

DHS MODERNIZATION & OHA HIX-IT BUSINESS TRANSITION UPDATE MARCH 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.

- March's Change Leader meeting will be held via Webinar on the 20th from 1:30 to 3:30 p.m. Contact Melissa Lantz at Melissa.a.lantz@state.or.us for more information.
- In addition to Change Leaders, Business Transition (BT) is gathering names for the Modernization Field Liaisons. Field Liaisons will be your local Subject Matter Experts (SMEs) and will receive extra training, with Change Leaders, to assist in problem solving and helping local staff adjust as we begin using Siebel.

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.

- BT is working with DHS Communications and the Office of Business Intelligence to develop a survey for AAA/APD/SSP staff to complete, based on the themes that arose from field site visits. The ultimate objective of the assessment is to determine how to better meet your needs for actively and effectively participating in change.
- The deadline to complete the survey is March 29.

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

NT is designed to provide an overview of the organizational and individual change process and assist leaders to help guide staff through changes associated with the Modernization, Health Systems Transformation and other efforts underway in DHS and OHA.

- The "Navigating Transitions" workshops were a great success. They provided a launching point for leadership teams to adapt to the new culture of change and assist those around them to do the same.
- The Business Transition training team has created an additional phase of "Navigating Transitions" (Navigating Transitions Teach-back Modules). These *pre-packaged* activities have been created for field staff from sections of the original workshop and will be emailed to branch leadership every other month, as well as posting them on the Modernization website.
 - Each module will build on the prior module and may contain an activity guide, facilitator guide, participant handouts and a PowerPoint. *Please see the attached: Module 1-Self Reflection.*

○ Below is an outline of the schedule and modules.

1. **February:** Module 1 – Self Reflection
2. **April:** Module 2 – Change Style Preference
3. **June:** Module 3 – Organizational Change
4. **August:** Module 4 - ADKAR
5. **October:** Module 5 - Coaching
6. **December:** Module 6 – Developing a Plan

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.

- BT, Policy and Operations are working to provide recommendations to the Technical Team on the Siebel workflow, navigation and usability for field staff. Recommendations will be presented to the Field User Group for input.
- In the next Initial Win demonstration, Workshop Participants will preview the online application process from beginning to end, using the Client Portal, eligibility determination and Siebel.
- DHS Communications has concluded the Client Portal Naming Workgroup and will be presenting three options to the Executive Steering Committee in March.

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 Office Business Intelligence is currently responsible for all CAPI reports.

3. TRAINING ACTIVITIES

Modernization Training Preparation

- During March, BT began recruitment for the 18 Modernization Training and Development Specialist 1 rotation/developmental positions. The response was outstanding. Over 90 applications were submitted. Interviews were held on March 4th with decisions expected to be made in the next couple of weeks.. The anticipated start date for these positions is May 6. *Please remember these dates are subject to change based on changes in the project timeline.*
- Modernization – BT Trainers are currently working with OIS to install temporary training facilities, upgrade current computers labs and coordinate bandwidth upgrades around the state.