

# Health and Human Services Enterprise Coalition



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## Legislative Proviso Report on IT Investment Coordination

Engrossed Substitute Senate Bill 5187; Section 210(3)(b)(i,ii); Chapter 475; Laws of 2023

November 1, 2023

# Health and Human Services Enterprise Coalition

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## Executive summary

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The Washington Health and Human Services Enterprise Coalition (HHS Coalition) is submitting this report to the Legislature as required by Engrossed Substitute Senate Bill 5187 (2023):

“The health care authority must submit a report on November 1, 2021, and annually thereafter, to the fiscal committees of the legislature. The report must include, at a minimum: (i) A list of active coalition projects as of July 1st of the fiscal year. This must include all current and ongoing coalition projects, which coalition agencies are involved in these projects, and the funding being expended on each project, including in-kind funding. For each project, the report must include which federal requirements each coalition project is working to satisfy, and when each project is anticipated to satisfy those requirements; and (ii) A list of coalition projects that are planned in the current and following fiscal year. This must include which coalition agencies are involved in these projects, including the anticipated in-kind funding by agency, and if a budget request will be submitted for funding. This must reflect all funding required by fiscal year and by fund source and include the budget outlook period.”

The HHS Coalition is a collaborative that provides strategic direction, cross-organizational Information Technology (IT) project support and federal funding guidance across Washington’s health and human services organizations. These IT project collaboration efforts will result in improved service coordination that improves the health and well-being of the people, families, and communities of Washington. The collaboration efforts also enhance public stewardship through the shared use of technology investments across multiple HHS Coalition organizations.

The following organizations comprise the HHS Coalition: Department of Children, Youth, Families (DCYF), Department of Corrections (DOC), Department of Health (DOH), Department of Social & Health Services (DSHS), Health Benefit Exchange (HBE), Health Care Authority (HCA), and Washington Technology Solutions (WaTech). The Office of Financial Management (OFM) participates in an ex-officio (non-voting) capacity aligned with their role in the authorizing and operating environment.

The HHS Coalition has 17 active organizational IT projects; seven (7) IT projects are enhanced collaboration or enterprise-wide projects and 10 are coalition projects. The HHS Coalition has six (6) new IT projects planned for the current and next fiscal year and anticipates submitting budget decision packages for all of these planned IT projects. In the past fiscal year, the HHS Coalition completed one (1) project (FADS).

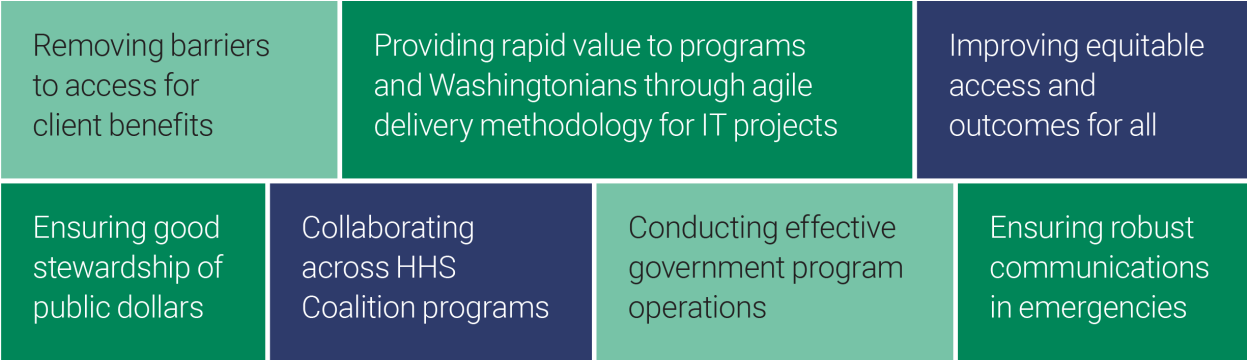
# Background

In 2018, the leaders of Washington’s state health and human services organizations decided that increased collaboration on IT investments is critical to improving the health and well-being of the people, families, and communities of Washington. The decision established the HHS Coalition as a collaborative to govern IT project investments across Washington’s state HHS organizations, and the Washington Legislature formally recognized the HHS Coalition in the 2019 legislative session.

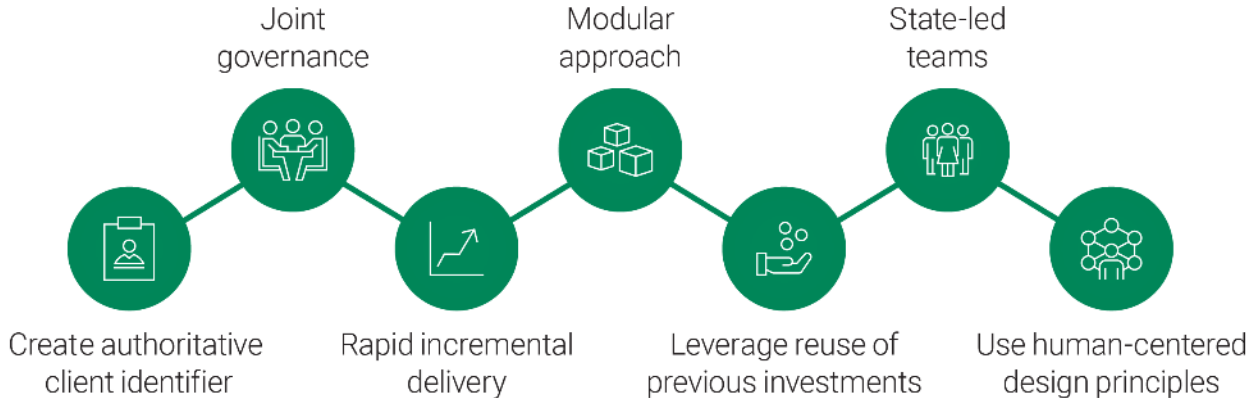
## HHS Coalition IT strategy

In summer 2021, the HHS Coalition leaders finalized an [IT strategy for 2021 to 2024](#)<sup>1</sup>. This strategy provides a common vision for IT project alignment and direction. The IT strategy includes seven vision goals and seven enabling strategies that guide how the HHS Coalition will frame IT projects, including the development and implementation of the Integrated Eligibility & Enrollment (IE&E) solution described in this report. This report and the detailed roadmap are grounded in the vision and enabling strategies summarized below.

### Coalition vision



### Enabling strategies



<sup>1</sup> Washington State Health and Human Services Enterprise Coalition, “HHS Coalition IT Strategy 2021-2024,” 2021, <https://waportal.org/sites/default/files/documents/HHS%20Coalition%20IT%20Strategy%202021-2024.pdf>

## Portfolio background

The HHS Coalition has established three categories to characterize the contents of its portfolio.

1. Coalition project is the broadest category of projects and includes all projects and maintenance and operations activities in the HHS Coalition's portfolio.
2. Enhanced collaboration projects are of greater strategic importance or impact to the HHS Coalition and require more collaboration across organizations.
3. Enterprise-wide projects are a subset within enhanced collaboration projects. These are projects with broad participation from Coalition organizations that are essential to the HHS Coalition IT strategy.

## Active HHS Coalition projects

The HHS Coalition has 17 active projects: seven (7) enterprise-wide projects with broad participation from Coalition organizations and 10 coalition projects. The enhanced collaboration and enterprise-wide projects will be described together first, due to their visibility to HHS Coalition executives and their importance to HHS objectives.

### Active enterprise-wide and enhanced collaboration projects

The table below summarizes the current and ongoing enterprise-wide and enhanced collaboration projects, including which HHS Coalition organizations are involved, funding, and the federal requirements being satisfied. The funding information reflects current project understanding as of the submission of the report and may evolve as project activities progress; HHS Coalition organizations have submitted supplemental budget decision packages to support several of these projects.

**Table 1: Active enterprise-wide & enhanced collaboration project information**

Lead organization & project name: project purpose	Organizations involved <sup>2</sup>	Historical expenditures <sup>3</sup>	Current planned spend <sup>4</sup>	Total planned spend <sup>5</sup>	Federal requirements
<b>Coalition</b> Automated Client Eligibility System (ACES) Mainframe Stabilization: Implement improvements to mainframe hardware and software including migrating from Information Management System (IMS) database to a Database 2 (DB2) relational database.	DCYF, DSHS, HBE, HCA	\$8,568,894	\$0	\$8,568,894	

<sup>2</sup> Organizations in this column are listed alphabetically with no inferred hierarchy or responsibility based on their order

<sup>3</sup> All funding expended prior to July 1, 2023, including in-kind funding

<sup>4</sup> All anticipated expenditures from July 1, 2023, to the end of the project, including in-kind funding

<sup>5</sup> The sum of historical expenditures and current planned spend

Lead organization & project name: project purpose	Organizations involved <sup>2</sup>	Historical expenditures <sup>3</sup>	Current planned spend <sup>4</sup>	Total planned spend <sup>5</sup>	Federal requirements
<b>Coalition</b> Automated Client Eligibility System (ACES) Maintenance & Operations (M&O): To transition the M&O services for ACES to a new vendor; this includes ACES Mainframe as a Service (MFaaS), which will transition ACES mainframe to MFaaS.	DCYF, DSHS, HBE, HCA	Base budget	Base budget, refer to planned projects	Base budget	
<b>Coalition</b> Integrated Eligibility & Enrollment Modernization Customer Experience and Innovation (CXI): To establish a structure and initiate activities to redesign benefits access and delivery for HHS programs.	DCYF, DOH, DSHS, HBE, HCA	\$280,000	\$2,140,000	\$2,140,000	
<b>Coalition</b> Integrated Eligibility & Enrollment Modernization Technical Architecture & Design (TAD): To update IE&E roadmap based on current and future architectures.	DCYF, DOH, DSHS, HBE, HCA	\$305,693	\$8,884,000	\$8,884,000	
<b>Coalition</b> Integrated Eligibility & Enrollment Platform: To implement foundational cloud platform for IE&E products.	DCYF, DOH, DSHS, HBE, HCA	\$2,102,651	\$16,212,159	\$18,314,810	
<b>Coalition</b> Integrated Eligibility & Enrollment Status Tracker: To implement a self-service portal for client and authorized representative eligibility and enrollment status.	DCYF, DOH, DSHS, HBE, HCA	\$1,990,717	\$13,951,841	\$15,942,558	



Lead organization & project name: project purpose	Organizations involved <sup>2</sup>	Historical expenditures <sup>3</sup>	Current planned spend <sup>4</sup>	Total planned spend <sup>5</sup>	Federal requirements
<b>Coalition</b> Master Person Index: Implement a solution to uniquely identify Washingtonians who interact with HHS Coalition systems to support information sharing and re-use.	DCYF, DOH, DSHS, HBE, HCA	\$2,952,160	\$5,194,283	\$8,146,443	

## Active Coalition projects

The table below summarizes the current Coalition Projects, including which HHS Coalition organizations are involved, funding, and the federal requirements being satisfied. The funding information reflects current project understanding as of the submission of the report and may evolve as project activities progress.

**Table 2: Active Coalition project information**

Lead organization & project name: project purpose	Organizations involved	Historical expenditures <sup>6</sup>	Current planned spend <sup>7</sup>	Total planned spend <sup>8</sup>	Federal requirements
<b>DCYF</b> Comprehensive Child Welfare Information System (CCWIS) planning: Develop a plan to modernize the child welfare system.	DSHS	\$2,646,721	\$5,036,342	\$7,683,063	Compliance with 45 CFR 1355.50 – 1355.57.
<b>DCYF</b> Foster Care Licensing: Implement a system to support foster care parent licensing.		\$1,133,219	\$2,280,994	\$3,414,213	Compliance with CFR 45 / Subtitle B / Chapter XIII / Subchapter G / Part 1355 by 9/2023.

<sup>6</sup> All funding expended prior to July 1, 2023, including in-kind funding.

<sup>7</sup> All anticipated expenditures from July 1, 2023 to the end of the project, including in-kind funding.

<sup>8</sup> The sum of Historical Expenditures and Current Planned Spend.

Lead organization & project name: project purpose	Organizations involved	Historical expenditures <sup>6</sup>	Current planned spend <sup>7</sup>	Total planned spend <sup>8</sup>	Federal requirements
<b>DCYF</b> Social Service Payment System (SSPS) Cloud Migration: Modernize the system used for providers that accept child care subsidy and other contracted provider payments.	DSHS, HCA	\$1,385,436	\$5,611,407	\$6,996,843	
<b>DOH</b> 988 Suicide Prevention Lifeline: Implement a 988 National Suicide Prevention Lifeline to expand access to behavioral health crisis in Washington.	HCA	\$591,663	\$2,345,337	\$2,937,000	
<b>DSHS</b> WA Cares Fund, formerly known as LTSS Trust: Implement a beneficiary portal to apply for long-term services and supports benefits.	HCA	\$3,496,685	\$2,937,315	\$6,434,000	
<b>HBE</b> Modernizing Healthplanfinder.	DSHS, HCA	\$5,761,290	\$6,472,579	\$12,233,869	HBE Acceleration and Modernization: Modernize Healthplanfinder using cloud native technologies.
<b>HCA</b> HB1477 and HB1134 supports 988 as the number to call to reach the former National Suicide Prevention Lifelines, now referred to as the 988 Lifeline crisis call centers, enabling access to enhanced crisis call and response services.	DOH	\$2,000,000	\$57,417,079	\$59,417,079	
<b>HCA</b> Electronic Consent Management: Implement a system to manage client/patient consent to share health care information in support of treatment for substance and opioid use disorders.		\$1,636,129	\$1,596,786	\$3,232,915	Compliance with 42 CFR Part 2 and 42 CFR 433.112(b).

Lead organization & project name: project purpose	Organizations involved	Historical expenditures <sup>6</sup>	Current planned spend <sup>7</sup>	Total planned spend <sup>8</sup>	Federal requirements
<p><b>HCA</b> Grant Management System: Implement a solution that facilitates preparation of federal Medicaid claims compliant with 30-day federal submittal requirements.</p>		\$620,394	\$212,113	\$832,507	Compliance with 42 CFR 430.30.
<p><b>HCA</b> Pharmacy Point of Sale Replacement: Implement a modular system replacement to process Medicaid pharmacy claims and managed care encounters.</p>		\$8,488,000	\$2,272,000	\$17,532,740	Compliance with CMS modular system replacement requirement.

# Planned HHS Coalition projects

The HHS Coalition has five (5) IT projects planned for the current and next fiscal year. The details regarding these planned projects are described in the sections below. In most cases, progress on these planned projects is dependent on legislative funding approval. The enhanced collaboration and enterprise-wide projects will be described together and first, due to their visibility to HHS Coalition executives and their importance to HHS objectives. All budget numbers are in thousands, consistent with the format used in state agency budget requests.

## Planned enterprise-wide and enhanced collaboration projects

The table below summarizes the planned enterprise-wide and enhanced collaboration projects in the current and next fiscal year, including which HHS Coalition organizations are involved, anticipated funding needs, and if a budget request will be submitted for funding. The funding needs reflect current understanding as of the submission of the report and may evolve.

**Table 3: Coalition asset verification system**

<b>Project purpose</b>	Finalize the full integration of the asset verification system (AVS) into the Automated client Eligibility System (ACES). Will assist in eligibility determinations which is a shared goal for DSHS, HCA, the HHS Coalition and the federal Centers for Medicare and Medicaid Services (CMS).
<b>Organizations involved</b>	DCYF, DOH, DSHS, HBE, HCA
<b>Anticipated budget request</b>	Yes

Budget items	FY 2024	FY 2025	FY 2026	FY 2027
<b>Anticipated project budget</b>	\$226	\$2,973 <sup>9</sup>	\$3,734	\$291
<b>In-kind funding</b>				
<b>Fund sources</b>				
<b>001-1: General Fund State</b>	\$113	\$1,487	\$1,867	\$146
<b>001-C: General Fund Medicaid</b>	\$113	\$1,486	\$1,867	\$145
<b>TOTAL</b>	<b>\$226</b>	<b>\$2,973</b>	<b>\$3,734</b>	<b>\$291</b>

<sup>9</sup> Dollar amounts in this and subsequent tables are in thousands for consistency with agency budget requests.

**Table 4: Coalition ACES M&O increase**

<b>Project purpose</b>	Transition the M&O services for ACES to a new vendor; this includes ACES Mainframe as a Service (MFaaS), which will transition ACES mainframe to MFaaS.
<b>Organizations involved</b>	DCYF, DOH, DSHS, HBE, HCA
<b>Anticipated budget request</b>	Yes

Budget items	FY 2024	FY 2025	FY 2026	FY 2027
<b>Anticipated project budget</b>	\$40,287	\$28,272	\$28,892	\$29,385
<b>In-kind funding</b>				
<b>Fund sources</b>				
<b>001-1: General Fund State</b>	\$20,547	\$14,419	\$14,735	\$14,986
<b>001-2: General Fund Federal</b>	\$5,177	\$3,633	\$3,713	\$3,776
<b>001-D: General Fund Federal (TANF)</b>	\$1,047	\$735	\$751	\$764
<b>001-C: General Fund Medicaid</b>	\$13,516	\$9,485	\$9,693	\$9,859
<b>TOTAL</b>	<b>\$40,287</b>	<b>\$28,272</b>	<b>\$28,892</b>	<b>\$29,385</b>

**Table 5: Coalition IE&E OESD implementation**

<b>Project purpose</b>	To implement technology solutions that provide clients more self-service opportunities and reduce client wait times.
<b>Organizations involved</b>	DCYF, DOH, DSHS, HBE, HCA
<b>Anticipated budget request</b>	Yes

Budget items	FY 2024	FY 2025	FY 2026	FY 2027
<b>Anticipated project budget</b>	\$3,635	\$7,083	\$1,782	\$1,836
<b>In-kind funding</b>				
<b>Fund sources</b>				
<b>001-1: General Fund State</b>	\$2,217	\$4,321	\$1,087	\$1,120
<b>001-2: General Fund Federal</b>	\$16	\$29	\$7	\$8
<b>001-C: General Fund Medicaid</b>	\$113	\$221	\$56	\$57
<b>001-D: General Fund Federal (TANF)</b>	\$398	\$775	\$195	\$201
<b>001-A: General Fund Federal (Title IV)</b>	\$891	\$1,737	\$437	\$450
<b>TOTAL</b>	<b>\$3,635</b>	<b>\$7,083</b>	<b>\$1,782</b>	<b>\$1,836</b>

**Table 6: Coalition IE&E Roadmap continuation**

<b>Project purpose</b>	To implement an accessible, mobile-first HHS Portal to enable Washingtonians to apply for and enroll in multiple HHS programs efficiently.
<b>Organizations involved</b>	DCYF, DOH, DSHS, HBE, HCA
<b>Anticipated budget request</b>	Yes

Budget items	FY 2025	FY 2026	FY 2027	FY 2028
<b>Anticipated project budget</b>	\$5,543	\$12,254	\$9,554	\$6,885
<b>In-kind funding</b>				
<b>Fund sources</b>				
<b>001-1: General Fund State</b>	\$1,671	\$3,693	\$2,880	\$2,075
<b>001-2: General Fund Federal</b>	\$3,872	\$8,561	\$6,674	\$4,810
<b>TOTAL</b>	<b>\$5,543</b>	<b>\$12,254</b>	<b>\$9,554</b>	<b>\$6,885</b>

**Table 7: Coalition Enterprise Electronic Health Record**

<b>Project purpose</b>	Funding
<b>Organizations involved</b>	DOC, DSHS, HCA, WaTech
<b>Anticipated budget request</b>	Yes

Budget items	FY 2025	FY 2026	FY 2027	FY 2028
<b>Anticipated project budget*</b>	\$189,572	\$75,716	\$94,255	\$87,150
<b>In-kind funding</b>				
<b>Fund sources</b>				
<b>001-1: General Fund State</b>	\$18,957	\$7,571	\$23,563	21,787,715
<b>001-C: General Fund Medicaid</b>	\$170,615	\$68,145	\$70,691	\$65,363
<b>TOTAL</b>	<b>\$189,572</b>	<b>\$75,716</b>	<b>\$94,255</b>	<b>\$87,150</b>

\* Anticipated project funding – In-Kind

## Planned Coalition projects

The sections below describe the planned HHS Coalition projects in the current and next fiscal year, including which HHS Coalition organizations are involved, anticipated funding needs, and if a budget

request will be submitted for funding. The funding needs reflect current understanding as of the submission of the report and may evolve.

### Table 8: HCA Apple Health Expansion

<b>Project purpose</b>	HCA requests additional funding to cover other AHE implementation costs, such as expenses associated with actuarial support, a potential information technology (IT) system build to address the need for a waitlist, the pharmacy benefit contract, the External Quality Review Organization (EQRO), additional outreach, additional full-time equivalent staffs, and project management support for successfully implementing an AH Expansion program that mirrors the federally funded Medicaid program.
<b>Organizations involved</b>	DSHS
<b>Anticipated budget request</b>	Yes

Budget items & fund sources	FY 2024	FY 2025	FY 2026	FY 2027
<b>Anticipated project budget</b>	\$48,131	\$44,574	\$46,081	\$38,723
<b>In-kind funding</b>				
<b>Fund sources</b>				
<b>001-1: General Fund State</b>	\$48,131	\$44,574	\$46,081	\$38,723
<b>TOTAL</b>	<b>\$48,131</b>	<b>\$44,574</b>	<b>\$46,081</b>	<b>\$38,723</b>

## Completed HHS Coalition projects

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In the past year, the HHS Coalition completed one IT project that was included in the previous report. A summary of the completed projects is provided below.

Lead organization & project name: project purpose	Organizations involved	Federal requirements
HCA Fraud Abuse Detection System	HCA	



## Conclusion

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HHS Coalition IT projects are an investment in systems that support the breadth of health and human services in Washington. The current projects and planned projects are focused on improving services to Washingtonians as well as efficient and effective program operations. The HHS Coalition looks forward to providing an update on the project portfolio in the next report in November 2024.