Oregon

Kate Brown, Governor

Department of Human Services

Office of the Director

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April 10, 2017

The Honorable Elizabeth Steiner Hayward, Co-Chair
The Honorable Dan Rayfield, Co-Chair
Ways and Means Joint Subcomittee on Human Services
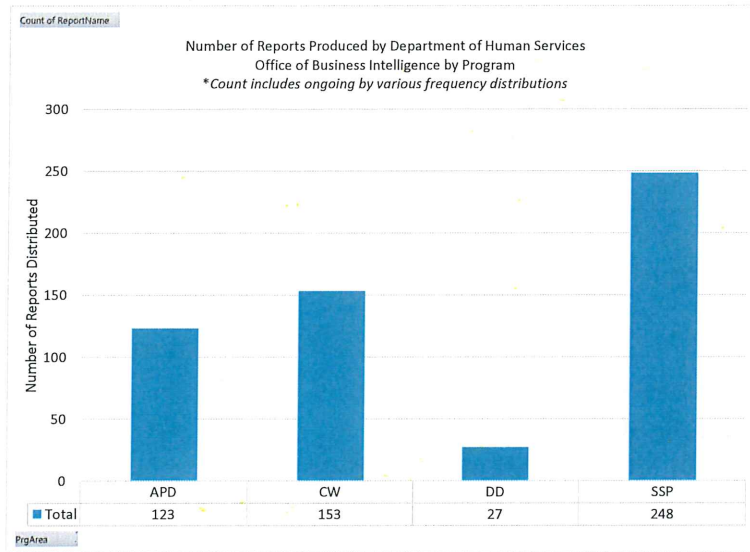Oregon State Legislature
900 Court Street NE
Salem, OR 97301

Dear Co-Chairs Steiner Hayward and Rayfield,

Please accept this letter as the response to questions from the April 6, 2017 presentation to the Ways and Means Joint Subcommittee on Human Services regarding our Central/Program Support Services and Statewide Assessment and Enterprise-wide Costs.
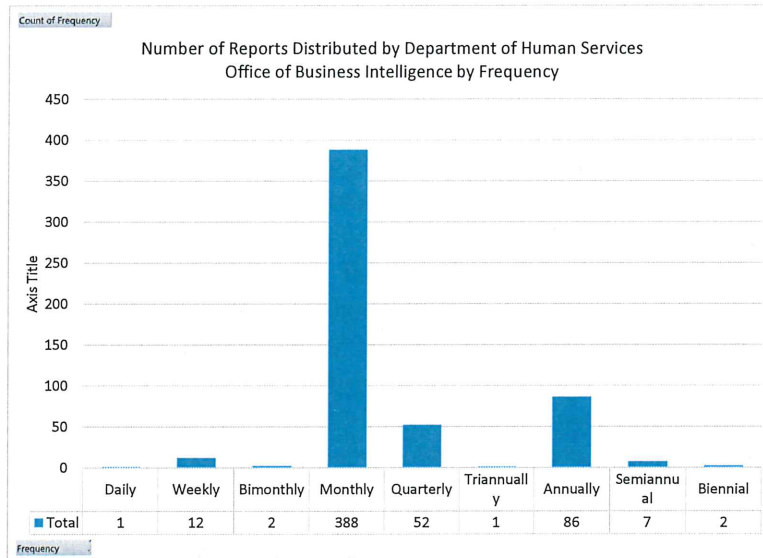
Q1: What types of reports are produced by the Office of Business Intelligence and how are they used?

A: The Office of Business Intelligence (OBI) organizes and provides access to data to support business needs, timely reporting, program-informed analysis, research and interpretation within and across DHS programs. One of the outputs of the OBI is reports. The goal is to get the right reports to the right people, at the right time. To achieve this goal, OBI has invested in streamlining and automating reports in order to more effectively meet existing and changing program needs. OBI has leveraged the knowledge and skill of the OBI Data Infrastructure (data warehouse) group to gather and transform data from the primary systems that support DHS programs. To assist with using the data, the OBI Analytics team works closely with each program area to analyze, research and interpret data for program improvement and data-informed decision making.

On average the OBI unit produces 525 reports, a mixture of ad hoc and ongoing reports. OBI supports 551 distinct ongoing reports in support of DHS programs.
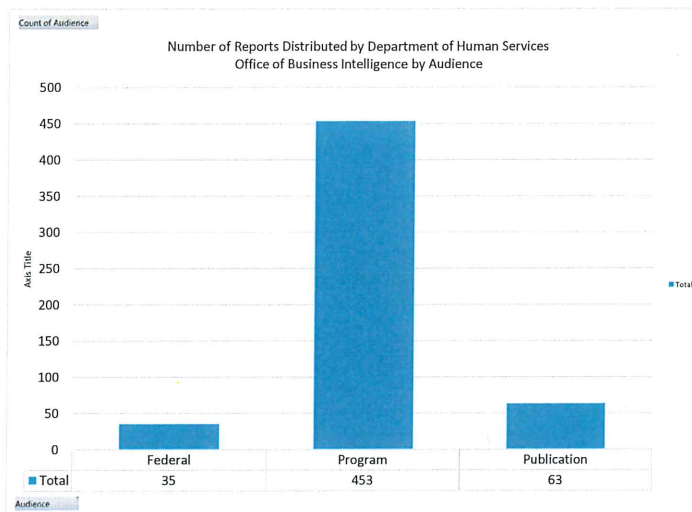
Number of Reports Produced by Department of Human Services
Office of Business Intelligence by Program
*Count includes ongoing by various frequency distributions

	APD	CW	DD	SSP
■ Total	123	153	27	248

Number of Reports Distributed (y-axis: 0–300)

PrgArea

The ongoing reports have varying frequencies of distribution, with most (70.4%) being monthly.

Number of Reports Distributed by Department of Human Services
Office of Business Intelligence by Frequency

Axis Title (y-axis: 0–450)

	Daily	Weekly	Bimonthly	Monthly	Quarterly	Triannually	Annually	Semiannual	Biennial
■ Total	1	12	2	388	52	1	86	7	2

Frequency

A total of 189 ongoing reports (37.3%) are fully automated. OBI, within existing resources, has been working to enhance reports and report access by implementing a new, web-based internal Business Intelligence Center. This allows for access to the tools to further automate, refine and enhance the data, reports, and research available to DHS programs.

OBI partners closely with DHS programs in a continuous improvement process to ensure the reports that are available are meeting current needs. For example, the Self-Sufficiency program has a Reports Governance group that is working to ensure that the reporting supports the focus on the key SSP strategies of Collective Impact, Economic Stability, Family Engagement, and Integrity & Stewardship. Other program areas support a similar process.

DHS reports from OBI have several audiences including Federal, Program and Publications.

Number of Reports Distributed by Department of Human Services Office of Business Intelligence by Audience

Audience	Federal	Program	Publication
Total	35	453	63

Also, various types of reports are produced, including:

- **Performance and caseload reports:** These reports provide supervisors, program leadership and the public with current and past caseload and performance on identified metrics. These may also feed dashboards, QBR scorecards and KPM reporting. Examples of these can be seen in the public Child Welfare Data Set at https://rom.socwel.ku.edu/Oregon_Public/MyHome.aspx or the Self-Sufficiency monthly caseload and performance data found here http://www.oregon.gov/DHS/ASSISTANCE/Pages/data-pa.aspx.

- **Operational reports:** These reports are mainly used by workers and supervisors to support daily work. These may also include alerts or "exception" reports which highlight work to be done within a certain timeframe or potential data entry errors so they can be resolved. Examples of operational reports include reports like a Self-Sufficiency weekly set of "Snapshot" reports that identify the current status of TANF cases and items that may need action, the Child Welfare face-to-face report which identifies which children a worker has already seen this month and who still needs to be visited and the Aging and People with Disabilities report that identifies APD consumers needing a Medicaid redetermination each month.

- **Federal reports:** These reports are required to be produced in order to comply with federal requirements to maintain funding. Examples include quarterly reports that support the Payment Error Accuracy Measure (PERM) review process for APD and I/DD program area, the monthly SNAP Food and Nutrition Services federal reports (ex. Is the FNS 388 and 388a reports), or the Child Welfare Adoption and Foster Care Analysis Reporting System (AFCARS) biannual reports.
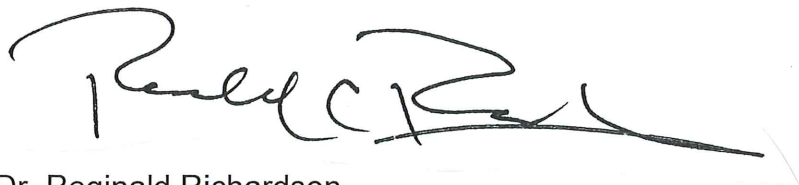
Q2: How does DHS gather information for its Key Performance Measure on Customer Service? Does the process include mechanisms for gathering feedback in multiple languages?

A: The DHS Customer Satisfaction Survey is a web-based survey administered quarterly. The department randomly selects a sampling of clients who applied online for the Supplemental Nutrition Assistance Program (SNAP) for food assistance, and emails them an invitation to participate in the customer satisfaction survey. The department uses SNAP as its proxy measure. SNAP serves one in five Oregonians and touches the majority of DHS clients, many who receive more than one service from the department. It also is one of the few programs with the capability for the department to easily collect or pull email addresses from our antiquated information technology systems. The survey is available in English and Spanish.

If you require additional information, please contact Legislative Coordinator Jill Gray at jill.gray@state.or.us or (503) 569-9484.

Sincerely,

Dr. Reginald Richardson
Deputy Director
Oregon Department of Human Services

cc:

Clyde Saiki, Director, Oregon Department of Human Services
Gene Evans, Director of Public Affairs, Oregon Department of Human Services
Jill Gray, Legislative Coordinator, Oregon Department of Human Services