IE&E Program Overview

Healthier Washington Collaboration Portal
February 2026

Overview

The IE&E Modernization Program is a multi-year effort to develop a modern, integrated eligibility solution for health and human services that best supports the needs of Washingtonians.

Why IE&E?

The process of applying for benefits can be a challenging task.

The Health and Human Services Coalition serves more than 2.9 million Washingtonians through over 75 health and human services programs. Over one million Washingtonians are served by programs from at least two HHS Coalition organizations.

Clients often must navigate multiple online systems and fill out duplicate and lengthy applications, some of which may not be easily accessible to those we serve. This can be particularly difficult as it may require clients to repeat their personal stories and provide the same information multiple times.

Why IE&E?

The IE&E Modernization Program is set to alleviate these challenges by introducing a user-friendly application, implementing an HHS portal, and streamlining the process to obtain benefits. This would enable clients to access the services they need more efficiently.

In addition, the HHS Coalition organizations currently rely on a patchwork of IT systems, at its core, the Automated Client Eligibility System (ACES) – a 30-year-old mainframe system that uses legacy technologies. This reliance on legacy technologies limits flexibility for the state to respond to regulatory requirements, streamline processes, and improve access to benefits for Washingtonians.

This is where the IE&E vision comes in.

IE&E Vision

We envision a world where Washingtonians tell their story one time as the new system and underlying business processes securely guide them through the possibilities.

This is made possible by providing a singular, easy, accessible and improved experience for clients and community-based assistors as well as an improved experience for eligibility staff and case workers.

DSHS

IE&E Program Office

Under the oversight of the [Washington State Health and Human Services Enterprise Coalition](#) and the leadership of the Division of Information Technology within the DSHS Finance, Technology, & Analytics Administration, IE&E is responsible for full product management, operations, and technical oversight of MyWABenefits, DocUpload and the IE&E cloud platform.

The team is also responsible for maintaining the IE&E roadmap, using an Agile approach to incrementally make progress through the implementation of products and capabilities that make up a comprehensive integrated eligibility and enrollment system.
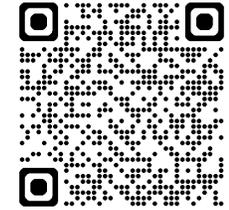
Program Office

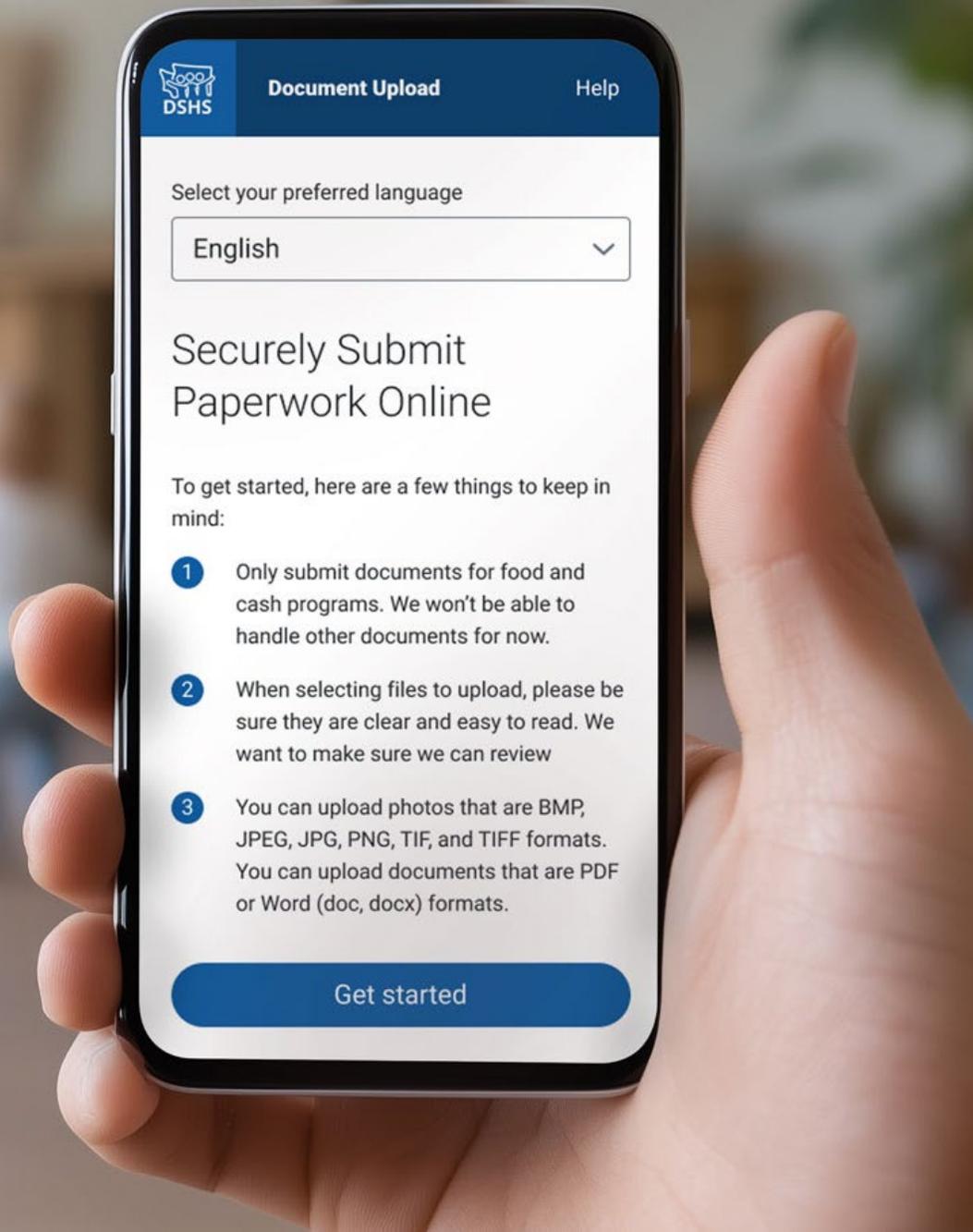Washington State Department of Social and Health Services
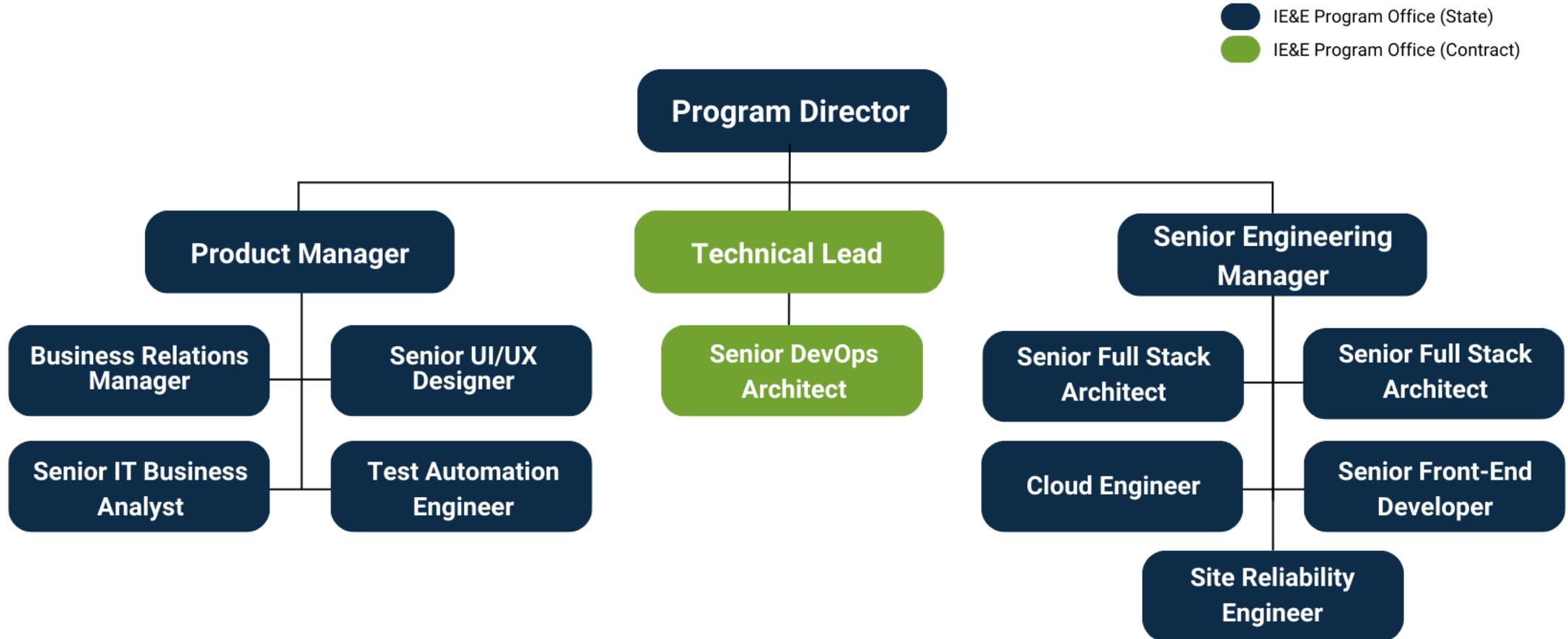
Current Products
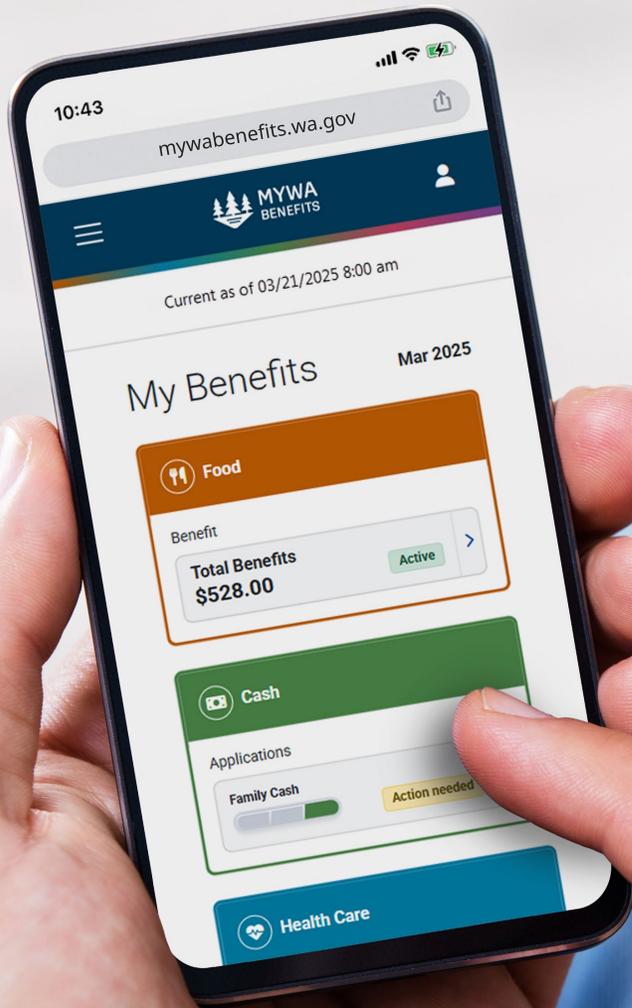
MyWABenefits

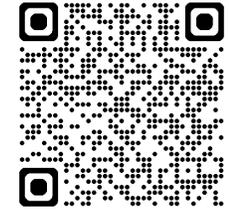A mobile-friendly, self-service portal to help households understand their eligibility and enrollment status across multiple programs.

DocUpload

A secure, self-service online portal that allows customers to submit verification documents for eligibility determinations.

Platform

The IE&E Platform provides infrastructure to support development of modern and integrated eligibility solutions.

DSHS

Completed Projects

Stabilize and Invest in Current Systems

Project	Description	Completed
Mainframe Stabilization	Transition the Automated Client Eligibility System (ACES) mainframe to single, current database to support future modernization.	**August 2023**
Maintenance & Operations Vendor Transition	Procure the services required to maintain, operate, and provide enhancements to the ACES application.	**June 2024**
Mainframe as a Service Migration	Secure mainframe technical services, prolong life of ACES environment and operations and transition to a fully hosted service.	**July 2024**

Establish Modern Foundations

Project	Description	Completed
Platform	Establish a new, modern cloud-based platform for IE&E solution components.	**June 2024**
Technical Architecture & Design	Analyze modularity assumptions and design future state architecture that will be used to inform and update the IE&E Roadmap.	**September 2024**
Master Person Index	Create an authoritative method to identify people across HHS systems as a foundational IE&E component.	**June 2025** (Initial launch)

Modernize IT Systems

Project	Description	Completed
Customer Experience & Innovation	Simplify benefit application, renewal and correspondence designs.	**September 2024** (designs only)
HHS Portal Roadmap	Create a proposed roadmap to establish a modernized and centralized portal to apply, renew and maintain HHS program benefits.	**January 2025**
MyWABenefits	Establish an eligibility and enrollment status tracker that provides a self-service, single point of access to understand application and benefit status.	**June 2025** (Minimum Viable Product)

Looking Ahead

What's next?

The HHS Coalition established a roadmap aimed at achieving a vision for IE&E in January 2022 and refreshed the roadmap in November 2024 through the Technical Architecture and Design (TAD) project. Since the refresh, the resources and funding for IE&E have significantly changed.

The IE&E team is currently leading the effort, working closely with HHS Coalition representatives, to revise the IE&E roadmap and prioritize the features and capabilities, which will help identify projects to initiate and implement within this biennium.

Future State Business Capabilities

Key User(s)[1,2]
● Client ▲ Staff ■ Both

Eligibility Application	
Pre-screening	●
Application Input & Changes	●
Screening & Verification	▲
Eligibility Determination	▲
Renewals	▲

Benefit Enrollment & Issuance	
Medical Plan Enrollment	●
Benefit or Service Issuance & Mgmt.	■

Case Management	
Case Assignments & Updates	▲
Assessments & Req. Monitoring	▲
Appeals & Hearings Mgmt.	■

Supporting Capabilities

Modernized Customer Support	■	Letter Generation & Print	■	Lobby Management	■
Reporting & Analytics	▲	Program Integrity	▲	Voter Registration	■
Document Management	■	User Management	■	Member Outreach	■
Communications Center	■	Process Quality	▲		

Partnering with people

Listening to experts

IE&E remains firmly committed to prioritizing human-centered design and enhancing the customer experience.

By working closely with staff, customers, advocates, community partners, and Tribal communities, our team effectively integrates lived experiences and customer voices into our products and services.

DSHS

DSHS

> I work parttime so my food benefits fluctuate. Sometimes I don't know how much I'm getting until the day I receive them. I love seeing next month's benefits. It's so hard to plan when you don't know.
>
> -Usability study participant

> As a representative community, we're tired and worn down. It's already hard enough to navigate and trust the systems, so anything you can do to just make life easier goes a long way.
>
> -Design session participant

> It was easy to log in, and so far seems easy to use. Approachable and clear. Good job Washington!
>
> -MyWABenefits user

> I wanted to take the time to thank you. I don't know how to say it but I want you to know I appreciate your help. Have a great day.
>
> -DocUpload user

We appreciate your interest in the IE&E Modernization Program and look forward to working together to improve access to health and human services for all Washingtonians.

Connect with us at IEEprogram@dshs.wa.gov

Thank you!