

Technology Services Board Subcommittee – WA Cares Fund Synopsis

Date 04/14/22

ESD QA
Assessment



ESD OCIO
Assessment



DSHS QA
Assessment
Pending



DSHS OCIO
Assessment



Program QA
Assessment
Pending



Program OCIO
Assessment

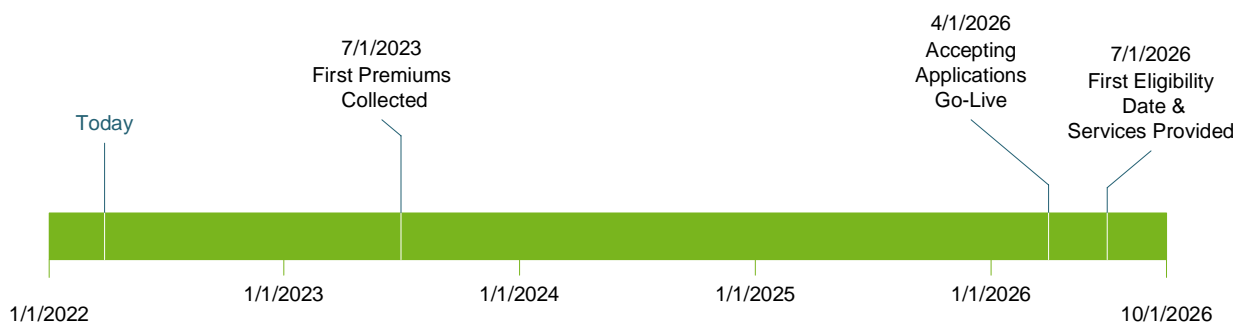


Department of Social and Health Services
Employment Security Department and Health Care Authority
WA Cares Fund (Formerly Long-Term Service and Supports Trust)

Project overview

The Long-Term Services and Supports Trust was enacted in the 2019 legislative session. The resulting program, WA Cares Fund, creates a public long-term care insurance benefit for eligible Washington employees funded through an employee payroll premium. During the 2022 session, the legislature made policy changes to the program and delayed implementation by 18 months. This change led to the need to re-baseline the schedules which has moved all projects back to yellow.

The implementation of WA Cares is a multi-agency effort to make long-term services and support benefits available to assist eligible Washingtonians with meeting their needs for long-term care. The Department of Social and Health Services (DSHS) is named as the lead agency with the Employment Security Department (ESD), the Health Care Authority (HCA), and the Office of the State Actuary (OSA) having a role in the successful WA Cares Fund program implementation and operations. ESD will implement premium deductions from employee payroll beginning July 2023. DSHS will offer long-term support using the WA Cares Fund beginning in January 2025.



ESD WA Cares Project – Ends 10/23

ESD/DSHS
Integration
3/25 – 8/25

DSHS Requirements and Integrated Design
2/22-2/24

DSHS Build and Release
3/24-8/26

HCA/P1 Build and
Release(s)
4/25 – 1/26


For TSB subcommittee discussion

The WA Cares Fund leaders will provide an update on the program implementation and review items discussed at the August 2021 TSB meeting including program level governance, integration architecture and program level external quality assurance.

Issue statement

The WA Cares Fund program agencies will review progress in the development of program level governance, technical integrations, and the presence of program level quality assurance.

Management strategy and readiness plan

- DSHS and ESD have active IT projects under OCIO oversight. The projects have agency level sponsors, steering committees, quality assurance, project managers, and project management plans and processes to manage, monitor, and control the execution of the projects.
 - DSHS as the lead agency has contracted for a project manager to coordinate cross-agency work efforts and issue and risk management (Program Implementation Manager). This PM will receive report outs from all involved agencies on progress and planning and will be responsible for managing the cross agency impacted areas of systems, process, and scheduling.
 - A WA Cares Cross Agency Steering Committee has been established. Members of the committee include the business sponsors from DSHS, ESD, and HCA. The OCIO consultant attends these meetings as a contributor. This group sets strategic direction and is heavily involved in significant decisions for the overall program implementation planning.
 - Quarterly meetings are held with the agency heads from DSHS, ESD, OSA, and HCA. The meetings are for reporting status and for resolution of escalated issues from the steering committee. The State CIO/WaTech Director was recently added to this group.
 - Project managers from DSHS and ESD meet twice monthly to review project status, identify and work to address cross-agency issues and risks, and plan for the monthly cross agency core team meetings.
 - A cross agency core team including representatives from DSHS, ESD, and HCA meets monthly. The core team is a decision-making body. Items may be escalated by this group to the WA Cares Cross Agency Steering Committee when required.
 - Additional cross agency workgroups have been established and have collaborated on work efforts around communications, finance, and call centers.
 - DSHS is planning to bring on a contracted organization change management professional in the future to support DSHS and program readiness for the implementation of WA Cares benefits.
 - DSHS is working with ESD to determine a procurement strategy to bring on a program level quality assurance. The preferred approach is to use the same QA vendor for all agency and program QA work.
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Budget	
ESD*	
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
ESD Project Cost	\$20,034,501
DSHS*	
Budgeted Resources - Current Biennium Planned Spend	\$1,182,000
Budgeted Resources - Future Planned Spend	\$21,923,492
DSHS Project Cost	\$23,105,492
HCA	
Budgeted Resources - Current Biennium Planned Spend	\$0
Budgeted Resources - Future Planned Spend	TBD
All Agency Program Cost*	\$43,139,993

*Subject to revision due to delay of implementation

Key Project Milestones	Planned Date
ESD	
Additional Exemptions passed in 2022 session complete (SHB 1733).	January 1, 2023
Coverage for self-employed people who opt in begins.	July 1, 2023
Wage reporting and premium remittance for employers begins.	October 1, 2023
Operational release for ESD/DSHS integration – premium paid eligibility determination function & interfaces	August 31, 2025
DSHS	
Completion of functional assessment tool changes for WA Cares assessment.	October 1, 2025
Completion of application for benefits functionality and benefit management system.	October 1, 2025
Completion of DSHS contact center functional build out.	January 1, 2026
HCA	
Final release target for ProviderOne changes to pay WA Cares Claims. May include multiple releases.	January 31, 2026

Key Events to Date	Date
Changes to legislatively required implementation timing signed into law	January 27, 2022
DSHS - Gate OCIO Certificate approved Gate 2 funding	February 2, 2022
DSHS – Initial QA assessment	October 22, 2021
ESD – Wag Reporting and Premium Collection Phase 1 Go Live	
ESD - OCIO Certificate approved Gate 3 funding	March 31, 2022*
ESD – Self Employed Elective Coverage Go Live	January 1, 2022
ESD – Employee exemptions Go Live	October 1, 2021
ESD - OCIO Certificate approved Gate 2 funding	July 15, 2021
ESD - OCIO Certificate approved Gate 1 funding	December 11, 2020
ESD - Quality assurance vendor readiness validation received	December 22, 2020

**Anticipated