## 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.*

- 15 new Change Leaders were on boarded last month from district's 4, 13, 14 and 16.
- A central document repository was created, using Yammer, for Change Leaders creating material to present to their branch or district. Yammer will allow Change Leaders across the state to store documents and share materials.
  - This month, Change Leaders will have a short training on how to best utilize Yammer (creating a small "how-to-document") with the hopes that both Leadership and interested staff can access the site and work with their district Change Leaders.

### 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.*

- During the month of January, analysts from the Business Transition Team conducted interviews and office visits around the state to gather information for the assessment. The next step will be to develop a survey for AAA/APD/SSP staff based on the themes that arose from the site visits.  This survey should be available to staff to complete at the end of February.
- 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 workshop dates are scheduled for February 13th, February 22nd and February 26th. The workshops will be held at HSB from 9:00 AM to 4:00 PM.
- The "Navigating Transitions" workshops to the field were a great success.  It provided a launching point for leadership teams to adapt to the new culture of change and assist those around them to do the same.   Workshop evaluations were very positive!  We thank everyone who attended for their time and participation!

- Many of the "Navigating Transitions" participants asked how this information could be presented to line staff. The Business Transition training team has created "Navigating Transitions Teach-back Modules".
  - These pre-packaged activities have been created for field staff from modules of the original "Navigating Transitions" workshop material. These modules will be short activities that managers or lead workers can do with their local teams.
  - Branch leadership will receive these pre-packaged activities via email starting in February. and they will be posted on the Modernization website. Each bi-monthly module will build on the prior module.

## 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.*

- The Initial Win Workshop Participants will receive their third Client Portal/Caseworker Portal demonstration this month.
- Business Transition is working with DHS/OHA Publishing and Design to develop the "look and feel" for the new the Client Portal (website). This workgroup has been meeting regularly to create a website that is easy to use and navigation. *See attached draft of the homepage that is currently in development.*
- Beginning this month, Business Transition will reach out to community advocates and clients to preview the Client Portal and new Online Application. Following the demonstration, we will be holding a small work session to review the Online Application verbiage to ensure it easily read and at the appropriate reading level.
- DHS Communications has concluded the Client Portal Naming Workgroup and will be presenting three options recommended by the Executive Steering Committee in February.

## 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. To track the total online applications submitted, please click here: **January 2012 Numbers**

## 3. TRAINING ACTIVITIES

- Recruitment for Modernization Training and Development Specialist 1 positions have been sent through APD and SSP Program Managers, including questions and answers about the positions and an application for interested staff. Next steps involve the selection of applicants to be interviewed based on experience and interest in the project.
- *Please see the attached document for the identified Initial Win training zones and sites.*

# Business Transition High Level Timeline:

Oct-12
Build 2 Demo

Feb-13
Build 3 Demo

May-13
Training Kickoff

Jul-13
IW Pilot

Aug-13
Initial Win "Go-Live"

Oct-13
HIX "Go-Live"

Jan-14
Medical Policy Changes
Effective

Nov-12  Dec-12  Jan-13  Feb-13  Mar-13  Apr-13  May-13  Jun-13  Jul-13  Aug-13  Sep-13  Oct-13  Nov-13  Dec-13

10/1/2012                                                                                                   1/1/2014

Business Transition Partners/Change Leaders Meetings/Field User Group

Communication Sessions/ Navigating Transition

Service Delivery Model Planning, Supporting, Executing

Eligibility Rules

End-User Training

User Testing