1. CHANGE MANAGEMENT

Change Leaders

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

- The 2013 Change Leaders meeting schedule has been set.
- The April meeting has been rescheduled from the 17th to the 24th to accommodate the furlough work week. The meeting will be held in person, from 9 a.m.to 3 p.m. at Salem Parkway. Contact Melissa Lantz at **Melissa.a.lantz@state.or.us** for more information.
- Business Transition continues to gather names for Modernization Field Liaisons. As our partnership grows among Change Leaders, Field Liaisons and Trainers, so does the need of a defined list of roles and responsibilities. *Please see the attachment for a description of roles.*

Readiness Assessment (RA)

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

- All of the Readiness Assessment data has been compiled and is being analyzed for recommendations. We will share the recommendations upon completion and include information about our next steps.

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 Business Transition training team has created an additional phase of "Navigating Transitions" (Navigating Transitions Teach-back Modules). These *pre-packaged* activities will be emailed to branch leadership every other month to be used to help DHS field staff to prepare for change.
  - Check out the Modernization website for more information and be on the lookout for *Module 2 –Change Style Preference* . It builds on February's *Module 1 – Self Reflection*!
  - Below is an outline of the upcoming schedule and modules:

- **April:** Module 2 – Change Style Preference
- **June:** Module 3 – Organizational Change

- **August:** Module 4 - ADKAR

- **October:** Module 5 - Coaching
- **December:** Module 6 – Developing a Plan

2. TECHNICAL PROJECTS

Modernization Initial Project
"Initial Win" Online Application/Eligibility Determination

A team of SSP/APD/AAA field staff, Business Experts, Policy Analysts, Business Transition and Oracle staff is charged with identifying business needs for the Initial Win Project. The Project replaces the current Online Application with a new client web portal and CAPI with a new worker portal. The worker portal includes SNAP, 14 Medical Programs and eligibility determination.

- As we approach the final phase of development, the Modernization – IT team is working with Business Transition, Policy and Operations to identify gaps and provide recommendations to the Technical Team on Siebel workflow, navigation and usability.
- The "Build Three Demonstration" took place on March 28. The feedback from attendees is under review and will be considered in identifying and resolving business impacts.
- The decision-making process for the naming of Client/Consumer Portal will be reviewed with the DHS Modernization Executive Steering Committee (ESC) this month. The ESC will be asked to make a recommendation to the agency's executive team.
- The Working Steering Committee (WSC) kicked off this month to help support Modernization-IT and provide guidance in technical work efforts. The charter adopted by the ESC will be included next month.

Health Insurance Exchange-IT (HIX-IT)

- Conversation and team meetings are occurring to discuss how the OHP Processing Center will partner with Cover Oregon. There will be many applicants with medical only that will have mixed households with Medicaid/CHIP and tax credits.
- Through Cover Oregon, small employers will be able to apply for the small business tax credit. Tax credits will help individuals pay the cost of coverage if income is between 133 and 400 percent of the federal poverty level. Oregonians will also be able to check their eligibility and apply for public health care programs, such as Medicaid. For more information, here is the link to the Cover Oregon site: **http://coveroregon.com/**

CAP – Online Application & CAPI

- ***All Online Application and CAPI questions/requests should be reported to the Service Desk.***
- The Office of Business Intelligence is currently responsible for all CAPI reports.
- Discussion will be scheduled to develop requirements for the CAPI transition once the new online application goes live.

3. TRAINING ACTIVITIES

Modernization Training Preparation

- 18 Training and Development Specialist 1 (TDS1) rotations have been selected to join the Business Transition training team. TDS1's will provide training regionally through out the state in the six training zones.

- A new Modernization Training website is under development. Keep an eye out for our future announcement of the site!

- We have several Computer Based Training (CBT) Modules drafted that will be available to field staff in the near future. These include Siebel Terms and Basic Siebel Navigation.

- Business Transition is working closely with OIS to update computer equipment in existing computer training rooms and to ensure that bandwidth has been upgrade to meet the requirements for the new Oracle software. All bandwidth upgrades are expected to be completed by July 1st.