
Oregon Health Authority Office of Information Services

Joint Legislative Committee on Information Management and Technology
February 26, 2019

Pat Allen, OHA Director

Kristen Duus, OHA/DHS Chief Information Officer

Debbie Estabrook, OHA/DHS Deputy Chief Information Officer



The Office of Information Services (OIS) is a shared service supporting all DHS, OHA divisions and programs



Department of Human Services

Self-Sufficiency Programs (SSP)

Aging and People with Disabilities (APD)

Office of Developmental Disability Services (ODDS)

Child Welfare (CW)

Vocational Rehabilitation (VR)

DHS/OHA Central and Shared Services

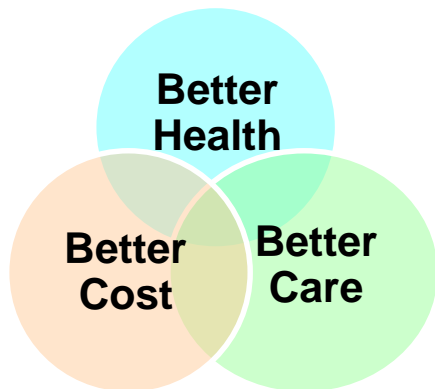
Oregon Health Authority

Public Health / Public Health Lab (PH)

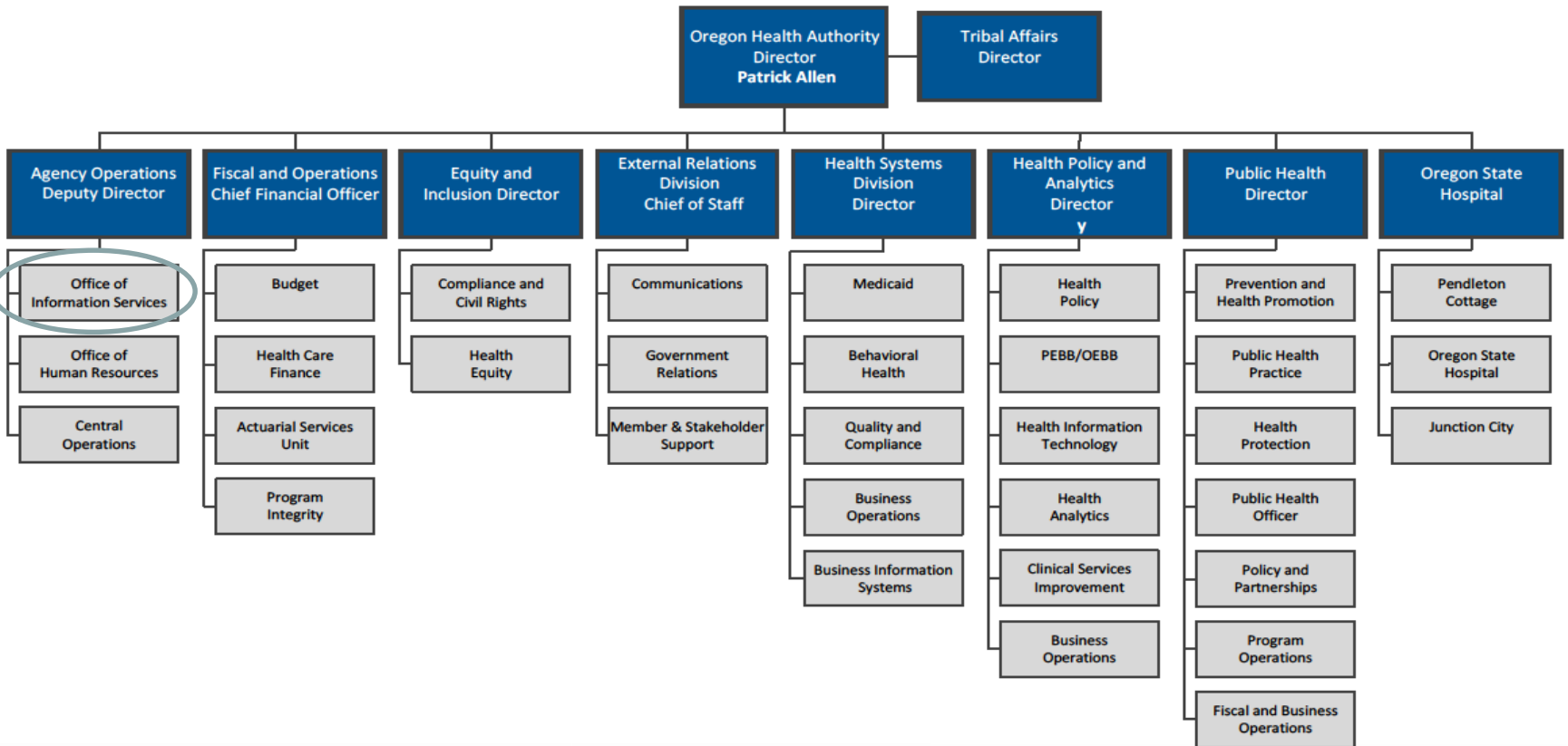
Oregon State Hospital (OSH)

Health Systems Division (HSD)

Health Policy and Analytics (HP&A)



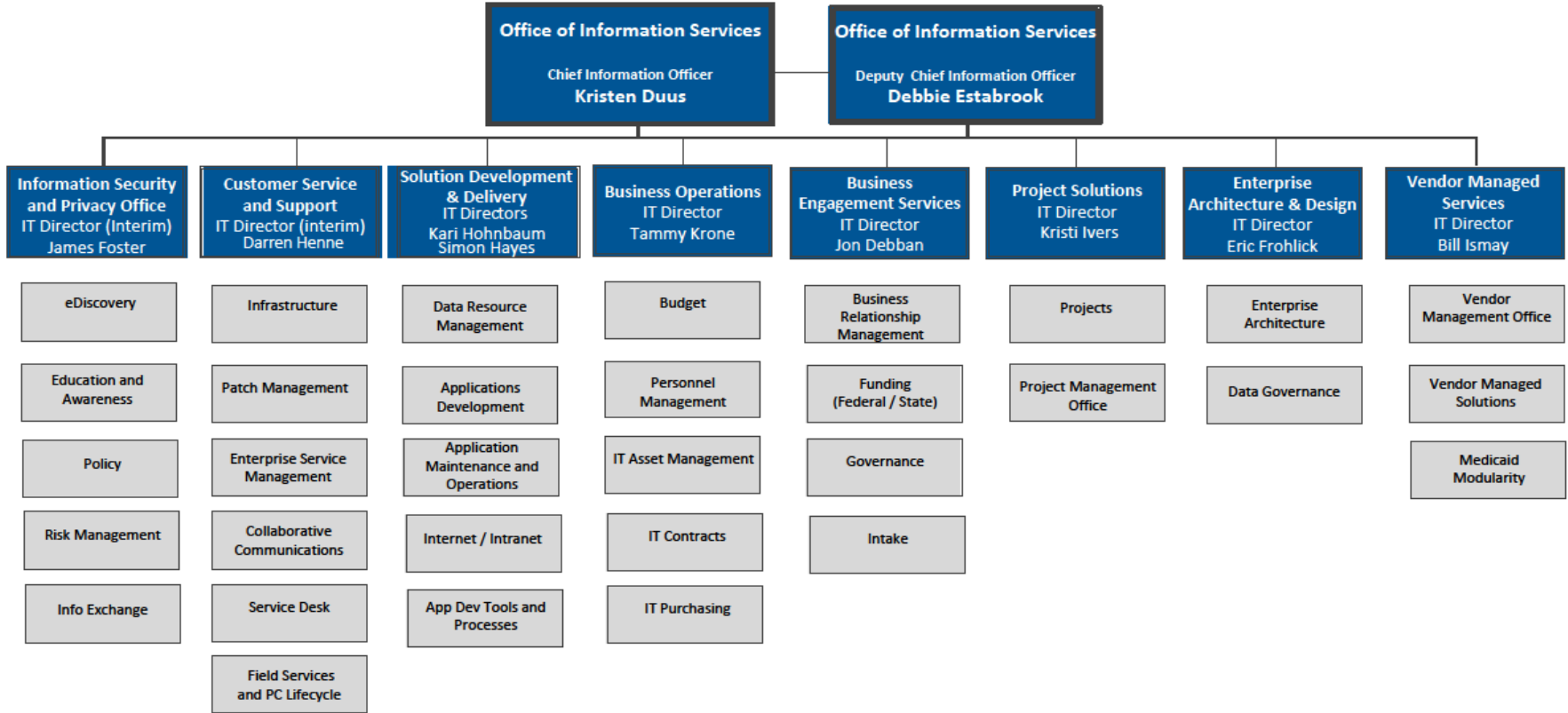
Organizationally, OIS is within the Oregon Health Authority



Presentation Goals

- Share recent project successes
- Explain how our work supports the missions of OHA and DHS
- Discuss the tools, strategies and plans that guide our work

OIS Organization



People We Serve	Count
Clients	1,500,000
Staff	13,600
Partners	3,900
MMIS Providers using our systems	16,700

Locations We Support	Count
Office Network Devices	2,570
Web Conferencing Rooms	187
Offices around the state	166
Field Tech Locations	86

Technology We Support	Count
Computers & Printers	18,000
Mobile Devices	6,400
Servers	1,300
Business Applications	250



OIS Vision: Preferred partner devoted to advancing the best technology services



Oregonians can more easily access our services as a result of recent investments

- ✓ Oregonians can now apply for Oregon Health Plan benefits online utilizing a modern web system (ONE); OHA/DHS employees use the same system to assist applicants

- ✓ Successfully implemented 22 large IT projects



(In 2020, Oregonians and DHS/OHA employees will use the same system to apply for multiple benefit programs including cash assistance, Supplemental Nutrition Assistance Program (SNAP) benefits)

Workers have tools that give them visibility across multiple programs as a result of recent investments

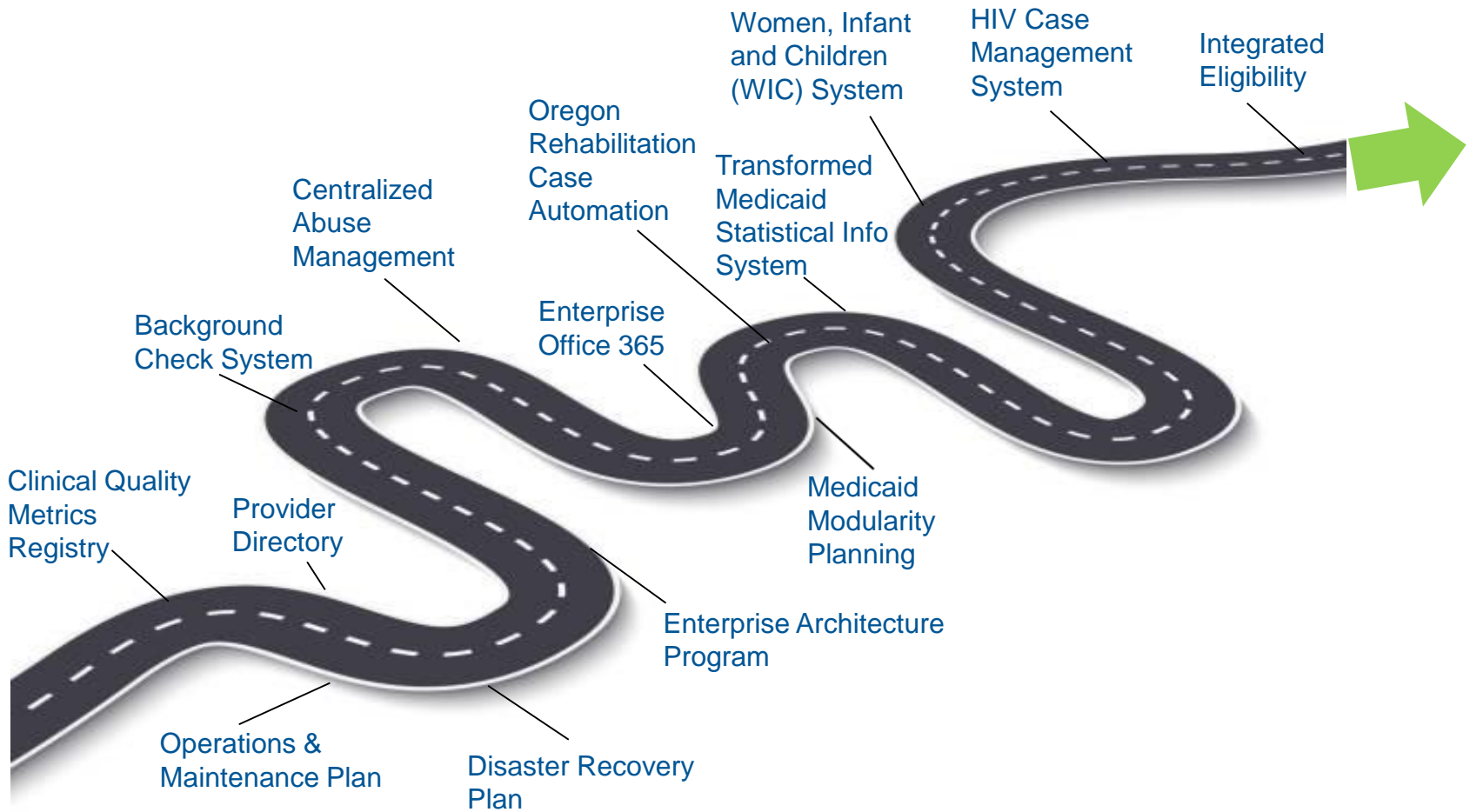
- ✓ Employees statewide in DHS Aging and People with Disability (APD) and partner offices now utilize a centralized abuse management system to standardize abuse investigations, improve the data available on abuse, and allow for better tracking of perpetrators



(In 2019 the same system will be made available for staff managing abuse allegations and investigations for the Developmentally Disabled and Mental Health populations)

- ✓ Multiple OHA/DHS work units can now track consumer correspondence through a shared system (CASPER), built in-house originally for the DHS Governor's Advocacy Program

Current Initiatives



OIS supports children, families, seniors and people with disabilities



- SNAP, cash assistance, employment related daycare, summer meals
- Oregon Health Plan
- Women, Infant and Children (WIC)
- Home Care and Personal Care Workers
- Case Management
- Centralized abuse management

OIS supports our Public Health Division in protecting all Oregonians



- Communicable disease tracking
- Newborn screening
- Immunization collection and tracking
- Clean drinking water
- Public Health Lab
- Home Visiting
- Vital records and certificates
- Public Health incident response

OIS supports the Oregon State Hospital Salem and Junction City campuses



- 24X7 support
- Avatar Electronic Health Record system
 - Medication Management
 - Pharmacy
 - Food and Nutrition Services
 - Lab Management and Testing

OIS supports all DHS and OHA staff



- 250+ business applications
- Microsoft Office and other desktop tools
- Email
- Desktops, laptops, tablets and mobile phones
- Network and wireless access for 166 offices
- Internal and external websites
- Data and reports

Strategies and Plans

- ✓ Improve customer experience through quality service delivery and support processes
 - ✓ Use best practices and standards
 - ✓ Practice operational excellence and accountability
- ✓ Ensure the confidentiality, integrity and availability of systems and protected data

OIS Performance Management System

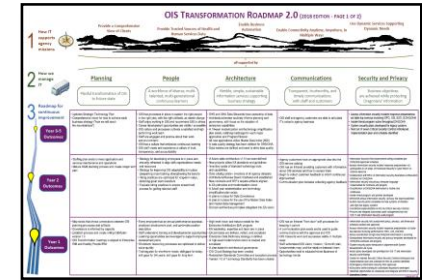
OIS Scorecard

Measure	Substance	Unit	Target	Actual	Score	Weight	Score	Weight	Score	Weight	Score	Weight	Score	Weight	Score	Weight	Score	Weight
System Response	Percent of time system is available for user interaction	%	99.95%	99.95%	100%	10%	99.95%	10%	99.95%	10%	99.95%	10%	99.95%	10%	99.95%	10%	99.95%	10%
System Response	Percent of time system is available for user interaction	%	99.95%	99.95%	100%	10%	99.95%	10%	99.95%	10%	99.95%	10%	99.95%	10%	99.95%	10%	99.95%	10%
System Response	Percent of time system is available for user interaction	%	99.95%	99.95%	100%	10%	99.95%	10%	99.95%	10%	99.95%	10%	99.95%	10%	99.95%	10%	99.95%	10%

Project Management



OIS Transformation Roadmap

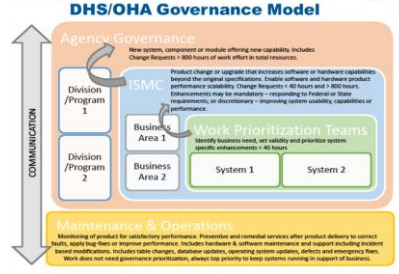


12-Month Plan

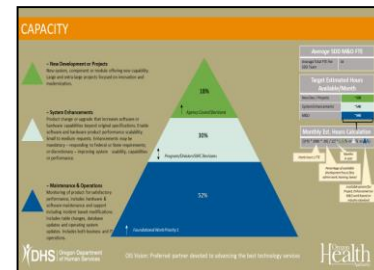
OIS 12-Month Plan Jul 2018-Jun 2019

Item	Priority	Owner	Start	End	Status
1. Identify and implement key IT projects	High	IT Director	Jul 2018	Jun 2019	In Progress
2. Review and update IT strategy	Medium	IT Director	Jul 2018	Jun 2019	Completed
3. Implement new IT systems	High	IT Director	Jul 2018	Jun 2019	In Progress

IT Governance



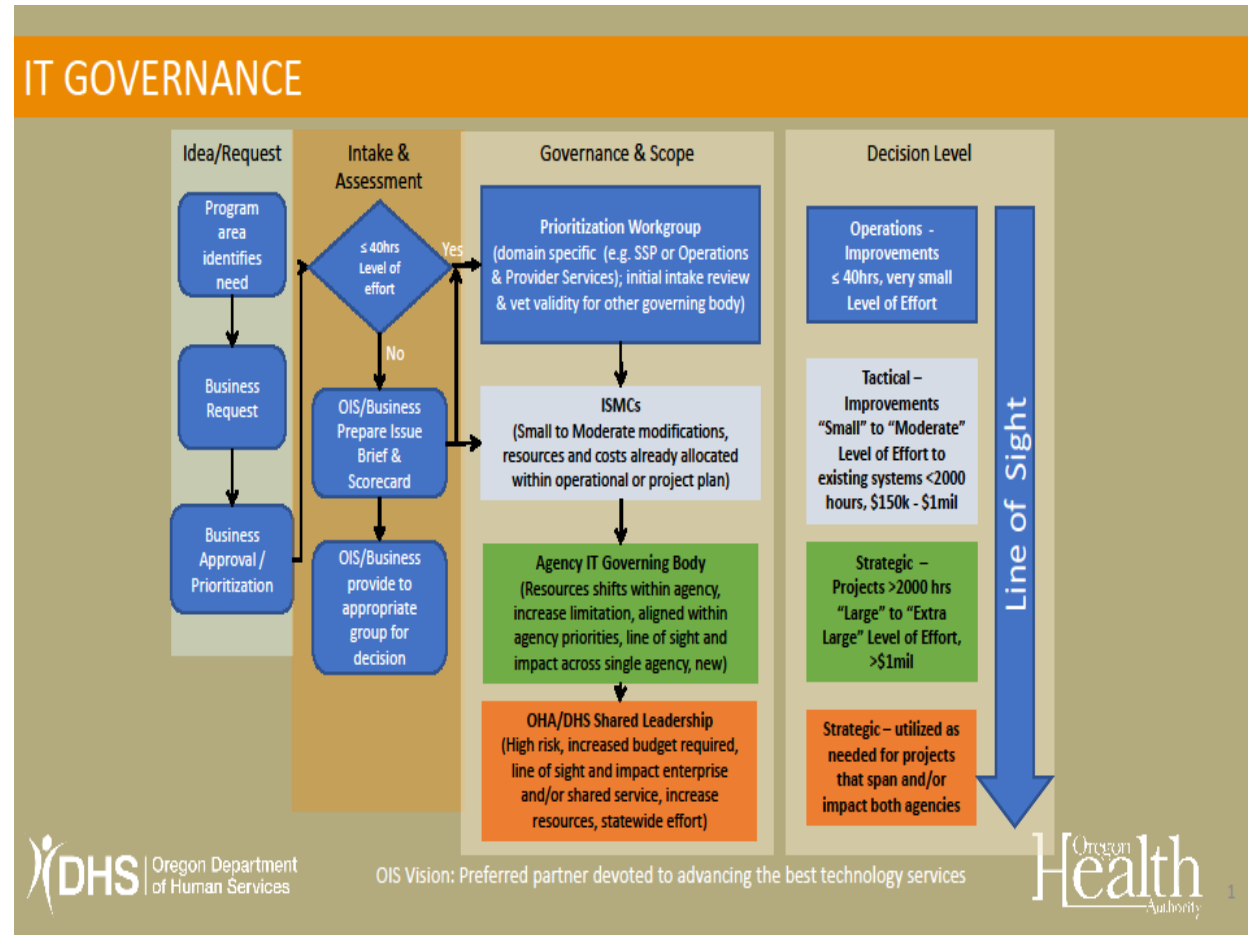
Capacity Model



IT Governance

Priorities for technology services are governed by established IT Governance Councils

- Program and Division-level leaders make priority decisions for small to medium enhancements to existing applications
- DHS and OHA each have an Agency Governance Council that determines project priorities, and governs the full IT portfolio



OIS Scorecard

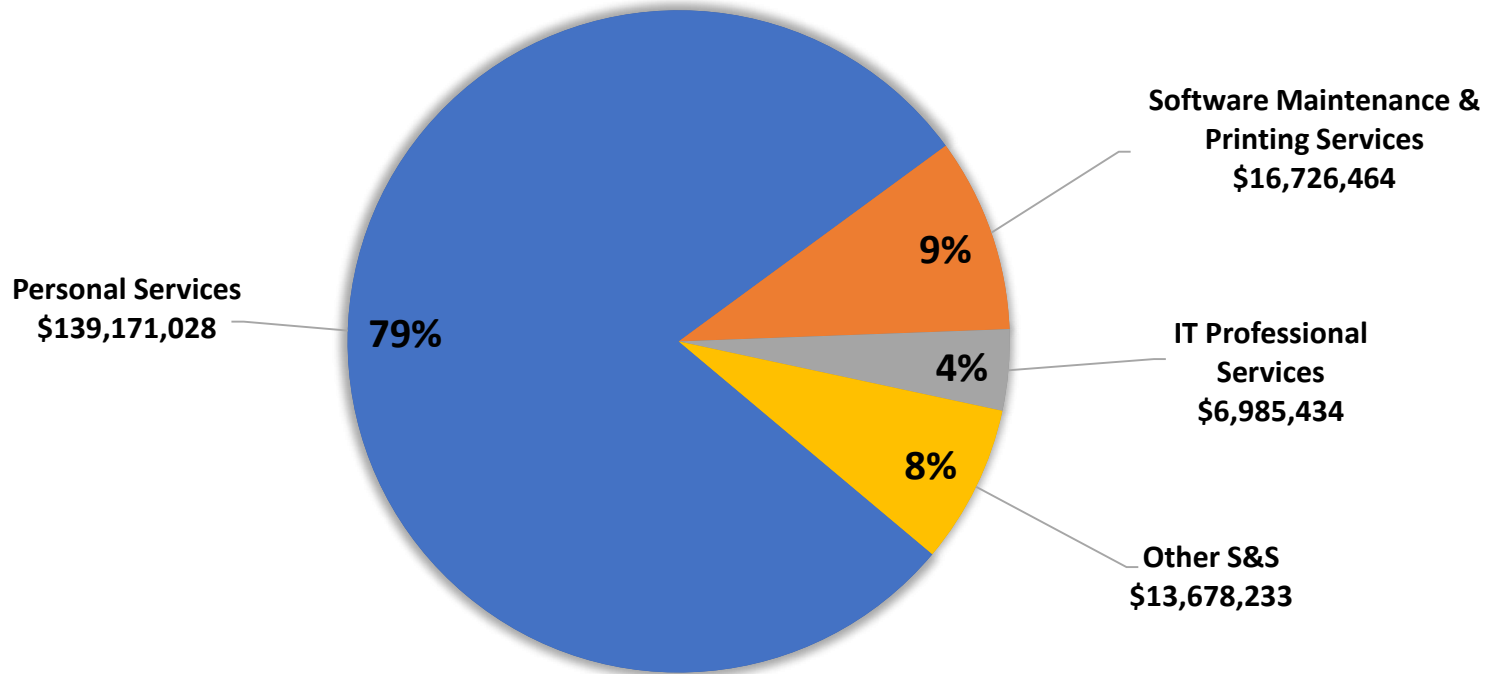
Measures	Definition	Red	Yellow	Green	Q4 2015	Q4 2016	Q4 2017	Q1 2018	Q2 2018	Q3 2018	Q4 2018	Target Met	Next Target
Quality Products & Services													
System Uptime-Network	Percent of time Network is available for our customers (via ETS)	<98 ~15 hr/month	98.0 - 99.8 ~15hrs - 90 min/month	>99.8 ~90 min	99.8% (T=99.9%)	99.8% (T=99.9%)	99.97% (T=99.80%)	99.97% (T=99.80%)	99.96% (T=99.80%)	99.97% (T=99.80%)	99.97% (T=99.80%)	✓	99.80%
System Uptime-Email	Percent of time e-mail is available for our customers	<98 ~15 hr/month	98.0 - 99.8 ~15hrs - 90 min/month	>99.8 ~90 min	97.69% (T=99.9%)	97.69% (T=99.9%)	99.99% (T=99.90%)	99.98% (T=99.90%)	99.99% (T=99.90%)	99.94% (T=99.90%)	98.55% (T=99.90%)	✓	99.90%
System Uptime-MMIS	Percent of time MMIS is available for our customers (contractual)	<99.6 ~3 hr/month	99.6 - 99.89 ~3hr/month - ~1hr/month	≥99.9 ~1hr/month	99.9% (T=99.9%)	99.9% (T=99.9%)	99.99% (T=99.9%)	99.99% (T=99.9%)	99.99% (T=99.9%)	99.99% (T=99.9%)	99.78% (T=99.9%)	✓	99.9%
System Uptime-Mainframe Environment	System availability of Mainframe Environment (List of top business apps)	<98 ~15 hr/month	98.0 - 99.8 ~15hrs - 90 min/month	>99.8 ~90 min		99.9% (T=99.9%)	99.9% (T=99.9%)	99.9% (T=99.9%)	99.9% (T=99.9%)	99.9% (T=99.9%)	99.5% (T=99.9%)	✓	99.9%
System Uptime-OR-Kids	System availability of OR-Kids	<98 ~15 hr/month	98.0 - 99.8 ~15hrs - 90 min/month	>99.8 ~90 min		99.93% (T=99.9%)	99.97% (T=99.9%)	99.76% (T=99.9%)	99.96% (T=99.9%)	99.90% (T=99.9%)	99.92% (T=99.9%)	✓	99.9%
System Uptime-eXPRS	System availability of eXPRS	<98 ~15 hr/month	98.0 - 99.8 ~15hrs - 90 min/month	>99.8 ~90 min		99.9% (T=99.8%)	99.88% (T=99.8%)	99.85% (T=99.8%)	99.90% (T=99.8%)	99.93% (T=99.8%)	99.92% (T=99.8%)	✓	99.8%
System Uptime-Avatar	System availability of Avatar (contractual)	<99.59	99.6 - 99.89	>99.9		99.99% (T=99.99%)	99.99% (T=99.9%)	99.50% (T=99.9%)	99.55% (T=99.9%)	99.9% (T=99.9%)	99.99% (T=99.9%)	✓	99.9%
System Uptime-ONE	Percent of uptime based on unplanned outages, 24x7	<98 ~15 hr/month	98.0 - 99.8 ~15hrs - 90 min/month	>99.8 ~90 min			99.9% (T=99.9%)	100% (T=99.9%)	100% (T=99.9%)	99.9% (T=99.9%)	100% (T=99.9%)	✓	99.9%

Our Results:

- ✓ Critical applications are maintaining uptime of 99.83%
- ✓ Average resolution time for Service Desk tickets has dropped from 7 days to 2 days
- ✓ 52% of issues are resolved on first contact
- ✓ Key process measures meeting targets increased from 45% to 78%
- ✓ Key Outcome measures meeting targets increased from 67% to 76%
- ✓ Critical vulnerabilities per host reduced from 384 to 20 for workstations and 679 to 185 for servers

OIS 2019-2021 Operating Budget

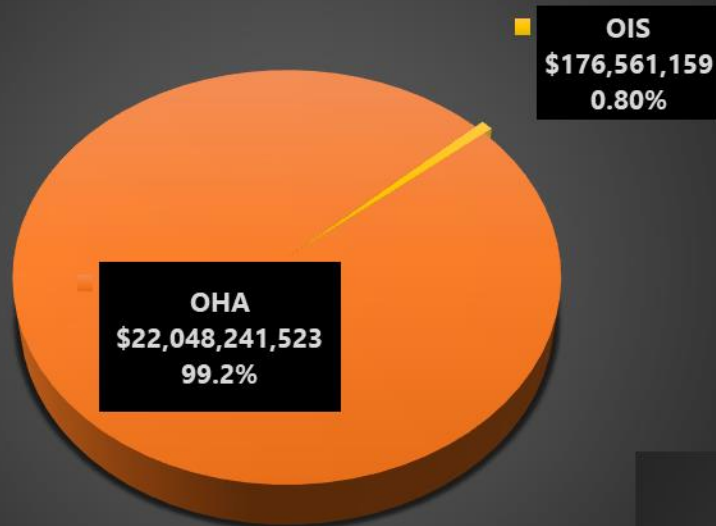
\$176.6 MILLION



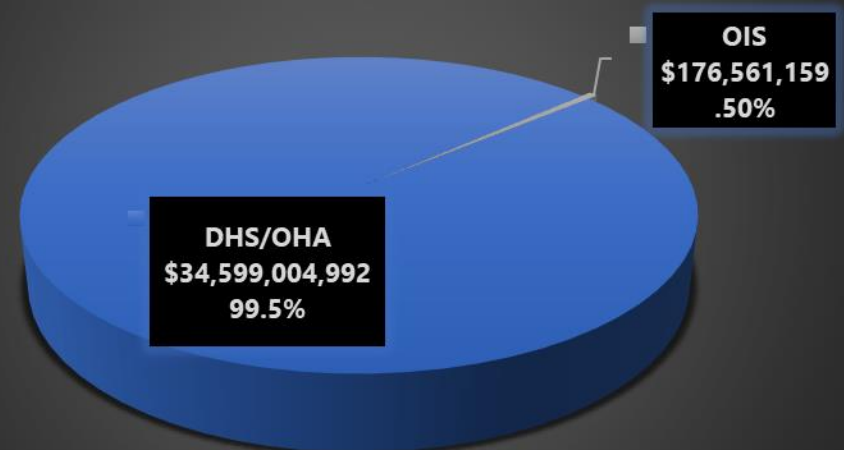
ETS Charges / OSCIO Assessment: \$64,710,268
Lifecycle Refresh: \$12,574,189

OIS as a percentage of OHA and DHS 2019-2021 Governor's Budgets (GB)

19-21 OHA Governor's Budget



19-21 DHS & OHA Governor's Budget



OHA 4,297 positions
DHS 9,339 positions
OIS 544 positions

We work closely with the Office of the State CIO

- We participated in the creation of the 2017 and 2019 *Healthy People Policy Area Information Resource Management (IRM) Plan*
- We utilize the State Data Center for our server, storage and networking needs
- We participate in the State's Stage Gate process for our largest projects
- We partner with the Enterprise Security Office on Oregon's move to unification of cybersecurity

2019-21 Policy Option Packages

1. **DHS|OHA - Integrated Eligibility (Integrated ONE)** (POP 201) - *\$186 million*

This policy package requests continuation of funds for the Integrated Eligibility (IE) project to expand the ONE MAGI eligibility system to add eligibility determination for the SNAP (Supplemental Nutrition Assistance Program), TANF (Temporary Assistance for Needy Families), ERDC (Employment-Related Daycare), and non-MAGI Medicaid programs.

2. **DHS|OHA - Medicaid Modularity planning** (POP 202) – *\$3.4 million*

This policy package requests continuation of funds to secure 90 percent federal financial participation to define Oregon's Medicaid Service Delivery strategic plan, assess other state's modularization approaches, identify modular solution options, and to understand federal certification requirements.

3. **DHS|OHA - Centralized Abuse Management System (CAM) M&O** (POP 208) – *\$3.95 million*

This policy package requests funds for ongoing maintenance and operations (M&O) and additional enhancements to build upon the capabilities of a base system implemented in the 2017-19 biennium, for an integrated abuse management solution which meets House Bill 4151 criteria and helps protect vulnerable Oregonians

4. **OHA – MOTS/COMPASS system modernization and completion** (POP 414) – *\$6.7 million*

This policy package requests funds to procure contract services to analyze, acquire and implement a standardized reporting system for behavioral health services. OHA behavioral health data currently exists on a variety of systems and platforms that are disconnected from other agency data.

5. **OHA - Benefit Management System replacement** (POP 421) – *\$1.8 million*

This policy package requests funds to implement a central, standard, supportable and scalable benefits management system to support OEBC and PEBC for easier enrollment, better benefit coordination, improved access to plan information and enhanced integration with other tools.

Thank you

Questions?

Pat Allen: Patrick.Allen@dhsoha.state.or.us

Kristen Duus: Kristen.Duus@dhsoha.state.or.us

Debbie Estabrook: Debbie.Estabrook@dhsoha.state.or.us