

Technology Services Board Subcommittee – WA Cares Fund Synopsis

Date 01/12/23

ESD QA Assessment



ESD OCIO Assessment



DSHS QA Assessment Pending



DSHS OCIO Assessment



Program QA Assessment Pending



Program OCIO Assessment

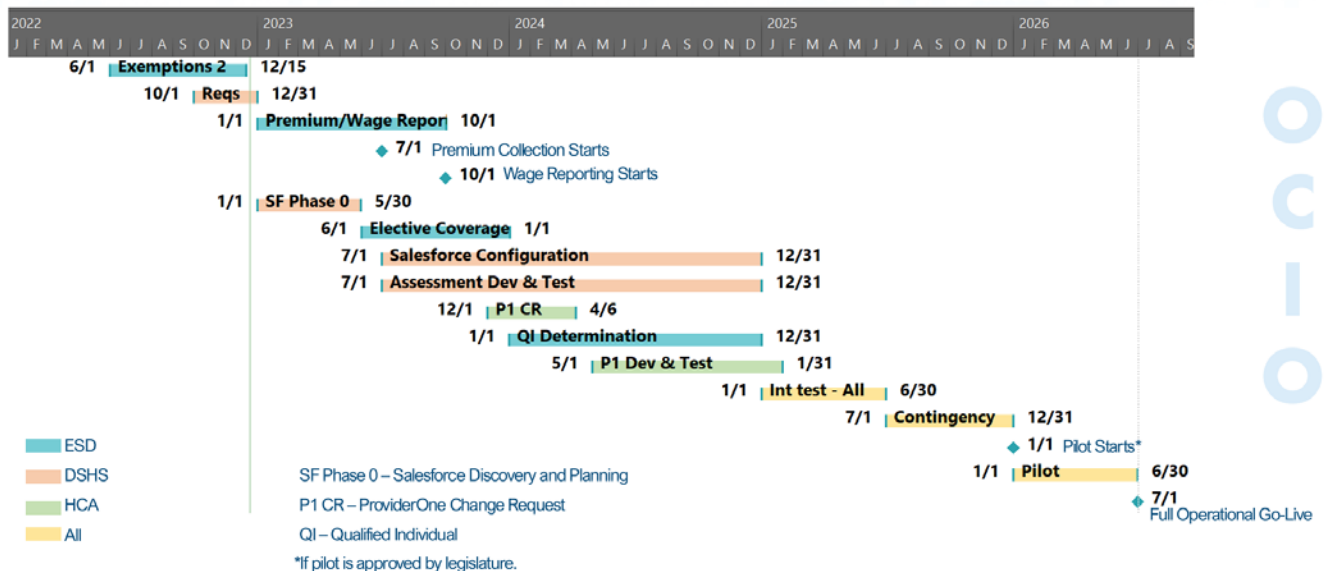


Department of Social and Health Services
 Employment Security Department and Health Care Authority
WA Cares Fund (Formerly Long-Term Service and Supports Trust)

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

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 July 2026.



For TSB subcommittee discussion

The WA Cares Fund leaders will provide an update on the program implementation including recent and upcoming releases by ESD as well as software application selections by DSHS.

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 established a dedicated PMO for the WCF implementation inclusive of a PMO lead, IT PM, Business PM, Organization Change Management practitioners and other supporting members. DSHS has also contracted for a cross agency PM to coordinate and align work across the agencies.
 - 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 and ESD are using Integrated Solutions Group for QA across all projects and the WCF program. This combined approach gives ISG insight into the full picture of the program delivery and visibility to potential issues at the project level that could impact the program success.
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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	\$21923492
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
ESD release of 2nd exemption functionality	December 15, 2022
DSHS selection of WCF software tools	December 16, 2022
DSHS – Submitted close out of OCIO Gate 3 and application for Gate 4	December 14, 2022
DSHS – Sponsor approval of baseline requirements	October 14, 2022
Program QA started	August 1, 2022
ESD - OCIO Certificate approved Gate 3 funding	March 31, 2022
ESD – Employee exemptions Go Live	October 1, 2021