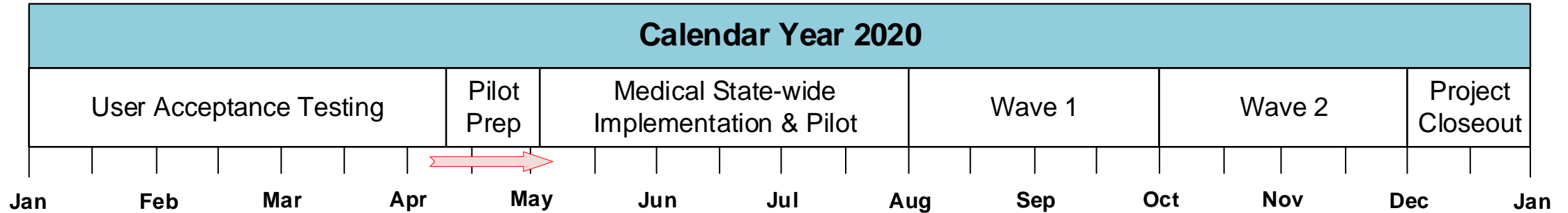OregONEligibility

Joint Legislative Committee on

Information Management and Technology

DHS/OHA – ONE Integrated Eligibility Project Update
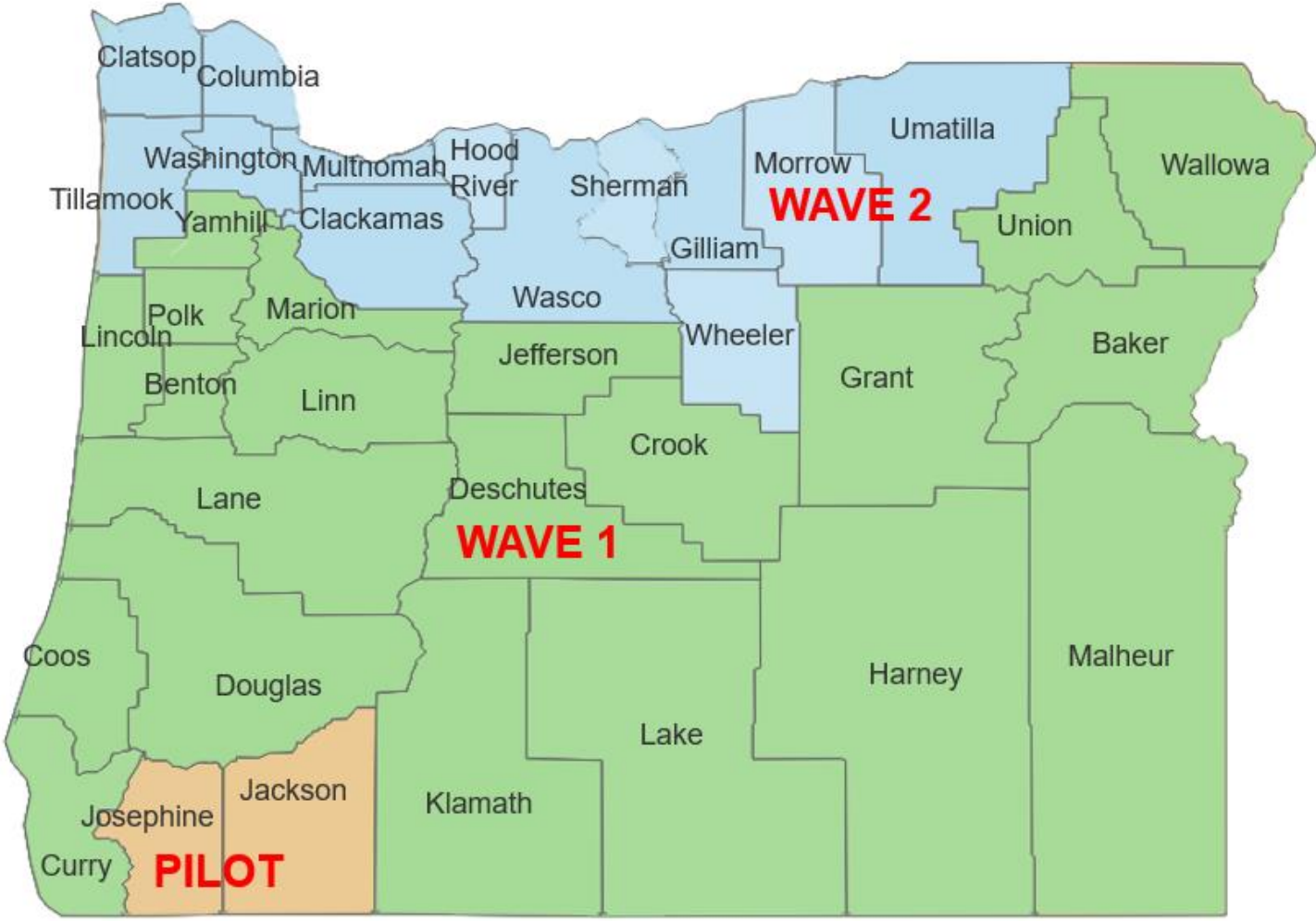
February 19, 2020

Tony Black, Integrated Eligibility Project Director
Kim Fredlund, Eligibility Transformation Director

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Calendar Year 2020						
User Acceptance Testing	Pilot Prep	Medical State-wide Implementation & Pilot		Wave 1	Wave 2	Project Closeout

Jan   Feb   Mar   Apr   May   Jun   Jul   Aug   Sep   Oct   Nov   Dec   Jan

The Project Team and Governance recently moved the Pilot and medical implementation milestone from April 6, 2020 to May 4, 2020 to reduce risk and ensure that high-quality customer service is maintained. To accommodate this milestone shift, we reduced the Pilot duration from 4 months to 3 months.

There is now more time to:
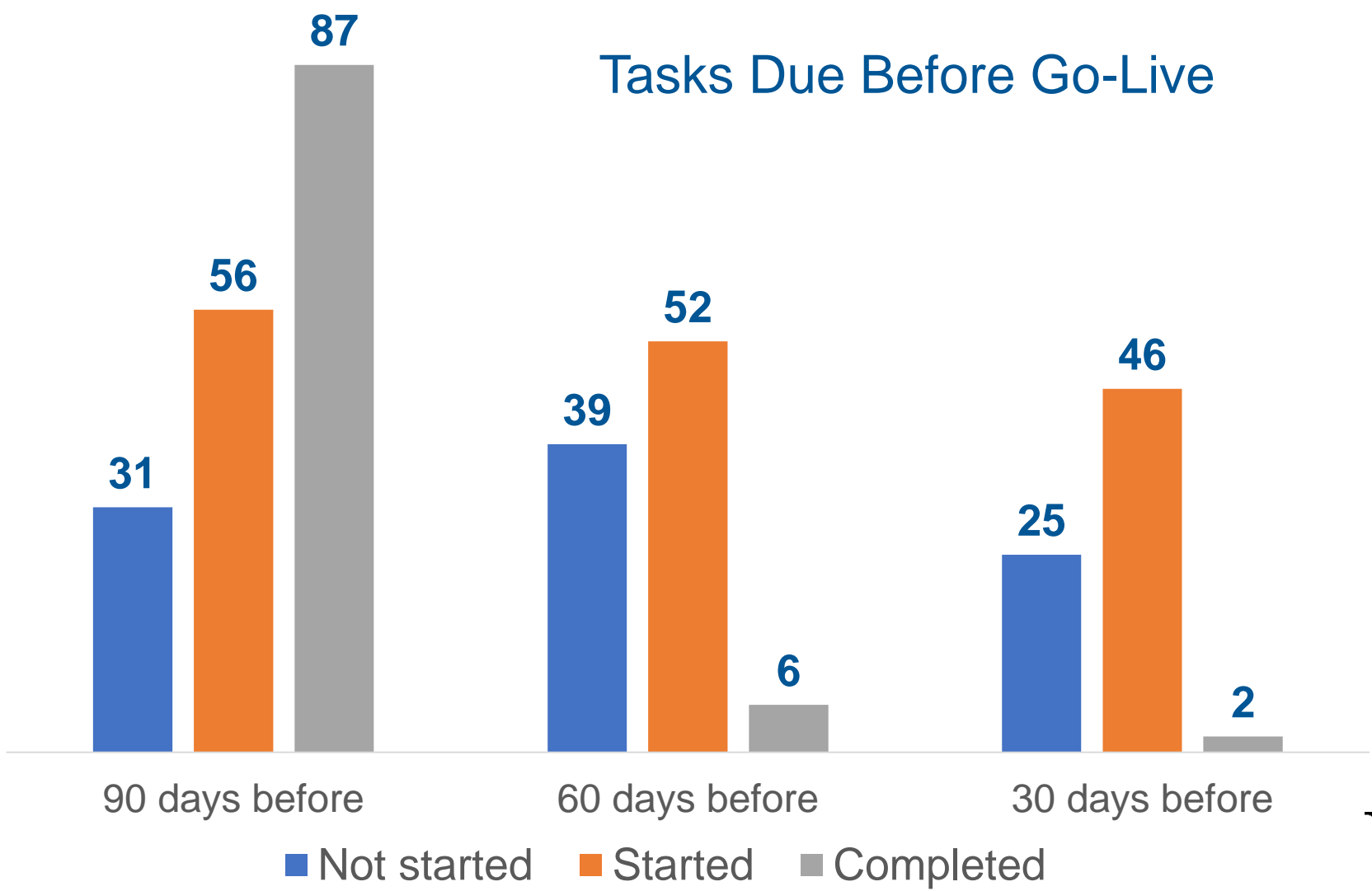- ✓ conduct additional testing in key areas;
- ✓ implement critical mandates from the federal government;
- ✓ fulfill change requests related to system usability;
- ✓ identify and resolve as many issues as possible before Oregonians begin using the system; and
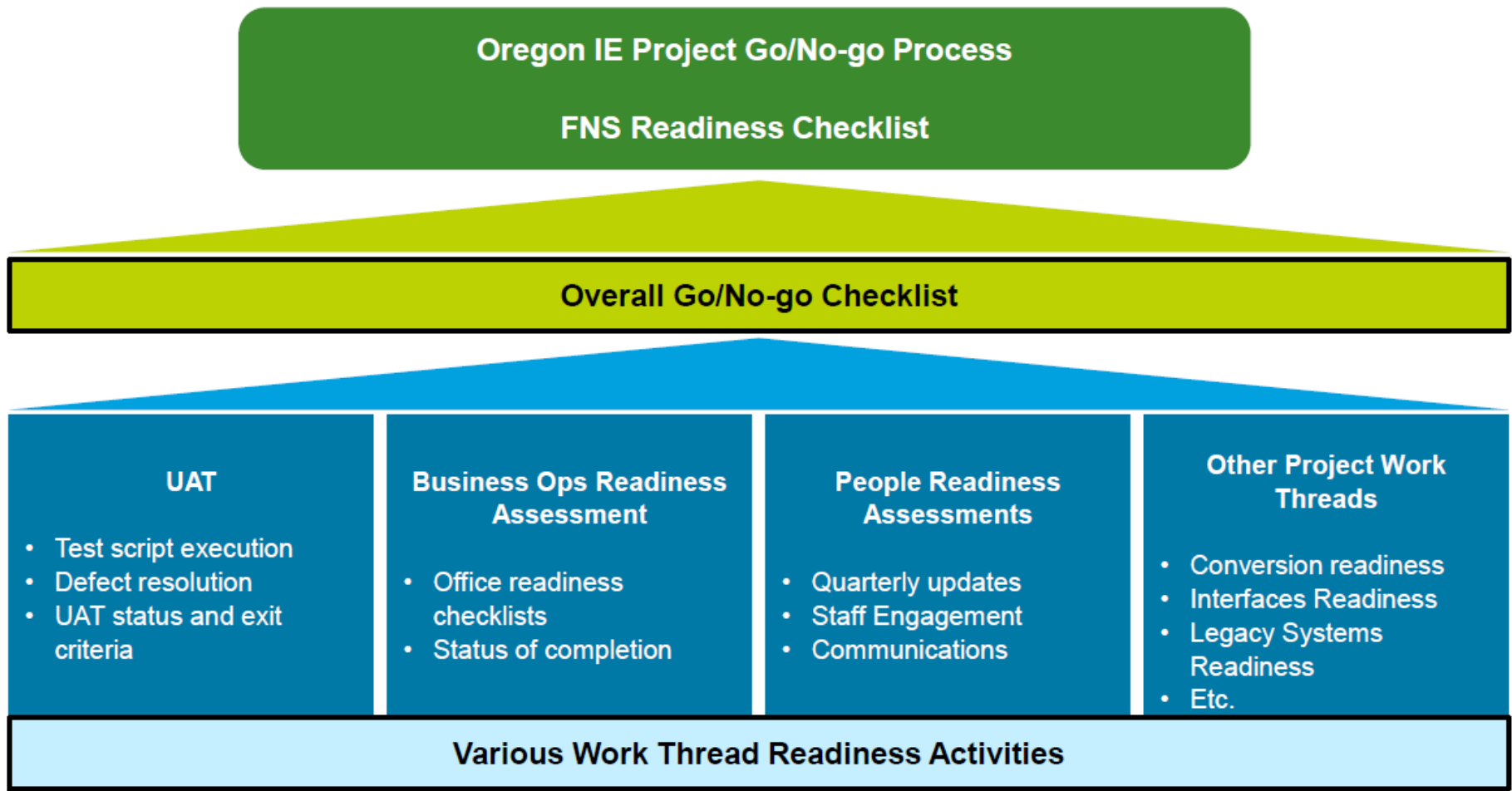- ✓ retain key testing resources before they move to training and site support

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PILOT – MAY 2020

WAVE 1 – AUG 2020

WAVE 2 – OCT 2020

Command Center

OregONeligibility

Governance & Oversight

| Federal Partners | Governor's Office | | Legislative Leadership | LFO / EIS / CFO |

Command Center

| Command Center Lead | Command Center Facilitators | Command Center Support | IE Advisors | ET Advisors | IE Business Directors |

IT / System Hub

- IE Application Representatives – System Leads (Deloitte & State)
- IE Infrastructure Representatives (Deloitte & State)
- Legacy Application Representatives
- Legacy Infrastructure Representatives
- MMIS Representatives
- Data Center Services Representatives
- Cyber Security Services
- Cutover Lead

Operations Hub

- Eligibility Transformation Portfolio Managers
- Business Transition Manager
- Process & Operations Representatives
- Policy Analysts
- Training representatives
- Communications representatives
- Change Leader
- Field Support Coordinators

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Data Conversion

OregONEligibility

ONE

Upgrade

IE

Legacy

Data Conversion Key Milestones

Mock Run #1	09/18
Mock Run #2	11/18
Mock Run #3	02/19
Mock Run #4	05/19
Mock Run #5	07/19
User Acceptance Testing	08/19
Mock Run #6	10/19
Mock Run #7	02/20
Pilot Prep Exercise	04/20
Pilot	05/20
Wave 1	08/20
Wave 2	10/20

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Project Budget

Oreg**ONe**ligibility

2015-2017 Biennium	2017-2019 Biennium	2019-2021 Biennium	2021-2023 Biennium
Initiation / Planning / Requirements, Design, & Development	Testing & Pilot Readiness	Implement & Close	M&O

7/2015   7/2016   7/2017   7/2018   7/2019   7/2020   7/2021   7/2022   7/2023
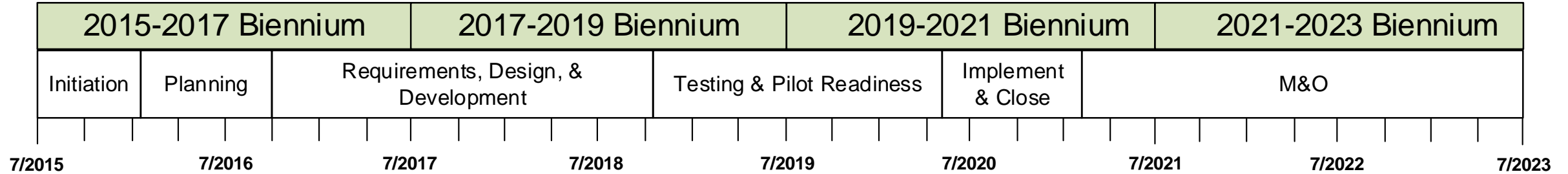
Funding Sources	Biennium				
	2015-2017	2017-2019	2019-2021	2021-2023	Total
Federal Funds	28,350,947	106,229,079	130,915,597	1,748,324	**267,243,947**
General Fund	1,597,743	2,688,532	2,304,727	-	**6,591,002**
Bonds	3,622,907	22,753,340	44,334,153	589,176	**71,299,576**
Issuance Cost	22,240	101,275	675,000	-	**798,515**
Total Project Cost	**33,593,837**	**131,772,226**	**178,229,477**	**2,337,500**	**345,933,040**

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Project readiness

Training

We have developed web-based, instructor-led classroom and hands-on training to teach staff how to use the integrated ONE system to complete their daily work.

Staff Support

We have established a statewide change network that is helping staff to adopt the new system and business processes. Additional dedicated site support resources will provide system expertise to field staff throughout implementation.

Staff Insight

We are collecting staff insights through quarterly statewide pulse surveys. Through these surveys, staff share feedback and suggestions that drive engagement activities (e.g., site visits, demonstrations).

Communications

We are using input from staff (via pulse surveys), weekly meetings with project stakeholders and the statewide change network to create targeted communications about the project details and milestones and the system (e.g., newsletter topics, micro videos, and system quick tips).
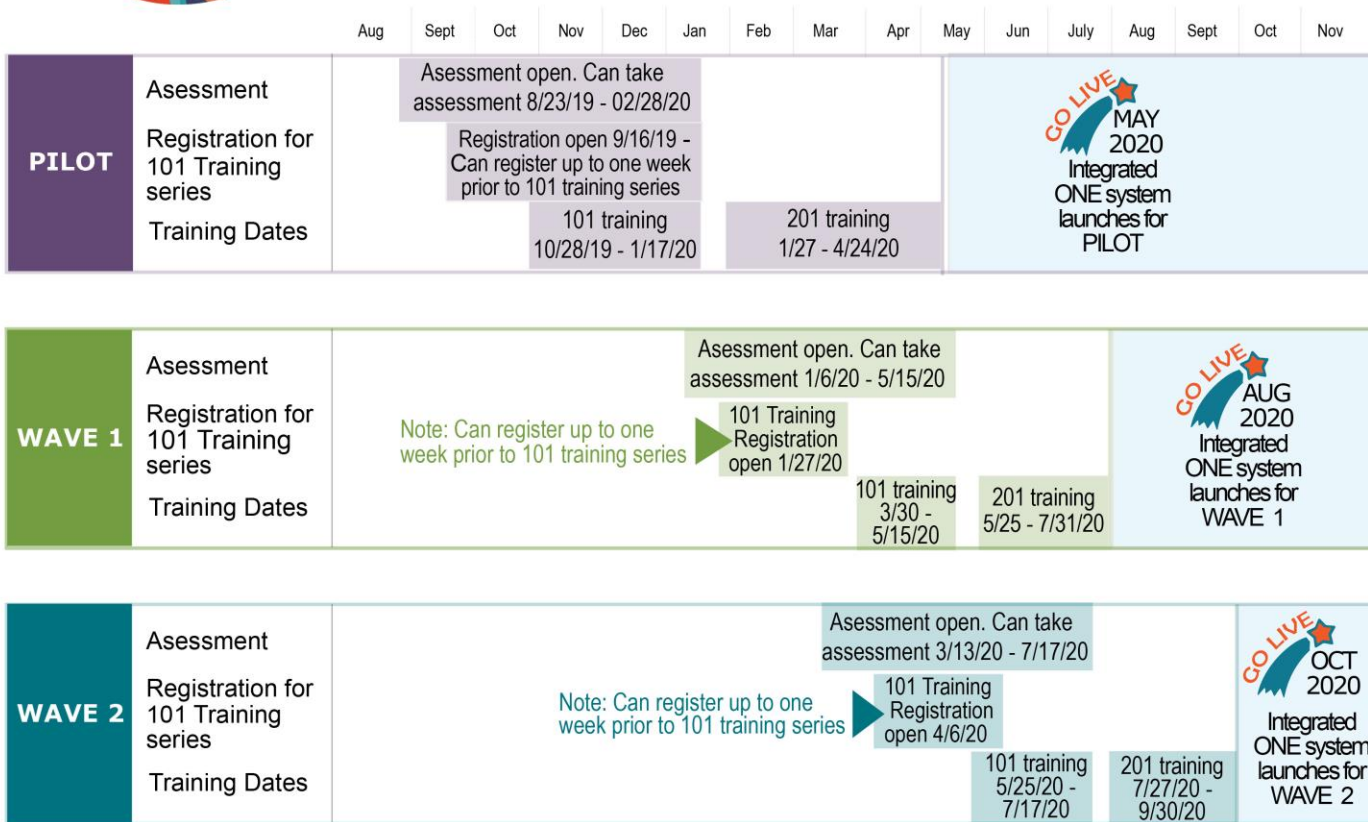
Readiness Checklists

We are monitoring readiness of business operations through strategically timed checklists sent to field leaders (beginning 12 months prior to go live and up to one week prior to go live). Responses are collected, monitored and analyzed so that gaps are resolved prior to go live.

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OregONEligibility

Your timeline for Your integrated ONE training journey!

		Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	July	Aug	Sept	Oct	Nov

PILOT

Asessment — Asessment open. Can take assessment 8/23/19 - 02/28/20

Registration for 101 Training series — Registration open 9/16/19 - Can register up to one week prior to 101 training series

Training Dates — 101 training 10/28/19 - 1/17/20 | 201 training 1/27 - 4/24/20

GO LIVE — MAY 2020 Integrated ONE system launches for PILOT

WAVE 1

Asessment — Asessment open. Can take assessment 1/6/20 - 5/15/20

Registration for 101 Training series — Note: Can register up to one week prior to 101 training series | 101 Training Registration open 1/27/20

Training Dates — 101 training 3/30 - 5/15/20 | 201 training 5/25 - 7/31/20

GO LIVE — AUG 2020 Integrated ONE system launches for WAVE 1

WAVE 2

Asessment — Asessment open. Can take assessment 3/13/20 - 7/17/20

Registration for 101 Training series — Note: Can register up to one week prior to 101 training series | 101 Training Registration open 4/6/20

Training Dates — 101 training 5/25/20 - 7/17/20 | 201 training 7/27/20 - 9/30/20

GO LIVE — OCT 2020 Integrated ONE system launches for WAVE 2

Information current eff. 02/06/2020

What is 101 training?

It's short for cross-program training.

Cross-program training is a series of trainings. It contains six webinar trainings, one for each of the following: All Programs, SNAP, TANF, ERDC, MAGI, and APD medical.

Each of the cross-program webinar trainings contains a series of live, instructor-led webinars.

What is 201 training?

It's short for "integrated ONE system training."

It is a series of trainings. It shows you how to use our new system software.

System training includes web-based and instructor-led trainings. It also includes Sandbox missions and follow-up work at your workplace.
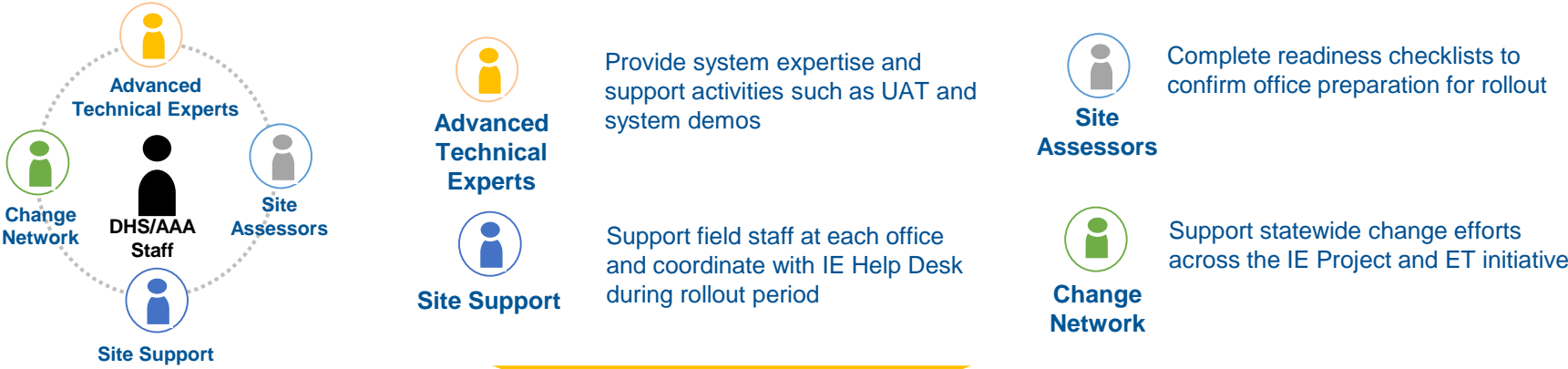
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Preparing Oregonians

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Site support coordinates and communicates between DHS/OHA office staff and leadership, IE Help Desk, IE Command Center, project leadership, and central office during deployment

Advanced Technical Experts

Change Network   **DHS/AAA Staff**   **Site Assessors**

Site Support

Advanced Technical Experts
Provide system expertise and support activities such as UAT and system demos

Site Support
Support field staff at each office and coordinate with IE Help Desk during rollout period

Site Assessors
Complete readiness checklists to confirm office preparation for rollout

Change Network
Support statewide change efforts across the IE Project and ET initiative

Field Support Coordinator

Field Support Lead

Field Support Worker

Site support is divided into three roles: Worker, lead and coordinator. Most site support will be physically present in assigned offices/functions, while a smaller group will coordinate centrally from Salem.

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Questions, comments

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