

March 29, 2019

TO: Joint Ways and Means Subcommittee on Human Services
Laurie Byerly, Legislative Fiscal Office

FR: DHS/OHA

RE: March 28, 2019 hearing follow up for the Department of Human Services
(DHS) and the Oregon Health Authority (OHA) shared services

DHS and OHA Shared Services contains the following key offices and programs:

Shared Services housed within DHS:

Shared Services Administration provides leadership and direction for shared services offices as well as managing the business continuity planning efforts for both DHS and OHA. Shared services are foundational, essential contributors to DHS and OHA and crucial in helping both agencies achieve their missions for Oregonians.

The Budget Center provides program and administrative budget planning, financial analysis and technical budget support for DHS and OHA shared service and SAEC budgets. These services are provided for department leadership, program, policy and field managers, staff and external policymakers.

The Office of Forecasting, Research and Analysis provides an independent, externally reviewed, forecast of the usage of DHS and OHA programs used for budget forecasts and legislative decision-making. OFRA also creates an integrated client dataset across programs to facilitate research on the combined effects of DHS and OHA programs.

The Office of Enterprise Data Analytics (OEDA) which conducts inter-agency research and advanced statistical modeling to answer cross agency and/or cross programmatic operational questions.

The Office of Financial Services provides accounting services, administers employee benefits and payroll, prepares financial reports, and collects funds

owed to DHS and OHA. This office provides accurate, accountable and responsive financial management and business services to DHS and OHA clients, providers, vendors, stakeholders and employees in support of both agencies' missions and in compliance with state laws and federal policies, rules and regulations.

The Office of Human Resources provides essential HR administrative functions and services for DHS and OHA, and supports organizational development and an improved common culture of leadership and engagement across both agencies, through background checks and fitness determinations; personnel records management; leave administration; centralized position administration; safety and risk response and management; staff and management training; facilitation services and LDMS coaching; HR data analysis and reporting; HR policy administration; and internal communication strategies and resources for managers and staff.

Within HR is the shared *Occupational Health, Safety and Emergency Services Unit* (OHSE). This unit serves a DHS employee population of over 12,000 budgeted positions. DHS is tasked with providing leadership and direction in statewide emergency response activities during natural and man-made disasters. The DHS assigned responsibilities are to provide life sustaining care for all citizens that survive a disaster, commonly known as Mass Care which includes the protection of children, families, the elderly, and individuals with access and functional needs. DHS is also responsible for facilitating statewide activities to deliver shelter, food, immediate medical care, behavioral health services, medications and many other critical disaster relief necessities.

DHS Emergency Management is a program that provides direct support to statewide emergency and recovery operations, the Governor's Disaster Cabinet and the Governor's Economic Recovery Council.

Background Check Unit (BCU) provides a comprehensive background screening process to determine if an individual should be allowed to have access to vulnerable people, IT systems or client information. BCU also provides centralized support for FBI Criminal Justice Information Services (CJIS) clearance and training for DHS and OHA staff. BCU is also Oregon's point of contact for processing out-of-state child protective service check requests in support of federal legislation.

The Office of Facilities Management manages 2.7 million square feet of leased property for OHA and DHS statewide, including managing maintenance, remodeling, furniture acquisition and reconfiguration, staff relocations, coordination with DAS and state brokers on lease negotiations, and analysis of the costs and benefits of space utilization, ADA compliance, and energy conservation. OFM also oversees 1300 vehicles used by OHA and DHS staff around the state.

The Office of Imaging and Records Management (IRMS) provides document and records management services for DHS and OHA through imaging, electronic workflow, data entry, archiving and retention services.

The Office of Contracts and Procurement (OC&P) provides contract and procurement services for DHS and OHA by making purchases, conducting solicitations, and preparing and processing contracts with other government agencies, businesses and service providers.

The Office of Investigations, Training and Safety (OTIS) conducts and oversees statewide protective services investigations of abuse and neglect, provides technical assistance to community-based mental health and developmental disability programs, and delivers training on investigations and abuse prevention services for DHS and OHA.

The Internal Audit and Consulting conducts independent audits on OHA and DHS programs identified in the agencies' risk assessment and audit plan and coordinates the agencies' engagement in and responses to external audits. The Secretary of State and federal agencies conduct 30-50 external audits and reviews of DHS/OHA programs each year.

The Office of Payment, Accuracy and Recovery (OPAR) provides recovery services for DHS and OHA by identifying and recovering moneys paid in error to clients or providers; investigates allegations of fraudulent activities; investigates and recovers state funds expended for services when a third party should have covered the service and the recovery of claims made by a client; and recovers funds from the estates of Medicaid recipients for the cost of cash and medical benefits provided.

Publications and Creative Services- manages the writing, design, development, printing and distribution of DHS and OHA publications for

internal and external audiences, which includes accessible formats and multiple languages. Publications and creative services provide consulting to plan professional quality publications that reflect DHS and OHA style guidelines; edit and proof materials created by staff experts and partners in their individual fields; provide graphic design, layout, original and digital illustration, forms creation, graphic artwork and Web and electronic materials.

Shared Service Housed within Oregon Health Authority

The Office of Information Services (OIS) is the shared technology service provider for the Oregon Department of Human Services (DHS) and the Oregon Health Authority (OHA). OIS provides information technology (IT) systems and services for nearly 16,500 agency staff, volunteers and partners at 166 locations throughout Oregon. OIS manages more than 250 business-facing applications that provide DHS, OHA and partners with the ability to:

- Determine client eligibility for health and assistance benefits
- Provide medical, housing, food and job assistance
- Manage provider licensing and state hospital facilities
- Promote and protect the health of Oregon citizens

OIS maintains and supports nearly 23,000 technology devices - computers, laptops, tablets, cell phones and printers - for agency staff. Customers are supported through the OIS Service Desk and on-site field technicians embedded in locations around the state. OIS manages all DHS and OHA IT projects, utilizing a Project Management Office that ensures the use of a consistent project management methodology. OIS is responsible for all IT purchasing for both agencies, as well as IT asset management.

OIS also oversees the Information Security and Privacy Office (ISPO) which manages the policies, standards and operating procedures required to protect the privacy and security of personal and confidential information stored on DHS/OHA systems and applications.

The Information Security and Privacy Office also manages e-Discovery, risk management, information (data) exchange and works closely with the DAS Enterprise Security Office (ESO) on security efforts.

Question and Clarification

In addition to the descriptions above, there were also one outstanding question and a point of clarification from the testimony on March 28.

Question: Does the Avatar system interface with the patient's "home" medical records.

Answer: Oregon State Hospital (OSH) is currently piloting the use of PreManage (the Collective Medical Technology product, another flavor of which is EDIE) providing access to a few key elements of prior hospitalizations. This is giving us early exposure to HIE (Health Information Exchange) capabilities.

As one of OSH's identified strategic priorities for the upcoming biennium, OSH intends to implement an interface to Avatar, using the vendor's CareConnect module, expanding our HIE capabilities.

In following this roadmap, we will be addressing authorization/consent, clinical benefits, efficiency, and information-sharing with other healthcare entities.

Correction of on the record testimony

During the hearing there was a question about where DHS data is stored. Data from our document management system (called IRMS) is stored at the State Data Center (not locally as indicated during the hearing). We apologize for any confusion.

DHS and OHA thank you for the opportunity to present Shared Services to the committee and hopes the information above is found useful in the decision-making process.

For further information contact either Don Erickson (DHS) at 503-884-8774 or Kristine Kautz (OHA) at 503-947-2344.