Presentation Topics

- Agencies we Support
- OIS Overview
- Challenges
- Opportunities
- IT Related Projects 2015-2017
OIS is a Shared Service

DHS

Safety, Health and Independence for all Oregonians

OIS:
Providing Technology solutions supporting Oregonians’ health, well-being and independence

OHA

Better Health

Better Care

Lower Cost
OIS supports DHS and OHA….

DHS Services
(~7,600 employees)

- Child Welfare
- Vocational Rehabilitation
- Aging & People with Disabilities
- Intellectual / Developmental Disabilities
- Self Sufficiency

OHA
(~4,200 employees)

- Addictions/Mental Health
- Health Care Programs
- Public Health
- Health Policy

184 office locations
Office of Information Services
2015-2017 Governor’s Budget (GB)

$136.7 million

Budget does not include DAS ETS Charges (Budgeted in Central Assessment) or Agency IT Projects (Budgeted in Program Budgets for both DHS and OHA)

460.51 FTE / 469 positions
Strategic Technology Plan

DHS/OHA Needs:
- Data
- Automation
- Integrated service
- Better training and development
- Self-directed services
- Work remotely
- Next generation of statewide systems
- Manage total cost of technology ownership

Trusted Source for Health and Human Services Data

Business Automation

Comprehensive View of Clients

Dynamic Needs Supported by Seamless Services

Enable Connectivity Anytime, Anywhere, in Multiple Ways
Balancing Our Work

“Operations and Maintenance”
(Supporting Existing Systems)

“New Efforts”
(Projects, Enhancements, Strategic Improvements)
OIS Challenges

IT Governance
- Priorities
- Resources
- Common Intake

Project Management
- Roles & Responsibilities
- Consistent Methodology

Other Maturity Improvements
- Standards
- Inconsistencies

Quality Product Testing
- Reliable Testing Results
- Implementation Planning

Communications
- Internal
- Business Partners
- Stakeholders
OIS Opportunities

Focus: Service Quality

• Enterprise IT Governance structure
• Common Service Intake process for both agencies
• IT Service Request prioritization process
• Enterprise Data Governance
OIS Opportunities

Focus: Service Quality

- Common, scalable Project Management methodology
- Clearly defined project roles and responsibilities
- Consistent project status and QA reporting
- Consistent issue/risk management and reporting

Project Management

Establish Implement Monitor & Measure Improve & Optimize

• Common, scalable Project Management methodology
• Clearly defined project roles and responsibilities
• Consistent project status and QA reporting
• Consistent issue/risk management and reporting
OIS Opportunities

• Consistent Change Management practices
• Testing Center of Excellence
• Improved asset management tracking, tools and templates
• Aligned communications across OHA/DHS/OIS

Focus: Service Quality

Establish
Implement
Monitor & Measure
Improve & Optimize
OHA IT Related Projects in 2015-2017

These inflight projects from 2013-2015 will continue into the 2015-2017 biennium.

• **OHA MAGI Medicaid System Transfer**
  
  *Transfer of Kentucky MAGI (Modified Adjusted Gross Income) Medicaid system. ($62.9 mil, 90% FF / 10% GF)*

• **OHA HIV-CAT (CAREAssist)**
  
  Replace existing application and other legacy solutions. ($1.45 mil, OF drug rebate revenue)

• **OHA Office of Health IT projects**
  
  *Common Credentialing (inflight), Provider Directory, and Clinical Quality Metrics. ($29.3 mil, from existing Federal resources)*
New IT Related Projects in 2015-2017
Governor’s Investments (Shared / DHS)

• DHS / OHA Race, Ethnicity, Language and Disability (REAL-D)/Master Client Data Service (POP 402-OHA / 201-DHS)
  Design, build and implement a tool to collect, report and analyze REAL-D data. ($3.5 mil, assumes $1 mil in Q-bonds)

• DHS Adult Protective Services IT System (POP 107)
  Streamlined and integrated statewide adult abuse and report writing system. ($4.7 mil, assumes $3.3 mil in Q-bonds)

• DHS Non-MAGI Eligibility Automation Project (POP 103)
  Planning for implementation of an eligibility system for non-MAGI medical programs. ($7.5 mil, 90%FF / 10% GF)
Supporting DHS and OHA Going Forward...

- Technology Supporting Business Needs
- Consistent, Repeatable, Scalable, Project Management Methodology
- Integrated Systems built on an Enterprise Architecture
- Talented, Skilled Staff
- Priorities Aligned with Agency’s Strategic Direction
- Workload Balance from "O&M Work" to "New Work"
Thank you.

Questions?

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