

DHS MODERNIZATION & OHA HIX-IT BUSINESS TRANSITION UPDATE

JANUARY 2013

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.

- January's Change Leader meeting will be held via Webinar on the 16th from 1:30 to 3:30 PM. Contact Melissa Lantz at melissa.a.lantz@state.or.us for more information.

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.

- We are cancelling January Business Transition Partners as we continue to complete the Navigating Transitions Workshops and Communication Sessions for Central Office. We look forward to resuming the face to face meeting in March.

Readiness Assessment (RA)

The purpose of the readiness assessment process is to collect information from Aging and People with Disabilities (APD) and Self Sufficiency Programs (SSP), along with our AAA partner-providers, to evaluate opportunities to improve our organization's response to and support of change.

- Beginning this month, research analysts from the Business Transition Team will conduct interviews and office visits around the state to gather information for the assessment. They will be looking for the things that work for you when implementing changes to process, program and technology.
 - Emily Armstrong will be in touch with you directly to develop the schedule for your site visit. She will be sending a sign-up list for the Focus Group interviews.
- The ultimate objective of the assessment is to determine how to better meet your needs for actively and effectively participating in change through training, tools, resources, and communications that are meaningful to you.

Communication Sessions & 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 CS and NT sessions to the field. We have sessions for Central Office that are open for registration through the Learning Center (Navigating Transitions – C03476). The current session dates are February 13th, February 22nd and February 26th. The workshop is all day from 9-4 and all are located at HSB.

(Communication Sessions & Navigating Transition cont.)

- We are also offering Communication Sessions for Central Office. Currently these sessions are open to register in the Learning Center (Business Transition Communication Sessions - Co3003) and session dates available are January 10th, January 24th, February 6th and February 21st. These sessions are 2 hours in length and we are offering several sessions per day.

2. TECHNICAL PROJECTS

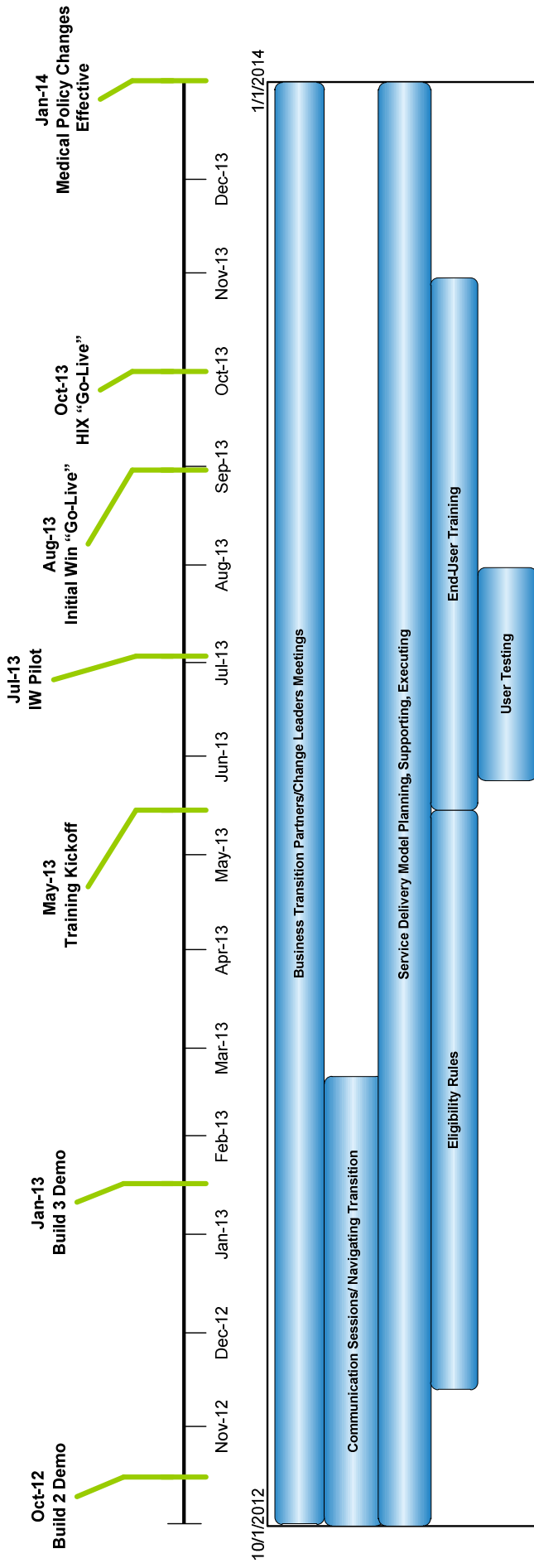
Modernization Initial Project

“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.

- In late January, the Initial Win Workshop Participants will receive their third Client Portal/Caseworker Portal demonstration. Participants are expected to give valuable feedback on the construction of the Initial Win Project.
 - In this demonstration, participants will preview:
 - The Online Application, using real life examples to gain insight on workflow.
 - Eligibility Determination; Integrating Oracle Policy Automation (OPA) into the Siebel Caseworker Portal, which will help workers make an eligibility determination for SNAP and 14 Medical Programs automating Oregon rules.
 - Application Screening and Worker Assignment
 - Household Composition
 - Filing Groups
 - Service requests and activities
- 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 look and feel recommendation for the client user experience. This recommendation has been approved. Business Transition is working with DHS/OHA Publishing and Design to create a site map and develop site content.
- DHS Communications is facilitating a workgroup to develop possible names for the Client Portal and the Caseworker Portal. The workgroup recommendations will be presented to the Executive Steering Committee this month.
- In December a “Trainer Selection Options” action request was sent via email, asking area Managers to complete a survey-
 - *This survey question asks for your feedback on which Trainer Selection Option you prefer for the upcoming Modernization – Initial Win Project. Feedback is still being gathered and will be shared once results are complete.*

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: [December 2012 Numbers](#).