

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

DECEMBER 2012

### **1. CHANGE MANAGEMENT**

#### **Change Leaders**

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

- The December 5<sup>th</sup> meeting was an in-person meeting where Change Leaders invited their Program Manager or member of their local leadership to attend.
- Action plans were created to share Modernization information with each district, and tackle open issues and questions for the Initial Win project.

#### **Business Transition Partners (BTP)**

*BTP 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.*

- Communication Sessions for HSB are scheduled and any interested central office staff can register to attend in the Learning Center (see attached flyer for more information).
- In-person BTP meetings will resume once Central Office Communication Sessions have been completed.

#### **Navigating Transition (NT): Understanding, Leading, and Coaching Staff through Transformational Change**

*These workshops are designed to provide leaders with an overview of the organizational and individual change process. The workshops cover specific, easy to apply tools to help guide staff through changes associated with the Modernization, Health Systems Transformation and other efforts underway in DHS and OHA.*

- BT has completed all NT sessions to the field. We will be coordinating sessions for Central Office that will be open for registration through the Learning Center.

### **2. TECHNICAL PROJECTS**

#### **Modernization Initial Project**

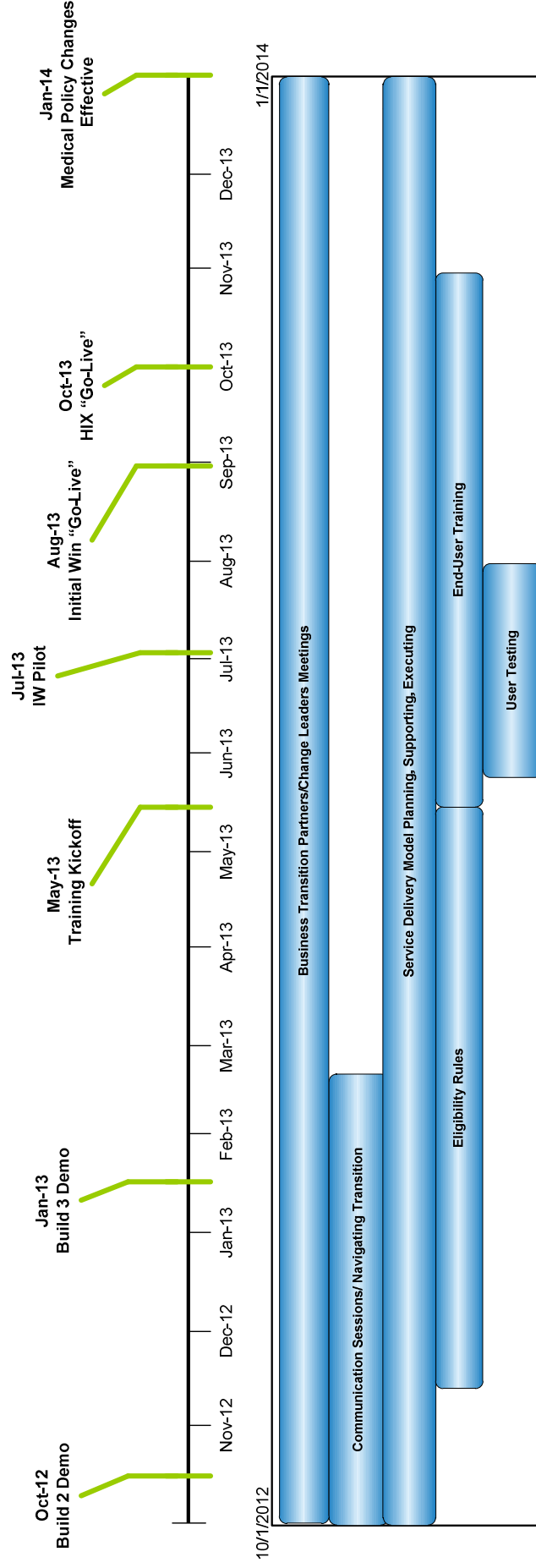
##### **“Initial Win” Online Application/Eligibility Determination**

*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, followed by testing, integration and training.

- The technical team is working towards integrating Oracle Policy Automation (OPA) into the Siebel Caseworker Portal, which will help workers make an eligibility determination for SNAP and 14 Medical Programs by automating Oregon rules. A demonstration for this work is anticipated to be given in late January.
- Business Transition continues to work with an ongoing group of field staff on the Caseworker Portal to vet questions and validate application requirements.
- The Client Portal workgroup submitted a recommendation around the look and feel for the client user experience.
- DHS Communications is facilitating a workgroup to develop possible names for the Client Portal and the Caseworker Portal. The workgroup includes BT and field representatives. The workgroup recommendations will be presented to the Executive Steering Committee in January.
- BT hosted a review session on Dec. 17 from 10:00 to 11:30 a.m. via GoToMeeting for Managers interested in reports to be generated within the Initial Win Project. A follow-up session will be scheduled to complete the review process with Managers to give input on reporting needs and discuss current requirements.
- **ACTION Request:** Please review the attached “Trainer Selection Options” -
  - *Once you have reviewed the document, please complete the survey (link below). This survey asks for your feedback on which trainer selection option you prefer for the upcoming Modernization – Initial Win Project, in addition to information regarding field liaisons and training. Please contact Emily Armstrong if you have questions regarding the options or survey. Click here to complete the survey: <https://www.surveymonkey.com/s/7QHYYQQ>*

## Business Transition High Level Timeline:



## Health Insurance Exchange-IT (HIX-IT)

- *No new information at this time.*

## 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 the Eligibility Status Report. To track the total online applications submitted, please click here: **November 2012 Numbers.**