

State of Oregon Mental Health Regulatory Agency

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Information Technology Strategic Plan Progress Report

July 1, 2025 – June 30, 2027

Report: May 15, 2026

Executive Summary

Objective #1, licensing system migration, has progressed slower than expected due to factors that MHRA cannot control. This is a high-priority objective that will be allocated all resources necessary to ensure success. Objective #2, IT support improvement, is on track.

Strategic Initiatives

Below are updates on the two initiatives outlined in the MHRA 2025-27 IT Strategic Plan.

Objective #1: Improve Licensing System Through Migration to New Platform

This goal involves transitioning from the legacy Thentia Open Regulate system, which faces resource limitations for maintenance and improvement. This is a high priority strategic objective due to the Boards' heavy reliance on the licensing system for daily operations. It supports critical licensing, compliance, and financial functions that are key to process efficiencies and customer service.

Progress

The first step identified in the Plan was for MHRA leadership to collaborate with the EIS Senior Portfolio Manager to determine potential enterprise-level partners (other boards/commissions), landscape/environment relative to potential vendors, procurement strategy, and necessary concurrent/follow-on activities. There are several other small agencies currently in the same position as MHRA, in need of a new system either because they too are still using Open Regulate or because of support challenges through other vendors. In late Summer through Fall of 2025, MHRA and the Board of Licensed Social Workers leadership teams partnered to explore potentially suitable vendors, including multiple live system demonstrations. This exploration of the current marketplace successfully identified high-value system functionalities designed to modernize and scale agency operations.

Subsequently, in Fall 2025, the identified plan for system procurement pivoted. Instead of multiple agencies moving forward with individual requests for proposal (RFP), DAS Procurement Services determined that it would be more efficient to create a single RFP to place one or more vendors on a statewide price agreement that any interested agency could then execute a work order against. MHRA provided feedback on a draft RFP document in early November, but unfortunately the project faced delays. Additional feedback was provided on a new document in mid-April 2026, and as of the date of this report, the final document is still pending.

Risks and Mitigation Strategies

The primary foreseeable and immediate risks involved in this initiative include continued delays that postpone system selection, resulting in extended use of the legacy system which faces increasing instability and uncertain vendor support under the current month-to-month arrangement (following expiration of the original five-year contract). These delays further complicate the 2027-29 biennial budget planning and prevent MHRA from determining if fee

adjustments are necessary to cover procurement costs. Additionally, any system migration faces risk of unexpected glitches and delays.

To mitigate these risks, MHRA leadership has volunteered to assist in RFP drafting, share subject matter expertise, and participate on the evaluation committee that reviews and scores proposals. MHRA has strategized with partners in DAS Shared Financial Services, Chief Financial Office, and Legislative Fiscal Office on navigating the budget build with limited information, and has submitted a policy option placeholder to obtain requisite expenditure authority. To ensure continuity of service during the transition, MHRA has adopted a conservative maintenance posture with the current vendor. This minimizes operational demands on the legacy system to mitigate the risk of premature service termination. Additionally, to manage the technical risks inherent in migration, MHRA will implement robust testing protocols to identify and resolve system glitches before full deployment.

Next Steps

The following steps will be taken to further progress towards this strategic objective. This represents some small modifications from the original Plan considering the change to a statewide RFP process.

- Collaborate with partners and EIS to execute flawless procurement/implementation:
 - Development of requirements
 - RFP Solicitation
 - Review of Proposals
 - Project award(s)
 - Review of price agreement(s) and request(s) for quote
 - Contracting
 - Project Management
 - Project Review and Completion
- Implement continuous improvement strategy through ongoing system review and enhancement.

Objective #2: Continuously Improve Agency IT Support Contracts and Services

This goal involves improvements to MHRA's IT support structure. The Agency relies on a mix of external and internal input for IT support. Internal support includes staff execution of minor website changes, business analyst support, and equipment procurement and inventory. External support includes Department of Administrative Services Shared Information Technology Services (DAS IT) help desk and device/inventory support.

Progress

In September 2025, MHRA leadership successfully renewed the Interagency Agreement for 2025-27 with DAS IT for computer and technology support needs. MHRA staff continue to coordinate with DAS IT to identify IT needs and replace or add new hardware and/or software, complete updates, and ensure the security of agency systems. Agency service agreements with

online platform services continue to be monitored. MHRA is compliant with state initiatives and reporting requirements related to IT security and data.

Risks and Mitigation Strategies

The primary risk to continuous IT improvement is the lack of dedicated technical personnel. As a small agency with a high-volume workload, there is an inherent risk that daily operational demands will overshadow long-term strategic IT objectives. MHRA mitigates this by integrating IT milestones into the agency's regular management meetings to ensure consistent administrative focus and resource allocation, and through periodic check-ins with DAS IT and OSCIO.

Next Steps

MHRA will continue to coordinate with DAS IT, OSCIO, and service providers regarding IT support, service, and data security needs. Leadership will continue to prioritize improvements and compliance with state initiatives and reporting requirements.

Resource Allocation

MHRA will continue to dedicate available staffing resources needed to accomplish these objectives and to utilize shared expertise and resources among partners when possible. Necessary budgetary resources will be analyzed and developed as part of a request for the 2027-29 budget cycle or through the Interim Joint Committee on Ways and Means or Emergency Board as appropriate.

Conclusion

Overall progress has aligned with the strategic plan, though not as quickly as desired for Objective #1. This is a minor setback that MHRA leadership will continue to monitor and strategize mitigation throughout the next steps.