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.

- June's Change Leader meeting will be held in person at the Cherry Avenue Training Center on the 19th in Salem, and will focus on the activities and accomplishments of Change Leaders over the last year.

- This month, Field Liaisons will receive their first communication from Business Transition on how they will be engaged. Beginning in July, "Technology Tidbits" will be sent via email every other week 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. A Tactical Planning Group will analyze findings to move forward.

- Now that the Tactical Planning Group has been formed, this team will assess recommendations developed from the Readiness Assessment findings and strategize approaches to put them into actionable items moving forward. The resulting recommendations will be shared once complete.

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.
  - o Check out the Modernization website for more information and be on the lookout for *Module 3 – Organization Change*. It builds on April's *Module 2 – Change Style Preference*!
  - o Below is a schedule of the upcoming modules and topics to be covered:
    - **June:** Module 3 – Organizational Change

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- **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 Modernization – IT team is working with DHS Executive to make keys decisions around how to best utilize Siebel for the Initial Win Project. These conversations include milestones, how paper applications will play a role in this phase and how this may impact intake and branch operations.
- The Client/Customer Web Portal project team has created an engagement and approval process for completing the work around application content and the look and feel of the site. The process is awaiting approval by OIS Executives to be fully implemented.
- This month, the recommended name and brand of the Client/Customer Portal will be reviewed by the DHS Executive Team with a final decision by DHS Director, Erinn Kelley- Siel.
- Beginning in June, DHS Communications will begin sending weekly 5 minute updates to AAA/APD/SSP all staff to tie in Modernization context and relationship to Medicaid Expansion and beyond.

Cover Oregon/Health Insurance Exchange-IT

- As mentioned in previous updates, discussion and team meetings are occurring to determine how the OHA 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.
  - o Applicants will use one common medical application
  - o Both organizations will use many of the same client/customer notices
  - o Both organizations will have access to shared data for processing medical applications
  - o 5503 will focus primarily on Medicaid and SCHIP eligibility while Cover Oregon's primary focus will be Tax Credits and health insurance for employees in small businesses (private)
- 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.

4/9/2013

3. TRAINING ACTIVITIES

Modernization Training Preparation

- The regional Training and Developmental Specialist 1s (TDS1s) have been participating in a "Train the Trainer" (TTT) course to build their training skillset as they prepare to give training regionally throughout the state. Their positivity and excitement contributes to their growing knowledge. TTT is scheduled to wrap-up at the end of June.
- The Modernization Training Team is collaborating closely with SSP Training Unit, along with OHP and Cover Oregon trainers to coordinate the numerous trainings that will be offered during late 2013
- Computer lab setup in most of future Modernization Training Sites are complete.
    - o Baker City and SE Portland sites are near completion and White City is next on the list for setup.
- Coming Soon: Trainers are currently developing material for regional Customer Service Training, that will focus on interviewing skills and the customer and case hand offs that are expected to occur when the Initial Win and Health Care Exchange Go Live. Keep an eye out for the announcement!