

Department of Human Services and Oregon Health Authority

2015 Joint Committee On Ways and Means, Subcommittee on Human Services

Office of Information Services

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Presentation Topics

- **Agencies we Support**
- **OIS Overview**
- **Challenges**
- **Opportunities**
- **IT Related Projects 2015-2017**

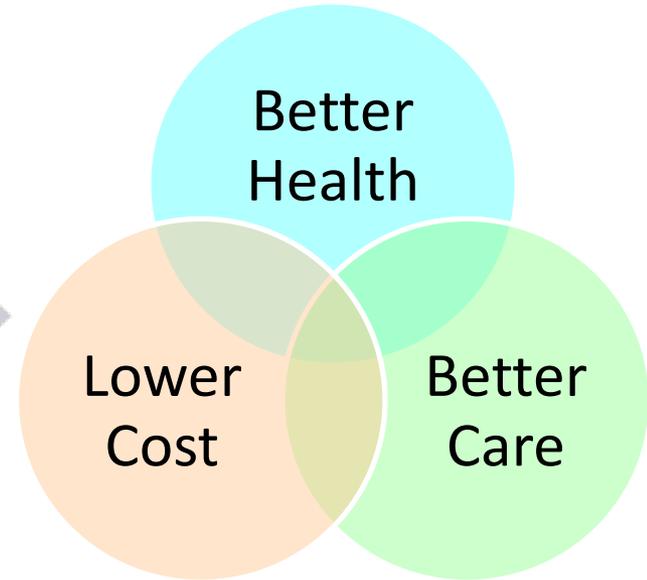
OIS is a Shared Service

DHS

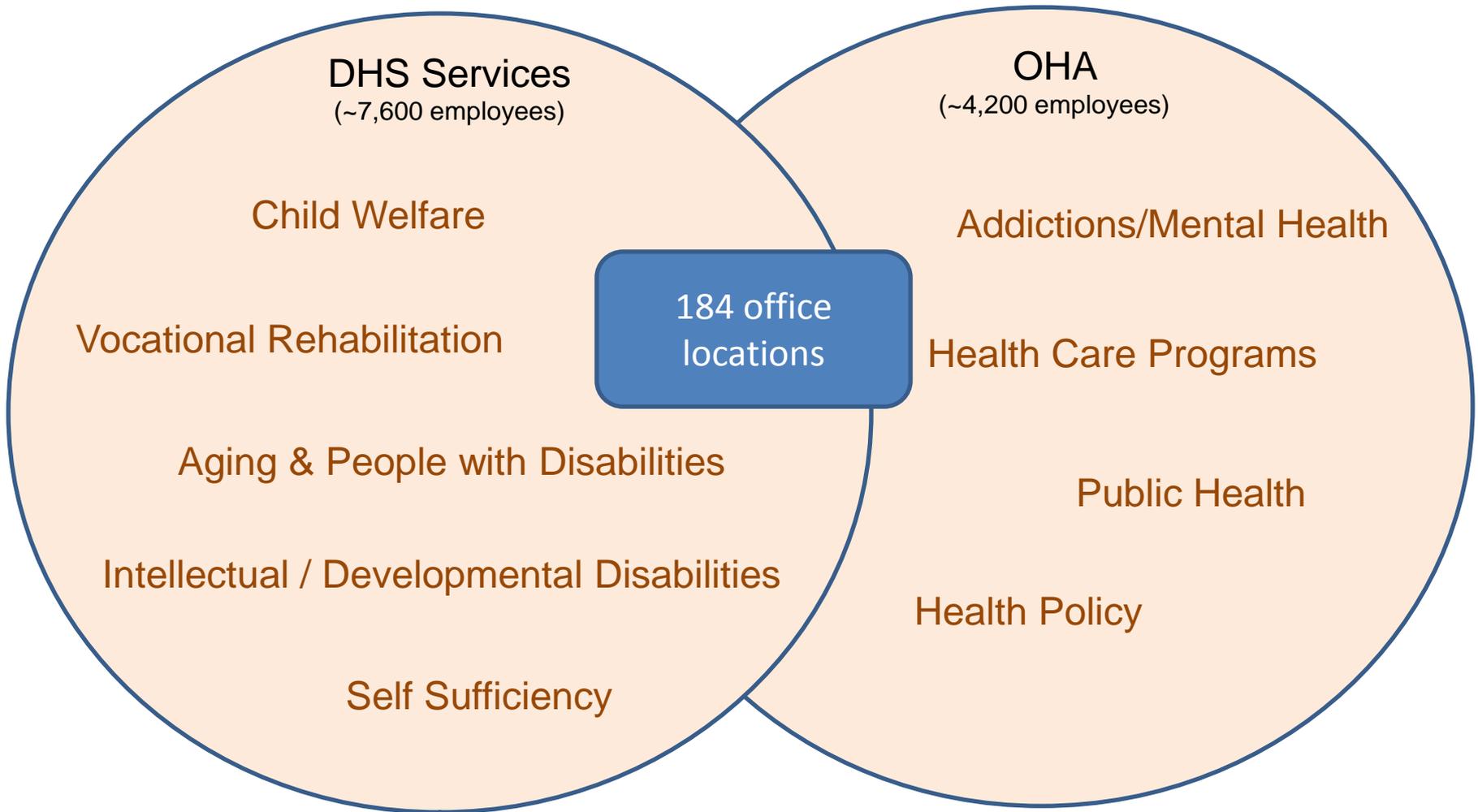


OIS:
Providing Technology solutions supporting Oregonians' health, well-being and independence

OHA

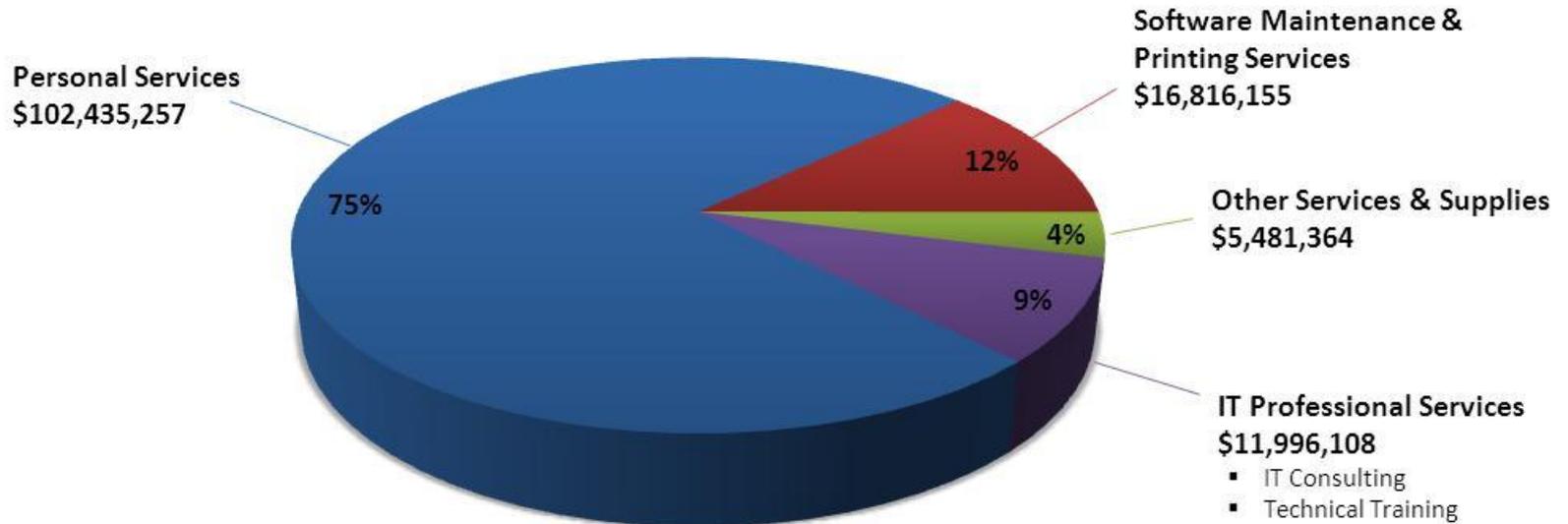


OIS supports DHS and OHA....



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

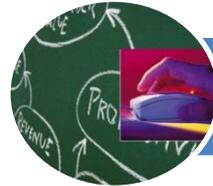
Strategic Technology Plan

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

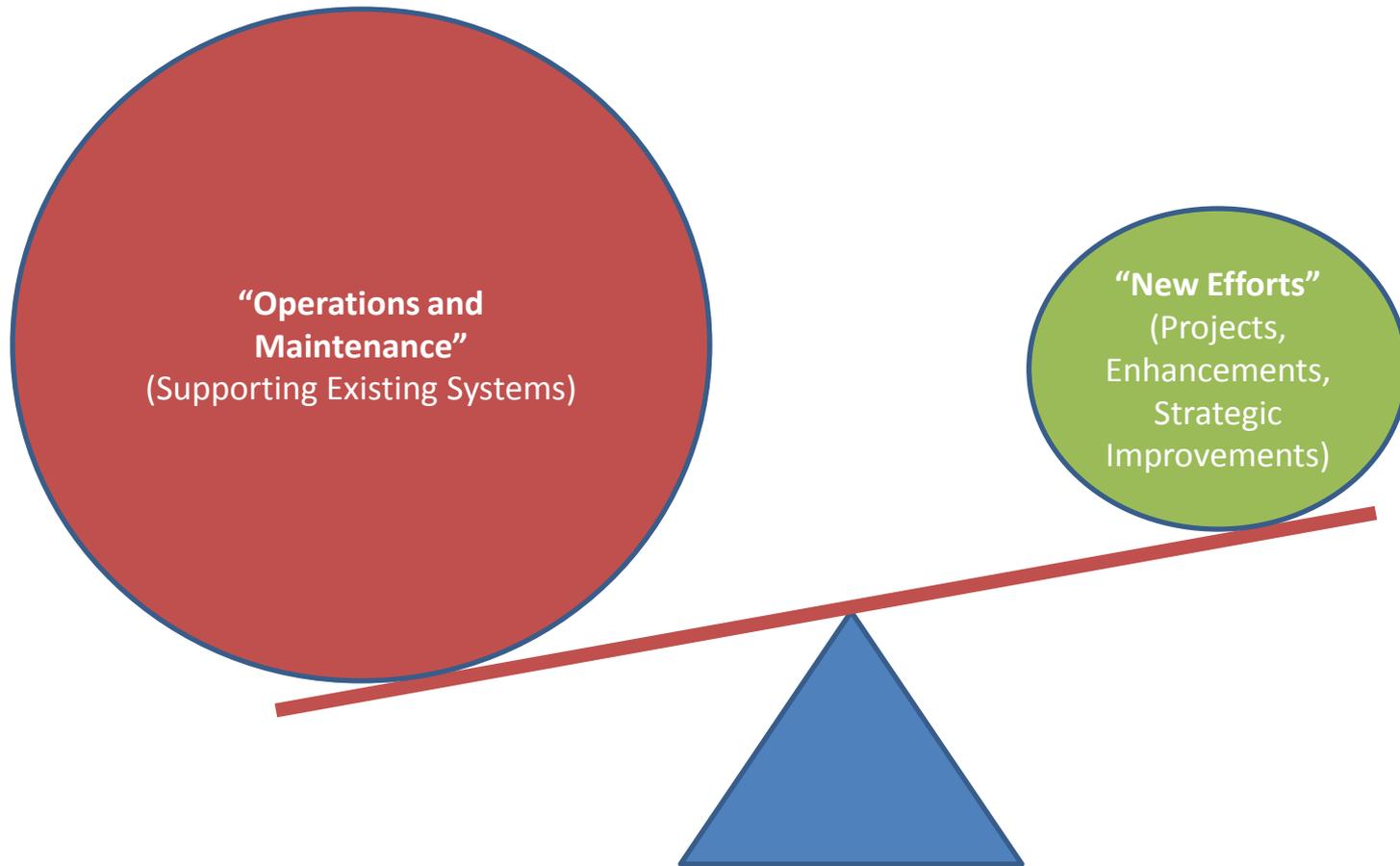


Dynamic Needs Supported by
Seamless Services



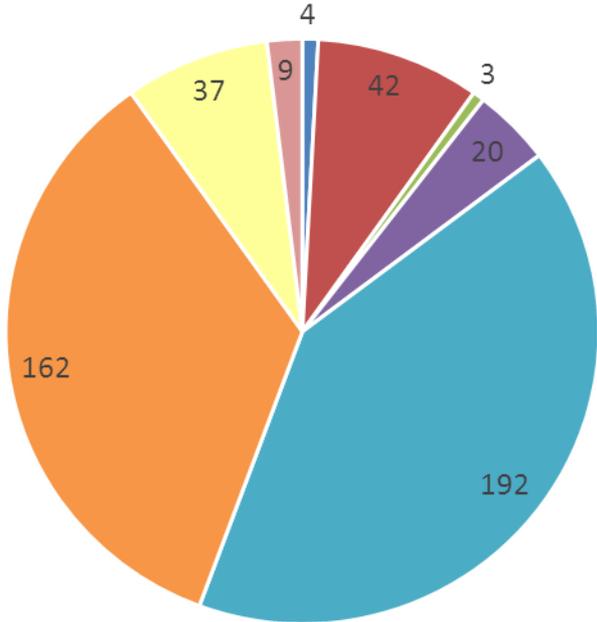
Enable Connectivity Anytime, Anywhere, in Multiple Ways

Balancing Our Work



OIS Organization

Positions



- Office of the CIO
- Project Management Office
- Application Development & Maintenance
- Business Operations
- Business Engagement Services
- Enterprise Alignment & Design
- Customer Service & Support
- Information Security & Privacy

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



IT Governance

- Enterprise IT Governance structure
- Common Service Intake process for both agencies
- IT Service Request prioritization process
- Enterprise Data Governance

Focus: Service Quality

Establish

Implement

**Monitor &
Measure**

**Improve &
Optimize**

OIS Opportunities



Project Management

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

Focus: Service Quality

Establish

Implement

**Monitor &
Measure**

**Improve &
Optimize**

OIS Opportunities



Other Maturity Improvements, Quality Product, Communications

- 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)

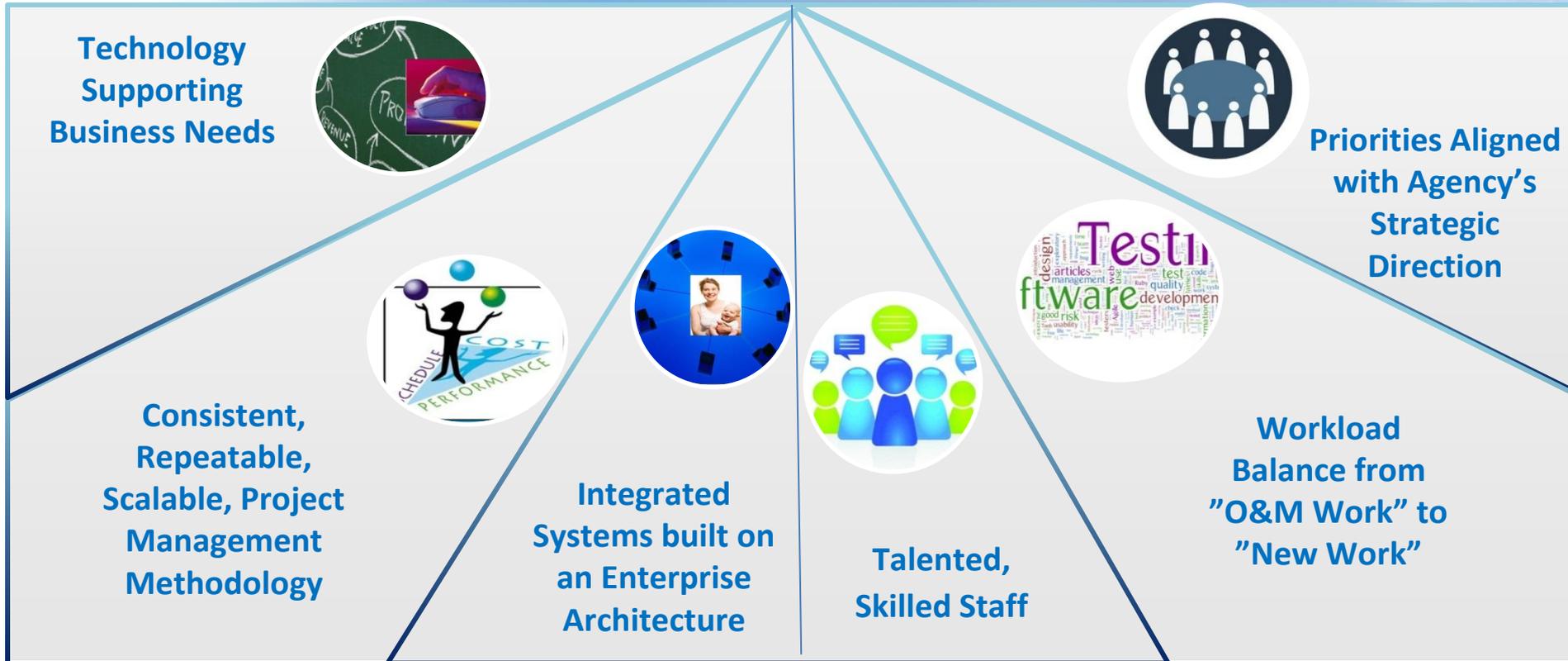
- **OHA Office of Health IT projects**

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...



Thank you.

Questions?

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