1. CHANGE MANAGEMENT

Change Leaders & Field Liaisons

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

- May's Change Leader meeting will be held via Webinar on the 15th from 1:30 to 3:30 p.m. Contact Melissa Lantz at **Melissa.a.lantz@state.or.us** for more information.
- Business Transition (BT) has gathered the majority names for Modernization Field Liaisons. In the next couple weeks, Field Liaisons will receive their first communication on how they will be engaged and can expect "Technology Tidbits" via email every other week from BT to familiarize them with what's to come.

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 collected from site visits and survey data. Through the analysis of the combined data, recommendations were made and have been approved by DHS Executives. *If you are interested in reading about our findings, please see the attached document.*
- Next steps will be the forming of the Tactical Planning Group to take the acquired recommendations and put them into actionable items moving forward. We will share with you the recommendations and the results from the Tactical Planning group over the next several months.

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 BT training team has created an additional phase of "Navigating Transitions" (Navigating Transitions Teach-back Modules). These *pre-packaged* activities are emailed to branch leadership every other month to be used by DHS field staff to help prepare for change.
    - If you didn't get the opportunity to complete *Module 2 –Change Style Preference* in April, you still have time before the third module is available! April's activity builds on February's *Module 1 – Self Reflection*!

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o   Below is a schedule of the upcoming modules and topics to be covered:

- **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.

- A Change Request for the inclusion of new programs (Express Lane Eligibility and Affordable Health Care Act) is being considered.
- 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.
  - o   Additional requirements sessions will be scheduled throughout May with Subject Matter Experts to follow-up on the Oracle Policy Automation Decision Report, eligibility dates, income calculation, and roles and responsibilities.
- The strategy for the Client/Customer Web Portal and application UI and content review will be presented next week to OIS and DHS/OHA Communications for review and approval to move forward with designated milestones.
  - o   The decision-making process for the naming of Client/Customer Portal was reviewed with the DHS Modernization Executive Steering Committee (ESC) last month. The ESC will make a recommendation for the name to the agency's executive team this 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 their 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.

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3. TRAINING ACTIVITIES

Modernization Training Preparation

- The 18 Training and Development Specialist 1s (TDS1) have been onboarded. Over the next six weeks, they will be participating in a "Train the Trainer" (TTT) course to learn more about Modernization, classroom management, giving and receiving feedback, adult learning styles and troubleshooting technology.
    - o This training will help build their training skillset as they prepare to give training regionally throughout the state.
- The first series Computer Based Training (CBT) Modules will be available to field staff in the near future. These foundational modules include:
    - o Siebel Terms and Basic Navigation
    - o Mouse Play
    - o Customizing Siebel
    - o Siebel User Technical Settings
    - o Using the User Productivity Kit (UPK) Player – (UPK is the new software used to create and take CBTs)
- As mentioned last month, Business Transition is working closely with OIS to update computer equipment in existing computer training rooms and to ensure that bandwidth has been upgraded to meet the requirements for the new Oracle software. **If you haven't already heard, click the envelope for the good news!**

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