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Field Representation

"The mission lives on within the roots of the agency, as we continue to grow with innovation in mind through the Modernization vision."

The Business Side of Life

Where Are We Now?



Dear Oregon,

"Someone's sitting in the shade today because someone planted a tree a long time ago." - Warren Buffett

Long before Modernization, DHS set forth on a mission to 'assist people to become independent, healthy and safe'. The mission lives on within the roots of the agency, as we continue to grow with innovation in mind through the Modernization vision.

The Modernization Program's vision is to provide clients with an efficient and environmentally friendly resource that may potentially eliminate some barriers to accessing benefits. As we expand outreach through the Online Application, we support staff in utilizing CAPI to review online applications and determine eligibility. Though CAPI does act as needed to meet the service needs of clients, we view CAPI as a stepping stone to take us to the next level of Modernization, towards the Eligibility Automation project, which recently concluded the market research phase in choosing a vendor to provide an eligibility automation (software) solution.

To narrow down nine vendors to one, the DHS Modernization Eligibility Automation team worked along side the OHA Health Insurance Exchange (HIX) team to gather requirements from field representatives and partners to meet both our current business needs and future business needs. Through careful consideration, DHS and OHA have entered into negotiation with Oracle (one of nine vendors).

Oracle's solution will give us the ability to provide an integrated approach to policy automation, while improving our access to clients through an automated 'No Wrong Door' customer service delivery system. It will significantly change time spent on systems work, data entry and manual processing, in addition to supporting multiple programs in compliance with the Patient Protection and Affordable Health Care Act for Oregonians. The Affordable Health Care Act allows Oregonians to access health plan cost and quality information that Exchange consumers can use in selecting plans and providers.

The selection of the Eligibility Automation project vendor will follow with the implementation of technical and business team training activities to support the requirements and design to aid the team to support the solution.

We anticipate the completion of the contract negotiations with Oracle within the next week. For more DHS Modernization Program updates, please continue to the next page.

Modernization Update

Project Overview

Online Application & CAPI



- We are seeing a large increase in clients submitting Online Applications. The weekly average of applications submitted in May were 1,350 versus the 680 weekly application average submitted in April.
- Release 2.8 is scheduled to be released on June 23 in consolidation with Release 2.9. The blended release will include changes to the Statewide Search, CAPI login and the Eligibility and Narrative Tabs.

- We have reached the end of the market research phase and are currently in negotiation with Oracle.
- Oracle's solution will provide an integrated and flexible approach to policy automation, while improving our access to clients through an automated 'No Wrong Door' customer service delivery system. Based upon our collaborative assessments, Oracle's solution meets the requirements specified for both current and future business needs.
- The selection of the project vendor will prompt implementation of technical and business team training activities to support the detailed requirements and aid the team to support the solution.
- We anticipate the completion of the contract negotiations with Oracle within the next week.

Eligibility Automation



Telephony Assessment



- Modernization Managers are reviewing options provided by a telephony consultant on the assessment of our current telephone systems and future possibilities.
- Once a decision has been made about the future state, it will be presented to Modernization Representatives.

- The focus of the project is directed towards Eligibility Automation and how we can utilize current capabilities of this system in the future.
- In order to support Eligibility Automation, we are working with CAF and SPD system experts to analyze and map existing legacy systems and their interfaces to other systems.

Modernize Mainframe Systems



Tools for You!

Modernization SKILL CHALLENGE

Strengthening Knowledge in 15 Minutes

Modernization Website May 2011

The Modernization Program has a website to provide you with project updates, training material and helpful hints. It is now time to test your knowledge to see how well you know your stuff. All of the questions are True or False questions.

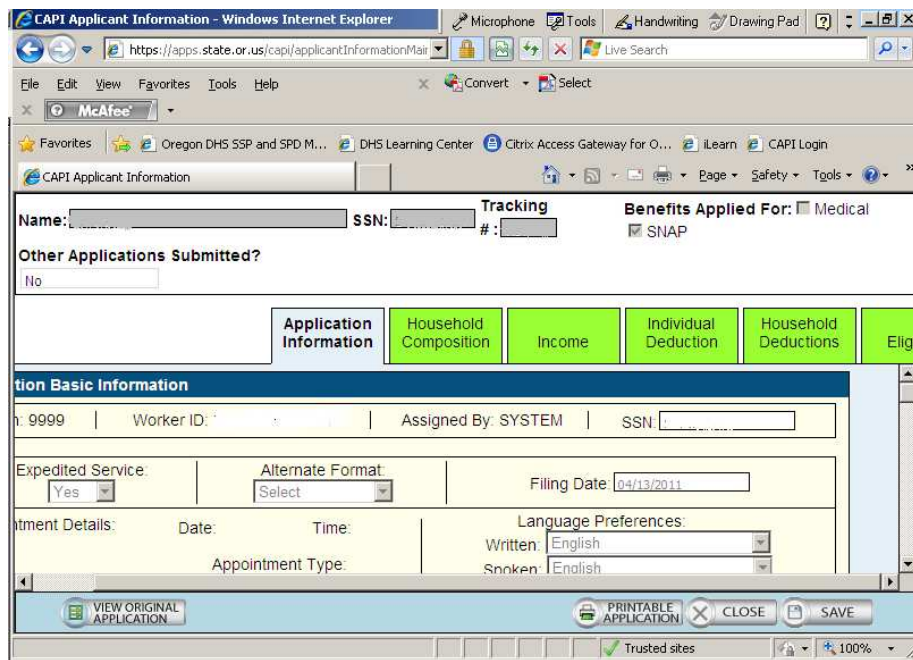
Score	T or F	Question	Points
		1. You can access past editions of the On the Horizon newsletter from the Modernization website.	10
		2. There is a link to the Modernization Website from the Staff Tools webpage.	10
		3. The Blue button on the bottom right side of the Modernization website will take you directly into CAPI.	10
		4. The Modernization website will <u>only</u> give you information regarding the CAPI project.	10
		5. There is a link to the CAPI Sandbox on the left side of the website.	10
		6. The Modernization website can be used as a reference tool and a method to contact the Business Transition Team.	10
		7. There is a link to the Live CAPI system on the Modernization website.	10
		8. The Modernization website contains a link to screenshots of the Online Application.	10
		9. You can find a link to the release notes for CAPI and the Online Application on the Modernization website.	10
		10. There is a link to the Learning Center on the Modernization website.	10
←		Your Score Total Score	→ 100

See page 6 for answer key

CAPI Helpful Hints

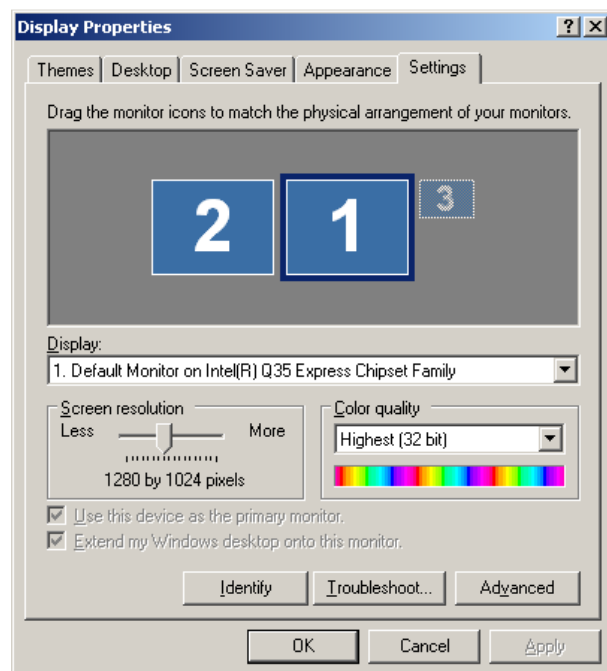
CAN'T SEE ALL THE TABS IN CAPI???

If your screen looks similar to the screen below, chances are your resolution is too low. As you probably know, there were some changes made to CAPI in Release 2.7, which was deployed on April 14th. One important change is that CAPI is no longer compatible with screen resolutions lower than the State of Oregon 'standard' of 1024 x 768 pixels. If you find that not all tabs are visible when you open an online application in CAPI, you will have to adjust your screen settings (see example below).



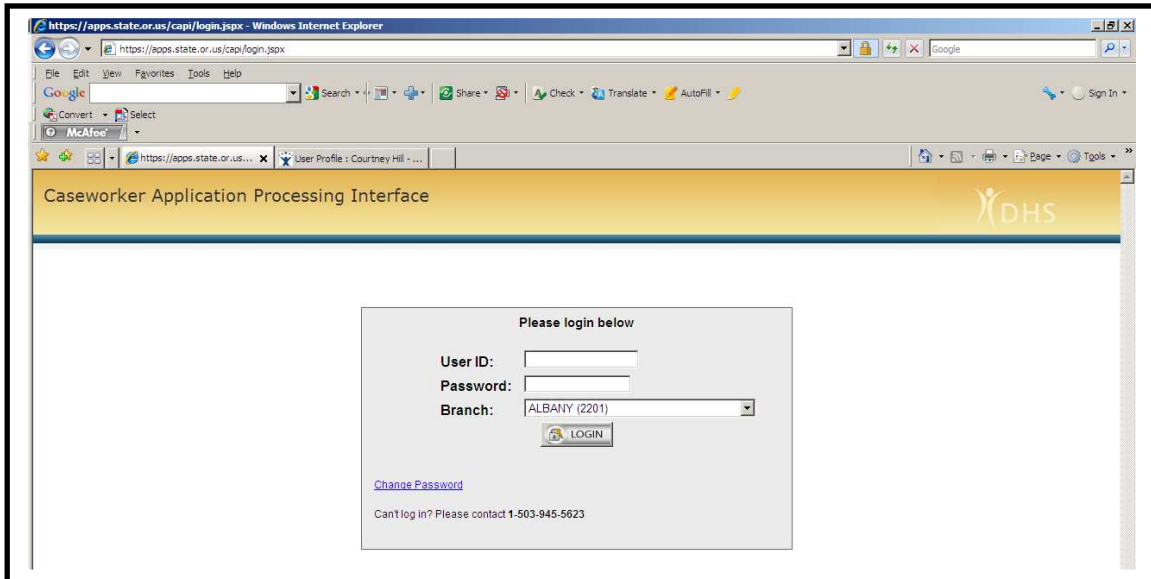
There is a simple fix...

1. Right click on your desktop
2. Click the "Properties" link
3. Click the "Settings" tab
4. Change the "Screen Resolution"
5. from "800 by 600" to "1024 by 768" or higher to maximize screen space.
6. And click the "Apply" button



Helpful Hints

Lessons in Accessing the CAPI URL



Easy Access:

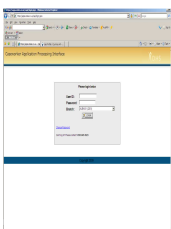
1. Save the CAPI URL as a bookmark in your Favorites.
 - a. Type the CAPI URL in the address bar. Click favorites, and select 'add to favorites'.
2. Save a shortcut on your desktop.
 - a. With the URL in the address bar, select 'File' scroll down to send, click on 'Save to Desktop'.
3. Copy and paste the URL from the Modernization website.



Avoid:

1. Do not copy and paste the web address (URL) from one address bar to another.
2. Please do not open two applications at a time. This includes:
 - a. Two sessions open within the same window.
 - b. Two sessions open within two windows.

CAPI—What's to Come??!



Over the next few months, the Modernization Program will be bringing you updates to some of the suggested areas.

Curious to what some of these updates might include?
How about a preview?



[Click here](#) to view what's coming to you!

More Helpful Hints



May-June Spotlight Computer Based Training—Work in Progress

Wow!!! There have certainly been a lot of changes to CAPI in the past several months. As we try to make CAPI the best product possible we have taken a lot of the suggestions that field staff have given us and fixed some of the things that were requested. There are still many more that are coming soon to a computer near you.

The response to the request for your input from the field was met with enthusiasm and the Modernization Team really appreciates all of the suggestions submitted to date. Our team is excited that we are able to make the changes that will assist you in doing the important work you do in the field.

From a training perspective, we have seen that there are many changes in CAPI and it is now time to look at the training materials and Computer Based Trainings (CBTs) to ensure that the changes that have been made are reflected in the materials. Please bear with us as we update these materials and make plans for additional trainings to be sure that your training needs are being met.

Thank You,

*Scott Ciullo SSP Trainer for Modernization Team
Heather Williams SPD Trainer for Modernization Team*

CAPI Calculator Skill Challenge Answer Key

1. **True** - The link to the On the Horizon News letter is on the right hand side of the Web site.
2. **True** - The link to the Modernization Web Site can be found on both the SPD and SSP Staff Tools Web Sites.
3. **False** - The Blue button on the bottom of the right hand side of the Modernization Web Site will open a pre-addressed e-mail to the Modernization Team for you to communicate with the team.
4. **False** - The Modernization Web Site contains information on all of the Modernization Projects including CAPI, the Online Application, the Eligibility Automation project, and Telephony.
5. **True** - This link will open a document that has a link to the Sandbox for the Online Application and CAPI.
6. **True** - There is a lot of reference material on the Modernization Web Site as well as a link for staff to communicate with the Modernization Team.
7. **True** - There is a link to CAPI under Quick Links on the page as well as a Link on the Left hand side of the Page.
8. **True** - The Screenshots are in PDF format for you to reference without having to open the Online Application.
9. **True** - After each new release is put out the Modernization Team puts out release notes for staff to use that explains what changes were made to CAPI with that release.
10. **True** - This is a tricky one. The link is on the left hand side of the page and says Computer Based Training (CBT). By clicking on this link you will be redirected to the Learning Center Login page.

Modernization Representation

Executive Steering Committee:

*Cathy Cooper
Jean Phillips
Jerry Waybrant
John Koreski
Kathryn Naugle
Marge Reinhart
Monte Burke
Sandy Dugan
Sandy Wood*

Eligibility Automation Working Steering Committee:

*Belit Stockfleth
Bob Weir
Charles Gallia
Chere Lefore
Donna Mae Shyduik
Ed Klimowicz
Genevieve Sundet
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Telephony Working Steering Committee:

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Business Transition Workgroup:

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Christy Warner
Christina Kocks
Courtney Hill
Emily Armstrong
Heather Williams
Jennifer DeJong
Kim Fredlund
Lester Lino
Matt Bogart
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Sandy Day
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Sheri Warner
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Online Application & CAPI Working Steering Committee:

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Belit Stockfleth
Chere LeFore
George Green
Jennifer DeJong
Karen House
Kathryn Naugle
Kim Fredlund
Leo Ott
Monte Burke
Rhonda Prodzinski
Ron Parsons
Xochitl Esparza
Vivian Levy*

District Representatives:

*Allison Kizzar
Ann McGranahan
Angela Molthan
Audray Hunter
Brian Yarnell
Carol Berg
Chere LeFore
Christina Kocks
Courtney Hill
Dan Ramirez
Dawn Myers
Debra Siegle
Dena Davis
Diane Niko
Dianna Ilaoa
Gina Bradshaw
Heather Williams
Janet Scott
Jennifer DeJong
Kate Bullard
Kaye Hostetler
Kim Meacham
Laura Neilson
Linda Wayne
Lisa Lewis
Matt Bogart
Medical Policy Analysts
Peggy Pierre
SNAP Policy Analysts
Rosa Mendez
Ryan Sanders
Sam Gross
Scott Ciullo
Sherrie Burrell
Stephen Harris
Steve Fedorko
Tammy Mazon
Traci Sahlberg
Wendy Langford
Wynette Garland
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Business Transition Team

Your Modernization Contacts

Self Sufficiency Programs:

Kim Fredlund	Business Transition Manager.....	503.945.6913
Brian Yarnell	Business Transition Analyst.....	503.945.6019
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Sam R Gross	Business Transition Analyst-Projects.....	503.947.5159
Scott Ciullo	Business Transition Trainer.....	503.884.9218

Technical Support:

Peggy Pierre	Business Transition Post Production Support.....	503.945.5619
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Seniors and People with Disabilities:

Jennifer DeJong	Business Transition Manager.....	503.945.5856
Heather D Williams	Business Transition Trainer.....	541.548.2206
Samantha Bouton	Business Transition Coordinator.....	

More Information on Modernization:

If you have any questions, comments or suggestions regarding this newsletter or Modernization in general, please email SSM.Program@state.or.us.

Don't forget to checkout our Modernization website!

<http://www.dhs.state.or.us/modernization/>

It include updates, training material, past newsletters and quick links to the Online Application & CAPI!!!