

Oregon Department of Justice

# Child Support System (Origin) Project



Joint Legislative Committee on Information Management & Technology  
April 28, 2021

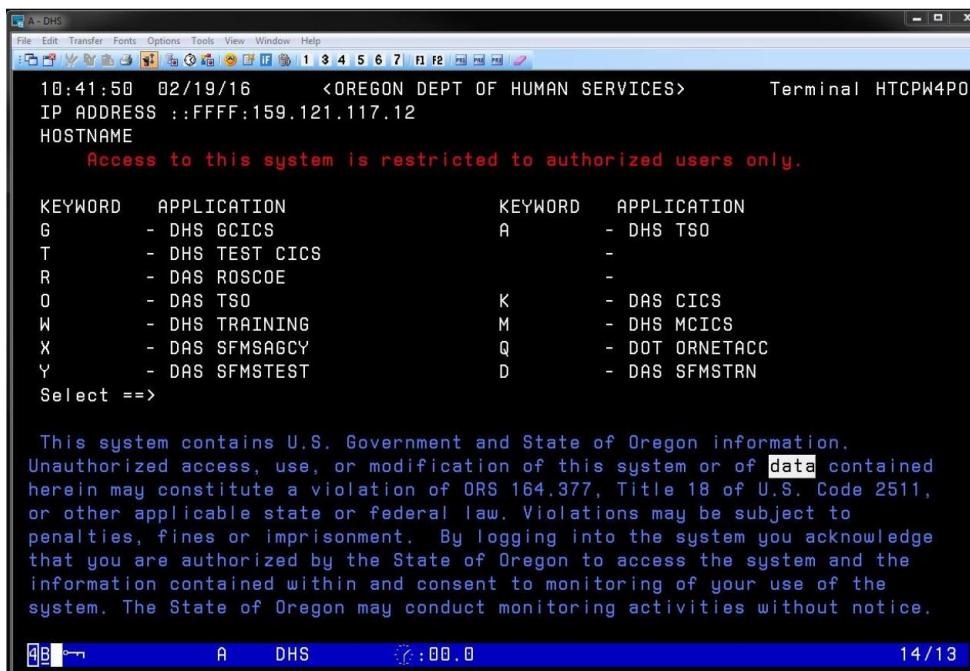
---

## PRESENTERS

KAREN COLEMAN, PROJECT EXECUTIVE, CHIEF OF BUSINESS & TECHNICAL SERVICES, DIV. OF CHILD SUPPORT, DOJ  
KATE COOPER RICHARDSON, DIRECTOR, DIV. OF CHILD SUPPORT & OREGON CHILD SUPPORT PROGRAM, DOJ

# Extreme Makeover: Child Support System Edition

CSEAS



10:41:50 02/19/16 <OREGON DEPT OF HUMAN SERVICES> Terminal HTCPW4PO  
IP ADDRESS ::FFFF:159.121.117.12  
HOSTNAME  
Access to this system is restricted to authorized users only.

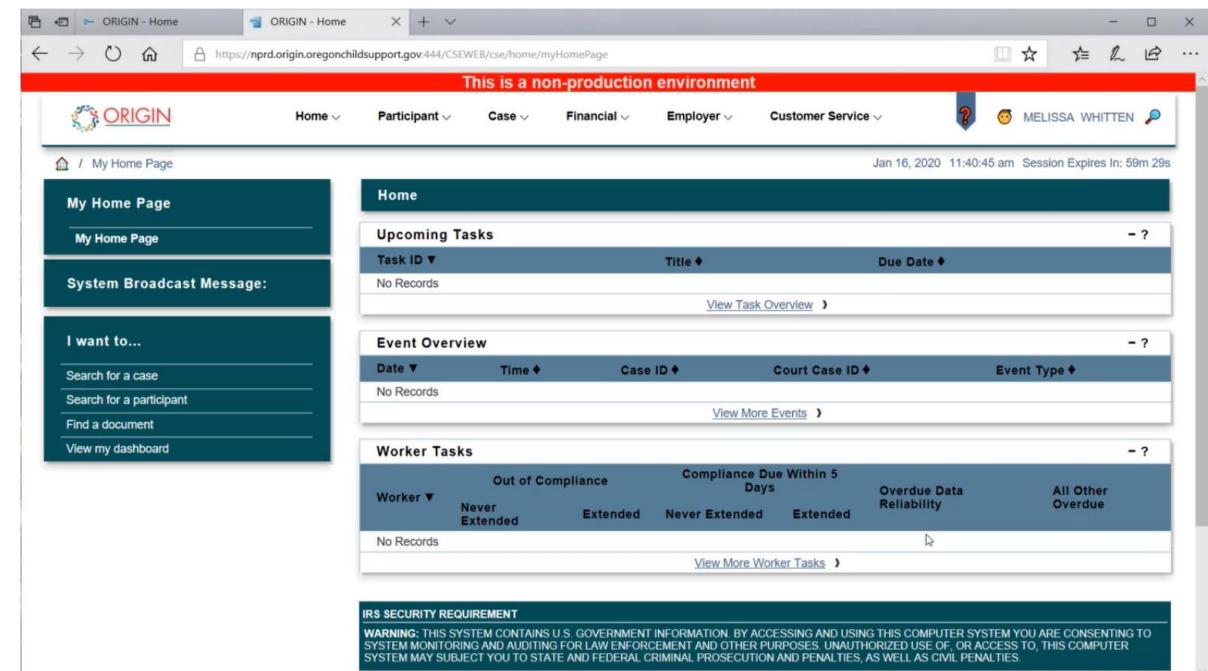
KEYWORD	APPLICATION	KEYWORD	APPLICATION
G	- DHS GCICS	A	- DHS TSO
T	- DHS TEST CICS		-
R	- DAS ROSCOE		-
O	- DAS TSO	K	- DAS CICS
W	- DAS TRAINING	M	- DHS MCICS
X	- DAS SFMSAGCY	Q	- DOT ORNETACC
Y	- DAS SFMTEST	D	- DAS SFMSTRN

Select ==>

This system contains U.S. Government and State of Oregon information. Unauthorized access, use, or modification of this system or of data contained herein may constitute a violation of ORS 164.377, Title 18 of U.S. Code 2511, or other applicable state or federal law. Violations may be subject to penalties, fines or imprisonment. By logging into the system you acknowledge that you are authorized by the State of Oregon to access the system and the information contained within and consent to monitoring of your use of the system. The State of Oregon may conduct monitoring activities without notice.

4B A DHS 0:00.0 14/13

ORIGIN



This is a non-production environment

My Home Page

Home

Upcoming Tasks

Task ID	Title	Due Date
No Records		

Event Overview

Date	Time	Case ID	Court Case ID	Event Type
No Records				

Worker Tasks

Worker	Out of Compliance	Compliance Due Within 5 Days	Overdue Data Reliability	All Other Overdue
Never Extended	Extended	Never Extended	Extended	
No Records				

IRS SECURITY REQUIREMENT

WARNING: THIS SYSTEM CONTAINS U.S. GOVERNMENT INFORMATION. BY ACCESSING AND USING THIS COMPUTER SYSTEM YOU ARE CONSENTING TO SYSTEM MONITORING AND AUDITING FOR LAW ENFORCEMENT AND OTHER PURPOSES. UNAUTHORIZED USE OF, OR ACCESS TO, THIS COMPUTER SYSTEM MAY SUBJECT YOU TO STATE AND FEDERAL CRIMINAL PROSECUTION AND PENALTIES, AS WELL AS CIVIL PENALTIES.

# Moving into the 21<sup>st</sup> century

---



## CSEAS

Mainframe

COBOL “spaghetti code”

Green screens

Modified to handle accounting

Years to proficiency

Extensive coding for changes

## ORIGIN

Server-based

Java language

Web-based user interface

Configurable

Data warehouse & business intelligence

Ease of use

Highly automated



# DOJ Origin Project Timeline

- **2010:** DOJ Division of Child Support begins work with the federal Office of Child Support Enforcement (ACF-HHS) on the multi-year federal process to replace its federally required and certified child support system.
- **2013:** Legislative Assembly approves the 34% state portion of the funding for the replacement project (through Article XI-Q bonds), to be continued for life of project—feds pay 66%.
- **2015:** Replacement project kicks off.
- **2021:** Project officially closes out in June.



# DOJ Origin Project

## Successfully Delivered

### Scope

- Managed through Change Control process
- Approved necessary changes
  - Create system documentation
  - Caseload assignment
  - Child support forms

### Schedule

- Increase in scope – Adjusted Pilot phase

### Budget

- Final costs approximately 10% over planned costs

# DOJ Origin Project Successes



---

Completing User Training for nearly 700 program staff members (state and county)

---

Implementing lessons learned throughout the project

---

Implementing Origin across the entire state

---

Successfully delivering Origin on time and within budget

---

Achieving federal certification

---

Improving relationships and communication with partner agencies

---

Adhering to strong project management principles

---

Establishing and maintaining robust communication campaign

---

Establishing healthy relationships between DOJ and contractors – one team!

---

Receiving national recognition for strong leadership and project management

# DOJ Origin Project Challenges



Receiving incomplete source code artifacts

Inheriting issues within the transfer solution

- Existing system defects
- Existing security defects
- Development framework

Dependency on partners – some managing their own modernization projects

Managing an aggressive schedule while ensuring high-quality product

Managing expectations – acceptance of the new system

Making business/functionality decisions that benefit most of the program versus the needs of individual offices or teams

## DOJ Origin Project

## Challenges



Underestimating number of DOJ and contractor resources needed to support project

- Developing test cases
- Performing User Acceptance Testing (UAT)
- Managing helpdesk tickets
- Delivering office-level support during implementation
- Supporting ongoing knowledge sharing / reinforcement training

Implementing new reporting functionality and underestimating time required to design and test all standard and ad hoc reports

Dedicating time for technical training and knowledge transfer



# Best Practices

---

Build contingency reserve into your project budget

Complete cost-benefit analysis for hosting services in planning phase

Start data cleanup and organizational change management activities in the planning phase

Co-locate all (agency and contractor) project team members

Develop and maintain strong project management disciplines

Train project team to ensure members understand and follow project management disciplines in Project Management Plan



# Best Practices

---

Maintain a central repository for all project documentation accessible to all project team members

Ensure strong leadership who are active and available throughout the life of the project

Embed agency staff in the project throughout the system development lifecycle

Select highly motivated, self-directed team members with the right skills for their project role

Co-deliver training with the agency and contractor training teams



# Best Practices

---

Practice honest, transparent, frequent communication with all stakeholders

Implement system using a phased rollout approach instead of “big bang” rollout to all users at once

Conduct cutover “dry runs” and adjust as necessary for each phased rollout

Conduct periodic reviews and updates of project plans and documentation

Conduct regular team-building activities and celebrate milestones

## Success factors in the Project Charter



- The project is completed on time, on budget, and within scope. **Met**
- The program has successfully managed organizational change. **Met**
- Program staff are successfully trained and using the new child support system. **Met**
- The new child support system receives federal certification. **Met**
- Minimal impact during the project on the families the program serves. **Met**
- Minimal impact during the project on program collections. **Met**
- Improved customer satisfaction and service levels after the project. **Met**
- Oregon's new system is a national/international model child support system. **Met**
- The project will be the model of a successful Oregon Project. **Met**
- Effective succession planning and implementation achieved by the end of the project. **Partially Met**

## Goals and Outcomes

# DOJ Origin Project

## Steering Committee



Director, Oregon Child Support Program, DOJ (Project Executive Sponsor)

Deputy Attorney General, DOJ

Child Support Program Project Executive, DOJ

Origin Project Manager, DOJ

District Attorney or designee, ODAA

Child Support Liaison, ODAA

Enterprise Technology Services, DAS

Strategic Technology Officer, OSCIO

State Data Center, DAS

Chief Information Officer, DOJ

Sr. Assistant General Counsel, OJD

Office of Information Systems, DHS/OHA

Deputy Operations Director, DHS

IT Service Delivery Manager, ODOT

Chief Financial Officer, DOJ

Attorney-in-Charge, Business Transactions, DOJ

Field Operations Chief, Division of Child Support, DOJ

Oregon Child Support Program Deputy Director, DOJ

Chief, Administrative Services Division, DOJ

Participant: Origin Project Director, Maximus

Participant: Quality Assurance contractor Project Executive, CSG Government Solutions

Participant: Quality Assurance contractor Project Manager, CSG Government Solutions

Participant: Implementation contractor Project Executive, Deloitte

Participant: Implementation contractor Project Manager, Deloitte

Participant: Independent Verification & Validation contractor, SLI Government Solutions

Participant: IT Project Analyst, LFO

Participant: Sr. Fiscal Analyst, LFO

Staff: Origin Project Analyst, DOJ

DOJ  
Origin Project

Stakeholder  
Management



Started in 2014-15 before project kick-off

External stakeholders

- OCSE
- Other states, tribes
- Public agencies
  - Oregon Judicial Department
  - Office of Administrative Hearings
- Customers

Agencies

- Business and technology contacts
- Interagency Coordination Group
- Technology Sponsors Group



# #1 Stakeholder: Our Families

OREGON DEPARTMENT OF JUSTICE  
**Child Support**  
*Supporting Parents to Support Children*

**Login**

User ID\*

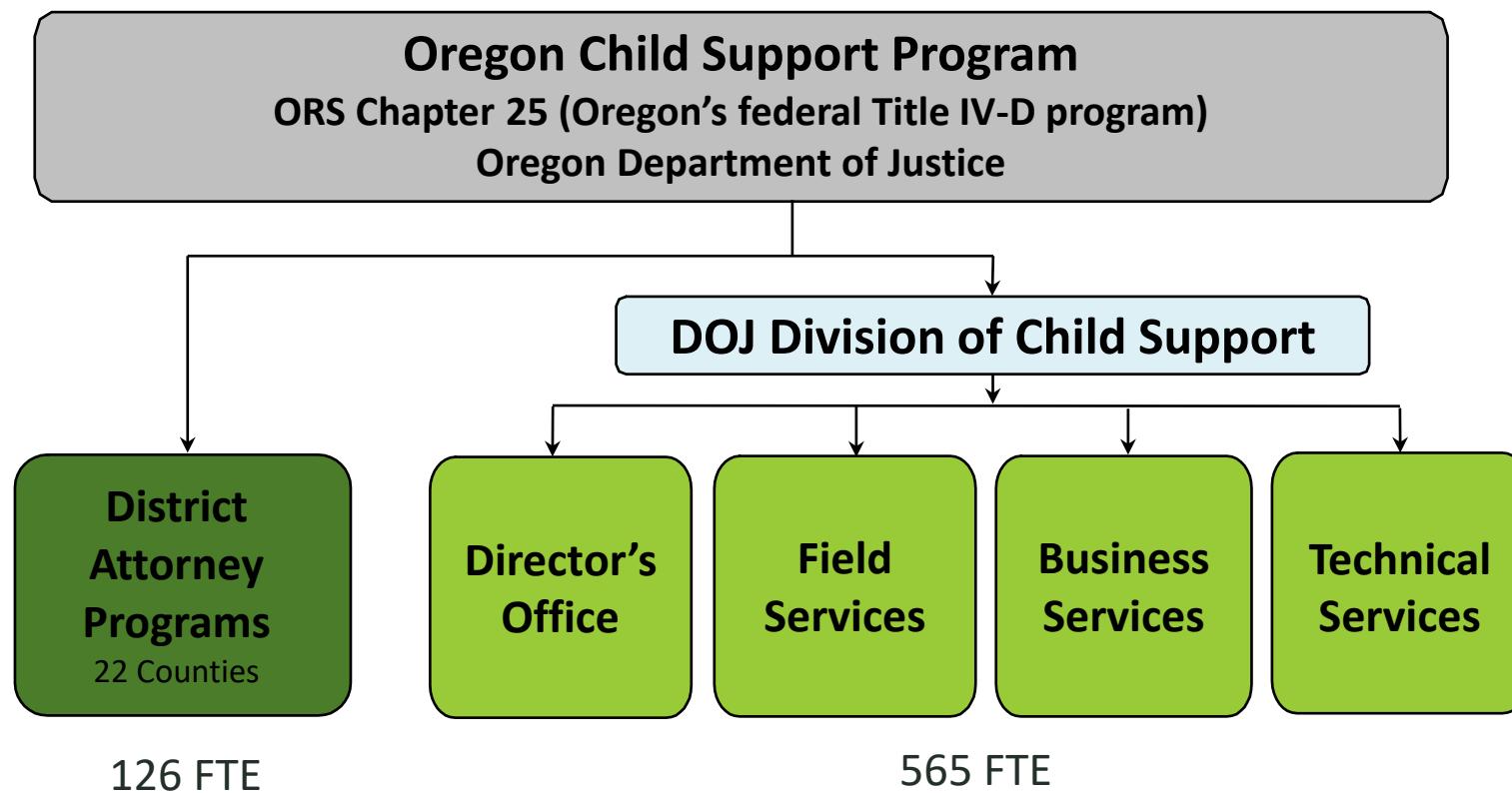
**NEXT**

[Register here.](#) [Forgot User ID?](#)

For more information and FAQs about child support services during the COVID-19 pandemic and stimulus payment information, please visit [OregonChildSupport.gov](#).



# Internal Stakeholders



# DOJ Origin Project

## Internal Stakeholders



### Centralized Division of Child Support teams

- Financial Services
- Accounting
- Reconciliation
- Receipting
- Employer Services
- Special Collections
- Child Attending School
- Central Mail
- Child Support Technology Services
- Communication & Education
- Policy Team
- Case Intake
- Customer Service
- Fiscal Services
- Project Management
- Business Analysts
- Security & Compliance
- Research Analysts
- Constituent Services
- Administration

### Field Services offices (DCS & DA)

- DOJ Division of Child Support statewide branches
- Incarcerated Parents
- Security Intercept
- Spousal Support
- OYA/Child Welfare
- Participating District Attorney offices



# Organizational Change Management



Built OCM component built into project from the beginning



Part of Project Management contractor services



OCM addressed as both a project and program discipline



Contractor and agency OCM Team active throughout life of project



Communication – formal plan, plus resourced dedicated to the project



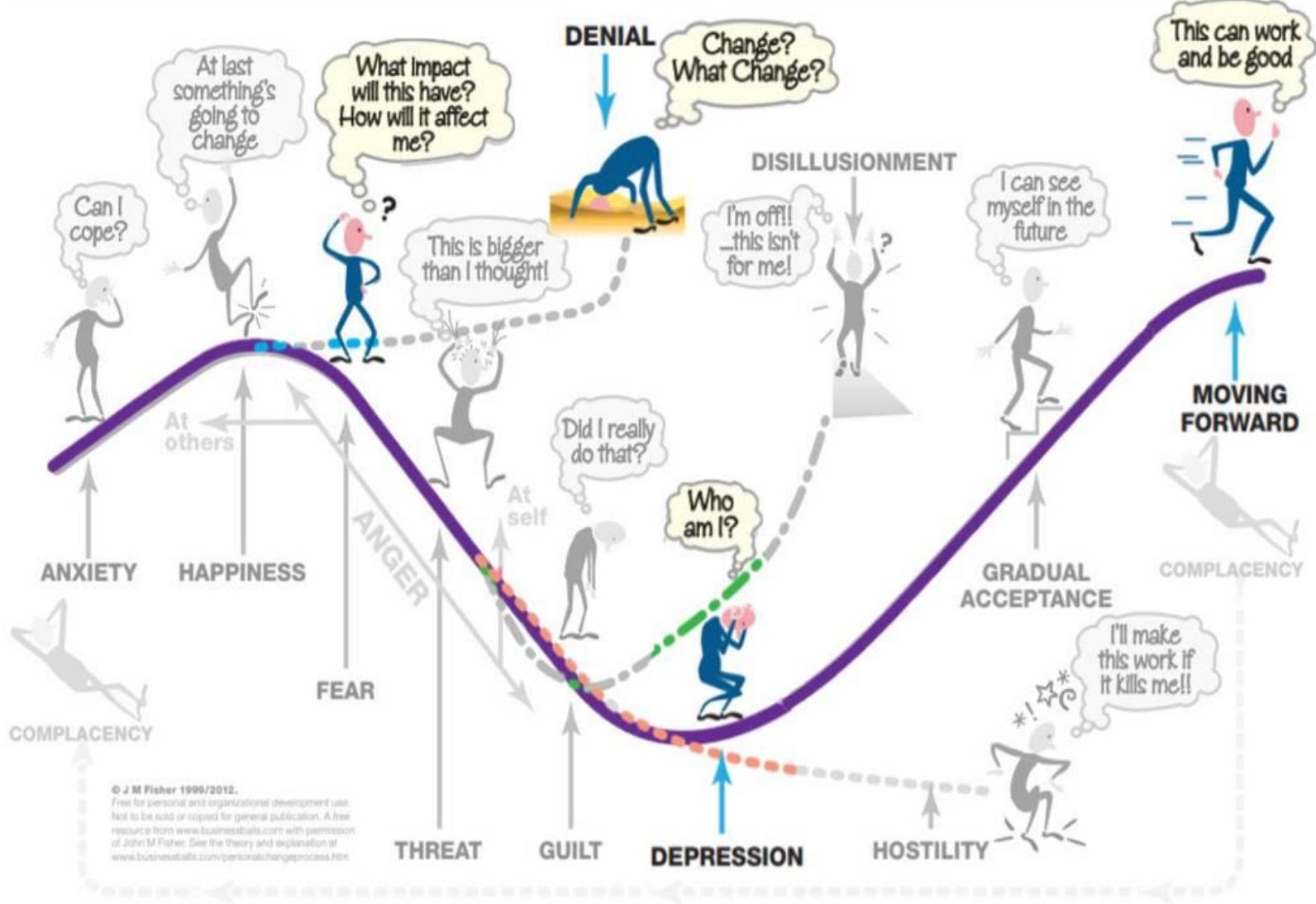
OCM Team visits to all offices and teams statewide



Assess program readiness and team readiness



Customized and diverse support, including staff site ambassadors

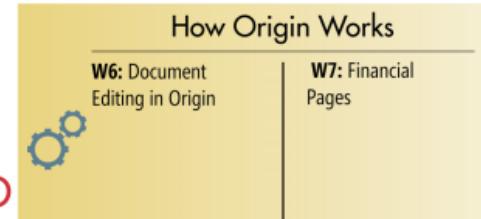


# The Change Curve

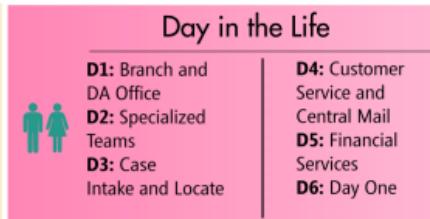
COMMUNICATION CALENDAR		2018						2019																													
REVISED: 5/18/18		J	F	M	A	M	J	J	A	S	O	N	D	J	F	M	A	M	J	J	A	S	O	N	D	J	F	M									
Project Timeline		User Acceptance Testing												Pilot Training		Pilot		P1		P2		P3		Warranty and Maintenance													
<b>Regular Communications</b>																																					
COMMUNICATIONS PERIODIC	Announcements	Model Program Implementation Outcomes						Pilot and Phase Progress						Glossary: Updated as needed																							
	Site Visits	Origin News: Origin website updated bi-weekly (or as needed); newsletter published bimonthly												Grapevine/FAQs: Grapevine published weekly; FAQs updated as needed																							
	Origin Demos	Customer Portal Awareness						Pilot and Rollout Phase Check-ins												Sponsor/Organizational Change team visits to Program offices																	
	How Origin Works	W6 W7																																			
	Day in the Life	D1 D2 D3 D4 D5 D6																																			
	Readiness Activities							Preparing for Training						Day in the Life						Interim Business Processes						Lessons Learned											



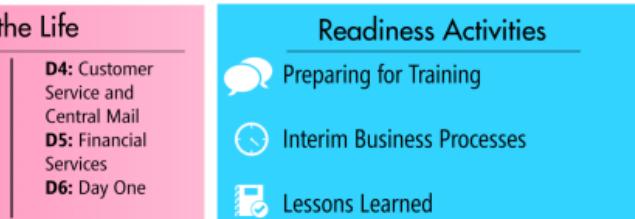
LEGEND



W6: Document Editing in Origin  
W7: Financial Pages



D1: Branch and DA Office  
D2: Specialized Teams  
D3: Case Intake and Locate



Readiness Activities

Preparing for Training  
Interim Business Processes  
Lessons Learned



# ORIGIN

Supporting kids begins with modern technology

[Home](#)[Origin and You](#)[News](#)[Training](#)[Implementation](#)[Questions & Answers](#)[Resources](#)[Glossary](#)[Contact Us](#)

Day in the Life - Day One

IMPLEMENTATION  
ORIGIN STARTS HERE

Implementation

Points of Origin

PROJECT NEWS

News - Updated 1.11.19

ORIGIN TRAINING INFO  
SCHEDULES & LOCATIONS

Origin Training Info

## Links

[Customer Portal Demo Video](#)[Origin Rollout Map](#)[Implementation webpage](#)[Training resources](#)[Copies of letters sent to customers](#)[Message regarding pilot and rollout dates](#)[How Origin Works](#)[Day in the Life](#)

# IMPLEMENTATION

## What's on this page?

Welcome to the Origin Implementation webpage. Here, you can find links to webpages and resources related to Origin's rollout. This includes *Day One Activities*, external stakeholder communications, information related to case assignment, and several other resources.

Origin Improvement reports (Future Enhancements, Change Request Report, and Business Release Notes) are now found on the [Origin Improvements page](#) of Child Support Central.

## Popular Links



### INCIDENT REQUEST REPORTS



### RELEASE NOTES & KNOWN DEFECTS



### TEAM ASSIGNMENTS



### TASK TOOLS AND OTHER RESOURCES

See what we're working on improving in Origin with this detailed report.

Keep up with Origin defects and fixes.

This list tells you which of our specialized teams are supporting your office.

These tools will help you better understand tasks and converted CSEAS alerts.

## Go-Live



### DAY ONE ACTIVITIES & ACTION PLANS

Start here to complete needed Origin updates (some before normal work begins).



### INTERIM BUSINESS PROCESSES

The Vault houses processes we'll use while we navigate between Origin and CSEAS. Learn more about IBPs here.



### RELEASE NOTES & KNOWN DEFECTS

Keep up with Origin defects and fixes.



### COMMAND CENTER PRESENTATIONS

This page has copies of the presentations from the daily Command Center conference calls.

## Home | Questions & Answers | Grapevine

You have a lot of questions about Origin and the changes it will bring. Get the straight answers here. New answers to your questions posted weekly. You can submit a question or term you want defined using our [online form](#). You can check out Origin's glossary [here](#).

July 13, 2018

### Question 1

**As cases are converted to Origin, will a CSENet be sent (GSCAS) to any open CSENet connection on that case state to let the state know about the conversion and the newly assigned case number? Or will the CSENet be sent only to the open SRDA screen cases in CSEAS?**

**Response:** Origin will not be sending a CSENet message to advise the other state of the new case number. There are a number of technical reasons why – and those result from the need to allow both CSEAS and Origin to maintain incoming and outgoing transactions.

Once a transaction is sent from Origin, it will contain the new case number for the other state to store. This information will also be provided in the annual ICR file for states to reconcile their case information.

### Question 2

**Can we have an area in Origin or our website for a Participant who has requested that we speak to their Girlfriend, Cousin, Boss, or whomever they choose to have access to discuss their case. This would be great if it could be on our website and they could just fill it out online and it would update our system.**

**Response:** Yes. Customer portal users will have the ability to send categorized messages and could choose to submit a message letting us know they authorize a particular person to discuss their case. Origin provides a place in the participant phone number detail to add the numbers for authorized contacts (including any explanatory comments).

### Question 3

**Will Origin be able to determine if parties have cases in other states using the Federal Case Registry system if a party is including a SSN and a DOB?**

**ORIGIN**  
Supporting kids begins with modern technology

**SYSTEM PROJECT 18**  
NEWSLETTER

**JULY 2018**

**T**here's this old quote, "If you gave me 5 minutes to chop down a tree, I'd spend the first two-and-a-half minutes sharpening my axe." There's some wisdom in that, especially when it comes to training.

Beginning in July, Oregon Child Support Program staff participating in Origin pilot will begin sharpening their axes as they take instructor-led training in preparation for go-live. For the first time since the system implementation settled in April 2016, around 700 child support professionals will receive some measure of Origin training before their respective go-live dates.

The amount of training you receive depends on your position. For example, a court reporter will spend 11 days in instructor-led training, office specialists will spend four days, and some people will receive only web-based training. Regardless of what you do, you will receive the level of training you need to be successful.

There's a lot to learn and not a lot of time, which raises the question: Are we really getting enough Origin training?

The short answer: Yes.

At this point, many of you are probably having flashbacks of learning how to do your job using Origin. Every state has its own unique system, and every staff member with their own customized training that focused solely on their specific job duties. There's no question that the training you received with Origin is live what scenarios you might encounter.

Anyone who thinks they've seen it all just needs to spend a few minutes in a child support office before they hear one of these scenarios again.

You will encounter scenarios after go-live that weren't covered during training, just as you encountered scenarios in the go-live training for CSEAS training.

There are a few things that will help you work through these unexpected moments:

**Origin knows what you want and its web-based design breaks down that barrier.** Within Origin, you'll see a question mark on the top navigation menu and additional question marks on the right side of many of the sections. Those question marks open the door to *The Vault*.

A major part of the System Project has been the creation of a library of updated procedures and page-level help guides. These are the go-live interim business processes that will be updated for Origin. The page-level help guides are Origin's answer to the existing CSEAS screen-use page. *The Vault* is the home of the new help for these core resources.

The question marks in the participant overview page will lead you to the Participant Overview page, the question mark link will bring up the page-level help within *The Vault* by opening a new internet browser window—it will not create a new tab. You can click the question mark link on the Participant Overview page, the question mark link will bring up the page-level help within *The Vault* and the Participant Overview page.

Within *The Vault*, the page-level help guides within *The Vault* will include links for related procedures and help related to each section on that page. Using the Participant Overview page as an example, you can click on the question mark link for the right side of each section and go directly to the help for that section.

Online help within Origin takes you directly to the information you need within *The Vault*.

Don't worry—you are not alone.

**The Vault**

**N**ot that you want to be the type of people who talk disparagingly about our computer system, but there's a major divide between CSEAS and our procedures. You can't click on a CSEAS screen and pull up the screen guide or related procedures.

We've learned to live with this inconvenience, but why settle?

**ENTER THE VAULT**

The Vault will be the new home for all our procedures, page use guides, and interim business processes. Resources within The Vault will be clearly organized, searchable, and have a useful subject keyword tagging system. You can search for a question mark and get the corresponding page or section.

**PAGE-LEVEL HELP**  
Clicking this question mark will take you to the page.

**SECTION HELP**  
This question mark is connected to the corresponding section on the page-level use guide.

**M**om and Dad were under the impression that technology would become harder to learn over time, but they were wrong. They were so wrong, in fact, that they've been telling us to show them what the opposite was true. At first, they resisted learning. It was so much change and all new, but once they were in a room full of old folks who had been learning it and it wasn't coming easily, Mom and Dad agreed to try. Their son had them start training sessions over the span of several Sundays. He would refer them to their cheat sheets or walk them through the problem-solving process whenever possible.

The kept thinking about the age-old saying: "Play

*an NCIS rerun—Mom and Dad will be entertained for an hour. Teach Mom and Dad how to stream an NCIS rerun on Netflix—they'll be entertained for a lifetime."*

With every minute of training, Mom and Dad were learning. By the time of their final training session, Mom was so good at it that she had gotten a job and it wasn't coming easily.

Reluctantly, Mom and Dad agreed to try. Their son had them start training sessions over the span of several Sundays. He would refer them to their cheat sheets or walk them through the problem-solving process whenever possible.

The kept thinking about the age-old saying: "Play

*To be continued...*

As mentioned before, the training you'll receive focuses on Origin itself. You don't need to relearn the basics of your job—you just need to learn how to do your job using Origin. Every state has its own unique system, and every staff member with their own customized training that focused solely on their specific job duties. There's no question that the training you received with Origin is live what scenarios you might encounter.

Anyone who thinks they've seen it all just needs to spend a few minutes in a child support office before they hear one of these scenarios again.

You will also be able to access *The Vault* through Child Support Central, and it will eventually house all of our procedures and page-level help guides. Access to existing CSEAS screen-use pages and interim business processes will continue to be available through Origin's implementation phase.

*The Vault* also comes with convenient search features, including a keyword tagging system that brings up procedures and help guides for specific terms. You can communicate system updates, monitoring your progress following go-live, and addressing additional training needs.

Don't worry—you are not alone.

**Origin training resources**

**O**rigin is a living, breathing computer system that was designed to be adaptable to our future needs. This principle extends to the resources you'll use while learning how to use Origin.

Origin's training materials will be revised following each and roll-out phase, which will mean that staff will have access to the most up-to-date versions of materials from the Training webpage on the Origin website on Child Support Central. This webpage also includes information about training dates and locations.

In preparation for pilot go-live and to prepare them for this task, the site support teams will attend a "boot camp" beginning July 30 and lasting through August 9. The site support teams consist of program and contracted staff, and their job is to provide you and your colleagues with assistance and help you resolve any potential issues that arise.

Site support roles go beyond answering questions and resolving issues. Site support will help you prepare for Day One activities, which include all the necessary steps your office must take for a successful transition from CSEAS to Origin. They will also act as a resource for the go-live training.

*The Vault* is the home of the new help for these core resources.

The go-live interim business processes that will be updated for Origin. The page-level help guides are Origin's answer to the existing CSEAS screen-use page. *The Vault* is the home of the new help for these core resources.

The question marks in the participant overview page will lead you to the Participant Overview page, the question mark link will bring up the page-level help within *The Vault* by opening a new internet browser window—it will not create a new tab. You can click on the question mark link on the Participant Overview page, the question mark link will bring up the page-level help within *The Vault* and the Participant Overview page.

Within *The Vault*, the page-level help guides within *The Vault* will include links for related procedures and help related to each section on that page. Using the Participant Overview page as an example, you can click on the question mark link for the right side of each section and go directly to the help for that section.

Online help within Origin takes you directly to the information you need within *The Vault*.

Don't worry—you are not alone.

**ENTER THE VAULT**

The Vault will be the new home for all our procedures, page use guides, and interim business processes. Resources within The Vault will be clearly organized, searchable, and have a useful subject keyword tagging system. You can search for a question mark and get the corresponding page or section.

**PAGE-LEVEL HELP**  
Clicking this question mark will take you to the page.

**SECTION HELP**  
This question mark is connected to the corresponding section on the page-level use guide.

**M**om and Dad were under the impression that technology would become harder to learn over time, but they were wrong. They were so wrong, in fact, that they've been telling us to show them what the opposite was true. At first, they resisted learning. It was so much change and all new, but once they were in a room full of old folks who had been learning it and it wasn't coming easily, Mom and Dad agreed to try. Their son had them start training sessions over the span of several Sundays. He would refer them to their cheat sheets or walk them through the problem-solving process whenever possible.

The kept thinking about the age-old saying: "Play

*an NCIS rerun—Mom and Dad will be entertained for an hour. Teach Mom and Dad how to stream an NCIS rerun on Netflix—they'll be entertained for a lifetime."*

With every minute of training, Mom and Dad were learning. By the time of their final training session, Mom was so good at it that she had gotten a job and it wasn't coming easily.

Reluctantly, Mom and Dad agreed to try. Their son had them start training sessions over the span of several Sundays. He would refer them to their cheat sheets or walk them through the problem-solving process whenever possible.

The kept thinking about the age-old saying: "Play

*To be continued...*

**Training Mom and Dad**

*The following is based on a true story. The main characters have been given aliases to protect their identities. We'll call them Mom and Dad.*

**M**om and Dad finally went to far. It started when NCIS wasn't on, even though the newspaper TV guide said on the remote and changed the television's audio setting to broadcast in Spanish. Dad decided that unplugging all the wires from the TV and internet modems would remedy the situation, except he didn't remember how to put the wires back.

Their son was speechless. When he received the grand news, he just sat there. Some things never had to change. He would have to take drastic measures—just like the time he got them a puppy so they'd stop asking why they didn't have grandchildren yet.

*To be continued...*

Mom and Dad developed technophobia. Their outdated electronics were straining under the weight of the 21st century, creating complicated problems. The septuagenarian man and his bad that they couldn't connect with the world of friends and family, or figure out how to use a cell phone. They wanted to learn but became convinced that technology was never meant for them.

Continuously placing Band-Aids on their wounded electronics, they were unable to recognize complicated problems over the telephone was no longer a viable solution. Mom and Dad needed to modernize and learn how to use a computer or print a document was well within the capabilities of the former college professors.

They were specifically asked to take a class to help them learn how to use a computer. The class was offered at the local library. The teacher had to change. He would have to take drastic measures—just like the time he got them a puppy so they'd stop asking why they didn't have grandchildren yet.

support and patiently processing a variety of modifications, handling interstate cases, suspending support, and more. Trainees must learn how to assist our customers, how to work through various scenarios, as well as many policies, procedures and laws.

Origin instructor-led management training lasts 11 days. At this point, some of you may be hearing a voice inside your head that's screaming, "Hold on! No way can you teach case management in 11 days! No way!"

You'll be pleased to know that the voice in your head is right. You can do it. You can learn case management in 11 days—that's not the purpose of Origin case management training. You already know what your job entails. Our computer system might be changing, but the underlying principles behind child support are not.

The purpose of this training, regardless of your position, is to teach you using Origin's pages and functionality—it's not a step-by-step guide to the system. You would have to memorize withholding orders using Forms training.

Origin training is just Origin training. This time, unlike the new-line software, you have a child support professional.

Learning Origin will have more in common with learning Spanish—the replacement to DoGen and related training.

**Paperless pushers**

**S**ome people want printed copies, others want digital versions. We all have different learning styles. Some of us live and breathe the digital environment and would prefer not receiving printed handouts when there are digital versions available. A collection of printed and neatly organized collection of printed handouts readily available.

It's not that one method is better than the other—it has more to do with personal preference and how we process information.

But as the old once said, *the times they are a-changin'*. Origin follows the global trend of taking full advantage of digital information. One area where this is evident is the customer portal, where participants will be able to submit some electronic forms and upload digital files instead of having to hand them in. Another area is the Origin feature that automatically stores digital copies of the documents you generate.

Origin training will follow the paperless trend. Printed copies of training material will not be provided. Trainees will work on computers set up with dual monitors, so use of electronic training materials will be convenient.

A few more reasons why Origin training will be paperless:

**• Reviews:** Training materials—much like Origin itself—will continue to evolve throughout the pilot and roll-out phases. Trainees will receive these materials through a series of reviews. The reviews are based on feedback received from participants.

**• Updates:** Training materials—much like Origin itself—will continue to evolve throughout the pilot and roll-out phases. Trainees will receive these materials through a series of reviews. The reviews are based on feedback received from participants.

**• Updates:** Training materials—much like Origin itself—will continue to evolve throughout the pilot and roll-out phases. Trainees will receive these materials through a series of reviews. The reviews are based on feedback received from participants.

**It's just the beginning**

**W**e do a lot of different things at the Oregon Child Support Program. Financial case management, child support, child support specialists, business analysts, policy analysts, attorneys, and on and on the list goes. Creating training materials for all of these people in the program and its specific data isn't feasible when you have 700 people to train in a nine-month timeframe.

ancient computers had been replaced with smaller, portable touchscreens laptops connected to a new Wi-Fi printer. When there was once seven remotes, there are now only four. Breakfast is served on the go, and the morning newspaper is now a digital download on the kitchen counter. Their son created and distributed custom cheat sheets explaining the basics—how to switch between screens, how to use the touchpad, and more.

They never noticed the missing wireless doorbells. The son tried to think of every possible scenario—he even left an old internet router next to their television and remote control to keep the signal from getting too confused. Not even the three wireless doorbells units inexplicably kept in the laundry room were spared.

It was the dawn of a new era.

*To be continued...*

**Origin training is just Origin training.**

**T**he VHS player in the cabinet under Mom and Dad's TV had stood guard over their living room for years. The television center diligently displaying "LENO" to anyone who dared to look on the kitchen counter. Their son created and distributed custom cheat sheets explaining the basics—how to switch between screens, how to use the touchpad, and more.

They never noticed the missing wireless doorbells. The son tried to think of every possible scenario—he even left an old internet router next to their television and remote control to keep the signal from getting too confused. Not even the three wireless doorbells units inexplicably kept in the laundry room were spared.

It was the dawn of a new era.

**Origin training is just Origin training.**

**T**he BHS player in the cabinet under Mom and Dad's TV had stood guard over their living room for years. The television center diligently displaying "LENO" to anyone who dared to look on the kitchen counter. Their son created and distributed custom cheat sheets explaining the basics—how to switch between screens, how to use the touchpad, and more.

They never noticed the missing wireless doorbells. The son tried to think of every possible scenario—he even left an old internet router next to their television and remote control to keep the signal from getting too confused. Not even the three wireless doorbells units inexplicably kept in the laundry room were spared.

It was the dawn of a new era.

**Origin training is just Origin training.**

**T**he BHS player in the cabinet under Mom and Dad's TV had stood guard over their living room for years. The television center diligently displaying "LENO" to anyone who dared to look on the kitchen counter. Their son created and distributed custom cheat sheets explaining the basics—how to switch between screens, how to use the touchpad, and more.

They never noticed the missing wireless doorbells. The son tried to think of every possible scenario—he even left an old internet router next to their television and remote control to keep the signal from getting too confused. Not even the three wireless doorbells units inexplicably kept in the laundry room were spared.

It was the dawn of a new era.

**Origin training is just Origin training.**

**T**he change was subtle, but signs of progress slowly emerged.

It was evident in the quiet. Mom and Dad were silent. They were silent, their thoughts were silent. No wires were unplugged.

After all the changes and training, the old tech, it became clear. It became clear that Mom and Dad had gotten over their technophobia. Like the rest of us, Mom and Dad's learning process will never truly end, but now they have the basic skills they needed to begin using the digital world again.

The son breathed a sigh of relief—Mom and Dad were going to be all right.

**The Origin newsletter is written and designed by System Project Communication Specialist Dam Meyers**

**Phase 1 Sept. 2018**

**DCS location**  
Oreg. City

**DA counties**  
Lincoln County  
Tillamook County

**Program Services\* Policy\***

**Phase 2 Feb. 2019**

**DCS locations**  
Gresham  
Hillsboro  
Portland

**DA counties**  
Lane  
Polk  
Wasco

**Centralized Caseloads**  
Bankruptcy  
Child Welfare  
Decedent Obligor  
OIG  
Spousal Only

**Program Services\* Policy\***

**Phase 3 April 2019**

**DCS locations**  
Baker  
Clatsop  
Columbia  
Cowlitz  
Grants  
Jackson  
Marion  
Morrow  
Multnomah  
Washington

**DA counties**  
Benton  
Clatsop  
Columbia  
Cowlitz  
Grants  
Jackson  
Marion  
Morrow  
Multnomah  
Washington

**Program Services\* Policy\***

## Episode 1: Look and Feel

Note: This video will play on a low-bandwidth network.

*The most noticeable difference between Origin and CSEAS is its web-based structure. Episode 1 gives an overview of Origin's design.*

*Oregon Child Support Program -- meet your new child support system.*



## Episode 2: Participant-based

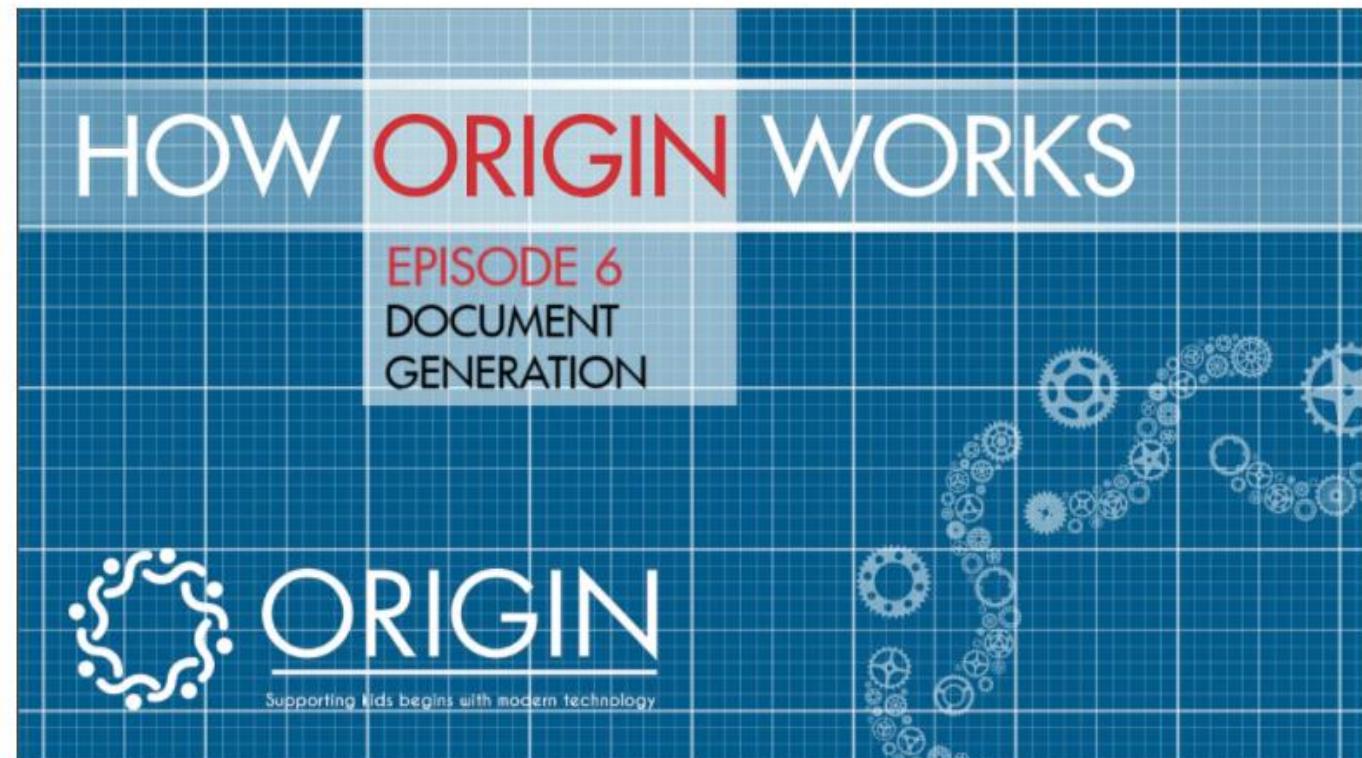
720p | 480p (use the 480p option if you have a slower internet connection)

*We don't think of CSEAS as a case-based system, it's just our system. Origin is different--it's participant-based. Episode 2 explains exactly what this means and shows how it looks in Origin, with a little help from a participant named Joe.*



## Episode 6: Document Generation

720p | 480p (use the 480p option if you have a slower internet connection)



# Origin Pandemic Response



Action	CSEAS	Origin
Unemployment	✗	✓
Federal stimulus offsets	✗	✓
Bank garnishments	✗	✓
License suspension	✗	✓
TANF sanctions	✗	✓
Credit reporting	✗	✓

# Origin Operations & Maintenance



CONTINUE RECRUITMENTS  
TO FILL TECHNOLOGY TEAM  
VACANCIES



EXTEND DELOITTE CONTRACT TO  
MAY 2022 TO SUCCESSFULLY  
TRANSITION O&M TO DOJ



CONTINUE PLANNING  
TO UPDATE FINAL  
DEVELOPMENT FRAMEWORK



CONTINUE PLANNING TO  
MIGRATE ORIGIN TO  
CLOUD PROVIDER



CONTINUE TO INVEST  
IN ORIGIN

# Our Ongoing Commitment

DOJ project team members are committed to paying it forward – to share our experience and lessons learned with other agencies in Oregon and child support programs in other states.





# The Origin Trail

---