



DHS Modernization & OHA HIX-IT Business Transition Update June 2012



Change Leaders

- The joint APD/AAA/SSP Change Leaders will begin June 20th! The goal is to provide resources and information to one, seamless Change Leader group focused on assisting others through change, readiness assessment and serving as a point of contact for branches and districts.

Business Transition Partners

- May 23rd was the first Business Transition Partners meeting. This is a group is comprised primarily of Central Office staff.
- This meeting will provide regular DHS Modernization (DHSM) and HIX-IT updates to Central Office Units.
 - This group's responsibility will be dedicated to specifically focus on the needs, questions, change management and business process re-engineering for Central Office (CO) units as well as provide a consistent communication channel for Business Transition, DHSM and the HIX-IT projects to these units.
- The next BT Partners meeting will be July 25th.

Communication Sessions & Leadership Coaching

- Field Communication Sessions and Leadership Coaching sessions on Change Management have begun! Sessions are currently being completed in District 2 with APD/SSP field staff and NWSDS. Sessions have been scheduled in July for District 9.
- BT staff will be in contact with district leadership teams and Change Leaders in each branch to schedule local visits. Stay tuned for sessions at a location near you!

Service Delivery Model (SDM)

- The SDM Steering Committee approved the following workgroup charters:
 1. Client – Ways to Access Services & Self Service
 2. Client – Assisted Service
 3. Consistency in Outcomes
 4. Cultural Changes
- Workgroup participants attended the SDM Workgroup Kick-off on June 6th. This included:
 - The history of the initiative.
 - The SDM vision.
 - P.A.U.S.E training (through the Office of Equity and Multicultural Services)
 - Breakout activities to define the initial framework for each of the above listed workgroups.

CAP – Online Application & CAPI

- A CAPI maintenance release is scheduled on June 14th to correct several known issues affecting the application. Business Transition completed testing with a number of field representatives who approved the release to move forward.
- Beginning in July:
 - **All Online Application and CAPI questions/ requests should be reported to the Service Desk.**
 - CAPI support will be transitioned to Operations and Maintenance for ongoing work.
 - The Monthly CAPI/EDMS Conference Call will be facilitated by CAF Field Services and SNAP Policy. Any SNAP policy questions outside of the call should be sent to the SNAP Policy Email.
 - The Business Intelligence Unit will absorb current CAPI reports, such as the 'Monthly Total Online Applications Report' and/or the 'Eligibility Status Report'. If you need to update zip codes for your district or need to request an ad hoc report, please contact Jeramy Lecoure

Numbers:

- Total Online Applications submitted, as of June 1, 2012 for APD: **580**
 - Total Online Applications submitted, as of June 1, 2012 for SSP: **6,443**
 - Total Online Applications submitted in May: **7,023**
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Modernization Initial Project Online Application/Eligibility Determination

- The Workshops launched May 15th and include SSP/APD/AAA field staff, Business Experts, Policy Analysts, Business Transition and Oracle staff.
 - This group is charged with identifying business needs the on line application and the new software workers will be using.
 - Currently the scope of this project includes the ability for a client to apply for SNAP and SNAP/Medical Programs and Eligibility automation for SNAP and Medical. This Initial Win is projected to be complete within the next 12 months.
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Health Insurance Exchange-IT (HIX-IT)

The HIX-IT project passed a Federal Gate Review on May 7th with flying colors. The current product demonstration and breakaway workshops showed the review board that the project is on track and making excellent progress.

- DHSM and HIX-IT Director, Rus Hargrave and HIX-IT Project Manager, Pete Mallord have been appointed to new positions within DHS/OHA/OIS. Monte Burke has been appointed as the interim Director, and Amy Shelton is our new HIX-IT Project Manager.