



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



Change Leaders

- This group is focused on assisting others through change, readiness assessment and serving as a point of contact for branches and districts.
- The joint APD/AAA/SSP Change Leaders had their first meeting last month. *Do you know who your district's Change Leader(s) is?*

Business Transition Partners

- This group meets every other month. BT Partners is made up of representatives from all areas of central office. The meeting provides these reps with updates and the opportunity to share information about their experiences with the project or their needs related to the project.
- The next meeting will be July 25th.

Communication Sessions & Leadership Coaching

- Field Communication Sessions are currently on hold due to the rollout of the CCO's. Sessions have been completed in District 2 and 3, for APD/SSP/AAA staff. Sessions in District 5 and 9 have been scheduled for September.
 - Business Transition staff will be in contact with district leadership teams and Change Leaders to schedule more upcoming visits.
- BT has been working with APD and SSP Leadership to rollout Change Management Training for District Leadership Teams. The schedule is currently in development. More information to come.

Service Delivery Model (SDM)

- On June 12th, both the Assisted Service and Self Service workgroups had their first meetings. Each workgroup has developed a tentative 12 week strategic plan to best utilize the time of workgroup participants.
- Within the next 30 days, Assisted Service and Self Service workgroups plan to survey client or conduct client focus groups located in rural, coastal and metro areas.
- **Consistency in Outcomes and Cultural Changes workgroups, will** begin in late July and will be staggered behind the two client centered workgroups. The concepts from the first two workgroups (Assisted Service and Self Service) will help drive the work of the Consistency in Outcomes and Cultural Changes workgroups.

CAP – Online Application & CAPI

- Beginning July 1:
 - **All Online Application and CAPI questions/ requests should be reported to the Service Desk.**

- CAPI support has been transitioned to Operations and Maintenance for ongoing work.
- The Monthly CAPI/EDMS Conference Call is now facilitated by CAF Field Services and SNAP Policy. Any SNAP policy questions outside of the call should be sent directly 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'.
 - A new report, called *OA Submittals*, has been developed to reflect Online Applications submitted within a certain time period. The report will be generated every other month.

Numbers:

- Total Online Applications submitted, as of July 1, 2012 for APD: **546**
- Total Online Applications submitted, as of July 1, 2012 for SSP: **6,779**
- Total Online Applications submitted in June: **7,325**

Modernization Initial Project Online Application/Eligibility Determination

- The Initial Project (Initial Win) Workshops are still wrapped up last week and have included SSP/APD/AAA field staff, Business Experts, Policy Analysts, Business Transition and Oracle staff. *This group is charged with identifying business needs for the new online application and the software workers will be using.*
- On July 9th, the scope of this project was redefined to include medical questions and eligibility determination for 16 medical programs.
- New timelines are currently in development.

Health Insurance Exchange-IT (HIX-IT)

- The HIX-IT team began to partner with the DHS Modernization team to plan the OPA Rules workshops for Medicaid Eligibility/Application.
 - What is OPA? **Oracle Policy Automation** – *Software used to create a set of Oracle Policy Automation rules that are Oregon specific for Medicaid, SNAP and TANF that can be used for multiple projects and consists of a benefits pre-screening rule-base, an eligibility determination rule-base, and an application rule-base.*
- Joint workshops are currently in session. Further scope definition related to Medical/Medicaid will be refined in collaboration with the Modernization team.