

## DHS MODERNIZATION & OHA HIX-IT BUSINESS TRANSITION UPDATE

AUGUST 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.*

- Change Leaders have been given the responsibility to provide a Modernization status update to their area. This group has also been providing input on the Initial Win project, such as-
  - If notices were to be incorporated, which are the highest valued?
  - Analysis of Master Data Management data points
  - Exploring Excellent Customer Service
- This month's meeting will focus on providing Change Management resources to the Change Leaders (to help fight Change Fatigue) and tap the team for additional business process questions that the project may have.

### 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 updates and the opportunity to share information about their experiences with the project or their needs related to the project.*

- No updates at this time.

### Leadership Coaching

#### Navigating Transition: Understanding, Leading, and Coaching Staff through Transformational Change

- The DHS Modernization (DHSM) Business Transition Team (BTT) is working with staff from the Work Support Strategies grant to provide Change Management training to APD/AAA/SSP leadership teams.
- The workshop is designed to provide managers with an overview of the organizational and individual change process and with specific, easy-to-apply tools to help them guide staff through changes associated with the Modernization, Health Systems Transformation, among other efforts underway in DHS and OHA.
- Navigating Transition will be an all-day workshop and will be piloted in Districts 3, 6, 7 and 8 in August. A few notes about these sessions:
  - BT staff will be in contact with your leadership teams involving **Managers, Supervisors, Leads and Change Leaders** to schedule a session.
  - These sessions replace the Leadership Coaching that BT completed in a few areas in the Spring/Early Summer.

- BT staff will continue to coordinate all-staff Modernization Communication Sessions. These sessions provide project updates and an Oracle – Siebel demo.

## **Service Delivery Model (SDM) – Workgroup Updates**

### **Assisted Service**

- The Assisted Service customer satisfaction survey questions are completed. The workgroup will gather data for 10 days, beginning on Friday (7/27).
- SSP/AAA/APD Program Managers have been asked (via email) to disperse the survey among their branches. The goal is to collect 10 surveys from each branch statewide and branch.
- During the next Assisted Service workgroup meeting, the group will do high level process mapping with a Lean Leader, beginning with intake.

### **Self Service**

- The Self Service workgroup completed over 500 surveys. The group is working on drafting their first business cases and they expect to review the drafts as a group soon. Using the survey results, they narrowed down their first two business cases:
  1. Use of text, email and fax.
  2. Overarching requirements of the Client Portal.

**Consistency in Outcomes and Cultural Changes workgroups** scheduled their meetings 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.
  - Consistency in Outcome - first meeting held on 7/27.
  - Cultural Changes - First meeting held on 8/2.

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

- Beginning July 1:
  - **All Online Application and CAPI questions/ requests should be reported to the Service Desk.**
  - The Business Intelligence Unit will now be responsible for all CAPI reports, such as the ‘Monthly Total Online Applications Report’ and/or the ‘Eligibility Status Report’.

### *Numbers:*

- Total Online Applications submitted, as of August 1, 2012 for APD: **575**
- Total Online Applications submitted, as of August 1, 2012 for SSP: **6,552**
- Total Online Applications submitted in July: **7,127**

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## **Modernization Initial Project “Initial Win” Online Application/Eligibility Determination**

- Workshops concluded in late July. *Participants, include SSP/APD/AAA field staff, Business Experts, Policy Analysts, Business Transition and Oracle staff. This team is charged with identifying business needs for the new online application and the software DHS - OHA staff will be using.*
    - Workshop participants are refining the list of requirements. Once the list has been approved, the Modernization team will move forward in developing the new online application and Oracle-Siebel software for staff use.
  - As mentioned in last month's update, the scope of this project was redefined to include medical questions and eligibility determination for 14 medical programs. *See attachment for specifics.*
  - High level timelines have been drafted and will be shared once approved by executive leadership.
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### **Health Insurance Exchange-IT (HIX-IT)**

- HIX-IT and Modernization will begin meeting weekly to collaborate on the client and caseworker portal, eligibility rules and how the hand-off between the agencies will occur within the system.
- Analysis of DHS training needs related to the Insurance Exchange will begin this month.