

Health and Human Services Enterprise Coalition



WASHINGTON STATE
Health & Human Services
ENTERPRISE COALITION

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, 2024



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Executive Summary

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. Serving over 2.9 million Washingtonians and operating over 75 health and human service programs. 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; 12 IT projects are enhanced collaboration projects and 5 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 these planned IT projects. In the past fiscal year, the HHS Coalition completed seven (7) projects.

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

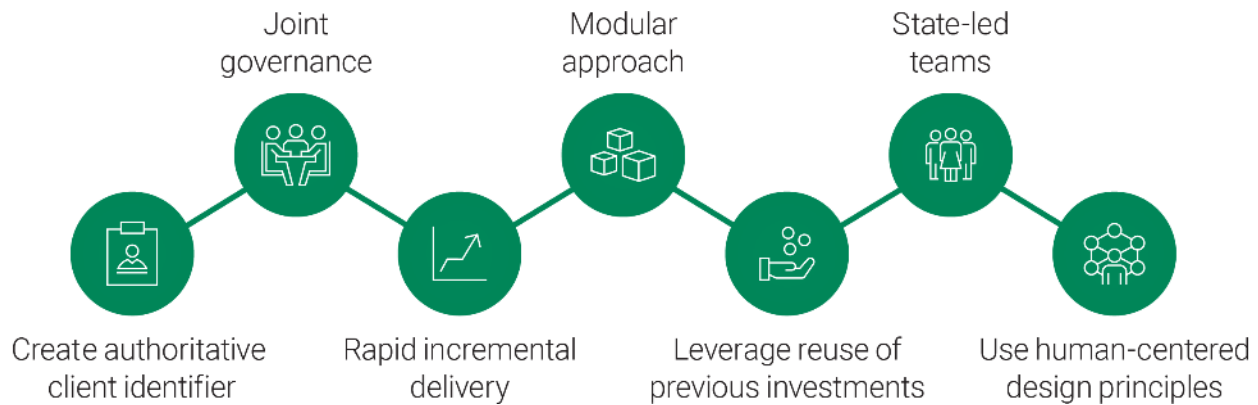
In summer 2021, the HHS Coalition leaders finalized an [IT strategy for 2021 to 2024](#)¹. This strategy provides a common vision for IT project alignment and direction. The IT strategy includes seven vision goals and seven enabling strategies that guide how the HHS Coalition will frame IT projects, 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

Removing barriers to access for client benefits	Providing rapid value to programs and Washingtonians through agile delivery methodology for IT projects	Improving equitable access and outcomes for all	
Ensuring good stewardship of public dollars	Collaborating across HHS Coalition programs	Conducting effective government program operations	Ensuring robust communications in emergencies

¹ 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>

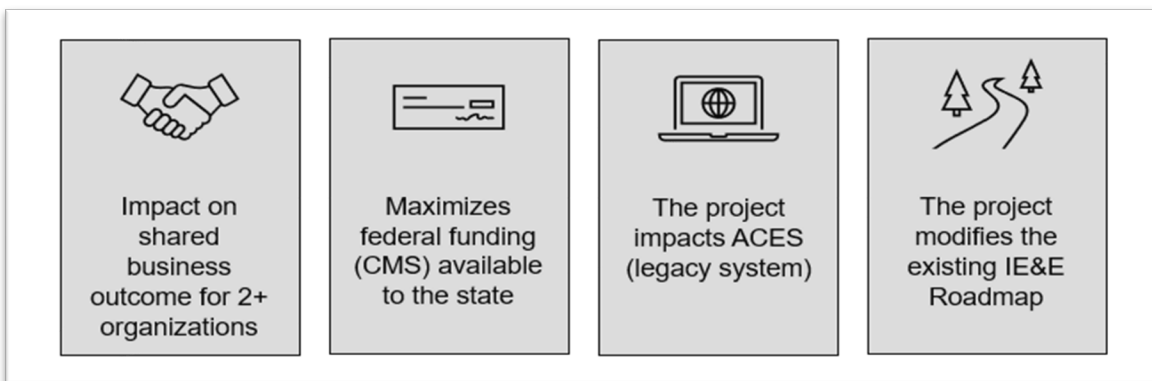
Enabling Strategies



Portfolio Background

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

1. Coalition project is the broadest category of projects in the HHS Coalition's portfolio. These projects screen into the coalition for any one of the following criteria:



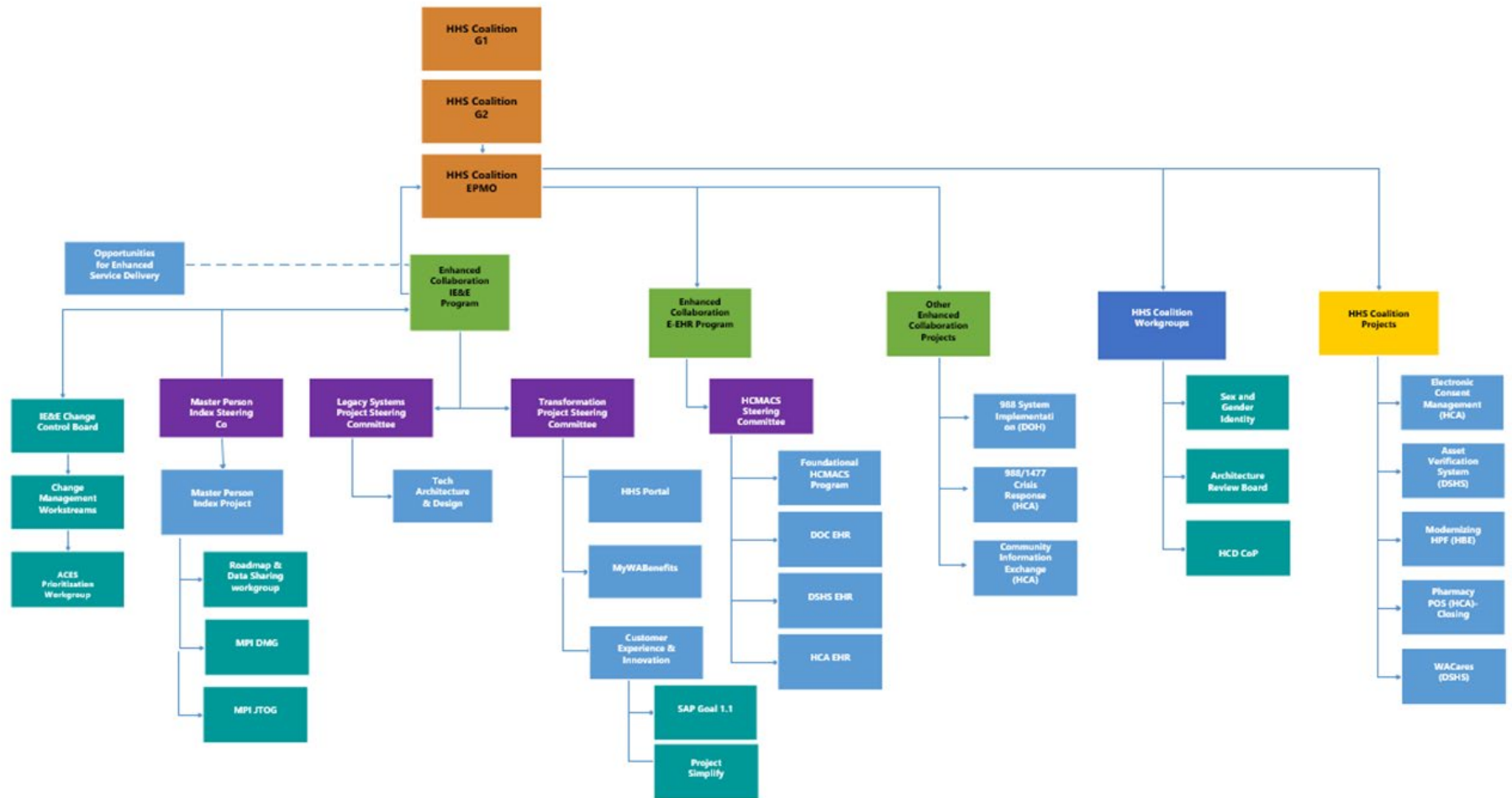
2. Enhanced collaboration projects are of greater strategic importance or impact to the HHS Coalition and require more collaboration across organizations. A subset within enhanced collaboration projects are two programs, the Integrated Eligibility and Enrollment (IE&E) Modernization Program and the Health Care Management and Coordination System (HCMACS) Program that require broad participation from Coalition organizations that are essential to the HHS Coalition IT strategy.

Active HHS Coalition Organization and Portfolio of Projects

The HHS Coalition has 17 active projects and two (2) programs with: 12 enhanced collaboration projects with broad participation from Coalition organizations and five (5) coalition projects. The enhanced collaboration projects will be described together first, due to their visibility to HHS Coalition executives and their importance to HHS objectives. This image is from the moment in time on July 1, 2024.

HHS Coalition Color Key

HHS Coalition Governance Group	HHS Coalition governance committees and support group
Enhanced Collaboration Project Group	Enhanced Collaboration projects – these projects have greater reporting requirements than an HHS Coalition project
Coalition Project Group	HHS Coalition projects – these projects have less reporting requirements than Enhanced Collaboration projects
Project	Project name and organization
Workgroup	Workgroup name and organization
Steering Committee	Steering Committee for a program or project that report to G2/G1



Active Enhanced Collaboration Programs and Projects

The table below summarizes the current and ongoing 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 enhanced collaboration project information

Lead organization & project name: project purpose	Organizations involved ²	Historical expenditures ³	Current planned spend ⁴	Total planned spend ⁵	Federal requirements
Coalition 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, WaTech	\$1,439	\$3,855	\$5,294	
Coalition Integrated Eligibility & Enrollment Modernization Technical Architecture & Design (TAD): To update IE&E roadmap based on current and future architectures.	DCYF, DOH, DSHS, HBE, HCA, WaTech	\$4,464	\$5,772	\$10,236	
Coalition Integrated Eligibility & Enrollment Status Tracker MyWABenefits: To implement a self-service portal for client and authorized representative eligibility and enrollment status.	DCYF, DOH, DSHS, HBE, HCA, WaTech	\$6,392	\$11,958	\$18,350	

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

³ All funding expended prior to July 1, 2024, including in-kind funding

⁴ All anticipated expenditures from July 1, 2025, to the end of the project, including in-kind funding

⁵ The sum of historical expenditures and current planned spend

Lead organization & project name: project purpose	Organizations involved ²	Historical expenditures ³	Current planned spend ⁴	Total planned spend ⁵	Federal requirements
Coalition Integrated Eligibility & Enrollment Modernization HHS Portal Project: develop a multi-year roadmap to more fully define the incremental implementation of the HHS Portal	DCYF, DOH, DSHS, HBE, HCA, WaTech	\$39	\$7,083	\$7,122	
Coalition Master Person Index: Implement a solution to uniquely identify Washingtonians who interact with HHS Coalition systems to support information sharing and re-use.	DCYF, DOC, DOH, DSHS, HBE, HCA, WaTech	\$10,523	\$5,194	\$15,717	
Coalition Health Care Management and Coordination System (HCMACS) Foundation:	DCYF, DOC, DOH, DSHS, HCA, WaTech	\$ 2,040	\$395,012	\$395,012	
Coalition HCMACS DOC EHR	DCYF, DOC, DOH, DSHS, HCA, WaTech	\$4,180	\$5,526	\$6,640	
Coalition HCMACS DSHS EHR	DCYF, DOC, DOH, DSHS, HCA, WaTech	\$16,110	\$11,506	\$27,617	
Coalition HCMACS HCA EHR	DCYF, DOC, DOH, DSHS, HCA, WaTech	\$3,053	\$2,414	\$5,466	
DOH 988 Suicide Prevention Lifeline: Implement a 988 National Suicide Prevention Lifeline to expand access to behavioral health crisis in Washington.	HCA	\$2,937	\$61,887	\$ 64,824	Compliance with CFR 47 / Chapter I / Subchapter b / Part 52 / Subpart E

Lead organization & project name: project purpose	Organizations involved ²	Historical expenditures ³	Current planned spend ⁴	Total planned spend ⁵	Federal requirements
HCA HB1477 and HB1134 support 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	\$1,968	\$59,417	\$61,385	Compliance with CFR 47 / Chapter I / Subchapter b / Part 52 / Subpart E
HCA Community Information Exchange (CIE)	DCYF, DOH, DSHS	\$956	\$9,392	\$10,348	

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

Table 2: Active coalition projects information

Lead organization & project name: project purpose	Organizations involved ⁶	Historical expenditures ⁷	Current planned spend ⁸	Total planned spend ⁹	Federal requirements
DSHS WA Cares Fund, formerly known as LTSS Trust: Implement a beneficiary portal to apply for long-term services and supports benefits.	HCA	\$3,497	\$12,405	\$15,902	

⁶ Organizations in this column are listed alphabetically with no inferred hierarchy or responsibility based on their order

⁷ All funding expended prior to July 1, 2024, including in-kind funding.

⁸ All anticipated expenditures from July 1, 2025, to the end of the project, including in-kind funding.

⁹ The sum of Historical Expenditures and Current Planned Spend.

Lead organization & project name: project purpose	Organizations involved ⁶	Historical expenditures ⁷	Current planned spend ⁸	Total planned spend ⁹	Federal requirements
HBE Modernizing Washington Healthplanfinder.	DSHS, HCA	\$7,899	\$34,983	\$42,882	HBE Acceleration and Modernization:
HCA 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.		\$1,578	\$3,621	\$5,199	Compliance with 42 CFR Part 2 and 42 CFR 433.112(b).
HCA Pharmacy Point of Sale Replacement: Implement a modular system replacement to process Medicaid pharmacy claims and managed care encounters.		\$17,533	\$0	\$17,533	Compliance with CMS modular system replacement requirement.
DSHS Coalition Asset Verification System: Finalize the full integration of the asset verification system (AVS) into the Automated Client Eligibility System (ACES).	DCYF, DOH, DSHS, HBE, HCA	\$0	\$6,998	\$6,998	Projections based on DP from the 2024 Supplemental

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 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 the thousands, consistent with the format used in state agency budget requests.

Planned Enhanced Collaboration Projects

The table below summarizes the planned 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 IE&E Roadmap Continuation

Project purpose	To implement an accessible, mobile-first HHS Portal to enable Washingtonians to apply for and enroll in multiple HHS programs efficiently.
Organizations involved	DCYF, DOH, DSHS, HBE, HCA
Anticipated budget request	\$252,189

Budget items	FY 2026	FY 2027	FY 2028	FY 2029
Anticipated project budget	\$126,689	\$125,500	\$125,500	\$125,500
In-kind funding				
Fund sources				
001-1: General Fund State	\$37,822	\$37,467	\$37,467	\$37,467
001-2: General Fund Federal	\$22,217	\$22,008	\$22,008	\$22,008
001-C: General Fund Medicaid	\$66,650	\$66,025	\$66,025	\$66,025
TOTAL	\$126,689	\$125,500	\$125,500	\$125,500

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 4: DCYF HCMACS EHR

Project purpose	Implementation of the HCA HCMACS solution to coordinate medical care for all young people committed to Juvenile Rehabilitation's two institutions, Echo Glen Children's Center (EGCC) and Green Hill School (GHS).
Organizations involved	DOC, DSHS, HCA, WaTech
Anticipated budget request	\$8,180

Budget items	FY 2026	FY 2027	FY 2028	FY 2029
Anticipated project budget*	\$3,814	\$4,366	\$2,658	\$2,658
In-kind funding				
Fund sources				
001-1: General Fund State	\$3,118	\$3,537	\$2,153	\$2,153
001-A: General Fund Federal	\$623	\$742	\$452	\$452
001-C: General Fund Medicaid	\$73	\$87	\$53	\$53
TOTAL	\$3,814	\$4,366	\$2,658	\$2,658

Table 5: DSHS Digital Accessibility

Project purpose	Digital Accessibility advancement to comply with recent federal rulings requiring the accessibility of digital information
Organizations involved	N/A
Anticipated budget request	\$17,868

Budget items	FY 2026	FY 2027	FY 2028	FY 2029
Anticipated project budget*	\$6,579	\$11,289	\$14,819	\$14,819
In-kind funding				
Fund sources				
001-1: General Fund State	\$4,771	\$8,202	\$10,789	\$10,789
001-C: General Fund Medicaid	\$1,708	\$2,786	\$3,628	\$3,628
001-2: General Fund Federal	\$100	\$301	\$402	\$402
TOTAL	\$6,579	\$11,289	\$14,819	\$14,819

Table 6: DSHS Barcode Web Migration

Project purpose	Barcode Web Migration, outdated technology that is crucial for service delivery, scalability issues, outages & security vulnerability
Organizations involved	DCYF, HCA
Anticipated budget request	\$9,361

Budget items	FY 2026	FY 2027	FY 2028	FY 2029
Anticipated project budget	\$3,803	\$5,558	\$5,558	\$5,558
In-kind funding				
Fund sources				
001-1: General Fund State	\$2,700	\$3,946	\$3,946	\$3,946
001-2: General Fund Federal	\$1,103	\$1,612	\$1,612	\$1,612
TOTAL	\$3,803	\$5,558	\$5,558	\$5,558

Table 7: DSHS CMS HCBS Access Rule

Project purpose	Establish a new strategy and plan for infrastructure for oversight, monitoring, quality assurance, and quality improvement for HCBS programs
Organizations involved	DSHS, HBE, HCA
Anticipated budget request	\$23,519

Budget items	FY 2026	FY 2027	FY 2028	FY 2029
Anticipated project budget	\$10,297	\$13,222	\$14,155	\$13,958
In-kind funding				
Fund sources				
001-1: General Fund State	\$5,247	\$6,839	\$7,337	\$7,237
001-C: General Fund Medicaid	\$4,742	\$6,097	\$6,522	\$6,425
567-1: Long Term Services	\$308	\$296	\$296	\$296
TOTAL	\$10,297	\$13,222	\$14,155	\$13,958

Table 8: HCA Federal Rule Alignment on streamlined eligibility

Project purpose	to change a variety of Apple Health eligibility requirements and processes to align with recent rule changes published by the federal Centers for Medicare and Medicaid Services.
Organizations involved	DSHS, HBE, HCA,
Anticipated budget request	\$21,098

Budget items	FY 2026	FY 2027	FY 2028	FY 2029
Anticipated project budget*	\$10,549	\$10,549	\$10,174	\$10,174
In-kind funding				
Fund sources				
001-1: General Fund State	\$3,858	\$3,858	\$3,818	\$3,818
001-C: General Fund Medicaid	\$6,691	\$6,691	\$6,356	\$6,356
TOTAL	\$10,549	\$10,549	\$10,174	\$10,174

Completed HHS Coalition Projects

In the past year, the HHS Coalition completed seven (7) IT projects that were included in the previous report. A summary of the completed projects is provided below.

Table 9: Completed IT projects

Lead organization & project name: project purpose	Organizations involved	Federal requirements
Coalition Automated Client Eligibility System (ACES) Mainframe Stabilization:	DCYF, DSHS, HBE, HCA	
Coalition Automated Client Eligibility System (ACES) Maintenance & Operations (M&O):	DCYF, DSHS, HBE, HCA	
Coalition Integrated Eligibility & Enrollment Platform: To implement a foundational cloud platform for IE&E products.	DCYF, DSHS, HBE, HCA	
Coalition Automated Client Eligibility System (ACES) Mainframe as a Service (MFaaS):	DCYF, DSHS, HBE, HCA	
DCYF Comprehensive Child Welfare Information System (CCWIS) planning	DCYF, DSHS, HCA	Compliance with 45 CFR 1355.50 – 1355.57.
DCYF Foster Care Licensing	DCYF	Compliance with CFR 45 / Subtitle B / Chapter XIII / Subchapter G / Part 1355 by 9/2023.
HCA Grant Management System	HCA	Compliance with 42 CFR 430.30.

Conclusion

HHS Coalition IT projects are an investment in systems and operations 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 2025.