

DHS MODERNIZATION & OHA HIX-IT BUSINESS TRANSITION UPDATE

OCTOBER 2012

1. Change Management

Change Leaders

This group is focused on assisting others through change, readiness assessment and serving as a point of contact for branches and districts.

- During the September in-person meeting Change Leaders engaged in series of activities, use the following questions to prepare for the future-
 - How do we make sure to incorporate all branches that are not represented within meetings with information? Ask your Change Leader about the action plan created on how they as Change Leaders will educate branches in their district.
 - How do great leaders inspire action (touching on the following why, how and what)?
 - What does DHS/OHA do? And *what* do Change Leaders Do?
 - How does DHS/OHA do what they do? And *how* do Change Leaders do what they do?
 - Why does DHS/OHA do what they do? And *why* do Change Leaders do what they do?
 - What is excellent customer service? What does the future state of customer service look like?
 - How do we ensure that our clients/customers can receive the services they need no matter how they come into our system?
- October 17th is the next webinar 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 November 28th.

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

The workshop is designed to provide leaders 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.

- BT staff are out on the road for these sessions with district leadership teams. They expect to complete the sessions by December.
- BT staff will continue to coordinate **all-staff** Modernization Communication Sessions in conjunction with the Navigating Transition Workshops. These sessions provide project updates and an Oracle – Siebel demo.

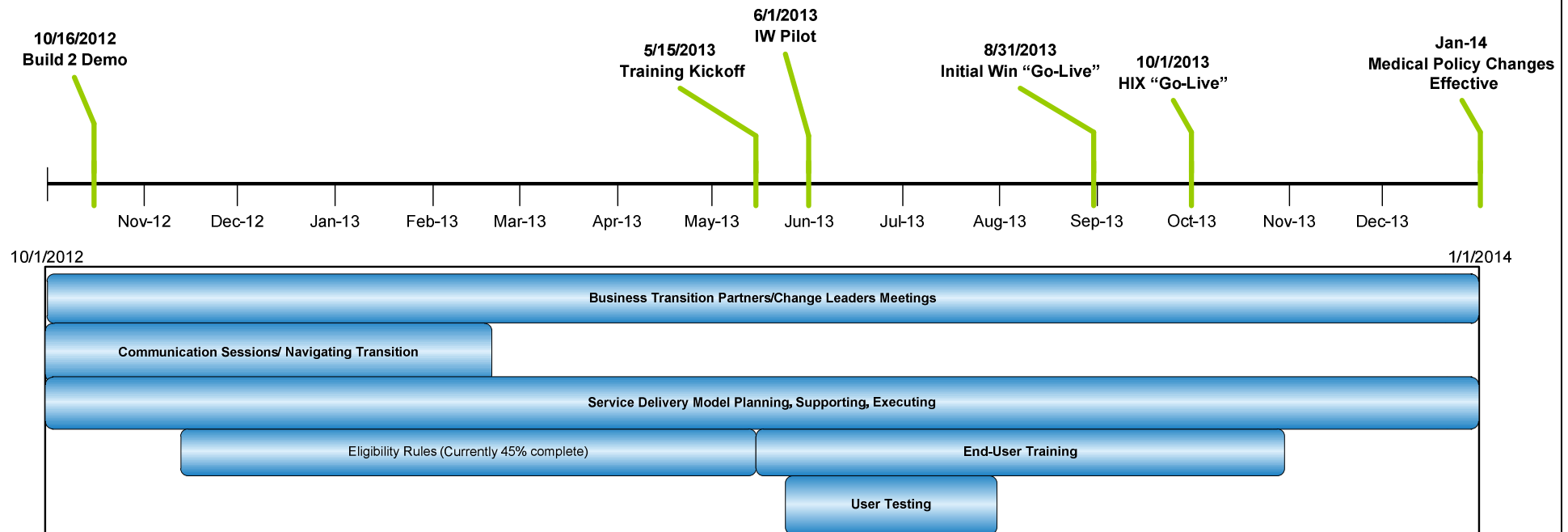
2. Technical Projects

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.

- Modernization is currently developing the new Client (Web) Portal and Oracle-Siebel software Caseworker Portal. Development will occur in four stages and is anticipated to conclude in March 2013.
- On Oct. 16, Initial Win Workshop Participants will receive their second Client Portal/Caseworker Portal demonstration, marking the half way point on application development. Participants are expected to give valuable feedback on the construction of the Initial Win Project. In this demonstration, participants will preview:
 - Queues
 - Application statuses
 - iHelp functionality
 - Framework for the Client Portal
- Business Transition High Level Timeline:



CAP – Online Application & CAPI

- **All Online Application and CAPI questions/ requests should be reported to the Service Desk.**
- The Business Intelligence Unit is currently responsible for all CAPI reports, such as the ‘Monthly Total Online Applications Report’ and/or the ‘Eligibility Status Report’.
- To track the ‘Total Online Applications’ submitted, please click here: [Sept 2012 Numbers](#)

Health Insurance Exchange-IT (HIX-IT)

- The Health Insurance Exchange (HIX) Corporation has been renamed as “Cover Oregon”. The URL for their new site is <https://coveroregon.org/>. *The OHA HIX-IT Project name will remain the same. This is the team that is building the Exchange. The organization that will administer the Exchange is now named Cover Oregon*
- 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.
- 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.

3. DHS Service Delivery Model (SDM) – Workgroup Updates

See the attached status report for more information.

Assisted Service

- Based on the Customer Satisfaction survey conducted by this group, Assisted Service is in the midst of working on their first business case to address adding additional office hours for service Monday- Friday, between 5:00-7:00 PM.

Self Service

- The first Self Service business case on the use of text, email and fax has been reviewed by the Steering Committee. Next steps are still under discussion.
- Submitted their second business case concerning imaging and document management. APD and AAA currently have limited access to the EDMS system. The workgroup is recommending:
 - Expanding imaging capabilities to be available to all within AAA/APD/SSP divisions and programs.
 - Requesting additional scanners and document storage.
 - Requesting software, such as Adobe Professional to enhance poorly scanned images, (such as a blurry pay stub), so that documents are easily readable; and convert to compatible format in which the document management system will accept (i.e. Word, PDF, JPEG).

Consistency in Outcomes

- The group will be “drilling down” on these three areas to frame their business cases at the next meeting as well as laying out what the dashboard will look like for the department
 1. Responsiveness
 2. Accountability
 3. Productivity

Cultural Changes

- Focusing on “how do we get the message out?”
- Areas that will be key to the success of this effort: Marketing, Communications and training