



STATE OF WASHINGTON
 LEGISLATIVE EXECUTIVE WORKFIRST POVERTY REDUCTION OVERSIGHT
 Task Force
 Post Office Box 45440, Olympia, Washington 98504-5440

November 16, 2023

Virtual meeting time: 9 am – Noon

IMPORTANT INFORMATION: Please follow the instructions below. The agenda on can be found on page 2.

Meeting Information

- This will be a virtual meeting
 - **Virtual Zoom link:** <https://dshs-wa.zoom.us/j/83710264242?pwd=YVQvZVhhdjlvZWswZXFQZmZWdk9ndz09>
 - **TVW Viewing link:** <https://www.tvw.org/watch/?eventID=2023111023>
 - **ASL Services:** Michael and Briana Arslenian of All Hands Community Interpreting Services

Please send questions and/or feedback to LEWPRO@dshs.wa.gov.

AGENDA

Item	Action	Lead	Time
Opening – Charice Pidcock, facilitator Closed Captioning is available and enabled. If you cannot see the captioning, look to the bottom of your screen where it says “more”, click “show subtitle” <i>Housekeeping: LEWPRO Task Force members</i>		Rules of Engagement: <ol style="list-style-type: none"> 1. Maintain a respectful body language, tone and volume when sharing my opinion. 2. Value the many different sources of knowledge; listening to the entire message without editorializing or interrupting. 3. Act in ways that edify the group’s self-esteem. 4. Seek first to understand before being understood. 5. Be honest and explain why. 	9:00 am

Item	Action	Lead	Time
<ul style="list-style-type: none"> • LEWPRO members are designated “panelists” for and will have the ability to participate • All other “attendees” will have be muted • Please use your reaction/hand raise buttons to ask questions, speak and vote. Staff will count hands to determine outcome of the vote. <p>Housekeeping: Public/Attendees</p> <ul style="list-style-type: none"> • Non-Task Force attendees can request to participate in public comment periods by raising their hand at the indicated time and will be “promoted” to panelist in order to speak. • Chat function is turned off • If you have questions during the meeting the Q&A function is the best place to put those but we ask that you not use that for “comments or discussion”. 		<ol style="list-style-type: none"> 6. Always assume good intentions; give people the benefit of the doubt. 7. Look for places to agree, connect and support – it helps us to get better solution. 8. Make it a safe environment to share – no personal attacks. 9. Listen to the entire message, literally and mentally: (a) don’t interrupt – we are modeling respectful behavior; and (b) our listening implies that we care, even if we don’t agree. 	
Welcome and Introduction	Opening remarks and introductions	Representative Mia Gregerson, 33 rd Legislative District Secretary Jilma Meneses, Department of Social and Health Services (DSHS)	9:05 am
Consent Agenda <ul style="list-style-type: none"> • Meeting agenda 	Action and decision	Representative Mia Gregerson, 33 rd Legislative District	9:10 am

Item	Action	Lead	Time
<ul style="list-style-type: none"> August 2023 minutes Integrated Eligibility & Enrollment (IE&E) Project Update 			
Aligned Poverty Efforts	Update	Alex Panagotacos, Director, DSHS Juanita Maestas, Poverty Reduction Work Group (PRWG) Steering Committee Co-Chair Drayton Jackson, PRWG Steering Committee Co-Chair Donna Christensen, PRWG Member Dr. Lori Pfingst, Senior Director, DSHS	9:15 am
Alliance Alignment	Update	Dr. Lori Pfingst, Senior Director, DSHS	9:30 am
Public Comment	Listening	Charice Pidcock, Facilitator	9:45 am
Just Futures Presentation	Update	Dr. Lori Pfingst, Senior Director, DSHS Faduma Fido, Lab Leader, People's Economy Lab	9:55 am
Break	Self-care		10:05 am
Opioid Epidemic in Washington State and how it impacts poverty	Information sharing & discussion	Dr. Herbie Duber, Regional Medical Officer, Department of Health (DOH) Drayton Jackson, Executive Director of Foundation for Homeless and Poverty Management Amy Roark, PRWG Steering Committee member Jonathan Mallahan, Chief Housing Officer, Catholic Charities Eastern Washington (CCEW)	10:20 am

Item	Action	Lead	Time
		Dan Wise, Agency Director, Coordinated Care Agency, Catholic Community Services/Catholic Housing Services of Western Washington (CCS/CHS) Jessica Blose, Washington State Opioid Treatment Authority, Washington State Health Care Authority (HCA) Kris Shera, Washington State Opioid Administrator, HCA Travis Sugarman, J.D., Director of Behavioral Health, Center for Behavioral Health and Wellness, Office of Prevention, Safety, and Health, DOH Marirose Piciucco, Deputy Chief of Staff, DSHS Q&A	
Public Comment	Listening	Charice Pidcock, Facilitator	11:35 am
Planning for 2024 <ul style="list-style-type: none"> • Meeting cadence • Review of the 5-year Plan • 2024 Report out timeline 	Update	Babs Roberts, Community Services Division Director, Economic Services Administration, DSHS	11:45 am
Good of the Order	Closing	Secretary Jilma Meneses, DSHS	11:57 am

Assuming same quarterly schedule and 3rd Thursday morning: February 15, 2024 from 9am to noon.

Additional options to join the meeting:

One tap mobile

+12532050468,,83710264242#,,,,*275579# US

+12532158782,,83710264242#,,,,*275579# US (Tacoma)

Or Telephone:

Dial(for higher quality, dial a number based on your current location):

+1 253 205 0468 US
+1 253 215 8782 US (Tacoma)
+1 669 900 6833 US (San Jose)
+1 719 359 4580 US
+1 346 248 7799 US (Houston)
+1 669 444 9171 US

+1 301 715 8592 US (Washington DC)
+1 305 224 1968 US
+1 309 205 3325 US
+1 312 626 6799 US (Chicago)
+1 360 209 5623 US
+1 386 347 5053 US

+1 507 473 4847 US
+1 564 217 2000 US
+1 646 931 3860 US
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International numbers available: <https://dshs-wa.zoom.us/j/kcWhlfWxee>

Find your local number: <https://dshs-wa.zoom.us/j/keB7kqlQRE>



STATE OF WASHINGTON
LEGISLATIVE EXECUTIVE WORKFIRST POVERTY REDUCTION OVERSIGHT TASK FORCE

Meeting Minutes from August 17, 2023 from 9:00 am – 11:45 am

Virtual Meeting: John A. Cherberg Building, Room A/B/C

[TVW Recording](#)

Attendance

Voting Members

Quorum? Yes No

Senators

- Sen. Perry Dozier (R)
- Sen. Manka Dhingra (D)
- Sen. Chris Gildon (R)
- Sen. Joe Nguyen (D)

Representatives

- Rep. Mia Gregerson (D) (Legislative Co-Chair)
- Rep. Michelle Caldier (R)
- Rep. Carolyn Eslick (R)
- Rep. Strom Peterson (D)

Agency Members

- Jilma Meneses, Department of Social and Health Services (Executive Co-Chair)
- Colleen Thompson, proxy for Kelly Cooper, Department of Health
- Annie Blackledge, proxy for Veronica Gallardo, Office of the Superintendent for Public Instruction
- Diane Klontz, Department of Commerce (Co-Chair Advisory)
- Jennie Fitzpatrick, Department of Corrections
- Tim Probst, Employment Security Department (Co-Chair Advisory)
- Nicole Rose, Department of Children, Youth, and Families
- Carli Schniffner, State Board for Community and Technical Colleges

Non-Voting Members

- Terry Redmon, Economic Security Administration Secretary
- Mystique Hurtado, Governor's Office Indian Affairs
- Megan Matthews, Office of Equity
- Kate Sowers, on behalf of Grace Yoo, Washington State Women's Commission
- Anna Minor, Office of Financial Management
- Nam Nguyen, Commission on Asian Pacific American Affairs
- Ed Prince, Commission on African American Affairs
- Manny Santiago, Washington State LGBTQ Commission
- Maria Siguenza, Commission on Hispanic Affairs
- Drayton Jackson, PRWG Steering Committee
- Juanita Maestas, PRWG Steering Committee

Staff

- Amber Leaders, Office of the Governor
- Lively Beha, Department of Social and Health Services
- Alex Panagotacos, Department of Social and Health Services
- Babs Roberts, Department of Social and Health Services

- Charice Pidcock, Neutral Facilitator, Department of Social and Health Services
- Lindsay Morgan Tracy, Department of Social and Health Services
- Lori Pfingst, PhD, Department of Social and Health Services
- Gwen Teok, PhD, Department of Social and Health Services
- Suzy Young, Department of Social and Health Services

Presenters

- Trinity Wilson
- Jeff DeLuca, Poverty Reduction Work Group member

Opening

Meeting opened at 9:00 am.

Rules of Engagement

Meeting engagement for the hybrid meeting were shared. Rules of engagement were reviewed as a reminder of acceptable behavior for the meeting.

Welcome and Introductions

Co-chairs, Representative Mia Gregerson and Secretary Jilma Meneses, welcomed members, presenters, and guests. Mr. Terry Redmon was introduced as the new Assistant Secretary of the Economic Services Administration in the Department of Social and Health Services. Secretary Meneses thanked the Poverty Reduction Work Group for the June Homecoming event.

Consent Agenda

The consent agenda was shared, consisting of the meeting agenda and the meeting minutes from May 2023. Quorum was confirmed. Representative Gregerson moved to accept the consent agenda. Secretary Meneses seconded the motion. Motion passed.

Aligned Poverty Efforts

Alex Panagotacos provided introductions, including Juanita Maestas, Drayton Jackson, Jeff DeLuca, and Lori Pfingst. Juanita reminded LEWPRO members it is difficult for non-members to come into these spaces and share. Juanita also thanked members for attending the June Homecoming event.

Jeff DeLuca shared information from the Washington State Community Action Partnership (WSCAP) case study and Drayton Jackson shared photos and presented on the June Homecoming event.

Decision Matrix/Implementation Action Plan

Babs Roberts provided an update on the implementation action plan. The subgroup has prepared a draft intended to be a roadmap of considerations such as implications, benefits, and challenges for each recommendation. This is a good start and is ready for input and feedback from LEWPRO members, PRWG Steering Committee and members, community partners, and those with lived experience.

Public Comment

Public comments were shared.

Break

The group took a 9 minute break, reconvening at 10:30 am.

Possible Agency Request Legislation and Decision Packages Related to the 5-year Plan

Babs Roberts provided an overview of the process agencies follow to propose agency request legislation and decision packages. Agency representatives shared potential request legislation being considered in the following order: Department of Children, Youth, and Families (DCYF); Department of Commerce (COM); Department of Corrections (DOC); Department of Health (DOH); Department of Social and Health Services (DSHS); Economic Services Department (ESD); and the Office of the Superintendent of Public Instruction (OSPI).

Public Health Unwinding

Trinity Wilson, of the Health Care Authority, gave a presentation on the public health unwinding.

Public Comment

Public comments were shared.

Farm Bill

Babs Roberts provided a summary of the response to the Farm Bill letter LEWPRO sent. Representative DelBene will be introducing the SNAP E&T Enhancement Act, which includes many of the recommendations proposed in the LEWPRO letter:

- Provide greater flexibility to states on when they can request reallocated funds.
- Extend the timeline of when states must spend allocated and reallocated funds so that they have sufficient time to provide services to E&T participants.
- Extend E&T provider job retention service eligibility from 90 days to 180 days. Human resources studies have typically held that long-term employment for a new employee is determined in the first 6 months. Helping participants get past this probationary period through a modest extension of job retention services will move more individuals into stable employment.
- Provide an increase in funding for the SNAP E&T program on par with the percentage increase in the 2018 Farm Bill. The increase in work requirements in the Fiscal

Responsibility Act necessitate additional funds to cover administrative costs. Without increasing funding, rural areas are the ones that will lose out.

- Reduces barriers to reentering the workforce by excluding wages from apprenticeship programs, which combine education credentials with on-the-job training and represent one of the clearest pathways out of poverty, from counting toward SNAP eligibility.
- Allows for the reimbursement of on-the-job training wages under the E&T subsidized work-based learning activities.
- Provides E&T providers with the ability to conduct screening to determine whether an individual qualifies for SNAP E&T or a “reverse referral.”
- Allows states to reimburse E&T participants for additional basic necessities, like utilities and housing, if the state determines they are reasonably necessary and directly related to participation in the program. States can already provide reimbursement for internet and phone services, however without electricity it is not possible to use either of these, for example.

Good of the Order

The next LEWPRO meeting will be held on November 16, 2023 from 9:00 am to noon. The meeting adjourned at 11:45 am.



Integrated Eligibility and Enrollment (IE&E) Modernization Program

The Integrated Eligibility and Enrollment (IE&E) Modernization Program is a comprehensive multi-year effort to develop modern, integrated eligibility solutions for Washingtonians.

The IE&E Modernization Program is under the leadership of the Washington State Health and Human Services Enterprise Coalition (HHS Coalition). The HHS Coalition organizations include the Department of Children, Youth & Families, Department of Corrections, Department of Health, Department of Social and Health Services, Health Benefit Exchange, Health Care Authority, and Washington Technology Solutions. The HHS Coalition operates over 75 health and human service programs serving over 2.9 million Washingtonians through cash assistance, child care subsidy, food assistance, health insurance programs, immigrant and refugee assistance, and medical assistance.

Together, the HHS Coalition and the IE&E Modernization Program are committed to:

- Stabilize and invest in current Eligibility & Enrollment IT systems.
- Implement technologies to improve customer service and enhance process efficiencies for customers and staff.
- Continue modernization to support Washington's long-term IE&E vision.

IE&E Vision

The IE&E Modernization Program envisions a world where Washingtonians tell their story one time as the new system and underlying business processes securely guides them through the possibilities. This vision will be made possible by:



A singular, familiar experience for Washingtonians that is personalized, welcoming, and comprehensive.



An accessible experience for all that addresses physical barriers such as internet and device access and social barriers such as sex, gender identity, race, ethnicity, disability, and language.



An easier experience for Washingtonians in the eligibility and enrollment process so they feel empowered while also fully supported.



An improved user experience that better meets client and community-based assistor needs, designed in collaboration with Washingtonians using human-centered design practices.



An improved experience for Washington State's eligibility staff and case workers that better supports securely connecting eligible clients to the benefits and services they need.

IE&E Program Evolution

Over the past year, the IE&E Modernization Program has evolved to include additional efforts beyond those initially authorized by the legislature in the 2022 legislative session (Platform and Product 1 - Status Tracker), bringing seven additional projects under the IE&E umbrella. This is due to legislative authorization in the 2023 legislative session and direction by the HHS Coalition G1 leaders to include additional efforts already in flight. This decision was made to improve resource coordination and prioritization across related eligibility & enrollment system activities. The focus of each project in the program is described below.

Platform: The IE&E Platform is the backbone of the IE&E Modernization Program, providing the infrastructure to support development of modern and integrated eligibility solutions for health and human services. The platform will initially focus on the infrastructure needs of the Eligibility and Enrollment Status Tracker (Product

1) and will expand to support future IE&E products and projects by providing a common framework and set of tools for building, deploying, and managing applications.

Product 1 (Status Tracker): The Eligibility & Enrollment Status tracker is a “mobile-first” product that will allow clients, (or their authorized representative) to view the status of their application or renewal, and basic benefit information online. Our clients can easily track their progress throughout the application and renewal process, including next steps and eligibility outcomes. The minimum viable product (MVP) will support Cash, Food, and Classic Medicaid.

ACES Mainframe Stabilization (IMS to DB2): The migration from legacy mainframe IMS files to DB2 occurred in August and resulted in improved access to crucial information and the allocation of investments, positioning us for future enhancements to ACES. A key outcome of this migration is the availability and accessibility of data for other systems or applications, such as Healthplanfinder.

ACES M&O Transition: Solicitation for a vendor to support the ACES complex maintenance and operations. It includes the transition from current vendor (Kyndryl/IBM) who has provided support for the last 20+ years to a new vendor (Deloitte).

ACES Mainframe-as-a-Service Migration: Migrating off the ACES mainframe hardware to Mainframe-as-a-Service, maintaining mission-critical operations while we achieve the rest of the IE&E roadmap.

Customer Experience & Innovation: Will establish the structure and initiate activities to redesign benefits access and delivery for HHS programs using a human-centered design approach that includes simplifying eligibility and enrollment policies and conducting applied user research and designing prototypes in support of the IE&E roadmap product implementation.

Master Person Index: Fulfills our strategy of having an authoritative client identifier and supporting identity matching across programs and systems.

Opportunities for Enhanced Service Delivery: Focuses on improving the experience for customers accessing DSHS’ services, including an online application accessible through mobile devices, the ability to upload documents electronically, and other telephony enhancements.

Technical Architecture & Design: Will analyze ACES and related eligibility systems design and function and will determine how they can be decoupled to support incremental modernization and the IE&E roadmap updates to support future efforts.

IE&E Accomplishments

Additionally, the Program has had many accomplishments over the past 18 months. Below are some of our accomplishments by program area:

IE&E Program: Established program office to support program operations, including standardized processes for recruitment, procurement, project management, contract & vendor management, and organizational change management (OCM) and communications. Established program governance, decision-making processes, and other authorities. Filled 6 FTEs and established 3 contracts to support quality assurance, OCM, and project management.

Platform: Established platform requirements and competitively procured vendor to develop platform in partnership with state. Completed 6 sprints to design and implement platform, full MVP targeted for March 2024. Implemented development environment for Product 1. Filled 5 FTEs and established 3 contracts to support development and implementation.

Product 1 (Status Tracker): Established product roadmap and requirements, competitively procured vendor to develop product in partnership with state. Completed 6 sprints, developing login & account creation and notification functions, with interface designs started for other functions. Filled 10 FTEs and established 1 contract to support development and implementation.

ACES Projects: Completed successful conversion of ACES database from IMS to DB2 in August 2023, closing out ACES Mainframe Stabilization project. Completed contract negotiations for ACES M&O contract and ACES MFaaS contract, began ACES MFaaS planning.

Customer Experience and Innovation: Developed a draft integrated application prototype and conducted multiple rounds of policy and legal reviews. Developed the application using human-centered design approaches, including engaging with clients and frontline staff to review application questions, wording, and layout to minimize confusion and simplify the application process.

Master Person Index: Launched the HHS Coalition Master Person Index (MPI) in September 2022 and connected two Coalition systems: Health Care Authority's (HCA) ProviderOne and Dept. of Health's Washington Disease Reporting System. Developed and launched an operational governance model to govern the MPI asset and the data within the MPI, this includes developing and executing a Coalition-wide data share agreement to support the MPI initiative.

Opportunities for Enhanced Service Delivery Projects: Implemented additional languages in Interactive Voice Response (IVR) and preparing for Chatbot implementation within Washington Connection.

IE&E Questions

Any IE&E-related questions or comments can be sent directly to the IE&E Program Team via email at IE&EProgram@dshs.wa.gov.

The IE&E Modernization Program Team looks forward to presenting to LEWPRO in February.