.



Proposed Platform Capabilities

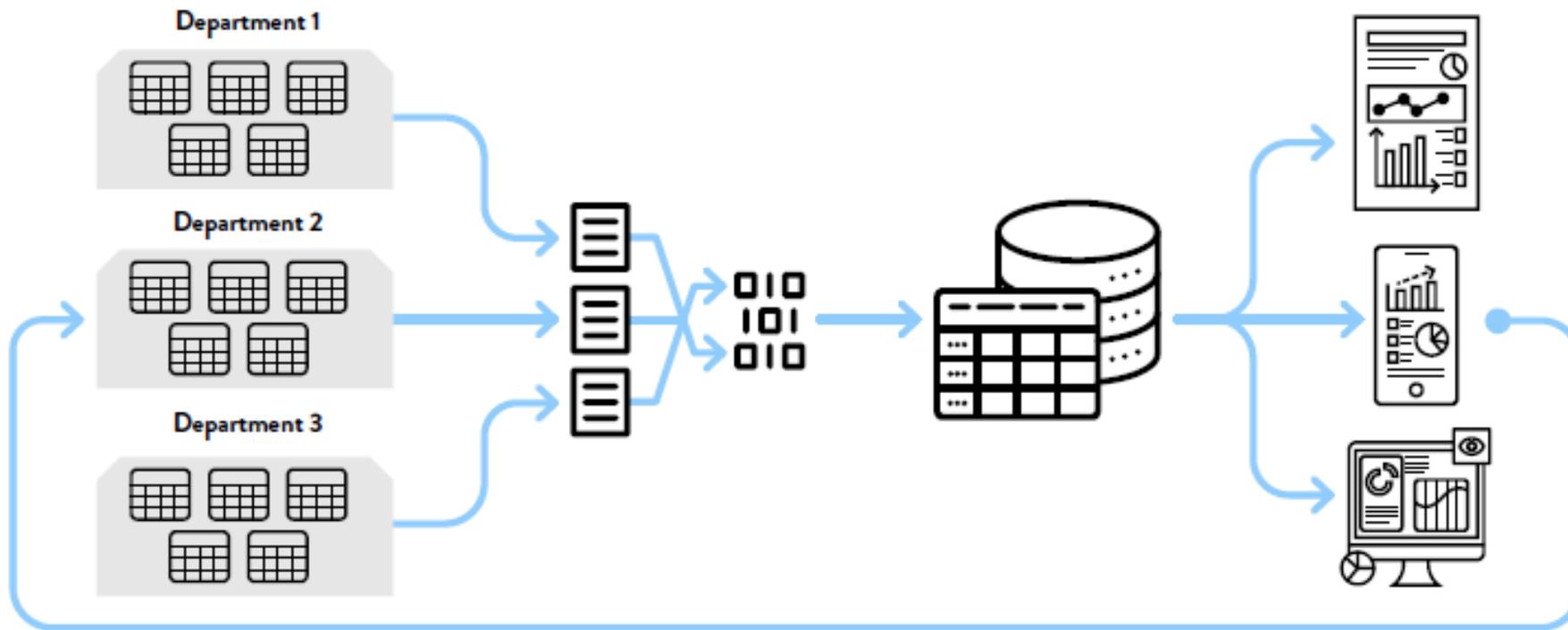
- Purpose built for data governance & compliance - HIPAA, FERPA, CJIS, 42 CFR Part 2, state/local rules
 - Framework for privacy and deidentification
 - Clear data ownership and stewardship model
- Secure ingestion of department and partner data
- Deidentification/anonymization processes???
- Data access controls by role/department
- Analytics and visualization tools
- Foundation for AI modeling and anomaly detection

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County Data Pipeline v1



Retrieval + Organization → Submission → Aggregation + Transformation → Storage + Auditing → Visualization + Use

Partnership

- Albany County needs a consistent, independent strategic advisor
- Interest to Higher Ed
 - Research collaborations: trend analysis, predictive analytics, AI models
 - Student engagement: internships, practicums, fellowships
 - Innovation labs: piloting responsible use of AI in public service
- Training: data literacy for County staff



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AI Opportunities

- Predictive modeling (e.g., risk stratification, resource allocation)
- Trend analysis (housing, health, criminal justice, education)
- Anomaly detection (early warnings for system stress, fraud, or unmet needs)
- Always tied to improving human outcomes



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Proposed Phases

- Phase 1: Governance framework + data inventory (*year 1*)
- Phase 2: Data platform architecture & pilot project (*year 2 & 3*)
- Phase 3: Analytics + AI agent prototyping (*year 3+, or pilot sooner*)
- Phase 4: Scaling across departments and partners (*year 3-5+*)



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Next Steps

- Working group for planning
- Funding
- Action Items
- Timeline



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