



Health and Human Services Commission (HHSC)

**Texas Integrated Eligibility Redesign System
and Eligibility Supporting Technologies (TIERS/EST)**

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

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

October 1, 2018

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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 102 - Cycles 3 & 4 - Deployed June 30, 2018.
Release 103 - Cycle 1 - Discovery completed, development and testing started as scheduled on July 2, 2018.
Cycle 2 - Discovery completed, development and testing started as scheduled on August 6, 2018.
Cycles 1 & 2 - Scheduled to deploy on September 8, 2018.
Cycle 3 - Discovery began on August 9, 2018.

2.1 Release 102 Major Accomplishments

TIERS Correspondence

Form TF0001, Notice of Case Action is updated with information about Supplemental Nutrition Assistance Program (SNAP) and Temporary Assistance for Needy Families (TANF) benefit changes resulting from Cost of Living Adjustment (COLA) updates.

Senate Bill 1677

Multiple electronic forms are updated to include information for female veterans and the link to the Texas Veterans Portal.

Form H1028 Format with Job Access with Speech (JAWS)

The contents of Form H1028, Employment Verification are re-ordered to be easily read by JAWS.

Continuing Medicaid after SSI Denial Notice

Denials of Disabled Widow/Widowers – Medicaid (TP21) & Early Aged Widow/Widowers – Medicaid (TP22) due to age or individual receiving Medicare now refer to correct Texas Administrative Code (TAC) and federal regulation references.

Form H1200-MBI (Application for Medicaid Buy-In)

Users are now able to download form H1200-MBI, Application for Medicaid Buy-In from YourTexasBenefits.com in English and Spanish.

Fleeing Felon/Parole or Probation Violator Verification Sources

TIERS now reflects updated verification sources for fleeing felons and parole/probation violators. Form TF0001, Notice of Case Action language in the TANF denial reason for fleeing felon now matches the language of the SNAP denial reason for fleeing felon.

2008 Farm Bill Updates

TIERS now compares information in the Able Bodied Adult Without Dependents (ABAWD), Employment, and Self Employment Logical Units of Work (LUWs) when determining ABAWD status. The language in Form H1805, SNAP Food Benefits: Your Rights and Program Rules, and at YourTexasBenefits.com is also updated to include instructions for requesting copies of submitted applications.

Verification Check List (VCL)

TIERS now associates the Verification Received Date to the correct VCL when users enter verification received and run Eligibility Determination Benefit Calculation (EDBC) for a case pended with more than one VCL of the same type.

Hearings and Appeals

The TIERS appeals process is streamlined to reduce the number of steps, making the process more efficient to ensure accuracy.

Internal Revenue Service (IRS) Earned Income Threshold

TIERS now correctly rounds the IRS Earned Income Threshold amount displayed on the page to the nearest cent.

Supplement Budgeting

TIERS correctly identifies supplements when a change causes an increase in SNAP or TANF, and calculates medical expenses for individuals eligible for SNAP deductions.

State of Texas Access Reform (STAR) Health for Medically Dependent Children's Program (MDCP)

TIERS keeps children with MDCP coverage who are exiting foster care in STAR Health until foster care Medicaid closes.

Strengthening File Clearance Rules - State On-Line Query (SOLQ)

TIERS allows SOLQ in Application Registration and Data Collection File Clearance to validate an individual's Social Security Number (SSN).

Children's Health Insurance Program (CHIP)

TIERS correctly terminates CHIP eligibility at the end of the child's 19th birthday month.

Continuous Medicaid after Supplemental Security Income (SSI) Denial error

TIERS terminates ongoing Type Assistance (TA) 10 ME-Waivers for individuals who become ineligible in their 18th birthday month and who regained SSI eligibility.

Deceased Dates

Deceased dates are correctly updated in TIERS and interfaces.

Qualified Medicare Beneficiary (Type Program 24) Coverage

Type Program (TP) 24 coverage is extended to run concurrent with the Medicaid for disabled adult children.

(TP 18) coverage when individuals are approved for two months of TP 18 coverage.

Social Security Insurance (SSI) Medicaid Reinstatement

When SSI Medicaid eligibility is reinstated by State Data Exchange (SDX) within the same month as the denial, TIERS sends a notification to the reinstated individual.

Long-Term Services and Support (LTSS) Screener Terms of Use (TOU)

When LTSS TOUs expire, users continue to be able to view previously provided LTSS screenings and referral information, allowing users to complete required follow-up for certain cases.

Automate Community Based Organization (CBO) Forms

Form H0926-CP-AA, Sharing Facts about Me and My Case, and Form H1826, Case Information Release:

Electronic versions of the forms allow clients to sign them electronically, and to print and/or save the forms. Community partners can obtain consent prior to assisting clients and view the signed consent form.

Accessibility enhancements for YourTexasBenefits.com

Enhanced accessibility support for screen reader and related aspects are now implemented per HHSC accessibility recommendations.

Agency Received Date

Agency Received Date is captured and displayed for all channels and inbound correspondence.

Duplicate Social Security Numbers (SSNs)

Before triggering the alert to create a Task List Manager (TLM) task for a duplicate Social Security Number (SSN), TIERS checks for separate records in the Master Client Index when an individual with the same SSN is found.

Form H1808, SNAP Work Rules

When a Supplemental Nutrition Assistance Program (SNAP) applicant has an open Employment & Training (E&T) non-cooperation record, expedited services are not allowed until verification of cooperation on Form H1808 is received.

3. Project Status

Release 102			
Project Item	Report to Date		
Initial Planned Project Start and Finish Dates	01/22/2018 – 06/30/2018	Baseline Date:	01/22/2018
Last Reported Project Start and Finish Dates	01/22/2018 – 06/30/2018	Baseline Date:	01/22/2018
Current Estimated Project Start and Finish Dates	01/22/2018 – 06/30/2018	Baseline Date:	01/22/2018
Explanation of Variance between Last Reported and Current Start and Finish Dates	No variance in project dates.		
Estimated Percentage of Project Complete	R102 – 100%		
Description of Method Used to Track Progress	HP Project and Portfolio Management Centre; Microsoft Office Project		

Release 103			
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 - 30% (as of 08/03/2018)		
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 101 Cycle Set	09/04/2017	09/04/2017	02/10/2018	02/10/2018	100%
Release 102 Cycle Set	01/22/2018	01/22/2018	06/30/2018	06/30/2018	100%
Release 103 Cycle Set	06/11/2018	06/11/2018	11/17/2018		30%

Event	% Complete	Target Finish	Actual Finish
Eligibility & Enrollment Systems Modernization	98%	Sat 11/17/18	
Release 103 Cycle Set	30%	Sat 11/17/18	
Cycle 1 - R102.2	99%	Sat 9/8/18	
Discovery	100%	Wed 6/13/18	Wed 6/13/18
Team 1 - AES - Develop OAG Interface files	100%	Fri 7/27/18	Fri 7/27/18
Team 2 - AES - Develop OAG Interface files	100%	Fri 7/27/18	Fri 7/27/18
Team 3 - MCS - CHIP incomes below Medicaid FPLs	100%	Fri 7/27/18	Fri 7/27/18
Team 4 - MCS - CHIP incomes below Medicaid FPLs	100%	Fri 7/27/18	Fri 7/27/18
Team 5 - MCS - Auto Enrollment	100%	Fri 7/27/18	Fri 7/27/18
Team 6 - MCS - Expand Client Name Field	100%	Fri 7/27/18	Fri 7/27/18
Team 7 - AES - MAGI HH Composition for Tax Dependent Age 19 and Older + PSR MBI-Premium Payment Information Changes (MBI) (TIERS)	100%	Fri 7/27/18	Fri 7/27/18
Team 8 - MCS - SSNRI Backlog + AES - Authorized Representative Correspondence MCS - CHSCN TIERS format file change	100%	Fri 7/27/18	Fri 7/27/18
Team 9 - AES - Healthy Texas Woman Auto-Enrollment	100%	Fri 7/27/18	Fri 7/27/18
Team 10 - IT - TIERS Reports Migration from Crystal to Python	100%	Fri 7/27/18	Fri 7/27/18
Team 11 - IT - PCL to PDF + IT - Accessibility enhancements for YourTexasBenefits.com + IT - DevOps Retooling	100%	Fri 7/27/18	Fri 7/27/18
Team 12 - IT - Secure SDLC + IT - JAVA upgrade & WAS FixPack for LUW services + IT - JDBC Driver upgrade for LUW services	100%	Fri 7/27/18	Fri 7/27/18
Team 13 - DLT Maintenance 1	100%	Fri 7/27/18	Fri 7/27/18
Team 14 - DLT Maintenance 2	100%	Fri 7/27/18	Fri 7/27/18
Team 17 - EST Maintenance	100%	Fri 7/27/18	Fri 7/27/18
Team 18 - DataMart Maintenance	100%	Fri 7/27/18	Fri 7/27/18
Team 19 - ATI Test Automation	100%	Fri 7/27/18	Fri 7/27/18
Team 20 - CADS - Verify TIERS and DataMart Files + IT - Retooling Build & Deploy	100%	Fri 7/27/18	Fri 7/27/18
Team 21 - ASKit Replacement	100%	Fri 7/27/18	Fri 7/27/18
Team 22 - Training Support Tools Redevelopment	100%	Fri 7/27/18	Fri 7/27/18
Team 23 - AES - Notification of Approved/Denied CAS EDGs	100%	Fri 7/27/18	Fri 7/27/18
Team 24 - LEAP Migration - State Portal + TLM + CCI	100%	Fri 7/27/18	Fri 7/27/18

Team 25 - BHS - CRCG Updates	100%	Fri 7/27/18	Fri 7/27/18
Team 26 - HDIS - FVNet New Data Elements	100%	Fri 7/27/18	Fri 7/27/18
Team 27 - AES - Healthy Texas Woman Auto-Enrollment (ETL + Cognos)	100%	Fri 7/27/18	Fri 7/27/18
Team 28 - EWS Technical Enhancements + EWS Security Vulnerabilities Remediation	100%	Fri 7/27/18	Fri 7/27/18
Team 31 - EDS Technical Enhancements + EDS Security Vulnerabilities Remediation	100%	Fri 7/27/18	Fri 7/27/18
Team 32 - ECM Technical Enhancements + ECM Security Vulnerabilities Remediation	100%	Fri 7/27/18	Fri 7/27/18
Team 34 - - Kofax - PDF Error Alert on the Fax Channel + EB Advanced Deletion research + IOCS platform independence + Fax HTW/WHP Fujitsu setup at Athens DR site + VMWare Windows Server 2012 Upgrade Kofax Capture 11 system upgrade	100%	Fri 7/27/18	Fri 7/27/18
Team 35 - RR for Cognos Upgrade	100%	Fri 7/27/18	Fri 7/27/18
Release readiness	100%	Fri 7/27/18	Fri 7/27/18
Deploy Cycle 1 - R102.2	0%	Sat 9/8/18	
Cycle 2 - R102.2	99%	Sat 9/8/18	
Discovery	100%	Wed 7/18/18	Wed 7/18/18
Team 1 - RR for AES - Develop OAG Interface files for Teams 1 and 2	100%	Fri 8/31/18	Fri 8/31/18
Team 2 - AES - Develop OAG Interface files	100%	Fri 8/31/18	Fri 8/31/18
Team 3 - MCS - CHIP incomes below Medicaid FPLs + RR for MCS - CHIP incomes below Medicaid FPLs	100%	Fri 8/31/18	Fri 8/31/18
Team 4 - MCS - CHIP incomes below Medicaid FPLs + RR for MCS - CHIP incomes below Medicaid FPLs	100%	Fri 8/31/18	Fri 8/31/18
Team 5 - AES - Correspondence Updates (Phase 1a) + RR for AES - Correspondence Updates (Phase 1) + RR for MCS - Auto Enrollment+ PSR - Update SNAP-CAP Details Shelter Expense + IT - Modify IN-MASTG-MAC for undo tablespace issue	100%	Fri 8/31/18	Fri 8/31/18
Team 6 - MCS - Expand Client Name Field + RR for MCS - Expand Client Name Field + IT - Modify IN-SDSED-MAC for undo tablespace issue	100%	Fri 8/31/18	Fri 8/31/18
Team 7 - RR for AES - MAGI HH Composition for Tax Dependent Age 19 and Older + RR for PSR MBI-Premium Payment Information Changes (MBI) (TIERS)	100%	Fri 8/31/18	Fri 8/31/18
Team 8 - RR for MCS - SSNRI Backlog + RR for AES - Authorized Representative Correspondence + RR for MCS - CHSCN TIERS format file change	100%	Fri 8/31/18	Fri 8/31/18
Team 9 - AES - Correspondence Updates (Phase 1b) + RR AES - Correspondence Updates (Phase 1b) + RR for AES - HTW Auto-Enrollment+ PSR - Allow Updates on the Application Registration Program screen for SSP Applications	100%	Fri 8/31/18	Fri 8/31/18
Team 10 - IT - TIERS Reports Migration + RR for IT - TIERS Reports Migration	100%	Fri 8/31/18	Fri 8/31/18
Team 11 - IT - Archival Scripts + RR for IT - Archival Scripts + RR for IT - Accessibility enhancements for YourTexasBenefits.com	100%	Fri 8/31/18	Fri 8/31/18
Team 12 - IT - JAVA upgrade & WAS FixPack + IT - JDBC Driver upgrade	100%	Fri 8/31/18	Fri 8/31/18
Team 13 - DLT Maintenance 1	100%	Fri 8/31/18	Fri 8/31/18
Team 14 - DLT Maintenance 2	100%	Fri 8/31/18	Fri 8/31/18
Team 17 - EST Maintenance	100%	Fri 8/31/18	Fri 8/31/18
Team 18 - DataMart Maintenance	100%	Fri 8/31/18	Fri 8/31/18
Team 19 - ATI Test Automation	100%	Fri 8/31/18	Fri 8/31/18
Team 20 - Retooling Build & Deploy	100%	Fri 8/31/18	Fri 8/31/18
Team 21 - ASKit Replacement	100%	Fri 8/31/18	Fri 8/31/18

Team 22 - Training Support Tools Redevelopment	100%	Fri 8/31/18	Fri 8/31/18
Team 23 - RR for AES - Notification of approved/Denied CAS EDGs	100%	Fri 8/31/18	Fri 8/31/18
Team 24 - LEAP Migration - State Portal + TLM + CCI	100%	Fri 8/31/18	Fri 8/31/18
Team 23 - RR for AES - Notification of approved/Denied CAS EDGs	100%	Fri 8/31/18	Fri 8/31/18
Team 25 - BHS - CRCG Updates	100%	Fri 8/31/18	Fri 8/31/18
Team 26 - HDIS - FVNet Modify Report Client ID Order	100%	Fri 8/31/18	Fri 8/31/18
Team 27 - AES – Healthy Texas Woman Auto-Enrollment (ETL + Cognos)	100%	Fri 8/31/18	Fri 8/31/18
Team 28 - EWS Technical Enhancements + EWS Security Vulnerabilities Remediation + RR for EWS Technical Enhancements + RR for EWS Security Vulnerabilities Remediation	100%	Fri 8/31/18	Fri 8/31/18
Team 31 - EDS Technical Enhancements + EDS Security Vulnerabilities Remediation + RR for EDS Technical Enhancements + RR for EDS Security Vulnerabilities Remediation	100%	Fri 8/31/18	Fri 8/31/18
Team 32 - ECM Technical Enhancements + ECM Security Vulnerabilities Remediation + RR for ECM Technical Enhancements + RR for ECM Security Vulnerabilities Remediation	100%	Fri 8/31/18	Fri 8/31/18
Team 33 - RR for AES - HTW Auto-Enrollment (CDC) + R for AES - HTW Auto-Enrollment (ETL + Cognos)	100%	Fri 8/31/18	Fri 8/31/18
Team 34 - Kofax Efforts	100%	Fri 8/31/18	Fri 8/31/18
Release readiness	100%	Fri 8/31/18	Fri 8/31/18
Deploy Cycle 2 - R102.2	0%	Sat 9/8/18	
Cycle 3 - R102.3	0%	Thu 8/9/18	
Cycle 4 - R103	0%	Thu 9/13/18	

5. Schedule of Expenditures

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

Type of Expenditure	
Contracted Services	\$ 6,179,404.14
Hardware	\$ 6,280,481.72
Software	\$ 29,373,046.77
Total	\$ 41,509,344.49

6. Actual Expenditures

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

Please note the increase in Fiscal Year to Date expenditures from the last report to this one is significantly higher. When reviewing how these figures were calculated for the last report, HHSC identified that current fiscal year expenditures financed with funding from prior appropriation years were not being reported. Those expenditures are now included in this report to be consistent with treatment in other QAT reports and rider reports.

The header for the actual expenditure tables has changed from "Report to Date" to "Expenditures through 08/31/2018" to reflect this change. Rider 217 does not specify that current FY expenditures are limited to the current appropriation year.

6.1 New Development Expenditures

Project Item	Expenditures through 08/31/2018
Project Cost to Date (Fiscal)	\$9,050,604
Project Cost to Date (Total)	\$151,745,563

6.2 Operational Expenditures

Project Item	Expenditures through 08/31/2018
Project Cost to Date (Fiscal)	\$35,570,761
Project Cost to Date (Total)	\$267,918,637

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 IT 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 IT 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	
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 the Texas Integrated Eligibility Redesign System (TIERS) and supporting technologies such as YourTexasBenefits.com, State Portal, Task List Manager, etc. The IT 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 IT 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 Federal Government, State Leadership, and/or the Health and Human Services (HHS) 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 HHS; or
- Any other criteria defined and approved by the TIERS Governance Workgroup.