

# Technology Services Board Subcommittee – Project Synopsis

Date 08/12/2021

OCIO Assessment      QA Assessment



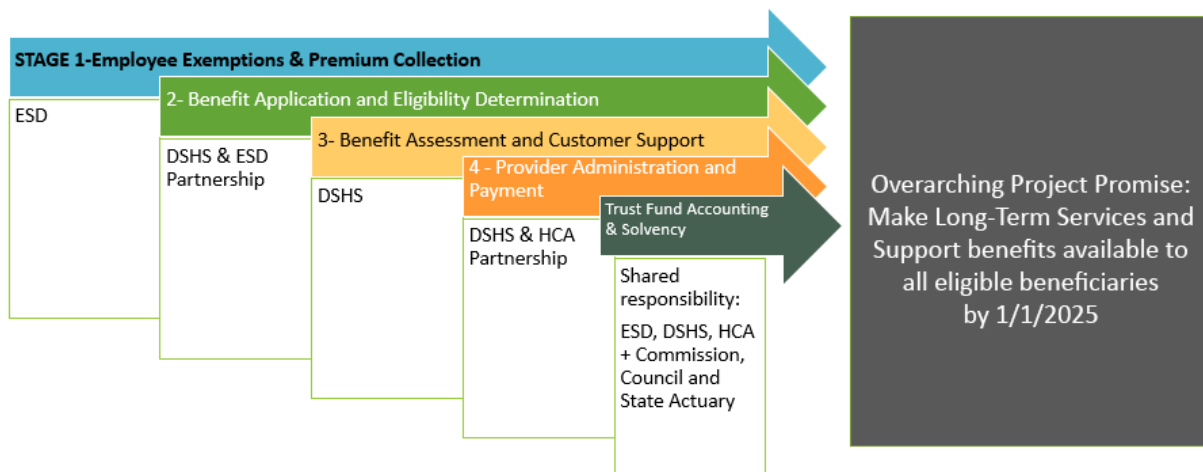
Presenting today:

- Department of Social and Health Services
- Employment Security Department
- Health Care Authority

## WA Cares Fund (Long-Term Service and Supports Trust)

### Project overview

The Long-Term Services and Supports Trust ([Title 50B RCW](#)) was enacted in the 2019 legislative session. The resulting program, WA Cares Fund, creates a public long-term care insurance benefit for all eligible Washington employees funded through an employee payroll premium that will be collected beginning January 2022. The implementation of WA Cares Fund is a multi-agency effort to make long-term services and supports benefits available to assist eligible Washingtonians with meeting their needs for assistance beginning in January 2025. The project is broken up into 5 distinct stages for ESD, with the first stage focused on Employee Exemptions and Employer Premium Collection.



Program customers are a broad group, including employers, Third-party Administrators (TPAs) and employees working in Washington state. The main entry point for program customers to file their exemption requests, file quarterly employer wage reports and remit premium payments will be a central, online portal (the “external portal”). Employment Security Department’s (ESD) existing IT system established for the Paid Family and Medical Leave Program will continue to interface with other state agencies (State Treasurer’s Office, Department of Revenue (DOR). Future stages of the Program’s implementation will require other interfaces including the Department of Social and Health Services (DSHS) and Health Care Authority (HCA).

Washington is the first state in the nation to implement a public benefit to provide access to long-term services and supports to the growing and aging community. In addition to the technology solution, the operations teams will accept and process exemption applications, provide customer service, and support program operations. Doing so will help achieve the goal of this essential benefit so individuals will have access to aging care. ESD is working in partnership with DSHS, HCA, Office of Financial Management, State Treasurer’s Office, and the State’s Investment Board.

## For TSB subcommittee discussion

OCIO has requested that WA Cares Fund cross-agency leaders provide a program overview and project update to TSB.

## Issue statement

The WA Cares Fund team will review program benefits, program details, the implementation timeline, administration, and technical information to create enhanced awareness.

## Management strategy and readiness plan

- Build on People, Process, and Technology established during the Paid Leave implementation.
- Use best practices and lessons learned from Paid Family and Medical Leave to assure success for WA Cares Fund.
- Leverage more mature portfolio management to ensure support for both programs.
- Define the desired customer journey early in the process and test with customers
- Complete Minimally Viable Product (MVP) early and iterate
- Project initiation is close to completion including the charter, budgets, project management plan, schedule and investment plan

## Stages 1 and 2 budget and milestones

Budget (ESD only)	
Budgeted Resources - Current Biennium Planned Spend	\$7,425,735
Budgeted Resources - Future Planned Spend	\$10,932,833
In-kind Resources - Current Biennium	\$1,675,933
<b>Total Project Cost</b>	<b>\$20,034,501</b>

Key Project Milestones	Planned Date
Employees can file requests for exemptions	October 1, 2021
Self-employed individuals can elect coverage	January 1, 2022
Employers have the knowledge and information they need to begin to collect premiums	January 1, 2022
Employers and those electing coverage can file wage reports and remit WA Cares Fund premium payments	April 1, 2022
Beta customer <i>test</i> groups access systems before select *milestones above	one month before launch
ESD will collect the premium payments and repay the program loan	June 2022

Key Events to Date	Date
Integrated Project Management Plan complete	December 08, 2020
OCIO Certificate approved Gate 1 funding for Initiation, Planning and Readiness	December 11, 2020
Quality Assurance Plan complete	December 11, 2020
Quality assurance vendor readiness validation received	December 22, 2020
Key resources obtained (WA Cares Division Director, Program Director, Project Manager)	Fall/Winter 2020
Organization Change Management Plan complete	December 15, 2020
Charter	January 2021
Investment Plan	January 2021

