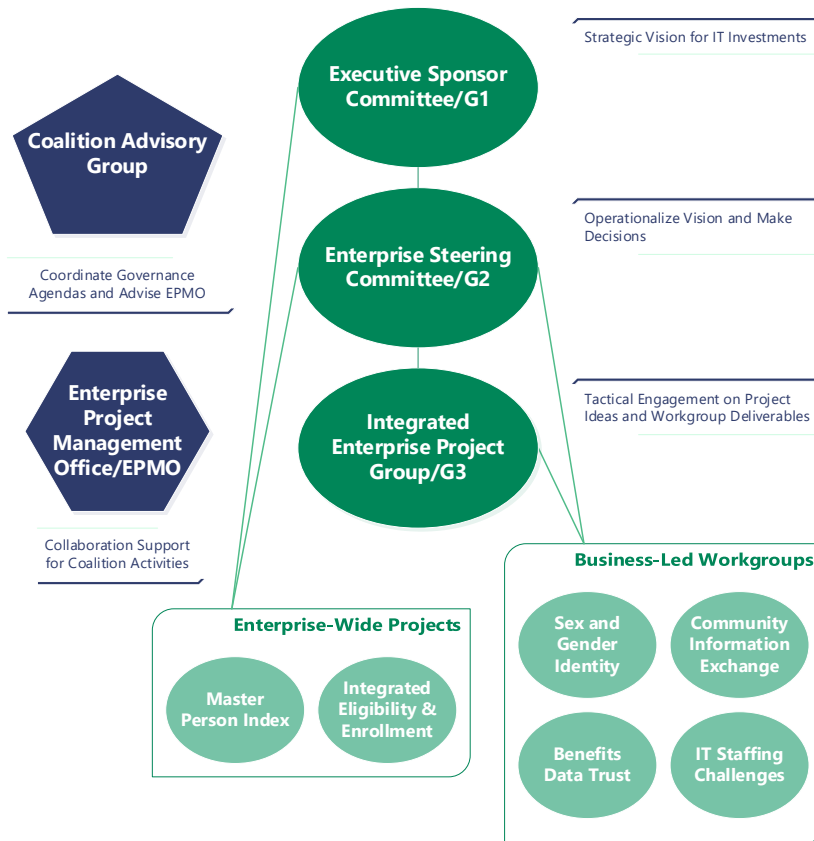# HHS Coalition Synopsis

In 2018, to promote service coordination, 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 Health and Human Services Enterprise Coalition (HHS Coalition) as a collaborative to govern IT project investments across Washington's state HHS organizations, providing strategic direction, cross-organizational IT project support and federal funding guidance across Washington's HHS organizations. The Washington Legislature formally recognized the HHS Coalition in the 2019 legislative session. The HHS Coalition submitted a report to the legislature in November 2021 as required by Engrossed Substitute Senate Bill 5092 (2021) providing an overview of its IT investment coordination.

The HHS Coalition includes the Department of Children, Youth & Families, Department of Health, Department of Social and Health Services, Health Benefit Exchange, and the Health Care Authority. The Office of the Chief Information Officer and the Office of Financial Management are both ex-officio members.

The HHS Coalition has established three levels of governance committees that ensure strategic, operational and tactical focus on HHS Coalition-related IT investments and their associated investment of public funds. The committees are hierarchical and have shared responsibilities for HHS Coalition activities. Fifty leaders from the organizations participate in the committees, from the top executives to business, IT and financial leaders and subject matter experts. The HHS Coalition also established an Enterprise Project Management Office in 2018 with two staff members and contractors that support collaboration activities, communication and continuity across governance.

In summer 2021, the HHS Coalition leaders finalized a refreshed IT strategy for 2021 to 2024. 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. The HHS Coalition is leading two efforts identified in the Statewide Information Technology Strategic Plan 2021–2025 Enterprise Initiatives.

Coalition Advisory Group — Coordinate Governance Agendas and Advise EPMO

Enterprise Project Management Office/EPMO — Collaboration Support for Coalition Activities

Executive Sponsor Committee/G1 — Strategic Vision for IT Investments

Enterprise Steering Committee/G2 — Operationalize Vision and Make Decisions

Integrated Enterprise Project Group/G3 — Tactical Engagement on Project Ideas and Workgroup Deliverables

Enterprise-Wide Projects: Master Person Index; Integrated Eligibility & Enrollment

Business-Led Workgroups: Sex and Gender Identity; Community Information Exchange; Benefits Data Trust; IT Staffing Challenges

Master Person Index

The HHS Coalition is developing a Master Person Index (MPI) that will support identity management across HHS programs and systems via an authoritative client identifier. The MPI will identify individuals across programs and systems, which is essential for effective program planning, development, delivery, and

integrity. The MPI will improve services for Washingtonians by reducing the need to submit certain documents multiple times to different programs, reducing the time individuals and families spend applying for or maintaining services. People will be better served because the information needed to deliver services is more readily available to the organizations that provide them. As the HHS Coalition embarks on modernizing its technology solutions, the MPI will be a critical tool to facilitate identity management and is integral to supporting modular system development. The HHS Coalition has selected an MPI Solution vendor and is developing the MPI infrastructure. The first system will be connected in fall 2022.

Integrated Eligibility & Enrollment

The HHS Coalition is developing an approach for a health and human services integrated eligibility and enrollment (IE&E) solution. A driving goal for these solutions is to facilitate eligibility determinations and benefits enrollment for multiple programs in a streamlined fashion due to the overlap in program eligibility for many low-income individuals and families. Washingtonians face barriers in accessing health and human services programs including having to provide the same information across multiple organizations to support their eligibility and enrollment, and limited hours to apply for benefits even with an online application. Caseworkers must access many systems to verify information about applicants. The HHS Coalition delivered a report to the legislature in January 2022 describing the roadmap to an IE&E solution for over 75 Washington health and human services programs. The foundational platform and first product have been defined and initial procurements are underway.