HB 3073 Implementation

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June 1, 2022
The ONE System

The ONE system makes it possible for people to apply for medical, food, cash and child care benefits with one application – online, by phone or in person at any Aging and People with Disabilities, Area Agency on Aging (Type B) or Self-Sufficiency Programs office.

- Oregonians can create an account online to expedite future case updates
- Oregonians can experience no wrong door and apply for multiple benefits with one worker at any office statewide
- Oregonians can monitor communications from the Department and track the status of their benefits online
- Verifying information can now be done by uploading documents online instead of by mail or office drop box
ONE: Information technology innovation

The February 2021 ONE upgrade was Oregon’s largest and most complex IT system implementation, which enabled staff to work across program boundaries and provide “any door” access to benefits.

SINCE THE UPGRADE:

- 1.5 million people are receiving benefits through the ONE system***
- Nearly 700,000 people have individual Applicant Portal accounts**
- Over 1 million applications processed since launch; more than 40 percent submitted online*
- 51 percent of applications processed same day / next day*
- Zero unplanned system outages
- Under three seconds average screen load time*

As of *February 2022 | **April 2022 | ***May 13, 2022
**ONE interfaces with 75+ systems**

The ONE system is a gateway that connects with state and federal systems to send and receive information.

ONE performance depends on “legacy” system performance – and some legacy systems are more than 40 years old.
Governance

The ONE governance system ensures **collaborative decisions** and **coordinated efforts** across agencies.

The **ONE Information Systems Management Committee (ISMC)** works across agencies to make level of effort determinations, approve change requests, and set sequencing of builds.

All decisions related to HB 3073 implementation are made jointly between agencies.
Prioritization

Legislative Mandates

Federal Mandates

Operational optimization

Updates based on community feedback

Infrastructure and audit responses

SEQUENCING OF WORK
System enhancements through end of biennium

- May: 8 change requests associated
- August: 6 change requests associated
- October: 5 change requests associated
- January: 0 change requests associated
- April: 0 change requests associated
- June: 6 change requests associated
- September: 8 change requests associated
- December: 4 change requests associated
- March: 0 change requests associated
- May: 0 change requests associated
Enhancing the ONE system, step by step

**Level of Effort**
- Includes impact analysis and determines the number of hours required to design, write code and test in multiple environments

**ISMC**
- Leadership from ODHS, OHA and soon DELC review request, impact analysis and level of effort. Determines priority of enhancement and approves funding when required

**Design**
- Change Request Overview document created to outline all changes required to create enhancement. Discussed in Joint Application Design Session attended by many different teams. After JADs, designs are formally reviewed and approved.
Enhancing the ONE system, step by step

**Develop**

The enhancements are created.

**Test**

Focuses on performance, possible defects, inefficiencies. A production date is assigned after testing is complete.

**Communicate and train**

Policy, training and communication teams work to update or create new materials for all staff.

**Implement**

Enhancement is made and goes live for all staff to use.
Challenges

The ONE system governance team is constantly assessing factors and realigning priorities to meet the most urgent needs.

- Events outside state control
  - Emergencies
  - Federal changes
  - Pandemic EBT

- Competing priorities and unknowns

- Contract limitations on building enhancements

- Legacy and MMIS coordination + prioritization
### Completed legislation-driven enhancements

The following ERDC enhancements have been completed on schedule.

<table>
<thead>
<tr>
<th>Enhancement</th>
<th>Required completion date</th>
<th>MMIS/Legacy</th>
</tr>
</thead>
<tbody>
<tr>
<td>Payment to child care providers must be based on enrollment instead of attendance (HB 3073 – Section 8, 4(c))</td>
<td>October 1, 2021</td>
<td>Completed</td>
</tr>
<tr>
<td>Establish a sliding scale for copayment, with the requirement that a copayment may not exceed seven percent of the household income of the child’s family</td>
<td>October 1, 2022</td>
<td>Completed</td>
</tr>
</tbody>
</table>
Scheduled legislation-driven enhancements

All 2022 legislation-driven system changes are on schedule.

<table>
<thead>
<tr>
<th>Enhancement</th>
<th>Status</th>
<th>Release Date</th>
<th>MMIS/Legacy</th>
</tr>
</thead>
<tbody>
<tr>
<td>Healthier Oregon – (HB 3552)</td>
<td>Testing</td>
<td>Jun 23</td>
<td>Approved/On Track</td>
</tr>
<tr>
<td>Ending the Public Health Emergency (PHE): Medical Rule Changes (HB 4035)</td>
<td>Development</td>
<td>Aug 3</td>
<td>Approved/On Track</td>
</tr>
<tr>
<td>Rebalancing medical renewals (HB 4035)</td>
<td>Development</td>
<td>Aug 3</td>
<td>Approved/On Track</td>
</tr>
<tr>
<td>In-home Liability Elimination: Interface Updates (SB 5529)</td>
<td>Testing</td>
<td>Sep 14</td>
<td>Approved/On Track</td>
</tr>
<tr>
<td>TANF: Tri-annual Clothing Allowance (HB 5202)</td>
<td>Design</td>
<td>Sep 14</td>
<td>Approved/On Track</td>
</tr>
<tr>
<td>Medical Expansion - Bridge Plan (HB 4035)</td>
<td>Testing</td>
<td>Oct 26</td>
<td>Approved/On Track</td>
</tr>
</tbody>
</table>
## Partially unscheduled legislation-driven enhancements

These are under preparation now for ISMC review and scheduling.

<table>
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<th>MMIS/Legacy</th>
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<tr>
<td>Consider the availability of family to attend to the child, regardless of the family’s physical presence (HB 3073 - Section 73, 5(c))</td>
<td>ONE ISMC approved</td>
<td>Jul 1, 2023</td>
<td>Need SSP ISMC and then Mainframe ISMC approval/sequencing</td>
</tr>
<tr>
<td>Enables the child’s family to complete activities that relate to family well-being, which may include work hours, education hours, commute time, study time and other activities (HB 3073 – Section 8, 3(b))</td>
<td>ONE ISMC approved</td>
<td>Oct 1, 2021</td>
<td>Need SSP ISMC and then Mainframe ISMC approval/sequencing</td>
</tr>
<tr>
<td>Dental program for Compact of Free Association (COFA) citizens (SB 1538)</td>
<td>Associated with Oct 26 build</td>
<td>Jan 1, 2023</td>
<td>Need to validate MMIS sequencing</td>
</tr>
<tr>
<td>Dental-only programs for low-income Veterans (HB 4095)</td>
<td>Associated with Oct 26 build</td>
<td>Applications Nov 1, 2022</td>
<td>Need to validate MMIS sequencing</td>
</tr>
</tbody>
</table>
# Unscheduled legislation-driven enhancements

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<th>MMIS/Legacy</th>
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<tbody>
<tr>
<td>ERDC coverage of undocumented children (HB 3073 – Section 73 5(A))</td>
<td>Impact Analysis/Level of Effort –– awaiting formal ONE ISMC presentation/approval</td>
<td>July 1, 2023</td>
<td>Need Mainframe ISMC approval/sequencing after ONE ISMC prioritization</td>
</tr>
<tr>
<td>12-month eligibility for ERDC (HB 3073)</td>
<td>Impact Analysis/Level of Effort – awaiting formal ONE ISMC presentation/approval</td>
<td>July 1, 2023</td>
<td>Need Mainframe ISMC approval/sequencing after ONE ISMC prioritization and SSP ISMC prioritization</td>
</tr>
<tr>
<td>REAL+D and SOGIE updates (HB 3159)</td>
<td>Impact Analysis/Level of Effort – awaiting formal ONE ISMC presentation/approval</td>
<td>Ongoing</td>
<td>Need Mainframe ISMC and MMIS approval/sequencing after ONE ISMC prioritization</td>
</tr>
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Questions & discussion
Thank you.

For more information, contact:

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