The future of WA IE&E

*It’s 202X. The new WA IE&E system has fully launched, and it’s* ***transformed*** *the experience of applying and managing benefits for Washingtonians. There is a lot of positive buzz around this new system. Washingtonians, state staff, and authorizing bodies are thrilled.*

## We envision a world where...

**Washingtonians only need to tell their story once**, and they don’t need to ascertain how that story fits into the programs because the new system and underlying business processes guide them through the possibilities.

This will be made possible by:

* **A singular, familiar experience** for Washingtonians that is personalized, welcoming, and comprehensive.
* **An accessible experience for all** - actively addressing barriers based on internet access, device, disability, and language.
* **Limiting burden for Washingtonians** in the E&E process so they feel respected and supported.
* **An improved user experience** that better meets customer needs, designed in collaboration with Washingtonians using human-centered design practices.

**Coalition agencies are able to quickly respond** to program, partner, client, and legislative needs, aided by improved technology and business processes.

This will be made possible by:

* Designing processes and technology with **an eye toward state ownership and self-service**.
* **Enabling progress** while keeping an eye toward impact across systems and programs.
* **Continuous integration** of software delivery.

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## In practice this could look like...

**Washingtonians only need to tell their story once**, and they don’t need to ascertain how that story fits into the programs because the new system and underlying business processes guide them through the possibilities.

This will be made possible by:

| **A** **singular, familiar experience** for Washingtonians that is personalized, welcoming and comprehensive. | * + A design system and design patterns create a consistent look and feel across digital experiences.   + A streamlined set of eligibility criteria and one initial screening allows applicants to find what they are qualified for and be screened for programs they may not have known about.   + Washingtonians accessing services without the internet observe a seamless eligibility and enrollment experience by phone or when visiting district offices. |
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| **An** **accessible experience** for all - actively addressing barriers based on internet access, device, disability, and language. | * + Applicants use their preferred methods of communication (ex. phone calls, mobile devices, web, chat, paper).   + Washingtonians can quickly talk to a person if they want to, not because they have to. They are able to access relevant information when it is convenient for them, even if outside contact center hours. |
| **Limiting burden** for families in the E&E process so they feel respected and supported. | * + There is “no wrong door” in: Washingtonians and state staff are routed to the right places and never wonder what to do next.   + Data is used strategically and shared across programs.     - * Clients have one account no matter which door they come in through.       * Washingtonians can submit a verification document or interview one time and have it accepted by multiple programs.       * Case information can be updated one time across programs.       * Coalition agencies utilize data sources they have access to first rather than putting initial burden on Washingtonians to supply it. |

**Coalition agencies are able to quickly respond** to program, partner, client, and legislative needs, aided by improved technology and business processes.

This will be made possible by:

| Designing processes and technology with **an eye toward state ownership and self-service**. | * + Software releases can be self-service.   + Agencies can spin up their own data stores, as needed.   + Many components (such as eligibility rules, updates to content, etc) are configurable by program teams in a no-code environment.   + Shared definitions across agencies and systems that enable interoperability. |
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| **Enabling progress** while keeping an eye toward impact across systems and programs. | * + Frequent, ongoing feedback loops with Washingtonians and program staff to inform design and development.   + Eligibility requirements are simple and easily configurable by state teams without affecting other programs.   + In addition to usability testing with Washingtonians and state staff, QA is performed based on a testing plan to verify the functionality and usability of new features before being deployed.   + *<Add more detail based on feedback from IT Visions group>* |
| **Continuous integration** of software delivery**.** | * + Automated test suite ensures that new code works as expected, and is not breaking any existing functionality.   + <Add more detail based on feedback from IT Visions group> |

## To reach this future we need...

#### Technology that is easily adaptable and configurable

Updates are deployed frequently and on a consistent schedule. As program requirements change, the system efficiently and automatically generates notices for clients, reducing manual work by state staff. There are improved user interfaces for both clients and state staff that are intuitive, and data is accessible in real-time so that there’s a transparent view of the status of an application throughout the entire eligibility and enrollment process.

Program code is owned by WA, and there is less reliance on contractors to make system changes. The technology attracts new talent. People want to work with the State of Washington HHS Coalition because WA is at the forefront of improving the user experience of government. The technology teams have the tools and resources to be responsive to new use cases and needs using emergent technologies. Product teams are able to easily measure the success of new features or system updates based on user feedback and analytics.

#### Empowered and effective state staff

State staff are able to connect with clients and focus on supporting their needs, rather than spending time guiding them through confusing processes. There is less time spent doing manual work, and less time hunting for data across multiple systems. When case managers look at a case, all of the relevant information that the state has about the client is available to them. Despite how/where the data is entered, it is accessible system-wide in real-time.

State staff are leveraging the new system’s flexibility to quickly respond to rapidly evolving changes (policy changes, emergencies, etc) and they are able to iterate on how the system addresses those changes based on user feedback.   
  
**A strong and collaborative Coalition**

The Coalition team is a well-oiled machine, keeping innovation at the forefront with solid processes in place. While we continue to operate as separate entities, we think holistically about the people we serve. We have shared interests and an even deeper understanding of business needs across agencies and programs that are taken into consideration when considering changes and improvements.

#### Policies that make the E&E process easier for Washingtonians

Policy decisions are helping streamline access to benefits, and there are new opportunities for clients to not have to interact with the system (e.g. automated renewals, recertifications, and communications).

**Focus on enabling community partners**

The system supports business and community partners by providing real-time transparency into the status of a client’s application, which increases the number of providers who serve state clients.