



Kate Brown, Governor

**OREGON
COMMISSION
FOR THE
BLIND**

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December 6, 2019

The Honorable Representative Nancy Nathanson, Co-Chair

The Honorable Senator Chuck Riley, Co-Chair

Joint Legislative Committee on Information Management and Technology

900 Court Street NE

H-178 State Capitol

Salem, OR 97301-4048

Dear Co-Chairpersons:

Nature of the Request

The Oregon Commission for the Blind has initiated a project to replace an aging vocational rehabilitation case management system used to record required data on all clients receiving services. The Commission received a budget note in the 2019 Legislative Session to report back to the Legislature on the project's status during the 2020 Annual Legislative Session.

Agency Action

The agency has initiated monthly status reports that are distributed to the Office of Enterprise Information Systems and the Legislative Fiscal Office. In response to the budget note, we have prepared a status report for the Joint Legislative Committee on Information Management and Technology that is included in this letter as an appendix.

Action Requested

The agency requests the Committee's acknowledgement of acceptance of the status report.

Legislation Affected

None.

Thank you for your consideration of the acknowledgement and acceptance of this report.

Sincerely,

Dacia Johnson, MS, CRC
Executive Director

Attached: Status Report

OCB Case Management System Migration Project

Vocational Rehabilitation (VR) and Independent Living (IL) Case Management Application and Support; Upgrade Services from Current Application to Modernized Application



Background and Purpose

The Oregon Commission for the Blind (OCB) provides vocational rehabilitation and independent living services to Oregonians who experience vision loss. OCB is an agency of 66 state employees providing services across all of Oregon from five offices based in Portland, Salem, Eugene, Medford, and Redmond. As a small agency, OCB, fully contracts out all of its IT services.

In order to stay in compliance with federal regulations and appropriately manage clients' cases, OCB uses a specialized case management application to track all services provided and collect required data that is reported to the Rehabilitation Services Administration (RSA) on quarterly and annual bases. OCB counselors/case managers and teachers use this application to input necessary client documentation and data. The majority of OCB's funding is federal, and in order to continue to receive federal monies and to justify the receipt of current monies, timely and accurate federal reports must be submitted. The case management system is important for both operations and compliance.

The vendor providing the new case management system is a Washington State company called Alliance with a product called Aware. Aware is currently used in 38 states in either the general VR agency, the blind agency, or combined agencies (some states combine the two). Aware is a highly adaptable solution for case management. (The Oregon Department of Human Services [DHS] VR uses a highly customized version of Aware called ORCA.)

The Aware System will be hosted in the cloud by Alliance. Alliance's cloud infrastructure, network, storage, and data are hosted in the Microsoft Azure Government cloud platform. Microsoft Azure Government is designed specifically for government agencies and their partners, with unique security features to meet federal, state, and local security requirements. OCB will be completing the Enterprise Information Services (EIS) Cloud Planning and Readiness Assessment Workbook. (The Oregon DHS VR ORCA has recently moved to hosting by Alliance on Microsoft Azure Government.)

Schedule

The anticipated start date for project execution is January or February 2020, and the project is expected to take 18 months.

Budget

OCB's Legislatively Adopted Budget has been reconciled and the project budget has been refined to reflect that. The total project budget is \$2.956M, which includes \$2.405M for the Policy Option Package and \$550,681 of OCB revenue that was carried forward. As of Nov. 1, 2019, the project has spent \$29,973, leaving a current balance of \$2,926,058.

Accomplishments to Date

- Hiring a project lead as OCB staff
- Monthly status reporting to Legislative Fiscal Office (LFO) and EIS, including budget note compliance
- Managing three concurrent procurement processes (details below)
- Clarifying internal OCB roles, including executive sponsorship

- Receiving Stage Gate 2 approval from Oregon Enterprise Information Services (formerly OSCIO)
- Updating contract with current case management vendor (Libera) to allow the agency to function until the new system is in place
- Changing management communications to all staff regarding the project and expectations

Procurement Activity

OCB is working with experts at DAS Procurement on three separate processes:

	What We Are Procuring	Method	Current Status	DAS Contact
1	Software and migration services from Alliance	Special Procurement	Working with DAS, EIS and Alliance to develop agreed upon contract language.	Keri Ashford
2	Independent Quality Management Services (IQMS)	Request for Quote (RFQ)	RFQ and statement of work (SOW) are being finalized after reviews by OCB, EIS and DOJ.	Nick Betsacon
3	Support Services including certified project management, business analysis, testing, change management, and data extraction	Request for Proposal (RFP)	RFP was released and proposals have been received. Will begin contracting discussions this month.	Jennifer Jolley

Major Risks and Mitigation

Risks	Mitigation
Internal Staffing: OCB is a small agency with 66 FTE across 5 locations. This project is a large one for the agency as it will demand people's time and energy.	Sponsors have assured project staff that OCB will be freed up from other duties as needed to complete the project.
Timeline: Since the project is still in the procurement phase, project execution may run into the 21-23 biennium.	We will possibly need to move some funding into the next biennium.

Budget Notes and Status

The Oregon Commission for the Blind has initiated a project to replace an aging Vocational Rehabilitation case management system used to record required data on all clients receiving services as well as to track all services provided. The system is mission critical to OCB operations because it is used to satisfy federal reporting requirements and must be replaced as the current system software vendor has notified OCB that it will discontinue software maintenance and support as of December 31, 2020. Because the project is in the planning phase of its lifecycle, the Legislative Fiscal Office (LFO) recommends that OCB be directed to:

Specific Budget Notes (Original Text)	Status
<input type="checkbox"/> Continue to work closely with and regularly report project status to the Office of the State Chief Information Office (OSCIO) and the LFO throughout the lifecycle of the project.	Status reporting to LFO and EIS (formerly OSCIO) began August 2019, will continue monthly. Ed Arabas was put back on the project as the oversight analyst on 10/9/19.
<input type="checkbox"/> Follow the Joint State CIO/LFO Stage Gate Review Process.	Project has been approved through Stage Gate 2. EIS approval letter dated 1/14/19. Currently working on artifacts needed for Stage Gate 3.
<input type="checkbox"/> Obtain and retain qualified project management and business analyst services with experience in planning and managing projects of this type, scope, and magnitude.	OCB is currently working on three procurement processes with DAS Procurement. <ol style="list-style-type: none"> Software and Migration Services - Special procurement process. Working with Keri Ashford and Alliance Enterprises for the new case management system software. Currently developing the contract and SOW. IQMS/QA - Developing SOW and RFQ with Nick Betsacon. Support Services - RFP posted to ORPIN with Jennifer Jolley to acquire "Support Services" for the project that the software vendor does not provide, including project management, business analysis, change management, testing, and data extraction.
<input type="checkbox"/> Update the Business Case and foundational project management documents as required.	Business Case dated June 13, 2018 submitted to PPM. Will be updated once certified project manager is on board.
<input type="checkbox"/> Submit the updated Business Case, procurement and project management documents, initial risk assessment, and QC reviews to OSCIO and LFO for Stage Gate Review.	Project currently has approval through Stage Gate 2. Working on Stage Gate 3.
<input type="checkbox"/> Report back to the Legislature on project status during the 2020 Annual Legislative Session and/or to interim Legislative committees as required.	OCB has prepared this status report and will continue to provide monthly status reports to LFO staff. OCB will provide additional detail and information as requested.

Specific Budget Notes (Original Text)	Status
<p>□ Utilize the Office of the State CIO's Enterprise Project and Portfolio Management system for all project review, approval, and project status and closeout reporting activities throughout the life of the project.</p>	<p>To date, all project artifacts uploaded to EIS Project and Portfolio Management (PPM) include:</p> <ul style="list-style-type: none"> • Business Case • Project Budget • Project Charter • Project Schedule • Project Scope • Project Risk Assessment

Planned Actions

OCB plans to begin project execution in January or February 2020, depending on procurement process timelines. Since it is an 18-month project, OCB should be well into project execution by the 2021 Legislative Session.