Integrated Eligibility & Enrollment (IE&E) Modernization Program

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. We envision a world where HHS Coalition organizations can quickly respond to program, partner, client, and legislative needs, aided by improved technology and business processes."

This vision will be made possible by:

- A singular, familiar experience
- An accessible experience for all
- An easier experience for Washington residents
- An improved user experience for client and community-based assistors
- An improved experience for eligibility staff and case workers

Program & Projects Overview

The IE&E Modernization Program seeks to enhance the accessibility of health and human services programs for all Washingtonians, fulfilling the goals of the Washington State Health and Human Services Enterprise Coalition (HHS Coalition). Client eligibility, enrollment, and case management for all the programs supported across the HHS Coalition organizations are each dependent on a complex network of legacy system and business processes which presents major challenges for clients, navigators, assisters, and state staff, including redundant data requests, high complexity and interdependency of state system, and legacy customer experiences.

The IE&E Modernization Program is a unique model that includes multiple projects, that make up a program, within a portfolio managed by six agencies, and matrixed resources with a combination of state staff in various agencies and vendor contracts administered within individual agencies.

The IE&E Modernization Program encompasses both maintenance and operations of business-critical systems and cloud-focused transformation of state systems and processes. Using a modular approach, the IE&E Modernization Program is developing a new modern platform in the cloud and modernizing business and technical capabilities and solutions that will be commonly shared across the HHS Coalition agencies and clients.

There are currently eight (8) projects within the scope of the IE&E Modernization Program that support the vision. These projects are occurring simultaneously, and each is aligned to achieve the broader IE&E vision and strategic goals of the IE&E roadmap. Each of the eight projects plays a critical role to either stabilize and ensure a healthy mainframe system (the DSHS Automated Client Eligibility System (ACES complex) or

to establish the modern cloud foundation platform with a focus on modernizing business capabilities to drive the vison and improve the client experience to better serve the residents of Washington.

In Summer 2024, an updated IE&E Modernization Program roadmap will be released that builds on current modernization progress and leverages our greater in-depth architectural understanding of the ACES complex of legacy systems. A detailed project roadmap will also be released for a Health and Human Services portal focused on an improved client experience that will streamline the customer process to apply for and maintain benefits.

Project Status

Legacy Systems Projects – Project Status				As of 07/08/2024
Project Name	**Scope**	**Schedule**	**Budget**	**Explanation of Status**
ACES M&O	Low	Low	Low	Gartner completed a draft Lessons Learned report, which is now being circulated for review and comment. Project closure report in progress with an expected completion date of 8/30/24.
Mainframe as a Service (MFaaS)	Low	Medium	Low	Network changes made and tape replication has completed. Clean copy taken and system IPL'ed on 6/30 so mock testing can begin. Milestone plan will be reviewed and updated as appropriate based on results from mock test. Criteria for both Go/No Go decisions drafted and more detail being gathered. Transition on schedule for 7/19 - 7/21.
Technical Architecture & Design (TAD)	Low	Low	Low	The TAD team continues to conduct whiteboarding sessions and interview HHS Coalition and IE&E program impacted groups/individuals to collect input and feedback. The Target State Solution Strategy & Design Approach deliverables completed. The team is making edits to Del. 3.1 Data Management Strategy and 2.1 Target Architecture. Del. 4.1 Target State Crosswalk has been submitted for review. These deliverables will culminate in an updated IE&E roadmap.
Transformation Projects – Project Status				
Project Name	**Scope**	**Schedule**	**Budget**	**Explanation of Status**
IE&E Platform	Low	Low	Low	Platform is now moving into warranty period with sustainability / M&O planning underway. Formal project closeout and summary is in process. Support work for MyWABenefits and ACES data pipeline underway.
MyWABenefits (Product 1)	Medium	Medium	Low	Schedule is Yellow pending granular details for testing, communication and OCM activities. Scope is Yellow reflecting the need to evaluate stakeholder feedback on client authentication and navigation experience between MyWABenefits & CBA, as well as pending change request to remove displaying letter information from scope.
Customer Experience & Innovation (CXI)	Low	Low	Low	Schedule delays and scope have been resolved with a Civilla contract amendment. The contract change removed the final policy review and update from the correspondence and added, personal HCD training and IE&E exhibit to the scope.
IE&E HHS Portal Roadmap	Low	Medium	Low	Schedule is Yellow reflecting delayed start date due to ongoing negotiations to ensure value as well as clear deliverable content expectations and acceptance criteria.
Master Person Index (MPI) – Project Status				
Project Name	**Scope**	**Schedule**	**Budget**	**Explanation of Status**
MPI	Low	Medium	Medium	Schedule is Yellow due to the tight timeframes for onboarding new connections. MPI Project continues to support HBE reconnecting to production environment (production testing on 7/10).

Consultation Needed

- The IE&E Modernization Program looks forward to reviewing current status and approach with the Technology Services Board on July 11, 2024, for discussion, questions, and consultation.