Testimony in support of SB 90
Joint Committee on Legislative Information Management and Technology

Jess Daly
Master of Public Policy Candidate Hatfield School of Government at Portland State University
Specializations: Information and Data Systems Policy, Anti-Poverty Tax Policy
Intern: National Policy Consensus Center and Oregon Business Council Poverty Task Force

I am pleased to come before the committee today to advocate for this important bill. I wear a few hats around the capital, but today I am here as a private citizen to advocate for SB 90. **The integration and security of personal data and data systems is vital to the progression of human services delivery in the 21st century.** As part of my work for my Master's degree I've been collaborating closely with Beverly Stein at the National Policy Consensus Center in partnership with the Oregon Business Council's Poverty Task Force to conceptualize the future of human services over the next 10 to 20 years.

Technology can greatly reduce the burden of seeking services for **folks living in poverty or with disabilities that don't have the luxury of time** to spend going to each individual agency to fill out multiple forms with practically the same information for unemployment, OHP, SNAP, TANF, etc. I am a former personal support worker for adults with autism and other developmental disabilities and I can tell you from experience that not only are these systems nearly impossible to navigate without help, but individuals with disabilities end up paying support workers' valuable hours to endure the inefficiencies of these systems. **I was employed with the goal of helping my client, a young woman with autism become more socially aware, model safe social behaviors, and transition out of her parent's home. Hours upon hours were sapped from these goals by the legwork of bureaucracy, at the expense of the client's bank account and her development.**

I have been attempting to design a fully integrated tool to help people work their way out of poverty and reach their goals of self-sufficiency. This requires **a single electronic access point for state services** that also serves as an account for every Oregonian. It includes sub-accounts that activate and deactivate over the course of a lifetime like unemployment, disability, retirement, child care, social security ect. The purpose of this system is to, (a) to provide transparency and access to entitlement dollars and tax credits through a single electronic portal, and (b) support financial planning for self-sufficiency by utilizing integration, social supports and educational tools. **The platform also holds great potential to lend new, data-driven insights into the pursuit of self-sufficiency and to de-silo state support systems.**

One of the **barriers I've come to in the process of developing a pilot project is the disparate nature of the data systems and forms of the various state agencies that serve as the gatekeepers for resources from tax credits to health care, to TANF. In order to create a single electronic access point, you need a secure, transferable data form and congruent systems to handle that data securely.** But we are running on ancient and vulnerable platforms, being used by employees who are not properly informed about security risk. The recent computer systems security audit conducted by the Secretary of State's office revealed much room for improvement across all 13 Oregon agencies audited:

"More than half had weaknesses in six of the seven areas reviewed... Most agency security planning documents were inadequate because they were not based on an IT risk assessment designed to identify the unique security needs and risks of the agency. In addition, two agencies did not have security plans."

The Audit recommends that the Office of the State Chief Information Officer:
- Collaborate with state agencies to develop detailed plans in order to fully implement the requirements of Executive Order No. 16-13.
- Develop sufficient statewide standards and processes for oversight to ensure security of agency computer systems. (Report Number 2016-30, November 2016, Statewide IT Security)

I hope that you will support SB 90 and the creation of the Oregon Cybersecurity Center of Excellence because this bill serves as an essential cornerstone to both the future of human services delivery, and the security of integrated state systems. Oregon agencies have reached a technological juncture and in this session we have an opportunity to begin the necessary work needed to protect and share vital, yet vulnerable data.

Thank you for your time.