**Washington Plan for Removing Barriers to Health and Human Services**

**Benefits Data Trust/State Action Plan Project**

**Talking Points #2 – December 30, 2023**

**Workgroup 1.2 Human-Centered Design (HCD)**

**Activities**

* Developed new Human-Centered Design (HCD) training opportunities including additional 3-day Participatory Leadership Workshops facilitated by University of Washington (UW), and an online HCD credentials earning course from IDEO.
* Organized and supported the HCD Community of Practice (CoP) quarterly meeting.
* Completed HCD CoP platform investigations and will continue with MS SharePoint.

  **Achievements and Progress**

* Team 1.2 completed 100% of our State Action Plan milestones for 2023. In 2024 we will focus on our scalability and sustainability plans.
* Registration for the UW graduate certification training is complete. Five of our seven coalition agencies have participants in the first cohort. Orientation is scheduled for January 2024.
* October 19th HCD CoP quarterly meeting featured two excellent agency presentations describing how they applied HCD practices to ongoing projects, demonstrating encouraging and successful application across coalition agencies!

 **Changes in approach**

* The first planned 2024 UW workshop was postponed from January and will now be offered in April due to staffing changes at UW and a second workshop will be offered in May. A third date may also be offered in 2024.

   **Next Area of Focus**

* Plan additional training opportunities tasks include scheduling trainings, developing communications, soliciting participation, securing venues, tracking participation, etc.
* In 2024, begin to plan for scalability and sustainability to include developing an ongoing oversight strategy, succession planning for HCD champions, developing a portfolio of success stories and application examples, developing policy and procedure for platform and community maintenance, procuring, or developing HCD curriculum, developing a train-the-trainer program, and extending learning opportunities to those outside of the BDT/SAP/IEE sphere.

 **Workgroup 2.1 Supplemental Nutrition Program (WIC)**

**Activities**

* The contract requiring the WIC Eligible Referral report from MCOs was put in the Integrated Managed Care and Integrated Foster Care contract effective 1/1/2024. More info to follow on this in the next quarterly report.

**Workgroup BDT/CXI Project - Strategy 1.1**

**Activities**

* Continue to collaborate with Civilla and state teams to make changes to the application prototype to support mini pilot implementation.
* Continue to develop mini pilot metrics with both state teams and Civilla representatives – more specifically data metrics and logistics.
* Identified “quick wins” that can be implemented in a short (6-12 months) and long-term (12-18 months) period for further policy efficiencies.
* Further aligned project structure to support the new CXI umbrella under IE&E (as noted in the previous reporting period).

**Achievements**

* Conducted several policy alignment meetings to conduct thorough policy reviews to determine short term and long-term wins – with significant engagement from all state policy teams.
* With the mini-pilot approaching (Spring 2024) – further defining data metrics, pilot logistics, and an approved application prototype.
* Continued collaboration, teamwork, and synergy between all state agencies/teams to support human centered design work in Washington State.

**Changes in approach**

As noted previously, a high-level decision was made to transition BDT Strategy 1.1 work into the CXI (Project Simplify) umbrella to align project structures. The official project management documents have been updated (project charter, timeline, etc.) – we have recently combined a few previous independent meetings to ensure we have the correct representation as well as to support this new project structure.

**Next Area of Focus**

* Continue data metric discussions to support the mini-pilot implementation.
* Complete an in depth analysis of all of the states feedback regarding the application prototype, to ensure we have an agreed upon application for the mini-pilot implementation in Spring 2024.
* Continue in-depth policy analysis regarding renewal documents, as well as the application booklet.