

## **Change Leaders**

- Business Transition is aligning SSP and APD Change Leaders into one Change Leader group.
- The goal is to provide resources and information to one, seamless Change Leader group focused on assisting others through change, readiness task assignments, and serving as a point of contact for your branch, and for business transition.
  - To assist integration to one group, a Change Leader Orientation will be available for newly selected SSP Change Leaders to cover recent topics from APD sessions.
  - APD Change Leaders will follow their normal meeting schedule in May.
  - The joint Change Leader meeting will begin in June.

## **Business Transition Partners**

- The new APD/SSP Business Transition Partners will begin meeting in May with a focus on central office units to identify current and future needs.

## **Communication Sessions**

- Business transition is planning branch office visits to establish a communication path and define the Change Leader role.
  - BT staff, along with Change Leaders will provide field staff with a high level overview of “modernization” using Oracle, including a demonstration of the software.
- BT staff will be in contact with district leadership teams and Change Leaders to schedule local visits.

## **Service Delivery Model (SDM)**

- The SDM Steering Committee has been formed and is in the midst of chartering workgroup objectives on the four target areas:
  1. Client – Ways to Access Services & Self Service
  2. Client – Assisted Service
  3. Consistency in Outcomes
  4. Cultural Changes
- Workgroup participants have been identified through local leadership and will be contacted shortly for more information specific to their assigned or requested workgroup. *A big thank you to all for your nominations!! Next steps would not be possible without your participation.*

## **CAP – Online Application & CAPI**

- A CAPI maintenance release is scheduled for June to correct known issues affecting the application. Business Transition will do testing with some field representatives before the maintenance release.

***Alert!*** Workers should use the refresh button prior to assigning, reassigning, or transferring an application.

### *Numbers:*

- Total Online Applications submitted, as of May 1, 2012 for APD: **570**
  - Total Online Applications submitted, as of May 1, 2012 for SSP: **6,266**
  - Total Online Applications submitted in April: **6,836**
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## **Initial Win**

- What is “Initial Win?”
    - It is a project to replace the CAPI application with Oracle software.
    - Oracle is not only a new software, it also provides the basis for a new way of delivering services using an information system as a tool that works for us, and not against us.
  - Why Initial Win?
    - To give staff the opportunity to see and work, and become familiar and comfortable with the new Oracle software before other larger applications such as HIX-IT are implemented.
    - To provide the foundation for enhancements to:
      - Eligibility automation
      - Scheduling
      - Interfaces with existing systems such as FSMIS
  - What to expect?
    - Workshops to define features to build into the Initial Win will begin in mid-May
    - The Business Transition Team is in communication with Field Service and Central Office Units to identify workshop participants.
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## **Health Insurance Exchange-IT (HIX-IT)**

- Business Transition is documenting the way eligibility and enrollment is currently done. It will then be mapped to the way work will be done on the new HIX-IT portal (using Oracle software, as one example).
- Field and central office staff are providing input to this “process mapping.”