MEETING STRATEGIC AND BUSINESS NEEDS THROUGH INFORMATION TECHNOLOGY AND DATA

Health and Human Services Cabinet

Strategic Planning Summit

October 17, 2016

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HEALTH AND HUMAN SERVICES SUMMIT:

MEETING STRATEGIC AND BUSINESS NEEDS THROUGH INFORMATION TECHNOLOGY AND DATA

OCTOBER 17, 2016

The Health and Human Services (HHS) cabinet agencies participated in a strategic planning summit on October 17, 2016. Representative members from all appropriated agencies within the cabinet were present and contributed to the results contained within this report.

The Statewide Performance Office of the Office of Management and Enterprise Services (OMES) was contracted by the program staff of the DISCUSS Committee to plan and facilitate the Summit with assistance from members of the Office of Partner Engagement of the Oklahoma State Department of Health (OSDH).

The Summit was opened with remarks from the Secretary of Finance, Administration and Information Technology, Preston Doerflinger, and hosted by Deputy Secretary for Health and Human Services, Julie Cox-Kain with assistance from Bo Reese, the State Chief Information Officer. Deputy Secretary Cox-Kain and State CIO Reese followed with remarks framing the Summit to focus on meeting strategic and business needs through information technology and data and explaining the work and purpose of the DISCUSS Committee as it pertained to the Summit.

Summit participants were led through a process of facilitated activities in each session of the Summit by Lead Facilitator, Colleen Flory, and facilitators from OMES and OSDH (see Appendix C). Sessions were focused on meeting strategic and business needs through information technology and data and directed at achieving the following five objectives within that area of focus:

- Identify Agency-Specific Priorities
- Identify Health and Human Services Cabinet Commonalities in Priorities
- Develop a Shared Health and Human Services Cabinet Vision Statement
- Develop Health and Human Services Cabinet Strategic Goals
- Develop an Environmental Analysis for each Goal

The Summit was successful in achieving all objectives listed above, and the content supporting each objective is reported herein.

The content of this report was developed directly from participant and facilitator interaction and feedback, and will address each of the five objectives listed above as well as a brief description of the methodology used to obtain the information for each section.

For the first facilitated activity in Session 1, each agency was asked to respond to three guiding questions. The following responses were collected from each agency:

Oklahoma Department of Human Services

What agency (business) needs, functions, or processes are you seeking to add or improve?	• Data- driven decisions • Data maintenance • Workforce development • Data accessibility • OK-Benefits • Communication • Data infrastructure
How can your agency facilitate and enhance the exchange of health and human services information to support quality, continuity and efficiency of care/services? Please list potential ideas/projects and/or goals.	• Support OK-Benefits • Support of expansion of MOU (Data sharing) • Expand agencies signing on to MOU – Data sharing (ODMH, DOE, Workforce, public safety, OHD, OJA)
If budget, time, and/or staff were not constraints, what business solutions or opportunities would you like for your agency to pursue?	• Data analytics (prescriptive) • Unlimited bandwidth • Fix back office systems (finance, HR, fleet, infrastructure, asset management) • Model other agency software to detect warning signs • Invest in prevention through predictive analytics • Unlimited bandwidth • Partner with outside agencies/business/partners to meet client needs (Uber, housing, faith) • Full IT redundancy • Funding for improvements/ enhancements, IT budget for HHS group

Oklahoma Department of Mental Health and Substance Abuse Services

What agency (business) needs, functions, or processes are you seeking to add or improve?	• Communication
	    ○ Communicate into the field from leadership video, timeliness
	    ○ Electronic training
	• Efficiency
	    ○ Mobile device development
	    ○ Less duplication (reduce) data entry/duplicate
	• Data-driven decisions
	    ○ Predictive analytics

How can your agency facilitate and enhance the exchange of health and human services information to support quality, continuity and efficiency of care/services? Please list potential ideas/projects and/or goals.	• Develop web access for users • Real time communication on website
If budget, time, and/or staff were not constraints, what business solutions or opportunities would you like for your agency to pursue?	• Data mining software • Clean data in a uniform format (Health data standard)

J.D. McCarty Center for Children with Developmental Disabilities

What agency (business) needs, functions, or processes are you seeking to add or improve?	• Inter/intra agency communication • Increase efficiency of patient care • Increase efficiency in workforce development/ training • Increase ability to make driven decision
How can your agency facilitate and enhance the exchange of health and human services information to support quality, continuity and efficiency of care/services? Please list potential ideas/projects and/or goals.	• Procurement of Electronic Health Record • Enhance cabinet wide communication of available resources • Participation in data exchange initiatives • Develop metrics to better track performance on common initiatives
If budget, time, and/or staff were not constraints, what business solutions or opportunities would you like for your agency to pursue?	• Policy Management Solution • Information Exchange for HER Systems • Implement E-Learning solution that can be used at agency and state-wide level • Customer relationship management solution • Common access point to all HHS services available to public

Oklahoma Commission on Children and Youth

What agency (business) needs, functions, or processes are you seeking to add or improve?	• Internal case management • Accessibility data from other agencies • Document management system • Remote communication system including non-government agencies
How can your agency facilitate and enhance the exchange of health and human services information to support quality, continuity and efficiency of care/services? Please list potential ideas/projects and/or goals.	• Provide feedback for improvement • Test/pilot • Facilitate collaborate • Quality assurance • Shared collected information
If budget, time, and/or staff were not constraints, what business solutions or opportunities would you like for your agency to pursue?	• File sharing (secure document portal) • Analytic reporting (i.e. trends, system issues) • Universal case management system with other agencies • Lay person training

Office of Disability Concerns

What agency (business) needs, functions, or processes are you seeking to add or improve?	• Data accessibility • Communication • Knowledge development • Partner engagement • Workforce development • Transparency
How can your agency facilitate and enhance the exchange of health and human services information to support quality, continuity and efficiency of care/services? Please list potential ideas/projects and/or goals.	• Create an ombudsman program • Means to collaborate data and info, no standalones • Ensure ADA in state and local government, laws and policies • Create stronger relationships with the disability communities
If budget, time, and/or staff were not constraints, what business solutions or opportunities would you like for your agency to pursue?	• Monitor businesses on accessibility for those with disabilities • Establish an exclusive Emergency Management Team for individuals with disabilities • Use of best of breed technology • IT chat feature to better serve the public • Create an alter system for lost or missing individuals with disabilities such as Amber/Silver alert

Oklahoma Health Care Authority

What agency (business) needs, functions, or processes are you seeking to add or improve?	• Hardware Refresh HP (Cloud) • Care management system • ABD Managed Care • Customer relationship management • Continuous HIE Development • Learning management system • Employee succession planning • Mobility strategy
How can your agency facilitate and enhance the exchange of health and human services information to support quality, continuity and efficiency of care/services? Please list potential ideas/projects and/or goals.	• Electronic invoice processing system • ESB (Electronic Service Bus) • Time sheet leave request system • Online enrollment
If budget, time, and/or staff were not constraints, what business solutions or opportunities would you like for your agency to pursue?	• Paperless agency • Self-service data analytics • Communication plan (telework and stakeholder)

Oklahoma Office of Juvenile Affairs

What agency (business) needs, functions, or processes are you seeking to add or improve?	• Data-driven decision making • Transparency in communication • Partner engagement
How can your agency facilitate and enhance the exchange of health and human services information to support quality, continuity and efficiency of care/services? Please list potential ideas/projects and/or goals.	• Streamline or enhance data collection process • Health-e Oklahoma inclusion in partnership • Greater use of technology- use and mobile devices • Report with confidence • Build a stronger identity within the HHS Cabinet
If budget, time, and/or staff were not constraints, what business solutions or opportunities would you like for your agency to pursue?	• Mobile communication strategies in the field • Capture/expand electronic client data for analytics/sharing • E-contracting and other paperless business functions • Research/analytics staff • Smart facility management (electronic/security) Access/HCAE

Oklahoma State Department of Health

What agency (business) needs, functions, or processes are you seeking to add or improve?	• Improve infrastructure (1) • Modernize HR operations/systems • Better communication (2) • Greater connectivity (2.1) • Contact management and notification (2.2) • Partner engagement • Data-driven decisions • Data sharing (3.3) • Integrated data warehousing (3.2) • Data accessibility (3.3) • Data standardization (3.4) • Workforce development collaboration (4)
How can your agency facilitate and enhance the exchange of health and human services information to support quality, continuity and efficiency of care/services? Please list potential ideas/projects and/or goals.	• eMPI (Master Person Index) • Rhapsody (data routing, validation and processing) • Share data dictionaries (who has what data) • Facilitate/standardize data exchange • Data sharing/reporting • Information sharing and knowledge development
If budget, time, and/or staff were not constraints, what business solutions or opportunities would you like for your agency to pursue?	• More robust financial system • Implement electronic HR System • Enterprise case management system • Electronic health record • Centralized data warehouse and business intelligence • Integrated contact management

Tobacco Settlement Endowment Trust

What agency (business) needs, functions, or processes are you seeking to add or improve?	• Grant communication o Interagency communication/collaboration • Data-driven decisions • Transparency • Infrastructure • Partner engagement
How can your agency facilitate and enhance the exchange of health and human services information to support quality, continuity and efficiency of care/services? Please list potential ideas/projects and/or goals.	• Data exchange across areas focused on grouped demographics (e.g. race, use of state agency, age, services, focused use) • Agency focused on those most in need • Grant management system • Oklahoma Tobacco Helpline (goal 40,000 calls) (tool used for data gathering)
If budget, time, and/or staff were not constraints, what business solutions or opportunities would you like for your agency to pursue?	• Project management software linked to Outlook • Transparency resources • Automating grants management for data on grants • Integrated contact management

University Hospitals Authority and Trust

What agency (business) needs, functions, or processes are you seeking to add or improve?	• Improvement of security • Improve communication • Improve efficiency • Creating more ease of access (facilities)
How can your agency facilitate and enhance the exchange of health and human services information to support quality, continuity and efficiency of care/services? Please list potential ideas/projects and/or goals.	• Provide facilities/ host • OU HSC Supported IT • Serve under-insured populations
If budget, time, and/or staff were not constraints, what business solutions or opportunities would you like for your agency to pursue?	• Greater infrastructure improvements • Cutting edge medical technology • Work with foundations for research (e.g. cancer/blood disorders) • NIH research • Physician/nurse recruitment

Oklahoma Department of Rehabilitation Services

What agency (business) needs, functions, or processes are you seeking to add or improve?	• 508c Compliance 'Access for All' • Data-driven decisions • Improving data sharing capabilities with our non-HHS partners • Self-Service Portal for clients
How can your agency facilitate and enhance the exchange of health and human services information to support quality, continuity and efficiency of care/services? Please list potential ideas/projects and/or goals.	• Internally continue to look for future needs • Continue support of DISCUSS Model • Continue to coordinate with others and move forward
If budget, time, and/or staff were not constraints, what business solutions or opportunities would you like for your agency to pursue?	• Harness and use Office 360 for powerful solutions • Reporting and data sharing across agencies • Better utilize our resources with technology • Receiving real-time data

For the second set of facilitated activities in Session 2, each agency was asked to list and rank the top priorities related to data and information technology. The following responses were collected from each agency:

Tobacco Settlement Endowment Trust

1. Effectiveness based on dollar used/resources
2. Data-driven decision making
3. Partner engagement and collaboration
4. Project management
5. Transparency of results/efforts

Office of Juvenile Affairs

1. Data-driven decision making
2. Streamline data collection process and data quality
3. Communication
4. Family engagement
5. Mobile technology
6. Transparency

Oklahoma State Department of Health

1. eMPI adoption
2. Improved financial system
3. EHR/ insurance Billings
4. Improved HR system
5. Enterprise notification partners/employees/public
6. Electronic public health surveillance
7. Tele-Health

University Hospitals Authority and Trust

1. Maximize Medicare/Medicaid funding
2. Improve hospital facilities for public good
3. Improve customer service to patients/families
4. Greater infrastructure improvements
5. Increase NIH funding (designation)

Oklahoma Health Care Authority

1. Customer relationship management
2. Care management
3. Security model
4. Decision support system improvement
5. Mobility strategy
6. HIE development

Office of Disability Concerns

1. Funding
2. Create a liaison and align with partners
3. Engagement with state programs (all state agencies)
4. Liaison with other disability agency (public/private engagement)
5. Accountability

Oklahoma Department of Mental Health and Substance Abuse Services

1. Integration of real time healthcare information
2. Customer based real time communication and data on devices
3. Educate public on mission with improved engagement
4. Workforce development
5. Real time public (and law endorsement) data on clients

Oklahoma Commission on Children and Youth

1. Accessibility of data transparency
2. Case management infrastructure
3. Data analytics/ data-driven
4. Facilitate collaborations partner engagement

J.D. McCarty Center for Children with Developmental Disabilities

1. Improve internal and external exchange of information
2. Increase ability to make data-driven decisions
3. Increase efficiency in rendering services
4. Increase effectiveness and efficiency of workforce development
5. Increase ability to electronically exchange information

Top Priorities by Agency (continued)

Oklahoma Department of Rehabilitation Services

1. Improve data decision processes across all programs
2. Expanding services to our clients through a self-service portal
3. Engage our statewide partners to focus on direct access for persons with disabilities (i.e. 508C compliance)

Oklahoma Department of Human Services

1. OK Benefits (integrate systems)
2. Data-driven decisions
3. Data accessibility and data infrastructure
4. Workforce development
5. Data maintenance

HEALTH AND HUMAN SERVICES CABINET COMMONALITIES IN TOP AGENCY PRIORITIES

Later in Session 2, the list of top agency priorities above was analyzed to identify broad categories of commonality across agency priorities. It was found that there were 12 broad areas of overlap in agency top priorities.

BROAD CATEGORIES OF COMMONALITY ACROSS TOP AGENCY PRIORITIES:

- **Maximize Funding**
- **Customer Engagement**
- **Communication**
- **Data-Driven Decision Making and Analytics**
- **Transparency and Accountability**
- **Workforce Development**
- **Partner Engagement**
- **Mobility**
- **Infrastructure**
- **Integration and Data Exchange**
- **Electronic Service Management**
- **Data Exchange and Management**

Top Agency Priorities Grouped by Broad Category

In order to determine the broad categories of commonality across top agency priorities listed above, agency priorities were sorted into like groupings during Session 2. The groupings, listed below, were identified by similarities in wording/phrases and titled based on content:

MAXIMIZE FUNDING

1. Maximize Medicare/ Medicaid funding- UHAT
1. Funding – ODC
5. Increase NIH funding (designation) – UHAT

CUSTOMER ENGAGEMENT

3. Improve customer service to patients/ families - UHAT
1. OHCA customer relationship management
3. Educate public on mission with improved engagement – DMH
4. Family engagement -OIA
2. Improve hospital facilities for the public good -UHAT

COMMUNICATION

3. Communication – OOCA
6. Communication – OHS
5. Non-governmental agency communication – OCCY

DATA-DRIVEN DECISION MAKING AND ANALYTICS

2. Increase ability to make data-driven decisions – JDMC
2. Data-driven decisions – DHS
2. Data-driven and decision making –TSET
1. Improve data decision processes across all programs -DRS
3. Data analytics, data-driven - OCCY
1. Data-driven decision making – OJA

TRANSPARENCY AND ACCOUNTABILITY

6. Transparency- OJA
5. Transparency of results/efforts- TSET
1. Accessibility of data transparency- OCCCY
5. Accountability- ODC
1. Effectiveness based on dollars used/resources – TSET

Top Agency Priorities Grouped by Broad Category (continued)

WORKFORCE DEVELOPMENT

3. Increase efficiency in rendering services- JDMC
4. Increase effectiveness and efficiency of workforce development- JDMC
4. Increase effectiveness and efficiency of workforce development- DHS
4. Workforce development- DMH

PARTNER ENGAGEMENT

4. Facilitate collaborations, partner engagement- OCCY
3. Partner engagement and collaboration- TSET
3. Engagement with state programs all state agencies – ODC
2. Create a liaison and align with partners- ODC
3. Engage our statewide partners to focus on direct access for persons with disabilities (i.e. 50BC compliant)- DRS
4. Liaison with other disability agency-public/private engagement- ODC

MOBILITY

5. Enterprise notifications partners/ employees/ public- OSDH
7. Tele-health- OSDH
5. Mobility strategy- OHCA
5. Mobile technology- OJA
2. Consumer based, real time communication and data on devices- DMH
2. Expanding service to our client through a self- service portal- DRS

INFRASTRUCTURE

4. Improved HR system- OSDH
2. Improved financial system- OSDH
3. Security management- OHCA
3. Project management- TSET
4. Greater infrastructure improvements- UHAT

Top Agency Priorities Grouped by Broad Category (continued)

INTEGRATION AND DATA EXCHANGE

6. HIE development- OHCA

4. Decision support system improvement- OHCA

1. eMPI adoption

1. OK Benefits (integrate systems)- DHS

1. Integration of real-time healthcare info- DMH

ELECTRONIC SERVICE MANAGEMENT

2. Care management - OHCA

2. Case management infrastructure- OCCY

5. Increase ability to electronically exchange- JDMC

3. EHR/ Insurance Billing- OSDH

DATA EXCHANGE AND MANAGEMENT

1. Improve internal and external exchanges of information- JDMC

5. Data maintenance- DHS

3. Data accessibility and data infrastructure- DHS

6. Electronic public health surveillance- OSDH

5. Real time public and (law enforcement) data on clients- DMH

2. Streamline data collection process and data quality- OJA

VISION STATEMENT DEVELOPMENT

For the facilitated activity in Session 3, each mixed-agency table was asked to list the top 5-7 words and phrases for the development of a vision statement with regard to information technology and data. The following results were obtained:

Table 1

Rank	Ideas and Phrases for Vision Statement
1	Customer focused
2	Data sharing
3	Data-driven decision making
4	Efficient and effective
5	Improved quality
6	Informed and transparent

Table 2

Rank	Ideas and Phrases for Vision Statement
1	Leveraging collective strengths
2	Empowering all Oklahomans
3	Accessible solutions
4	Creating effective resources to improve lives
5	Sustainable
6	Cost-effective

Table 3

Rank	Ideas and Phrases for Vision Statement
1	Empower Oklahomans
2	Improve lives of Oklahomans
3	Accessibility
4	Collaborative and efficient
5	Timely
6	Strategic
7	Innovative and creative

Vision Statement Development (continued)

Table 4

Rank	Ideas and Phrases for Vision Statement
1	Commonality
1a	Shared goals
1b	Efficient collaboration
2	Make a difference in citizen's lives- empowering
2a	Transparency and collaboration
2b	Serve and deliver services
3	Data accessibility
3a	Strategic solutions
3b	Resource responsible

Table 5

Rank	Ideas and Phrases for Vision Statement
1	Leveraging collaborative partnerships
2	Data-driven decisions
3	People centric solutions
4	Data accessibility
5	Integrated solutions
6	Inclusive of all populations

Table 6

Rank	Ideas and Phrases for Vision Statement
n/a	Data-driven decision making to deliver informed and innovative services to empower Oklahomans
n/a	Strategic
n/a	Collaboration
n/a	Accessibility
n/a	Through accessible and collaborative data, provide quality informed and innovative solutions to improve services provided by HHS agencies to partners and citizens
n/a	Data-driven decision making
n/a	Innovative/creative
n/a	Efficient/effective
n/a	Leveraging

VISION STATEMENT AND VALUES

After identifying the top ideas and phrases for a vision statement, similarities and overlap in ideas and phrases were identified in Session 4. From this, a draft vision statement and set of values were developed, and the draft content was then reviewed and edited by all participants. The following vision statement and values for the Health and Human Services Cabinet were obtained:

Vision Statement

**Improve lives and empower Oklahomans by leveraging
collective strengths to create strategic and effectual solutions.**

Values

- **Sustainability**
- **Transparency**
- **Accessibility**
- **Innovative**
- **Data-Driven Decisions**

The four strategic goals below were voted upon and developed by the Summit participants during Sessions 5 and 6. In Session 5, participants were asked to divide into goal groups to develop the goal statements and content for each goal. In Session 6, goal groups were asked to conduct an environmental analysis per goal. The following information was obtained for each goal:

GOAL 1: BUILD AND DEPLOY HHS-WIDE PREDICTIVE ANALYTICS SOLUTION

The goal is to develop and deploy the HHS analytics solution that will enable the use of state resources and data more effectively to analyze current and historical data to inform policy, develop prevention models, improve targeted treatment and services, and improve connections to state and community resources.

GOAL 2: LEVERAGING THE EFFICIENCIES OF HHS COLLECTIVE ASSETS AND INITIATIVES
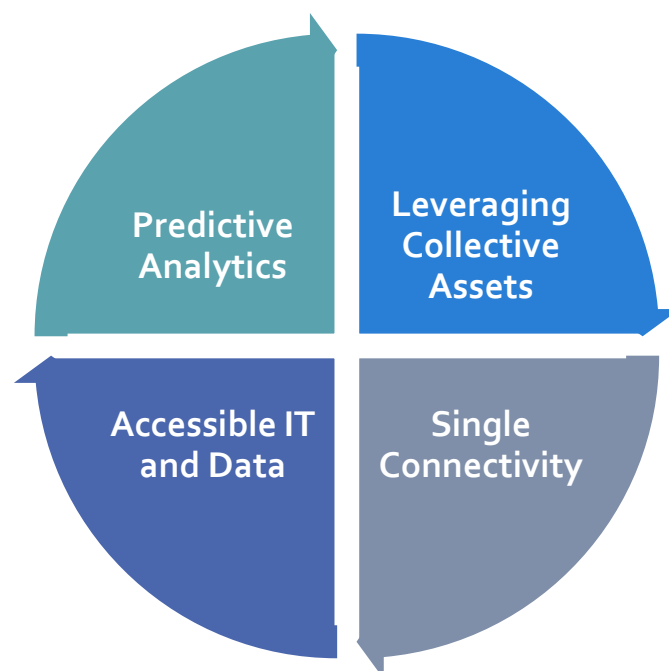
The goal of utilizing collective assets and resources will create a shared HHS IT budget; leverage buying power; and create a collective agency top IT projects and resources inventory that leads to cost savings, prioritized needs, areas of expertise and an enterprise-wide view of the whole state.

GOAL 3: SINGLE CONNECTIVITY

Give Oklahomans the ability to connect to all available services in a central online location.

GOAL 4: PROMOTE ACCESSIBLE IT AND DATA

Provide accessible and timely IT and data to help inform and empower all Oklahomans.

GOAL 1: BUILD AND DEPLOY HHS-WIDE PREDICTIVE ANALYTICS SOLUTION

Goal 1: Build and Deploy HHS-Wide Predictive Analytics Solution	
Goal Statement	The goal is to develop and deploy the HHS analytics solution that will enable the use of state resources and data more effectively to analyze current and historical data to inform policy, develop prevention models, improve targeted treatment and services, and improve connections to state and community resources.
Definition of Success	- Shift to proactive and prevention services - Increase front-end services that provide resources - Decrease back- end services that provide direct care and services - Ability to shift resources where needed - Develop evidence-based policies derived from state and local data
What would provide the most value?	- Dashboard visualizing key indicators - Defined outcomes - Real-time data - All agencies buy-in - Integration of data within and across agencies - Clean and high-quality data - Adequate funding
Where do you think we should start in achieving this goal?	- Find existing initiatives that would support this goal - Define outcomes clearly - Share data dictionaries - Data mapping - Gap analysis of existing data elements vs needed data elements - Identify data owners and data standards - Data governance - Secure buy-in from all participating agencies and stakeholders - Expand buy-in from beyond HHS Cabinet - Identify resources needed
What work can we accomplish over the next 1-3 years?	**Accomplishments Years 1-3**
	- Identify resources - Define outcomes - Establish data governance - Collect data dictionaries - Map data elements - Conduct gap analysis - Identify funding resources - Develop strategy to include business, data and system requirements - Evaluate existing solutions - Determine need to buy or use existing solution

Goal 1: Build and Deploy HHS-Wide Predictive Analytics Solution (continued)

Environmental Analysis	Strengths	Weaknesses
	- Better utilization of resources - Supporting legislation - DISCUSS data sub-committee - Medicaid funding - Federal support - Goal is proactive - HHS cabinet buy-in - Limited budget drives the need - Unification/ shared vision - Potential for private funding	- Lack of money - Opposing legislation - Fear of change - Adequate understanding of data elements - Public perception - Lack of correct data
	Resources	**Risks**
	Have: - Existing systems - DISCUSS - What other states and countries have done **Need:** - Succession plan - Human Resources - Funding	- The "It's my data, not yours" perception - Changing data standards - No change in outcomes - Project fatigue - Loss of resources - Competing priorities - Change in leadership priorities

GOAL 2: LEVERAGING THE EFFICIENCIES OF HHS COLLECTIVE ASSETS AND INITIATIVES

Goal 2: Leveraging the Efficiencies of HHS Collective Assets and Initiatives	
Goal Statement	The goal of utilizing collective assets and resources will create a shared HHS IT budget; leverage buying power; and create a collective agency top IT projects and resources inventory that leads to cost savings, prioritized needs, areas of expertise and an enterprise-wide view of the whole state.
Definition of Success	• Reduced overhead / controlled expenses • Shared HHS IT budget approved by legislature • Specific projects have defined budget and timeline • Funding for the agencies' needs • Common/shared projects that produce cost savings • Collaboration and innovation in how to use systems such that there is increased cross-agency communication • All HHS agencies understand and support the IT needs of the cabinet • Cabinet supports shared data
What would provide the most value?	• Leveraging buying power • Leveraging knowledge • Total cost of ownership goes down • Collaboration increases • Alignment of goals
Where do you think we should start in achieving this goal?	• Defining requirements • Identify champions • Discover overlap • Define tools • Prioritize IT common needs/goals • Budget discussion

What work can we accomplish over the next 1-3 years?	Accomplishments Years 1-3		
	Year 1	**Year 2**	**Year 3**
	• Defining requirements • Discover overlap • Communication strategy / unified messaging • Education and understanding • Create buy-in and trust	• Identify champions (18 months) • Define tools (18 months) • Prioritize IT common needs/goals • Communication strategy / unified messaging • Create buy-in & trust	• Budget discussion • Communication strategy / unified messaging • Create buy-in and trust

Goal 2: Leveraging the Efficiencies of HHS Collective Assets and Initiatives (continued)

Environmental Analysis	Strengths	Weaknesses
	- Collective assets - Cost savings - Common cabinet goals - Having an IT budget - Political climate - Limited budget creates innovation - Subject matter experts - Collaboration - Common language between agencies - Leveraged buying power	- Takes time to develop trust, etc. - Budget deficit - Competing priorities - No history of agencies working together - Disunion of competing timelines - Legacy system - Fear of the unknown
	Resources	**Risks**
	Have: - DISCUSS board - Agency budget request with goals - People - State CIO 90/10 funding **Need:** - Funding - Identify and cultivate legislature climate - Trust - List of prioritized IT projects for HHS to look at - Sustainable funding for long and short term goals	- Loss of institutional knowledge - More centralization of IT - Stagnation - Future legislative requirements - Change of political power - Unrealistic expectations - One-time funding - Economic changes that may affect funding - Fear of change process - Major system failure

Goal 3: Single Connectivity	
Goal Statement	Give Oklahomans the ability to connect to all available services in a central online location.
Definition of Success	• Eliminate multiple logon IDs • Single centralized location for information • Buy-in across agencies • Percent increase in traffic to agency websites from new portal • Disable individual site access and create one point of entry • Positive user feedback
What would provide the most value?	• Currently, some agencies don't have online presence—involve these first • Operability • Unification of resources to sustain system • Need to include Medicaid (priority for 90/10 funding) • Assist those receiving services from multiple agencies • Reduction of labor costs while increasing collaboration- agencies can better focus on primary mission • Increase awareness of services/interventions • Self-service: empowering citizens • Mandatory participation
Where do you think we should start in achieving this goal?	• Define scope of plan (approved scope statement) • Achieve agency buy-in • Determine pricing matrix • Gather requirements for legislation, including user feedback • Legislation • Select/procure a tool • Implement the tool

What work can we accomplish over the next 1-3 years?	Accomplishments Years 1-3		
	Year 1	Year 2	Year 3
	Legislation • Draft and push legislation • Select solution • Build/customize/etc. **Organic** • Gather agency and stakeholder buy-in (one year process)	**Legislation** • November 2017 effective date for standing up solution for adopting agencies **Organic** • Select a product • Build/customize/etc.	**Legislation** • Evaluate and refine **Organic** • Build/customize/etc. • Continue to add partners • Post -Evaluation • 50% of HHS agencies participating after 3 years • Build/customize/etc.

Goal 3: Single Connectivity (continued)

Environmental Analysis	Strengths	Weaknesses
	90/10 funding - Collective desire - Top 4 goal - OMES infrastructure - Combats ideas of government bureaucracy - State CIO buy-in - Relates to Governor's broad initiative - Products already on state contract - SDE has similar in-flight - End users- saves time and resources - Transparency - Mobility/Access - Duplication decreases	- User access to broadband - Resources to connect to the internet - Volume of "home grown" websites at agencies - Timing - Legislative process - Funding - Generational difference (understanding how to use computer)
	Resources	**Risks**
	90/10 funding - Ok.gov is the logical landing page and already exists - Collective strengths of agencies - Deputy Secretary Cox-Kain's relationship with Governor - SDE progress/expertise - Tools on statewide contract - OMES Strategists	- Legislative process - Technological complexity - Poor user experience - Security violations/hacking - Becoming an unfunded mandate - Low utilization of services - Risk of bypass to other solutions

GOAL 4: PROMOTE ACCESSIBLE IT AND DATA

Goal 4: Promote Accessible IT and Data			
Goal Statement	Provide accessible and timely IT and data to help inform and empower all Oklahomans.		
Definition of Success	• Accessed by all • Shared ideas with public and other agencies • Educated public • Interact with government with most preferred technology		
What would provide the most value?	• Establish uniform definitions • Develop methods for public to access multiple technology platforms • Establish data standards		
Where do you think we should start in achieving this goal?	• Create data and development standards / guidelines by sustainability plan with a periodic review through training of staff • Engage partners (Oklahoma ABLE Tech, which connects Oklahomans with disabilities to assistive technology, to create framework of 508C compliance) • Establish governance and recommend standards with enforcement • Establish a governing body to define and prioritize data		
What work can we accomplish over the next 1-3 years?	Accomplishments Years 1-3		
	Year 1	**Year 2**	**Year 3**
	• Implement data/development of standards and guidelines • Identify current systems • Train staff • Engage partners (related to accessibility) • Establish uniform definitions	• Use single-sign on as an example to determine citizen needs/wants • Review standards and framework • Explore multiple technology platforms	• Determine environmental reach and adjust accordingly

Goal 4: Promote Accessible IT and Data (continued)

Environmental Analysis	Strengths	Weaknesses
	- Application services re-organization - High buy-in by agency and public needed for their systems - Cross-cutting issue (includes other goals) - Opportunity to set the standard in state government - Department of Rehabilitation Services	- Politics/timeliness - Funding - Bias - Overcome complacency - Fear of change / overwhelmed - Lack of education
	Resources	**Risks**
	Have: - Partners with Department of Rehabilitation Services and ABLE Tech - DISCUSS - Knowledge-base - Existing systems **Need:** - Access to private entities/strategic partners (contracts) - Funding - Time - Training - Public education	- Potential law-suits - Perceived loss of "wow" factor - Resources - Time - Under-utilization

Appendix A: Session 3—Pre-Summit Survey: Vision Statement Ideas

Session 3
Pre-Summit Survey: Vision Statement Ideas

Communication Public Services Partner
Collaborative Exchange Efficient
Partnerships Sharing Serve Change Attitudes
Data Accessibility

- Collaboration
- Communication
- Cooperation/ Coordination of efforts
- Data-driven decision making
- People-centric / For all, for everyone
- Data sharing
- Data Accessibility
- Serve / deliver services
- Committed
- Promote public health/Improve health outcomes
- Secure exchange of data/data sharing
- Innovative / Creative
- Informed and Transparent
- Inclusion / Inclusive
- Statewide / Outreach

- Efficient / Effective
- Cost effective / Cost reduction/ Affordable
- Responsible / Reliable
- Strategic
- Timely
- Partnerships / Trusted partners
- Integrated solutions for robust partnerships
- Leveraging existing partnerships and resources
- Sharing resources
- Change attitudes
- Quality
- Will make a difference in citizens' lives / Empowering Oklahomans
- Responsive to needs health and human services needs

Session 5
Pre-Summit Survey: Goal Ideas

- Promote **accessible information technology and data** for as many people as possible.

- Identify more clearly the areas of **shared service opportunities**.

- **Data sharing agreements** between HHS agencies.

- **Simplified, efficient and timely access to services and information** for Oklahoma Citizens.

- Increase **efficiencies / streamline** processes.

- Lead the way toward developing client interactions that **minimize paper, waiting, travel, and face-to-face interaction**.

- Raising public awareness of services available.

- Ensure all agencies' **missions are supported.**

- **Single sign on** that gets customers to the place they need for state services.

- **Health Information Exchange / HIE**

- **Ensure Efficiency, Transparency, Accountability and Effectiveness**.

- **Communication** that is inclusive / improved across HHS cabinet.

- **Use collective assets and shared goals to help drive statewide systems** so they are useable by all HHS agencies.

- **Partnerships / Partner Engagement**

- **Better connectivity** to rural communities

- **Statewide initiatives that help multiple agencies at an affordable cost.**

- **Save the agencies money through shared services**

- **Clarify resources and timelines** for current and future priorities and set up a schedule to review quarterly.

- Multi-agency reports and analytics / architect, build and deploy a **HHS-wide Business Intelligence** engine that promotes predictive analytics.

- **Share financial and technology resources among state agencies**.

- Improved **Data Quality**

Appendix C: Facilitation Staff

Statewide Performance Office | OMES

- Colleen Flory, Lead Facilitator
- Rachael Nalliah, Table and Goal Facilitator
- Ladd McGraw, Table and Goal Facilitator
- Blaine Bridges, Table and Goal Facilitator
- Kyle Bellingar, Table and Goal Facilitator

Office of Partner Engagement | OSDH

- Danielle Dill, Table and Goal Facilitator
- Louise Micolites, Table and Goal Facilitator
- Amanda James, Table and Goal Facilitator
- Dennie Christian, Table and Goal Facilitator
- Dusti Brodrick, Table and Goal Facilitator
- Fauzia Khan, Table and Goal Facilitator
- Sarah Johnson, Table and Goal Facilitator
- Ericka Johnson, Table and Goal Facilitator, Vision Statement Drafter