WaTech
Washington Technology Solutions

Automated Decision Systems Inventory

December 2023

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Introduction

This automated decision systems inventory was created by the Consolidated Technology Services agency, also known as Washington Technology Solutions or WaTech, pursuant to the Governor's directive to "conduct a preliminary inventory of automated decision systems currently in use by the state."

Background and Executive Summary

- In the 2021-23 biennial operating budget, the Washington state Legislature provided one-time funding to WaTech's Office of the Chief information Officer (OCIO) to convene a workgroup and produce a report related to the adoption and use of automated decision-making systems (ADS) in the state. Due to the nature of automated decision systems and the increasing adoption of emerging technology in government, the Legislature required a report with recommendations that ensure these systems are deployed in a fair, transparent, and accountable manner and do not improperly advantage or disadvantage Washington residents. For more information about the ADS Workgroup and report please visit the Office of Privacy Data Protection's website.
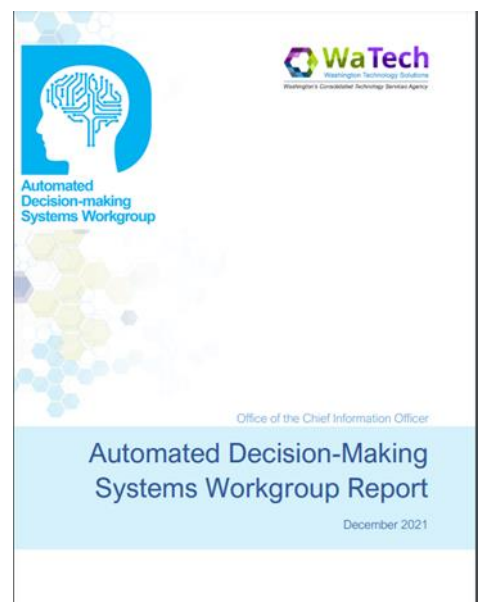
Over the course of 2022 and 2023, WaTech conducted an inventory of all applications in use by state agencies. In 2022, there 6,125 applications, of which 31 were identified as ADS. In 2023, there were 8,379 applications, of which 129 were identified as ADS. This inventory contains a list of the identified automated decision systems with a breakdown by agency and application name. Descriptions of the applications are available online.

Methodology

Each year state agencies must certify they are meeting OCIO policy requirements and submit an application inventory. In the 2022 application inventory, WaTech added a question and provided guidance to agencies to identify which applications were ADS.

Part of the challenge with identifying automated decision systems is defining what qualifies as an ADS. WaTech worked with state agency technology leaders, including the agency Chief Information Officers, and settled on the following guidance:

If a system makes automated decisions based on algorithms that include an interpretation of specific criteria not set by state or federal law to make a decision, judgment, conclusion, or determine eligibility for a service that affects individuals it should be included in the ADS inventory.

Examples:

• Who is likely to recidivate based on subjective risk criteria.

• Which households should receive services based on risk of becoming homeless.

• Assessment of penalties or loss of benefits not based on rules defined in law.

See the full set of recommendations here: ADS definition guidance.pdf (wa.gov)

ADS Analysis Workflow
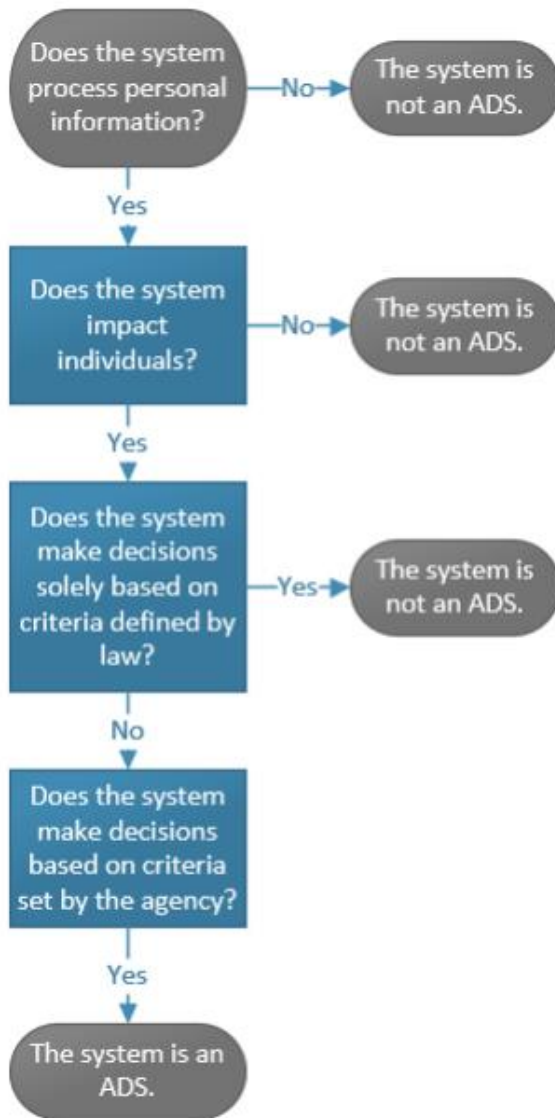
Personal information is any information that could be used to identify a specific individual.

A **system impacts individuals** if it makes decisions that cause a person to be treated different in the nature or amount of governmental interaction with that person.

A decision is **solely based on criteria defined by law** when the law does not leave room for agency discretion or interpretation in implementing the definition.

An **agency sets its own criteria** when it (1) develops criteria without guidance from a state or federal law, or (2) exercises discretion or interpretation in implementing a state or federal law.

2022 ADS Inventory Overview

Based on the guidance and instructions described above, the 2022 inventory included the following column:

➢ Automated Decision System – select (yes, no, unknown).
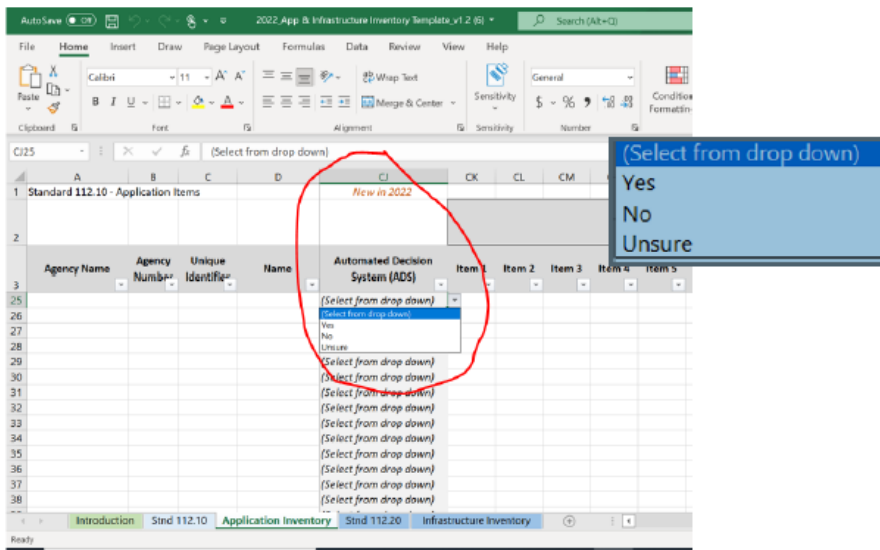
In 2022, 31 applications out of 6,125 applications were identified as ADS.

Some agencies also either did not answer the question or selected unsure.

2022 ADS Inventory Totals

ADS	Yes	No	N/A	Unsure	No Answer	
# of Applications	31	4728	1	621	744	
Grand Total						6125

2023 ADS Inventory Overview

Based on the 2022 results, WaTech tried a new approach to identify which systems may be ADS. In consultation with stakeholders, we changed the questions in the application inventory columns to ask:

➢ Does the application use personal information?

➢ Does the application make decisions or determinations that affect people?

As a result, in 2023, 129 applications out of 8,379 applications were identified as ADS. If an agency answered "yes" to both questions, we identified this as a likely ADS.

Some agencies also either did not answer the question or did not answer "yes" to both questions.

2023 ADS Inventory Totals

ADS	Agency Answered "Yes" to both questions	No	Questions were left blank or both answers were not "Yes"	
# of Applications	129	6122	2128	
Grand Total				8379

The full ADS inventory list for 2022 and 2023 are on the following pages. You can also find the Excel spread sheets of the inventories online with a description of each of the applications as described by the state agency.

2022 ADS Inventory

Link to Excel spreadsheet with application descriptions: ADS 2022 Inventory

Agency Name	Application Name	Count of Applications
Central Washington University	Proofpoint	1
Central Washington University Total		**1**
Commerce	LIRAP Mni calculator	1
	Low Income Heating Assistance Program	1
	PSE Gateway	1
	Weatherization	1
	Wx Click Once	1
Commerce Total		**5**
Department of Employment Security	Next Generation Tax System (NGTS)	1
	PFML-MS Dynamics - CRM	1
	SAW Enabled Agency Portal	1
Department of Employment Security Total		**3**
Department of Fish and Wildlife	WILD	1
Department of Fish and Wildlife Total		**1**
Department of Transportation	Ferries Automated Operations Support System	1
	Ferries Electronic Personal Identification Suite	1
	Ferries Permits Admin App	1
	Ferries Reservations Batch Processing Applications	1
	Pentana MK Performance Management Program	1
	WSF User Admin App	1
Department of Transportation Total		**7**
Eastern Washington University	Banner DegreeWorks	1

Agency Name	Application Name	Count of Applications
	Banner Financial Aid	1
	EAB Navigate	1
	Slate	1
Eastern Washington University Total		**4**
Health, Department of	APM-Application Portfolio Management	1
	BRFSS in CHAT-Behavior Risk Factors Surveillance System for CHAT	1
	CHARS-Comprehensive Hospital Abstract Reporting system	1
	eMaRCPlus (Registry Plus)	1
	NVDRS -National Violent Death Reporting System	1
	RMD - Resource Management Dashboard	1
	RMS-Rules Management System	1
Health, Department of Total		**7**
Lottery	Incentives	1
	Jackpot System	1
Lottery Total		**2**
Registration for Professional Engineers and Land Surveyors, Board of	Scantron	1
Registration for Professional Engineers and Land Surveyors, Board of Total		**1**
Grand Total		**31**

2023 ADS Inventory

Link to Excel spreadsheet with application descriptions: <u>ADS 2023 Inventory</u>

Agency Name	Application Name	Count of Unique Identifier
Board of Registration for Professional Engineers and Land Surveyors (BRPELS)	POLARIS	1
Board of Registration for Professional Engineers and Land Surveyors (BRPELS) Total		**1**
Department of Children, Youth, and Families	Administrative Incident Reporting System (AIRS)	1
	Automated Client Tracking (ACT)	1
	Background Check Application	1
	CHET (SQL Database, MS Access client)	1
	DCYF Identity server	1
	EI Hub	1
	Famlink	1
	RMS	1
	Sprout - CANS/CIHS	1
	Sprout - FamilyTime	1
	Tiered Reimbursement (TR)	1
	Tiered Reimbursement Rewrite (New TR)	1
Department of Children, Youth, and Families Total		**12**
Department of Corrections	OMNI (Offender Management Network Information)	1
Department of Corrections Total		**1**
Department of Employment Security	CAMS	1
	ClaimCenterImaging Upload	1
	EAMS 5.0	1
	ePay	1
	EPT	1
	eResponse	1
	ILINX	1
	ILINX Capture	1
	ILINX Content Store	1
	NGTS – Production	1
	NGTSWeb	1

Agency Name	Application Name	Count of Unique Identifier
	OSI Claimant bypass	1
	OSI Document upload	1
	PFML-MS Dynamics - CRM	1
	PFML-Portal	1
	SAW Enabled Agency Portal	1
	SEAPListener	1
	SecureUpload	1
	SharedWork	1
	UTAB - eServices	1
	Wage Data	1
	WorkOpportunityTaxCredit	1
Department of Employment Security Total		**22**
Department of Fish and Wildlife	Washington Interactive License Database (WILD)	1
	WILD	1
Department of Fish and Wildlife Total		**2**
Department of Health	NBS-Newborn Screening (Neometrics)	1
	OCOAP-Operator Certification Online Application & Payment	1
	OpCert Exam/OpenText ECM	1
	WAIIS-Washington State Immunization Information System	1
	WIC CASCADES	1
Department of Health Total		**5**
Department of Social and Health Services	ACES.ONLINE	1
	Automated Client Eligibility System (ACES)	1
	Barcode	1
	Electronic Jobs Opportunity Automated System (eJAS)	1
	Eligibility Service	1
	Support Enforcement Management System	1
Department of Social and Health Services Total		**6**
Department of Transportation	Airport Information System	1
	Contractor Pre-Qualification System	1
	DOTtime	1
	Ferries Automated Operations Support System	1
	Ferries Letters of Time	1
	Ferries MEBA	1

Agency Name	Application Name	Count of Unique Identifier
	Ferries Sub-W-FC	1
	MEBA Monthly Hours	1
	Traffic Action Tracking System	1
Department of Transportation Total		**9**
Eastern Washington University	Banner DegreeWorks	1
	Banner Financial Aid	1
	Banner Financial Aid Self-Service	1
	CampusCE	1
	EAB Navigate	1
	Slate	1
Eastern Washington University Total		**6**
Ecology	EPCRA Manage (Emergency Planning Community Right to Know) - External & internal	1
	EPCRA Mobile Viewer	1
	Financial Assurance Coverage Tracking System for TSD (Treatment, storage and disposal) Sites	1
	Hazardous Waste Gen Fee	1
	HWTR Web Services	1
	LOCAL SOURCE CONTROL (LSC) - External & internal	1
	TOXICS RELEASE INVENTORY DATA EXCHANGE (TRIDEX)	1
	TURBOPLAN - External & internal	1
	TURBOWASTE - External & Internal	1
Ecology Total		**9**
Labor & Industries	CATS - Complaint Activity Tracking System/Employment Standards Case Handling	1
	ECES - Employer Compliance with Employment Standards	1
	LINIIS - Claims Management	1
	OHMS - Occupational Health Management System (Maven - COTS)	1
	ORION - ORganized Information ONline	1
	ORION - Wage Calculation	1
	PTOC - Patient Transfer of Care	1
	PWCertPayroll - PWS - Certified Payroll - External	1
	PWCT - PWS - Prevailing Wage Case Management Tool -Internal	1
	SERV - System Employer Review Verification	1
	SSS - Shared Security Service	1

Agency Name	Application Name	Count of Unique Identifier
Labor & Industries Total		**11**
Lottery	Incentives	1
Lottery Total		**1**
Washington State Health Care Authority	Behavioral Health Assessment System (BHAS) Child and Adolescent Needs and Strengths Tool (CANS) (BHAS-CANS)	1
	Benefits 24/7	1
	BHDS (DB only) (BH)	1
	Claims	1
	Claims Rules Engine	1
	Client	1
	CMdS Flex Rx	1
	CMdS Hercules	1
	COB/TPL	1
	Conduent Medicaid Suite (CMdS)	1
	Firearms Background Check Process (FBCP)	1
	FraudDetect	1
	ICS	1
	Managed Care	1
	Master Person Index (MPI)	1
	Master Person Index (MPI) Integration Layer	1
	MC Rules Engine	1
	MEDS Verification/Audit Program (MVP)	1
	Minerva	1
	Navia FSA/DCAP	1
	Overdue Balance	1
	PA Rules Engine	1
	Patients Requiring Coordination (PRC)	1
	PAY1	1
	Peer Counseling	1
	Pharmacy - RxAuth	1
	Pharmacy - RxClaim	1
	Pharmacy Point of Sale (POS)	1
	Prior Authorization	1
	Provider	1
	Provider Rules Engine	1
	SEBB My Account	1
	Social Services Billing and Payment (SSBP)	1
	SSBP Rules Engine	1
	TARGET	1
	Verato Universal MPI	1

Agency Name	Application Name	Count of Unique Identifier
Washington State Health Care Authority Total		**36**
Washington State Patrol	Aspen - CVD	1
	SafeSpect	1
Washington State Patrol Total		**2**
Washington State University	Canvas	1
	Digital Measures Activity Insight	1
	eXplorance Inc. Blue Course Evaluations	1
	Oracle Capture and Content Imaging Systems	1
	Oracle PeopleSoft Campus Solutions 9.2	1
	Workday	1
Washington State University Total		**6**
Grand Total		**129**

Conclusion and Recommendation

Based on the preliminary data collected from state agencies over the past two years, some of these applications need further review. WaTech recommends that more research and analysis be performed directly with business application owners to improve our understanding and inventory of automated decision systems (ADS). The field of ADS and artificial intelligence is a rapidly evolving space. The advancements and changing landscape of technology and data governance means it is more important than ever for the state to understand how its systems work and may impact individuals. As such, a deeper dive and review of applications is needed to help inform our policy decisions.

Contact

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