

Oregon DHS|OHA - Office of Forecasting, Research and Analysis

CASELOAD FORECAST ADVISORY COMMITTEE CHARTER

Background

The Office of Forecasting, Research and Analysis (OFRA) provides independent, objective, transparent caseload forecasts for the Department of Human Services (DHS) and the Oregon Health Authority (OHA). When HB 2009 created the twin agencies of DHS and OHA, OFRA was designated a shared service supporting both agencies. As a shared service unit, OFRA's responsibilities are documented in a Service Level Agreement posted on the forecasting unit's internet website.

OFRA develops caseload forecasts for all major DHS|OHA entitlement programs. Since every program area has unique issues, OFRA has eight Caseload Forecast Advisory Committees:

OHA

- Medical Assistance Programs (MAP)
- Healthy KidsConnect (HKC)
- Mental Health – Mandated (MH)

DHS

- Aging and People with Disabilities (APD)
- Child Welfare (CW)
- Developmental Disabilities (DD)
- Self-Sufficiency (SS)
- Vocational Rehabilitation (VR)

Purpose

Each major caseload area has a separate Caseload Forecast Advisory Committee which provides critical program information and serves to review and advise on the forecast developed by OFRA.

The committee structure ensures the following objectives are met:

- a) The forecast development, review and approval process is independent, objective, and transparent.
- b) Forecasters are informed of currently enacted policy, program, and process changes (descriptive and numerical) that have the potential to affect caseload count and forecasts.
- c) Forecasters are informed of program-level information (descriptive and numerical) that may affect the caseload context.
- d) Program, policy, budget and management experts review the caseload forecasts.
- e) Program, policy, budget and management experts review semiannual forecast parameters, and recommend adjustments, risks, and alternative approaches.
- f) The advisory committees recommend and review other information relevant to the caseload forecasting processes such as program information, maintenance of program data, stakeholder input, exogenous data sources, etc.

Authority

The Caseload Forecast Advisory Committees are chartered and sponsored by the DHS|OHA Joint Operations Steering Committee (JOSC) to work with OFRA to advise on, or make recommendations concerning, caseload forecast decisions.

Membership

Each Caseload Forecast Advisory Committee will include:

- a) Internal subject matter experts – representatives from the program areas including design and delivery appointed by the program director of the applicable caseload area.
- b) External subject matter experts – representatives from the public or from academic, non-profit, and/or private sectors with specific knowledge of the applicable program area.
- c) Representatives from finance, including the applicable budget administrator and budget analysts appointed by the budget administrator.
- d) Representatives from the Department of Administrative Services CFO's Office and Legislative Fiscal Office who are assigned to monitor the program area.

Representatives from OFRA, including the unit administrator and lead forecaster for the program area will attend. OFRA's other forecasters, analysts, and technical staff may also attend.

Other agency staff with an interest in the program area (e.g. research staff, workload planning) may be invited to attend, but will not be expected to meet the expectations listed under "Responsibilities of Members".

Roles

Each Caseload Forecast Advisory Committee shall:

- Review the forecast materials prepared by OFRA staff.
- Discuss the pertinent internal and external factors affecting caseloads.
- Advise OFRA about program areas being forecast, as well as new areas requiring a forecast.
- Provide expert information relevant to the forecasting process.
- Make recommendations to OFRA about the official semiannual caseload forecast.

Scope

The scope of the Caseload Forecast Advisory Committees:

- Includes production of the semiannual caseload forecast for the respective program area.
- Excludes production of legislation, fiscal data, creating or leading program/policy evaluation.

Principles

The following principles guide the Caseload Forecast Advisory Committees:

- The caseload forecasting process is objective, transparent, & independent of political influence.
- Decisions are supported by data.
- Active participation and candid discussion is expected from all committee members.
- Commitment to work together across agencies, divisions, and programs.
- Commitment to engage with DHS and OHA partners for improved performance.
- Innovation and continuous improvement principles/tools are applied in the forecasting process.
- Service excellence and accountability is a standard for performance.

Relationship with Other Bodies

The Caseload Forecast Advisory Committees routinely interact with several other DHS|OHA governance bodies. Routine interactions include:

- DHS|OHA Budget Administration - These units use the results of the final caseload forecast to develop and manage the agency budgets.
- DHS|OHA Cabinets - The DHS|OHA Cabinets are responsible for overall governance of both agencies and routinely request information from the forecast advisory committees, and use the results of the final caseload forecast for program development, delivery and analysis.
- Joint Operations Steering Committee (JOSC) - The OFRA unit operates under the authority of JOSC to deliver work specified within the OFRA service level agreement and this Charter.

Responsibilities of Members

Expectations of Committee Members: ***Attendance and active participation is essential***

FORECAST INPUT

- a) Attend advisory committee meetings or send a knowledgeable representative empowered to exercise the authority of the member.
- b) Participate in candid discussions about the forecast and programs, including asking and answering probing questions from other committee members.
- c) Maintain an objective perspective on the forecast process in order to ensure integrity and objectivity of the forecast.
- d) Advise OFRA about program areas being forecast, as well as new areas requiring a forecast.
- e) Identify policy, program and environmental factors that are likely to affect the caseload.
- f) Provide OFRA with information &/or feedback about:
 - Currently enacted policy, program, and process changes that might affect caseload count
 - Program-level information (numerical and descriptive) that might affect caseload context
 - Other information relevant to maintenance, program information, exogenous data sources, etc
- g) Assess forecast assumptions for their policy relevance and reasonableness.
- h) Provide expert review of forecast parameters, including recommended adjustments, risks, and alternative approaches.

OTHER

- i) Keep OFRA informed on staffing/org changes that might affect committee membership.
- j) Communicate with forecasting on a regular basis outside committee meetings to ensure forecasters understand what is happening in the program area.
- k) Provide feedback on OFRA's work product, processes, and performance.
- l) Provide resources within their authority to develop recommendations under the scope of this Charter.

Expectations of OFRA Program Forecasters:

- a) For the current and subsequent biennia, develop month-to-month forecasts for review and discussion with the forecast advisory committee.
- b) Develop mathematical models used to complete preliminary, adjusted, and final forecasts.
- c) Analyze and integrate internal and external factors affecting caseloads.
- d) Verify/evaluate empirical evidence used to support assumptions.
- e) Provide backup materials and document explanations, assumptions, risks, etc.
- f) Meet with the Forecast Advisory Committee at least once each forecast cycle to discuss the forecast and to obtain, discuss, and consider input of committee members.
- g) Establish a "final" forecast; provide a copy to advisory committee members and invitees; provide applicable monthly detail to DHS|OHA budget staff.

Expectations of OFRA Unit:

- a) Develop and maintain the Integrated Client Services Data Warehouse (ICS).
- b) Engage stakeholders for input, quality review, and feedback.
- c) Forecasting products – publish, distribute and post to the internet
 - DHS|OHA Caseload Forecast Overview Tables (asap after forecasts are "finalized")
 - A statewide forecast publication describing the programs, forecasts, assumptions, risks, etc.
 - A regional forecast by county and DHS|OHA service district for selected categories
- d) Administrative info – publish, distribute and post to the internet
 - Annual forecast schedule in calendar form
 - Information about governance, forecasting processes, advisory committee membership, etc.
 - Forecast accuracy reports, including: monthly caseload variance reports, quarterly business scorecard, and an annual accuracy tracking report

Recommendations

Each Caseload Forecast Advisory Committee shall advise the relevant OFRA forecaster about the caseload forecast. The official semi-annual caseload forecast will not be finalized unless the forecast advisory committee has had a chance to review and comment on the specific recommended forecast.

In most cases, OFRA will use the final forecast discussed at the semi-annual caseload advisory committee meetings as the official forecast. Occasionally additional adjustments may need to be considered after the final committee meeting. When that occurs, the forecaster will notify all advisory committee members about the proposed change, providing a full explanation and giving committee members a chance to comment. This communication may be in-person, by phone, or via email. Following that exchange, the forecaster will make the final decision and communicate the results to all advisory committee members in writing.

Meetings

The Caseload Forecast Advisory Committees will meet periodically throughout the year:

- Twice each year, in the Spring and Fall, each advisory committee shall meet to review and discuss caseload forecasts prepared by the applicable forecaster. Most committees will meet twice each forecast cycle. Occasionally, the forecast may be resolved in a single meeting, or have additional issues that are not resolved until after the second meeting.
- Between forecast cycles, each advisory committee will usually meet once to review caseload trends, and to discuss policy and program changes, miscellaneous information, administrative matters, process improvement ideas, etc.
- Subcommittees and temporary workgroups may meet as needed.
- Members of the advisory committees may exchange electronic communication as needed.
- Additional meetings may be held throughout the year at the request of DHS|OHA executives or the Oregon Legislature.

Meeting Support

The Office of Forecasting, Research and Analysis will:

- Schedule meetings and facilities.
- Provide equipment for the meetings, including electronics.
- Prepare and distribute a meeting agenda in advance of meetings.
- Provide committee members with materials for review via email or hard copy. Committee members may be asked to print their own materials from electronic copies distributed prior to meetings.
- Maintain records that track recommendations and action items from the committee meetings.

Changes to the Charter

Changes may be made to the Charter based on recommendations from OFRA, the committees, or JOSOC. OFRA staff shall review this charter with the forecast advisory committees at least biennially, and if warranted, update this charter.

Original approval by JOSOC: 03/29/12

Latest revision: 05/15/13 (draft)