

Health and Human Services Enterprise Coalition

Legislative Proviso Report on IT Investment Coordination

Engrossed Substitute Senate Bill 5693; Section 210(3)(b)(i,ii); Chapter 297; Laws of 2022

November 1, 2022

Health and Human Services Enterprise Coalition



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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 5693 (2022):

“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 includes: the Department of Children, Youth & Families (DCYF), the Department of Health (DOH), the Department of Social and Health Services (DSHS), the Health Benefit Exchange (HBE), and the Health Care Authority (HCA). The Office of the Chief Information Officer (OCIO) and the Office of Financial Management (OFM) are ex-officio members that advise on issues around compliance with statewide IT policies and state financial budget and legislative processes.

The HHS Coalition is a collaborative that provides strategic direction, cross-organizational information technology project support, and federal funding guidance across Washington’s HHS organizations. IT project collaboration will result in better service coordination and public stewardship that improves the health and well-being of the people, families, and communities of Washington.

The HHS Coalition has 16 active organizational IT projects; five IT projects are Enhanced Collaboration or Enterprise-Wide Projects and 11 are Coalition Projects. The HHS Coalition has eight 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 five projects.

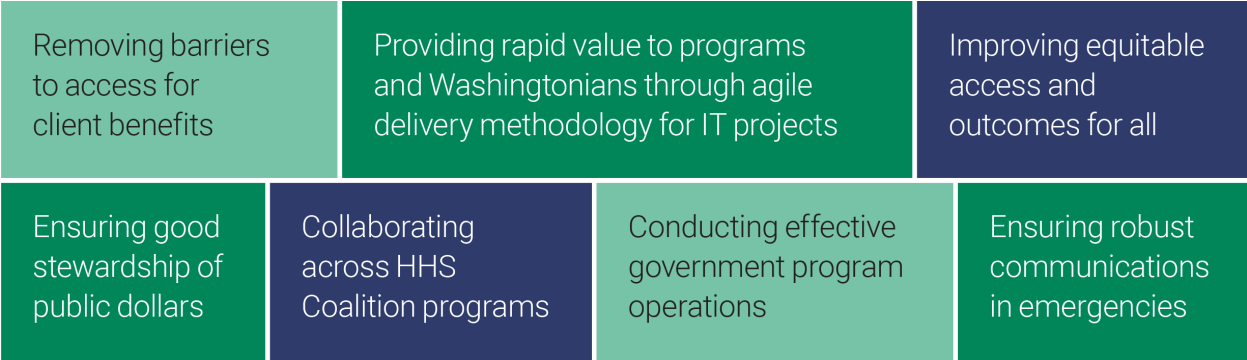
Background

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.

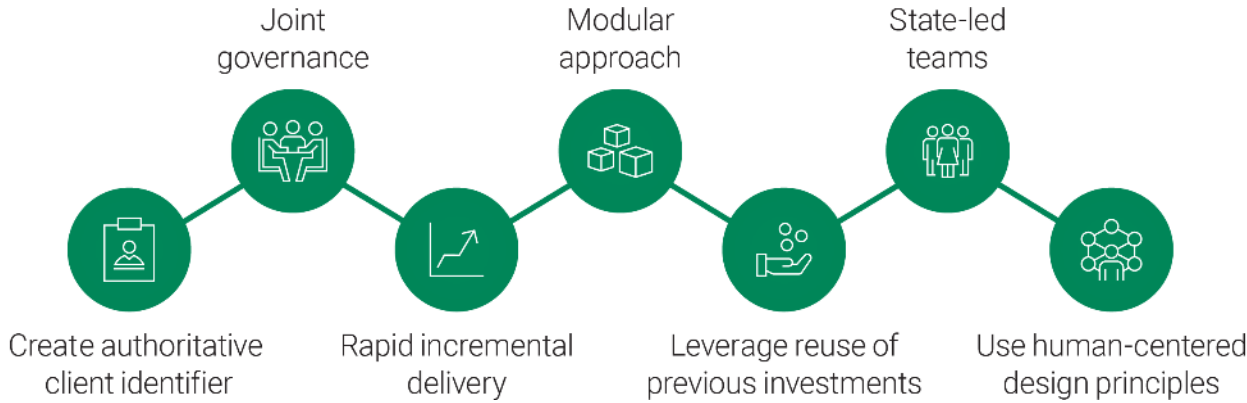
HHS Coalition IT strategy

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 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



¹ Washington State Health and Human Services Enterprise Coalition, “HHS Coalition IT Strategy 2021-2024,” 2021, <https://www.hca.wa.gov/assets/program/HHS-coalition-it-strategy-2021-2024.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 16 active projects: four Enterprise-Wide Projects with broad participation from Coalition organizations, one Enhanced Collaboration Project, and 11 Coalition Projects. The Enhanced Collaboration & 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 & 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	Other Organizations Involved ²	Historical Expenditures ³	Current Planned Spend ⁴	Total Planned Spend ⁵	Federal Requirements
Coalition Automated Client Eligibility System (ACES) Mainframe Stabilization: Implement improvements to mainframe hardware and software.	DCYF, DSHS, HBE, HCA	\$6,027,814	\$154,338	\$154,338	
Coalition Automated Client Eligibility System (ACES) Vendor Support: Procure contract support to maintain and operate ACES Complex.	DCYF, DSHS, HBE, HCA	N/A	\$166,000	\$166,000	

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, 2022, including in-kind funding

⁴ All anticipated expenditures from July 1, 2022 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	Other Organizations Involved ²	Historical Expenditures ³	Current Planned Spend ⁴	Total Planned Spend ⁵	Federal Requirements
Coalition Integrated Eligibility & Enrollment Platform and Tracker [♦] : Improve client transparency for eligibility & enrollment processes and establish foundational platform for integrated eligibility & enrollment modernization.	DCYF, DOH, DSHS, HBE, HCA	\$349,309	\$19,000,000	\$19,349,309	
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, DOH, DSHS, HBE, HCA	\$4,488,255	\$2,522,392	\$7,010,647	
HBE Acceleration and Modernization [♦] : Modernize Healthplanfinder using cloud native technologies.	DSHS, HCA	\$1,591,192	\$3,763,540	\$5,354,732	

[♦] Indicates agency budget request submitted for 2023-2025 biennium to support this project

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	Other Organizations Involved	Historical Expenditures ⁶	Current Planned Spend ⁷	Total Planned Spend ⁸	Federal Requirements
DCYF Comprehensive Child Welfare Information System (CCWIS) Planning*: Develop plan to modernize child welfare system.	DSHS	\$169,947	\$7,513,116	\$7,683,063	Compliance with 45 CFR 1355.50 – 1355.57.
DCYF 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.
DCYF 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	\$0	\$8,078,086	\$8,078,086	

⁶ All funding expended prior to July 1, 2022, including in-kind funding.

⁷ All anticipated expenditures from July 1, 2022 to the end of the project, including in-kind funding.

⁸ The sum of Historical Expenditures and Current Planned Spend.

* Indicates agency budget request submitted for 2023-2025 biennium to support this project

Lead Organization & Project Name: Project Purpose	Other Organizations Involved	Historical Expenditures ⁶	Current Planned Spend ⁷	Total Planned Spend ⁸	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	\$279,556	\$4,854,444	\$5,134,000	
HCA 988 Technical and Operational Plan*: Develop technical and operational plan for 988 behavioral health crisis response and suicide prevention.	DOH	\$36,000	\$171,500	\$207,500	
HCA Community Information Exchange Planning*: Develop plan for a statewide Community Information Exchange (CIE) platform.	DCYF, DOH, DSHS, HBE	\$0	\$1,000,000	\$1,000,000	
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.		\$545,485	\$3,809,805	\$4,355,290	Compliance with 42 CFR Part 2 and 42 CFR 433.112(b).
HCA Fraud Abuse Detection System (FADS) Repro curement: Implement a system that detects Medicaid provider fraud and abuse through data analysis.		\$3,194,554	\$1,853,852	\$5,048,406	

* Indicates agency budget request submitted for 2023-2025 biennium to support this project

Lead Organization & Project Name: Project Purpose	Other Organizations Involved	Historical Expenditures ⁶	Current Planned Spend ⁷	Total Planned Spend ⁸	Federal Requirements
HCA Grant Management System: Implement a solution that facilitates preparation of federal Medicaid claims compliant with 30-day federal submittal requirements.		\$354,778	\$147,529	\$502,307	Compliance with 42 CFR 430.30.
HCA Pharmacy Point of Sale Replacement [♦] : Implement a modular system replacement to process Medicaid pharmacy claims and managed care encounters.		\$2,864,946	\$4,106,299	\$6,971,245	Compliance with CMS modular system replacement requirement.
HCA Electronic Health Record as a Service Solution [♦] : Implement an outpatient electronic health record solution.	DSHS	\$204,160	\$48,327,000	\$48,531,160	

♦ Indicates agency budget request submitted for 2023-2025 biennium to support this project

Planned HHS Coalition projects

The HHS Coalition has eight 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 & 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 organizational change management

Project Purpose	Implement enterprise organizational change management to support project success.
Other Organizations Involved	DCYF, DOH, DSHS, HBE, HCA
Anticipated Budget Request	Yes

Budget Items	FY 2024	FY 2025	FY 2026	FY 2027
Anticipated Project Budget	\$697 ⁹	\$447	\$447	\$447
In-Kind Funding	-	-	-	-
Fund Sources				
001-1: General Fund State	\$70	\$45	\$45	\$45
001-C: General Fund Medicaid	\$627	\$402	\$402	\$402
TOTAL	\$697	\$402	\$402	\$402

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

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: DOH Care Connect Washington

Project Purpose	Maintain the Care Connect Washington (CCWA) program.
Other Organizations Involved	
Anticipated Budget Request	Yes. The vast majority of the funding is to support workforce; about \$1.5M/year is for maintenance level technology support so that referrals can be tracked for individuals.

Budget Items & Fund Sources	FY 2024	FY 2025	FY 2026	FY 2027
Anticipated Project Budget	\$25,000	\$25,000	\$25,000	\$25,000
In-Kind Funding	-	-	-	-
Fund Sources				
001-1: General Fund State	\$25,000	\$25,000	\$25,000	\$25,000
TOTAL	\$25,000	\$25,000	\$25,000	\$25,000

Table 5: DOH Master Person Index Expansion

Project Purpose	Expand system connections to HHS Coalition Master Person Index.
Other Organizations Involved	HCA
Anticipated Budget Request	Yes

Budget Items & Fund Sources	FY 2024	FY 2025	FY 2026	FY 2027
Anticipated Project Budget	\$1,652	\$1,339	\$1,339	\$1,339
In-Kind Funding	-	-	-	-
Fund Sources				
001-1: General Fund State	\$1,652	\$1,339	\$1,339	\$1,339
TOTAL	\$1,652	\$1,339	\$1,339	\$1,339

Table 6: DSHS Asset Verification System Phase II Full Integration

Project Purpose	Improve operational efficiency by integrating asset verification with eligibility system.
Other Organizations Involved	HCA
Anticipated Budget Request	Yes

Budget Items & Fund Sources	FY 2024	FY 2025	FY 2026	FY 2027
Anticipated Project Budget	\$4,506	\$820	\$686	\$686
In-Kind Funding	-	-	-	-
Fund Sources				
001-1: General Fund State	\$2,253	\$410	\$343	\$343
001-2: General Fund Federal	\$2,183	\$343	\$343	\$343
001-C: General Fund Medicaid	\$70	\$67		
TOTAL	\$4,506	\$820	\$686	\$686

Table 7: DSHS Barcode Web Migration (ReBar)

Project Purpose	Migrate document storage, workflow automation and eligibility determination tool to web platform.
Other Organizations Involved	DCYF, HCA
Anticipated Budget Request	Yes

Budget Items & Fund Sources	FY 2024	FY 2025	FY 2026	FY 2027
Anticipated Project Budget	\$4,079	\$4,218	\$3,890	\$3,726
In-Kind Funding	-	-	-	-
Fund Sources				
001-1: General Fund State	\$3,733	\$3,882	\$3,554	\$3,390
001-2: General Fund Federal	\$346	\$336	\$336	\$336
TOTAL	\$4,079	\$4,218	\$3,890	\$3,726

Table 8: DSHS Electronic Health Record

Project Purpose	Implement an Electronic Health Records (EHR) to improve efficiency of care, improve care coordination, extend access to appropriate community care, enhance service delivery, and enhance recruitment of hospital staff ¹⁰ .
Other Organizations Involved	HCA
Anticipated Budget Request	Yes

Budget Items & Fund Sources	FY 2024	FY 2025	FY 2026	FY 2027
Anticipated Project Budget	\$48,131	\$44,574	\$46,081	\$38,723
In-Kind Funding	-	-	-	-
Fund Sources				
001-1: General Fund State	\$48,131	\$44,574	\$46,081	\$38,723
TOTAL	\$48,131	\$44,574	\$46,081	\$38,723

Table 9: HBE Consumer Experience

Project Purpose	Enhance Washington Healthplanfinder to address consumer needs.
Other Organizations Involved	HCA
Anticipated Budget Request	Yes

Budget Items & Fund Sources	FY 2024	FY 2025	FY 2026	FY 2027
Anticipated Project Budget	\$1,707	\$1,698		
In-Kind Funding	-	-	-	-
Fund Sources				
001-C: General Fund Medicaid	\$546	\$543		
17T-1: Health Benefit Exchange	\$1,161	\$1,155		
TOTAL	\$1,707	\$1,698		

¹⁰ Within DSHS there is an urgent need for a robust EHR system to manage medical and health records across the agency. DSHS’s paper based medical record management processes allow for risk related to medication and treatment errors by lost records and impacts the quality of health care delivery in its facilities to include state psychiatric hospitals. DSHS will coordinate with DOC and HHS Coalition agencies.

Table 10: HCA Case Management System

Project Purpose	Implement case management system in support of Trueblood Contempt Settlement Agreement.
Other Organizations Involved	DSHS
Anticipated Budget Request	Yes – There is currently a placeholder budget request with more details anticipated in January 2023.

Completed HHS Coalition projects

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

Lead Organization & Project Name: Project Purpose	Other Organizations Involved	Federal Requirements
Coalition Integrated Eligibility & Enrollment Modernization Roadmap Report: Develop a roadmap for integrated health and human services program eligibility.	DCYF, DOH, DSHS, HBE, HCA	
DOH Health Information Exchange (HIE) Newborn Screening: Implement electronic reporting of public health newborn screening lab results.		
DOH Universal Developmental Screening (UDS): Implement a system to help ensure all children in Washington are screened for developmental delays.		Compliance with 42 CFR Part 433 by 9/2021.
DSHS Fraud Investigation Tracking Tool: Implement a system to manage investigations of welfare fraud.	DCYF, DOH, HCA	
HCA Patient Access Interoperability: Implement a standards-based application programming interface (API) that grants patients access to their data.		Compliance with CMS rule CMS-9115-F by 10/2021.

Transferred HHS Coalition projects

In the past year, the HHS Coalition updated its portfolio screening definition to focus on projects with enterprise/cross-organizational impact and/or enhanced federal funding from the Centers for Medicare & Medicaid Services (CMS). In doing so, the HHS Coalition identified and removed from its portfolio one active project that doesn't meet the updated definition. This project continues to be managed according to organizational project governance practices. A summary of the transferred project is provided below.

Lead Organization & Project Name: Project Purpose	Other Organizations Involved	Federal Requirements
DOH Laboratory Instrument Management System (LIMS) Replacement: Implement a system to manage public health laboratory samples, instruments, and associated data.		Compliance with CLIA certification and CAP accreditation requirements by 12/2024.

Conclusion

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 2023.