



Health and Human Services Commission

**Texas Integrated Eligibility Redesign System
and Eligibility Supporting Technologies**

**Quarterly Report
to the
Legislative Budget Board and the Governor's Office**

**As Required by Rider 217
Article II, HHSC, 2018-19 General Appropriations Act**

January 1, 2019

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1. Overview

The Health and Human Services Commission (HHSC) is submitting this report to the Legislative Budget Board (LBB) and the Office of the Governor, State of Texas, as required by the 2018-19 General Appropriations Act, 85th Legislature, Regular Session, 2017 (Article II, Health and Human Services Commission, Rider 217) regarding the Texas Integrated Eligibility Redesign System:

217. Texas Integrated Eligibility Redesign System (TIERS). *Included in the amounts appropriated above in Strategy I.3.2, TIERS Capital Projects, is \$53,358,062 in All Funds (\$14,380,037 in General Revenue) in fiscal year 2018 and \$61,010,290 in All Funds (\$16,592,431 in General Revenue) in fiscal year 2019 for capital enhancements and maintenance of TIERS. HHSC shall submit quarterly reports to the Legislative Budget Board and the Governor reflecting actual expenditures, cost savings, and accomplishments implementing the TIERS project. The report shall include a detailed plan for the project, a proposed schedule of expenditures, and the status of capital enhancement and maintenance activities for the TIERS project. Additionally, the report shall include detailed strategies developed and implemented by HHSC to restrict the TIERS project to those items presented and approved by the Eighty-fifth Legislature, 2017.*

Notwithstanding Article IX, §14.03, Limitation on Expenditures - Capital Budget, or Article II, Special Provisions Related to All Health and Human Services Agencies, §6, Limitations on Transfer Authority, HHSC may not expend funds in excess of the amounts identified in this section on the TIERS capital project without written approval from the LBB and Governor. A request to exceed the amounts identified in this section shall be considered approved unless the LBB issues a written disapproval within 30 business days after the date the LBB staff concludes its review of the proposal to expend the funds and forward its review to the Chair of the House Appropriations Committee, Chair of the Senate Finance Committee, Speaker of the House, and Lieutenant Governor. Any request for additional information from the LBB shall interrupt the counting of the 30 business days.

2. Accomplishments

HHSC shall submit quarterly reports reflecting accomplishments implementing the TIERS project.

Releases
Release 103 - Cycle 1 - Deployed September 8, 2018 Cycle 2 - Deployed September 8, 2018 Cycle 3 - Deployed October 13, 2018 Cycle 4 - Deployed November 17, 2018
Release 104 - Cycle 1 - Discovery completed October 31, 2018. Development started November 19, 2018. Scheduled to deploy on December 29, 2018.

2.1 Release 102.2, 102.3, and 103 Major Accomplishments

October 2018 Supplemental Nutrition Assistance Program (SNAP) and Annual Cost of Living Adjustment

Effective October 2018, the SNAP income limits and deductions, 18-50 Work Requirement tables, and Temporary Assistance to Needy Families grant amounts were updated to reflect annual changes.

SNAP-Combined Application Project Allotment

Effective October 2018, the SNAP-Combined Application Project allotments were updated to reflect annual changes. The SNAP-Combined Application Project correspondence was also updated to reflect the new amounts.

Document Center

The Document Center application was modified to utilize the Lightweight Enterprise Architecture Platform framework. The following existing functionalities were enhanced:

- Dashboard page
- Client search/document search
- Un-linkable task list page
- Document Center panel updated to recommend expedited Medicaid for elderly and persons with disabilities redetermination
- File upload (Adobe Acrobat and Microsoft Excel)
- Task assignments
- Individual task history page
- Task prioritization page
- Relink-delink page

The following new functionalities were added:

- Statistics page for supervisors and administrators
- Client search functionality inside all workflows

- Split screen view for client search and work area
- Improved task assignments performance

Updates to Legal Aid Offices

Legal Aid office addresses and phone numbers were updated for use on TIERS-generated correspondence.

SNAP Employment and Training County Change

The following counties were updated as SNAP Employment and Training counties:

- Bosque
- Cass
- Castro
- Childress
- Culberson
- Hamilton
- Harden
- Haskell
- Moore
- Ochiltree
- Runnels
- San Saba
- Sabine
- San Jacinto
- Stephens
- Trinity
- Tyler

Job Access with Speech screen reader

Job Access with Speech functionality was updated to read header fields in Spanish on the Spanish versions of all Notice of Hearing forms.

Medicaid for Newborn Children

TIERS functionality was updated to correctly approve Type Program 45 Eligibility Determination Group for individuals born to women with an approved Type Program 36 Eligibility Determination Group in the birth month.

CHIP Households with Income below Medicaid Federal Poverty Income Limit

TIERS functionality was updated to compare the Reasonable Compatibility Budget Test to the Modified Adjusted Gross Income/Medicaid Federal Poverty Income Limit Budget Test, and correctly pends for 'other' when there is a discrepancy. It also calculates Medicaid eligibility based on income, and sets to pend for current verification of income/expense when the previous verification is older than 60 days from the file date.

CHIP Perinatal

TIERS functionality was updated to create a new CHIP-Perinatal Eligibility Determination Group number in cases with a terminated CHIP-Perinatal Eligibility Determination Group when a different household member reports a new pregnancy. In addition, TIERS uses the income reported at the time of the original CHIP-Perinatal application for eligibility calculations when a child is tested for CHIP-Perinatal at reapplication.

Healthy Texas Women

TIERS automatically enrolls individuals in the Healthy Texas Women program if they are ineligible for another Medicaid or CHIP program when users have determined eligibility for Pregnant Women Type Program 40 at the end of the certification period and test for other eligibility.

Medicaid Auto Enrollment

TIERS functionality was updated to allow individuals to auto-enroll into a new plan with the same Managed Care Organization if they move outside of the service delivery area, eliminating gaps in coverage.

YourTexasBenefits.com Accessibility Enhancements

Screen reader-related aspects of YourTexasBenefits.com were updated to comply with Americans with Disabilities Act accessibility standards.

Mobile Application Office Locator

Mobile Application functionality was updated to correctly display office locations in the “Find an Office” feature.

IRS Minimum Essential Coverage Tax Year 2018

The annual requirement to file an information return (IRS form 1095-B, Health Coverage) with the IRS and furnish a copy of the statement to individuals receiving minimum essential coverage has been completed.

Data Broker Electronic Data Sources

The Data Broker System interface with the Office of Attorney General (OAG) was updated with new information as a result of the OAG new T2 Case Management System.

Managed Care Changes

In order to properly and efficiently handle adding new health plans and/or procurement of new managed care organizations, changes were made to TIERS to notify clients of changes in health plans and more easily allow clients to choose new plan(s).

3. Project Status

Release 103			
Project Item	Report to Date		
Initial Planned Project Start and Finish Dates	06/11/2018 - 11/17/2018	Baseline Date:	06/11/2018
Last Reported Project Start and Finish Dates	06/11/2018 - 11/17/2018	Baseline Date:	06/11/2018
Current Estimated Project Start and Finish Dates	06/11/2018 - 11/17/2018	Baseline Date:	06/11/2018
Explanation of Variance between Last Reported and Current Start and Finish Dates	No variance in project dates.		
Estimated Percentage of Project Complete	R103 - 100%		
Description of Method Used to Track Progress	HP Project and Portfolio Management Centre; Microsoft Office Project		

Release 104			
Project Item	Report to Date		
Initial Planned Project Start and Finish Dates	10/18/2018 - 04/13/2019	Baseline Date:	10/18/2018
Last Reported Project Start and Finish Dates	10/18/2018 - 04/13/2019	Baseline Date:	10/18/2018
Current Estimated Project Start and Finish Dates	10/18/2018 - 04/13/2019	Baseline Date:	10/18/2018
Explanation of Variance between Last Reported and Current Start and Finish Dates	No variance in project dates.		
Estimated Percentage of Project Complete	R104 - 2%		
Description of Method Used to Track Progress	HP Project and Portfolio Management Centre; Microsoft Office Project		

4. Project Plan

Project Milestones	Planned Start Date	Actual Start Date	Planned Finish Date	Actual Finish Date	Percentage Complete
Release 103 Cycle Set	06/11/2018	06/11/2018	11/17/2018	11/17/2018	100%
Release 104 Cycle Set	10/18/2018	10/18/2018	04/13/2019		2%

Event	% Complete	Target Finish	Actual Finish
Eligibility & Enrollment Systems Modernization	98%	Sat 4/13/19	
Release 103 Cycle Set	100%	Sat 11/17/18	Sat 11/17/18
Cycle 1 - R102.2	100%	Sat 9/8/18	Sat 9/8/18
Cycle 2 - R102.2	100%	Sat 9/8/18	Sat 9/8/18
Cycle 3 - R102.3	100%	Sat 10/13/18	Sat 10/13/18
Cycle 4 - R103	100%	Sat 11/17/18	Sat 11/17/18
Release 104 Cycle Set	2%	Sat 4/13/19	
Cycle 1 - R103.1	2%	Sat 12/29/18	
Discovery	100%	Wed 10/31/18	Wed 10/31/18
Team 1 - MCS - Enrollment Identifiers - TIERS to EB	0%	Tue 12/18/18	
Team 2 - RR for AES - Develop Interface Files for OAG's Child Support System + AES - Develop Interface Files for OAG's Child Support System	0%	Tue 12/18/18	
Team 3 - RR for AES - HB2466 Maternal Depression Screening/Application Changes	0%	Tue 12/18/18	
Team 4 - AES - Disqualifying an Individual for not Clearing an SSN Discrepancy (CPM)	0%	Tue 12/18/18	
Team 5 - MCS - Medicaid Expansion 180 days	0%	Tue 12/18/18	
Team 6 - MCS - TPT with TMHP for Client Expansion Project + AES - IRS MEC Tax Year 2018	0%	Tue 12/18/18	
Team 7 - RR for AES - HB 337 Suspension and Reinstatement of Medicaid for Individuals Confined to a County Jail	0%	Tue 12/18/18	
Team 8 - AES - Death Policy and Process Improvements	0%	Tue 12/18/18	
Team 9 - MCS - New MEHIS link in YTB TPT with TMHP + H&A - Adding Expedited Language to Hearing Notices + AES - Desk Reviews for Flexible Appointments + AES - Notification of Eligibility Emergency Medicaid Program	0%	Tue 12/18/18	
Team 10 - IT - TIERS Reports Migration	0%	Tue 12/18/18	
Team 11 - IT - Encryption + JDBC 12c Driver + Solaris 11 Print Command	0%	Tue 12/18/18	
Team 12 - IT - TIERS and LTSS Java 8 Upgrade + Oracle 12.2 DB Upgrade	0%	Tue 12/18/18	
Team 13 - DLT Maintenance 1	0%	Tue 12/18/18	
Team 14 - DLT Maintenance 2	0%	Tue 12/18/18	
Team 17 - EST Maintenance + HB 337 Suspension and Reinstatement of Medicaid for Individuals Confined to a County Jail - THCR	0%	Tue 12/18/18	
Team 18 - DataMart Maintenance	0%	Tue 12/18/18	

Event	% Complete	Target Finish	Actual Finish
Team 19 - ATI Test Automation	0%	Tue 12/18/18	
Team 20 - CALMS	0%	Tue 12/18/18	
Team 21 - ASKiT Replacement	0%	Tue 12/18/18	
Team 22 - Training Support Tools Redevelopment	0%	Tue 12/18/18	
Team 23 - AES - Create DataMart Report for DataBroker Information to replace current queries	0%	Tue 12/18/18	
Team 24 - Java 8, Portal, ODM, BPM, AEM, Upgrade + JDBC 12c Driver	0%	Tue 12/18/18	
Team 25 - AES - Update TLM View for EWMS	0%	Tue 12/18/18	
Team 27 - DataMart Performance Daily Reports + Post COLA	0%	Tue 12/18/18	
Team 28 - EWS Technical Enhancements	0%	Tue 12/18/18	
Team 29 - TLM Security Vulnerabilities Remediation	0%	Tue 12/18/18	
Team 30 - Server Migration of M5000	0%	Tue 12/18/18	
Team 32 - ECM Technical Enhancements	0%	Tue 12/18/18	
Team 34 - Kofax Efforts	0%	Tue 12/18/18	
Release readiness	0%	Tue 12/18/18	
Deploy Cycle 1 - R103.1	0%	Sat 12/29/18	
Cycle 2 - R103.2	0%	Sat 2/2/19	
Cycle 3 - R103.3	0%	Sat 3/9/19	
Cycle 4 - R104	0%	Sat 4/13/19	

5. Schedule of Expenditures

The report shall include a proposed schedule of expenditures for the TIERS project.

Type of Expenditure	FY2019 Schedule of Expenditures
Contracted Services	\$ 5,541,088.26
Hardware	\$ 9,968,936.94
Software	\$ 31,199,738.18
Total	\$ 46,709,763.38

6. Actual Expenditures

HHSC shall submit quarterly reports reflecting actual expenditures implementing the TIERS project.

6.1 New Development Expenditures

Project Item	Expenditures through 11/30/2018
Project Cost to Date (Fiscal)	\$1,116,848
Project Cost to Date (Total)	\$152,862,411

6.2 Operational Expenditures

Project Item	Expenditures through 11/30/2018
Project Cost to Date (Fiscal)	\$27,843,424
Project Cost to Date (Total)	\$295,762,060

7. Cost Savings

HHSC shall submit quarterly reports on cost savings for the TIERS project.

7.1 Strategies

In alignment with the State Strategic Plan for Information Resources Management published by the Department of Information Resources, the TIERS project team is strongly committed to maturing our information technology resource management principles and doing more with less by implementing strategies to maximize business value while reducing costs. HHSC has already fully implemented Agile development methodologies, reducing time to deployment and the need for expensive rework, while improving quality and value delivered to the business. The TIERS project is in the process of reducing dependency on staff augmentation contractors for operational workload by converting certain positions to state full time employees and eliminating other positions. TIERS is actively recruiting talent and bringing skill sets in-house by offering prospective employees the opportunity to work with new technologies while contributing to the worthy cause of helping Texans in need. Additionally, the TIERS project leadership continues aggressively negotiating new contracts for information technology services and leveraging shared services, cooperative contracts, and state bulk purchasing for best pricing and terms where possible.

7.2 Estimated Savings

Cost Savings/Avoidance Effort	Q1 Savings
Elimination of Staff Augmentation Contract Positions	\$210,553
Conversion of Staff Augmentation Contract Positions to State Full Time Equivalent	\$282,188
Reduction in Rates Negotiated on New Contract	\$44,579
Reduction in Rates Negotiated on New Kofax Services Contract	\$9,152
Reduction in Scope of Application Support	\$475,584
Total	\$1,022,056

8. Governance

Additionally, the report shall include detailed strategies developed and implemented by HHSC to restrict the TIERS project to those items presented and approved by the Eighty-fifth Legislature, 2017.

Social Services Applications manages changes to TIERS and supporting technologies such as YourTexasBenefits.com, State Portal, Task List Manager, etc. The Information Technology governance process manages requested changes to all of the applications supported by Social Services Applications.

There are technically three major software releases each year but since the transition to an Agile software development cycle in 2016, software releases now occur almost monthly depending on the contents of the given release charter.

To develop the release charter, business areas within HHSC, as well as external trading partners, submit strategic business roadmaps for system changes they need in both the upcoming fiscal year and/or the next release cycle. The submitting areas prioritize these roadmaps which then are combined and reprioritized based on capacity within each release cycle, and the number of Agile sprints required for the requested initiatives. Prioritization of initiatives is based on the Agile “MoSCoW” method of must, should, could, and won’t; meaning the initiative is a must have, good to have, nice to have, or will not be done. The TIERS governance workgroup ultimately approves the final release charter.

Business and/or Information Technology can initiate changes to the charter and those changes will be vetted by impacted parties before submission to the governance workgroup. The TIERS governance workgroup meets monthly to update the ongoing roadmap as well as adjusting the content or sprint schedule of the release that is currently in progress; the TIERS governance workgroup then approves the changes.

Critical additions to a release cycle set charter must meet the following criteria:

- Mandated by the federal government, state leadership, and/or the Health and Human Services Executive Commissioner to be implemented within the given release cycle; or
- Failure to implement the initiative will result in clients not receiving accurate/timely benefits and there is no viable alternative process to handle; or
- Failure to implement the initiative will result in financial penalties to the State of Texas and/or Health and Human Services; or
- Any other criteria defined and approved by the TIERS governance workgroup.