

DHS MODERNIZATION & OHA HIX-IT BUSINESS TRANSITION UPDATE

SEPTEMBER 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.

- In August the Change Leaders were able to participate as Subject Matter Experts (SME) for analysis of integration of Siebel with the FSMIS.
- Paul Campos from District 9 created a great presentation to present to his local area and was shared with all Change Leaders. Tom Bishop and Barbara Dunham did a wonderful job presenting at District 6's All-Staff and have an excellent understanding of the Modernization Project.
- September 19th is the next in person meeting and we hope each district will have a Change Leader attend; if a Change Leader is unable to attend the meeting please feel free to send a the backup Change Leader!

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.

- The next meeting is September 26th.

Leadership Coaching

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

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.

- Pilot sessions were completed in Districts 3, 6, 7 and 8 in August.
- BT staff has started scheduling with remaining district leadership teams to roll-out the workshop statewide.
- BT staff will continue to coordinate all-staff Modernization Communication Sessions with the Navigating Transition Workshop. These sessions provide project updates and an Oracle – Siebel demo.

Overall Change Management Effort

DHS will use the Prosci approach to change management. Includes the ADKAR Model:

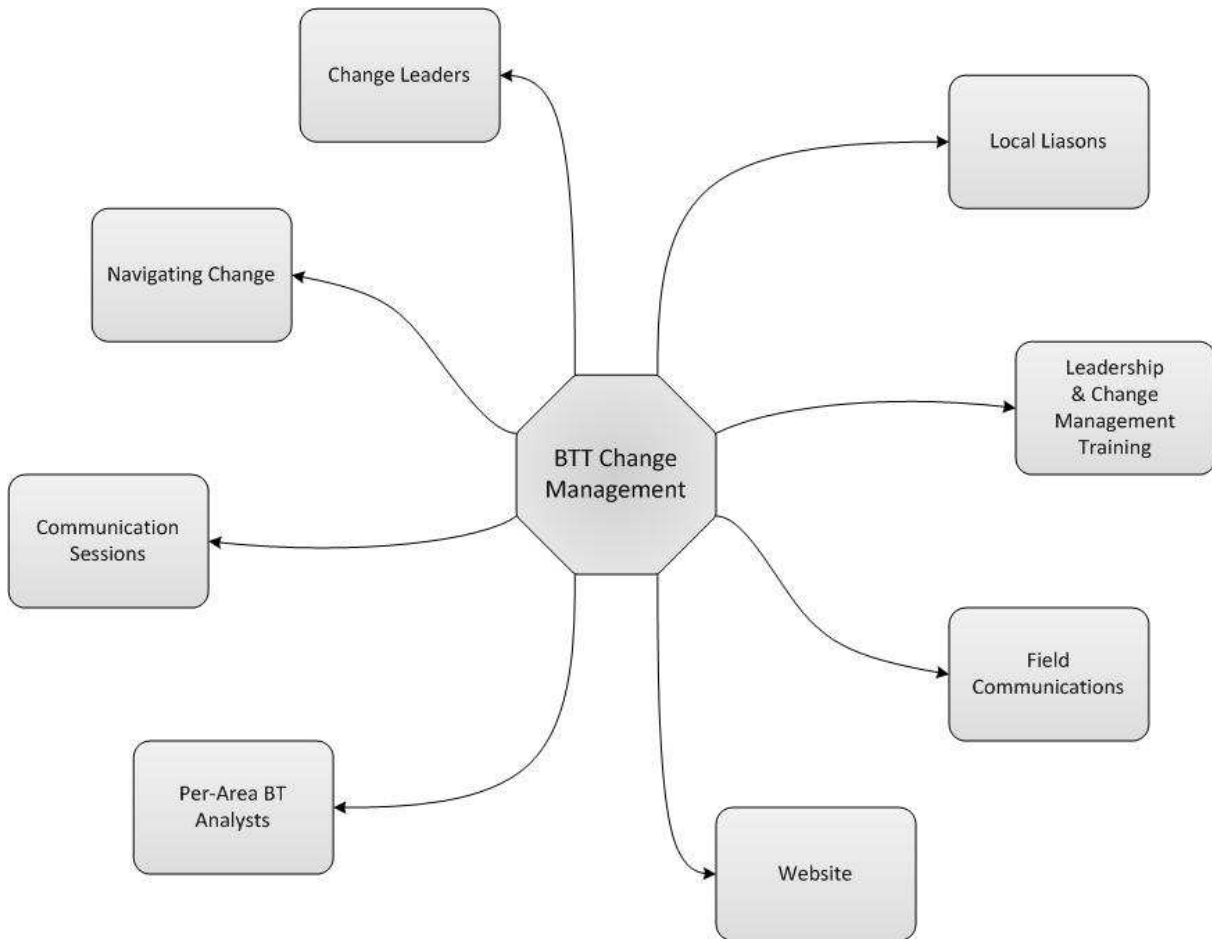
Awareness

Desire

Knowledge

Ability

Reinforcement



Relativity of greatest contributors to managing change well:

Sponsorship

Communications

Approach

Resources and funding

Employee engagement

Manager engagement

*Managers and supervisors are the *closest* to the employees who ultimately bring changes to life*

Service Delivery Model (SDM) – Workgroup Updates

Assisted Service

- The Assisted Service workgroup has focused on mapping the high level future state specific to assisted customer service.
- At this time, the group has brainstormed 5 ideas, to be prioritized by the Service Delivery Model (SDM) Steering Committee, as potential business cases.

Self Service

- The Self Service workgroup drafted their first business case on the use of text, email and fax. The findings are currently under review by the SDM Steering Committee.
- Next steps for the workgroup include brainstorming overarching requirements for the Client Portal.

Consistency in Outcomes and **Cultural Changes workgroups** are in the early stages of envisioning future staff needs.

CAP – Online Application & CAPI

- **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:

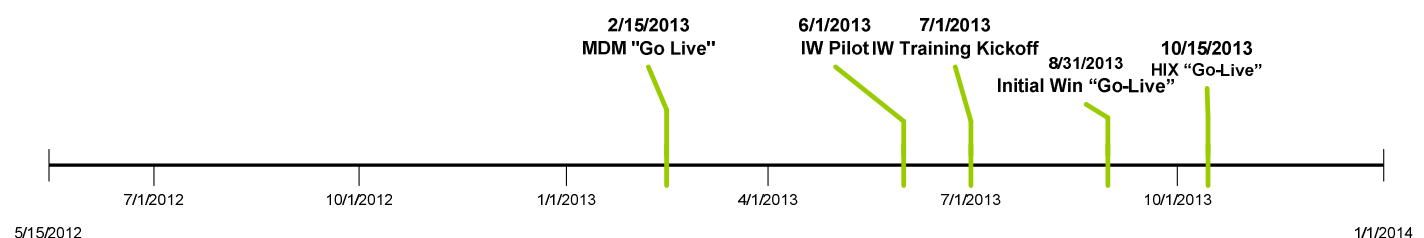
- Total Online Applications submitted, as of September 1, 2012 for APD: **537**
- Total Online Applications submitted, as of September 1, 2012 for SSP: **6,676**
- Total Online Applications submitted in August: **7,213**

Modernization Initial Project

“Initial Win” Online Application/Eligibility Determination

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.

- The Modernization Business Transition and Business Analyst teams continue to work with the identified Initial Win business/field participants to ensure the project requirements are accurate and prioritized for development.
- Modernization is developing the new online application and Oracle-Siebel software for staff use. Development is anticipated to conclude in March 2013. Project and User Acceptance Testing will follow suit. Throughout development, Initial Win participants will be invited to preview stages of development.
- High level project timelines have been drafted and approved.



Health Insurance Exchange-IT (HIX-IT)

- HIX-IT and Modernization is 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.
- The Quality Management Plan has received (*from MAXIMUS HIX-IT's quality control vendor*) and approved. Quality Management involves testing, assessing and validating the technical and business needs.
- Beginning conversations regarding the training that DHS/OHA staff will need related to the launch of the Exchange. This could include policies, procedures and new technology.