



Biennial Report to the Oregon State Legislature

House Bill 2134
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Race, Ethnicity, Language and Disability Data (REaL+D)

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EXECUTIVE SUMMARY

This report summarizes the effort to standardize the collection of demographic data for race, ethnicity, preferred spoken and written languages, and disability across Department of Human Services (DHS) and Oregon Health Authority (OHA) programs and systems. Standardizing the collection of these variables will improve the ability of DHS/OHA, elected officials, and other stakeholders to identify and address demographic disparities, improve the quality of service delivery, ensure equitable allocation of resources, and meet federal reporting expectations.

DHS/OHA has made substantial progress since the last assessment submitted in July 2014. The following describes key developments completed, in process, and planned:

1. **Transition from an IT project** – A revised Policy Option Package (POP 201) approved in June 2015 reflects the use of existing technology while focusing on business process changes and policy reconciliation to bring DHS/OHA and its programs into compliance with the statute (ORS 413.161).
2. **Staffing** – Given the effort and resources required to align DHS/OHA technical and business systems to REaL+D standards, funding was approved through POP 201 to hire five new positions which have all been filled as of April 18, 2016.
3. **Data Systems** – The ONE system (OregONEligibility) will collect granular race, ethnicity, and language data, and Integrated Client Services (ICS) will capture and store that data in their existing ICS data warehouse. The ONE system is Oregon’s new online eligibility system used for Modified Adjusted Gross Income (MAGI) Medicaid eligibility determination and is being rolled out to the public in stages with a full roll out expected by December 2016. ICS has already expanded system capabilities to accept granular REaL+D data once data becomes available after the ONE system roll out.
4. **Training** – OEMS and OEI will design and provide technical assistance and training to program managers and staff for collecting REaL+D data from clients not in the ONE system. OEMS and OEI developed a data collection template to demonstrate how DHS/OHA programs, contractors, and stakeholders could implement REaL+D standards into their client applications and assessment tools in accordance with OAR 943-070-0000 through 943-070-0070.
5. **Community Engagement** – Town hall meetings, a Community Advisory Committee, and a REaL+D Steering Committee will be used to engage the community and stakeholders to ensure transparency with how REaL+D data is being collected and reported.
6. **Data Reporting** – After standardized REaL+D data is available, DHS/OHA will analyze the data to determine health and service equity gaps and to manage and coordinate comprehensive studies of data policy.
7. **Timeline** – Updated to reflect task progress.
8. **Budget** – Updated to reflect the five new staffing positions.

Introduction

The effort to standardize the collection of demographic data for race, ethnicity, preferred spoken and written language, and disability across the Department of Human Services (DHS) and the Oregon Health Authority (OHA) was advanced through the passage of HB 2134 during the 2013 legislative session and enacted into law by the Legislative Assembly through ORS 413.161. ORS 413.161 requires DHS/OHA to develop and enact uniform standards for the collection of disaggregated, or granular data, on race, ethnicity, language, and disability. Currently, many clients receiving services from multiple programs have conflicting demographic information reported across programs. Standardizing the collection of these variables will improve the ability of DHS/OHA, elected officials, and other stakeholders to identify and address disparities, improve the quality of service delivery, ensure equitable allocation of resources, and meet federal reporting expectations. The effort to standardize the collection of these variables is labeled REaL+D (Race, Ethnicity, and Language plus Disability). This report, in accordance with ORS 413.162, provides an update on the progress and challenges associated with the implementation of ORS 413.161 and is submitted no later than June 1 of every biennium, beginning 2014.

Specifically, this report addresses progress and challenges related to:

- Background
- Staffing
- Integration of data systems
- Training
- Community Engagement
- Reporting
- Timeline and Budget

Background

Between August 2014 and June 2015, the Office of Information Services (OIS) within DHS/OHA conducted a Current State Analysis (CSA) across 22 DHS/OHA programs to examine the capability of current systems, forms, and reports to receive REaL+D data. This effort resulted in policy option package 201 (POP 201) being proposed to the Ways and Means Committee that outlined a way to bring data collection systems into compliance with the statute (ORS 413.161). However, given the time, effort, and resources needed, and with competing efforts already underway, the proposal to change all systems used by every program throughout DHS/OHA to capture REaL+D data was assessed to be impractical.

A new proposal suggested leveraging client information from a new Medicaid enrollment system capable of accepting granular level REaL+D data with client information in an existing integrated client service data warehouse. As a result, POP 201 was revised and approved by the Legislature in June 2015 to reflect the use of existing technology while focusing on business process changes and policy reconciliation to bring DHS/OHA and its programs into compliance with the statute. The revision also emphasized that the REaL+D initiative would be a data integration effort, rather than a system development project as originally conceived.

Staffing

Implementation of the REaL+D standards requires a comprehensive redesign of existing technology to receive and process more granular demographic data, a restructuring of the business practices and tools to collect REaL+D data, and training of staff on how to collect, use, report, and share the data. The Office of Forecasting, Research, and Analysis (OFRA) and the Office of Equity and Multicultural Services (OEMS) under DHS, and the Office of Equity and Inclusion (OEI) under OHA are tasked with implementing these REaL+D standards across DHS/OHA systems.

Given the effort and resources required to align DHS/OHA technical and business systems to REaL+D standards, funding was approved through POP 201 to hire five new positions which have all been filled as of April 18, 2016. OEMS and OEI each received an Operations and Policy Analyst 4 (OPA4) to take the lead with community engagement, policy reconciliation, and training of program staff on REaL+D standards and technical systems. OFRA received an Operations and Policy Analyst 4 (OPA4) and a Research Analyst 4 (RA4) that are dedicated to the integration, maintenance, and reporting of standardized REaL+D data across programs, and Shared Services IT received an Information Systems Specialist 8 (ISS8) to assist OFRA staff with their work. The fully staffed REaL+D implementation team meets no less than once a month to ensure efforts toward REaL+D standards across DHS/OHA and its programs are progressing.

Data Systems

The ONE system is Oregon's new online eligibility system used for Modified Adjusted Gross Income (MAGI) Medicaid eligibility determination and is currently being rolled out to the public in stages, with a full roll out expected by December 2016. The ONE system also collects and records granular level data on race, ethnicity, and preferred spoken and written language (REL) that will be used to expand upon and fill in missing or inadequate data located in the Integrated Client Services (ICS) warehouse. The ICS warehouse houses data for most clients receiving DHS/OHA program services, with around 83 percent of those clients served by Medicaid. While ICS does not have the ability to impact how DHS/OHA source systems capture race, ethnicity, language and disability information, it can connect standardized client data from the ONE system to client data in the ICS warehouse.

ICS has developed the capability to accept standardized REaL+D data from the ONE system and will be ready for data reporting as soon as the data become fully available through the ONE system. Upon the initial integration of data from the ONE system with data in the ICS warehouse, it is estimated that records for over 1 million DHS/OHA clients in the ICS warehouse will be improved with more granular and standardized demographic data and will continue to improve as DHS/OHA filters new and reenrolled clients through the ONE system. Furthermore, as other programs (i.e., SNAP, TANF, ERDC, etc.) integrate with the ONE system to enroll their clients, the ability for ICS to capture standardized demographic data for clients across DHS/OHA will continue to increase.

However, while the ICS warehouse is ready to capture granular REaL+D data, the ONE system

does not currently collect disability information. Additional investigation by OEI has resolved earlier concerns regarding a Federal prohibition of collecting disability information from clients applying for Medicaid services. Technical changes will be needed to incorporate disability questions into the ONE system.

Training

Although around 80% of all clients served by DHS/OHA will eventually have a record with standardized demographic data after enrolling through the ONE system, there will still be clients who solely receive services from programs not associated with the ONE system. In order for DHS/OHA to obtain standardized and granular level REaL+D data from clients not in the ONE system, this data will need to be collected at the program level.

OEMS and OEI are designing training, and will provide technical assistance, to program managers and staff on the collection of REaL+D data. In accordance with OAR 943-070-0000 through 943-070-0070, a detailed data collection template with comprehensive instructions has been developed showing how DHS/OHA programs, contractors, and stakeholders should implement REaL+D standards into their client applications and assessment tools. The template includes all questions needed for full compliance with REaL+D standards, but may be tailored by individual entities to match their approach for data collection.

OEMS and OEI will also address concerns and fears about asking granular level questions about race, ethnicity, language, and disability and provide possible responses to questions and concerns that may be conveyed by clients or other program participants. They will also conduct regular reviews of data quality and will continue to develop tools and mechanisms for addressing needs related to REaL+D data collection at the program level.

Community Engagement

Due to the sensitive nature of collecting and reporting REaL+D data, it is important to build the trust of the community and stakeholders by being transparent with how these data are being collected and reported. An open line of communication will be maintained through town hall meetings, a REaL+D steering committee, and a Community Advisory Committee that engages the community and stakeholders to work through the challenges associated with collecting and reporting REaL+D data. The full scope of community engagement will not be realized until REaL+D data is available and published due to unknowns surrounding community and stakeholder response.

Reporting and Sharing Data

As the REaL+D initiative is implemented and DHS/OHA systems and programs align with collecting standardized race, ethnicity, preferred spoken and written language, and disability information in compliance with the statute, OEMS, OEI, and OFRA staff will identify reporting templates needed to support DHS/OHA programs. Furthermore, the data will be analyzed to determine health and service equity gaps that will be summarized in data reports and disseminated to internal and external stakeholders. OEMS and OEI will also have the ability to

manage and coordinate comprehensive studies of data policy related to health and service equity using the granular REaL+D data obtained through the ONE system and from specific program applications. Finally, by collecting REAL+D data at a more granular level, DHS/OHA will have greater flexibility in aligning its data to how other agencies collect information about race, ethnicity, language, and disability. This provides DHS/OHA with the ability to identify clients not receiving equitable services across agencies, and gives the agency the ability to be more rigorous with targeting efforts to reduce service inequities.

Timeline

ID	Task Name	Start	Finish/On-going	Resource Names	Timeline											
					Q3 14	Q4 14	Q1 15	Q2 15	Q3 15	Q4 15	Q1 16	Q2 16	Q3 16	Q4 16	Q1 17	Q2 17
1	History	8/1/2014	6/1/2017	OS, OEI, OEMS	[Gantt bar from 8/1/2014 to 6/1/2017]											
2	CSA	8/1/2014	2/26/2016	OS	[Gantt bar from 8/1/2014 to 2/26/2016]											
3	POF converted to Reporting Effort	6/1/2015	6/30/2015	OS, OEI, OEMS	[Gantt bar from 6/1/2015 to 6/30/2015]											
4	Report presented to Legislature	2/1/2016	2/26/2016	OEI, OEMS, OFRA	[Gantt bar from 2/1/2016 to 2/26/2016]											
5	On-going reports to Legislature	6/1/2016	6/1/2017	OEI, OEMS, OFRA	[Gantt bar from 6/1/2016 to 6/1/2017]											
6	Hire Staff	10/1/2015	4/18/2016	OS, OEI, OEMS, OFRA	[Gantt bar from 10/1/2015 to 4/18/2016]											
7	OEMS OP44	10/1/2015	10/1/2015	OEMS	[Gantt bar from 10/1/2015 to 10/1/2015]											
8	ISSB	11/2/2015	11/2/2015	OS	[Gantt bar from 11/2/2015 to 11/2/2015]											
9	OFRA OP44	12/21/2015	12/21/2015	OFRA	[Gantt bar from 12/21/2015 to 12/21/2015]											
10	OEI OP4 4	4/7/2016	4/7/2016	OEI	[Gantt bar from 4/7/2016 to 4/7/2016]											
11	OFRA R44	4/18/2016	4/18/2016	OFRA	[Gantt bar from 4/18/2016 to 4/18/2016]											
12	Review data and data collection	3/1/2016	6/30/2017	OFRA	[Gantt bar from 3/1/2016 to 6/30/2017]											
13	ICS data	3/1/2016	3/15/2016	OFRA	[Gantt bar from 3/1/2016 to 3/15/2016]											
14	ONE data	4/1/2016	5/31/2016	OFRA	[Gantt bar from 4/1/2016 to 5/31/2016]											
15	DHS Integration to ONE	4/1/2016	6/30/2017	DHS, OEMS, OFRA	[Gantt bar from 4/1/2016 to 6/30/2017]											
16	Develop plan to expand ICS	3/1/2016	8/31/2016	OFRA	[Gantt bar from 3/1/2016 to 8/31/2016]											
17	Add variables to receive ONE data	3/1/2016	6/30/2016	OFRA	[Gantt bar from 3/1/2016 to 6/30/2016]											
18	Import ONE data (R/E and I)	4/1/2016	8/31/2016	OFRA	[Gantt bar from 4/1/2016 to 8/31/2016]											
19	Design/Deliver Data Collection Training for Staff	3/15/2016	5/31/2017	OEI, OEMS, OFRA	[Gantt bar from 3/15/2016 to 5/31/2017]											
20	Conduct survey of staff training needs	3/15/2016	6/30/2016	OEI, OEMS	[Gantt bar from 3/15/2016 to 6/30/2016]											
21	Revise existing trainings	7/1/2016	12/30/2016	OEI, OEMS	[Gantt bar from 7/1/2016 to 12/30/2016]											
22	Develop webinars	10/9/2016	12/30/2016	OEI, OEMS	[Gantt bar from 10/9/2016 to 12/30/2016]											
23	Pilot training / revise	2/1/2017	4/28/2017	OEI, OEMS	[Gantt bar from 2/1/2017 to 4/28/2017]											
24	Add training Module to Learning Center	5/1/2017	5/31/2017	OEI, OEMS	[Gantt bar from 5/1/2017 to 5/31/2017]											
25	Oversee staff training on data collection methods	6/1/2017	6/28/2019	OEI, OEMS	[Gantt bar from 6/1/2017 to 6/28/2019]											
26	Community and Stakeholder Involvement	6/1/2016	12/30/2016	OEI, OEMS	[Gantt bar from 6/1/2016 to 12/30/2016]											
27	Recruits Steering Committee	6/1/2016	8/31/2016	OEI, OEMS	[Gantt bar from 6/1/2016 to 8/31/2016]											
28	Town Hall meetings	9/1/2016	12/30/2016	OEI, OEMS, OFRA	[Gantt bar from 9/1/2016 to 12/30/2016]											
29	On-going Steering Committee meetings	9/1/2016	6/28/2019	OEI, OEMS, OFRA	[Gantt bar from 9/1/2016 to 6/28/2019]											
30	Stakeholder engagement	9/1/2016	6/28/2019		[Gantt bar from 9/1/2016 to 6/28/2019]											
31	Program Improvements and Maintenance	3/15/2016	6/28/2019	OEI, OEMS, OFRA, OS	[Gantt bar from 3/15/2016 to 6/28/2019]											
32	On-going reviews of data quality in ICS datasets not in ICS	3/15/2016	6/28/2019	OEI, OEMS, OFRA, OS	[Gantt bar from 3/15/2016 to 6/28/2019]											
33	Work with Public Health to add datasets not in ICS	7/1/2016	12/30/2016	OEI, OFRA	[Gantt bar from 7/1/2016 to 12/30/2016]											
34	Develop reporting structure / process	9/1/2016	12/30/2016	OEI, OEMS, OFRA, OS	[Gantt bar from 9/1/2016 to 12/30/2016]											
35	Prepare reports for Staff and Stakeholders	1/2/2017	6/30/2017	OEI, OEMS, OFRA	[Gantt bar from 1/2/2017 to 6/30/2017]											

