



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**

July 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 101 –	Deployed February 10, 2018; implemented 68 modifications related to 30 initiatives and 33 defect fixes across all systems.
Release 102 –	Cycle 1 - R101.1 Deployed March 17, 2018 Cycle 2 - R101.2 Deployed on April 21, 2018 Cycle 3 - Discovery completed, development and testing started as scheduled on April 23. R101.3 will deploy with R102 on June 30, 2018 due to reprioritization of database encryption. Cycle 4 - Sprints began on May 28, 2018

2.1 Release 101.1 and 101.2 Major Accomplishments

TIERS Correspondence

Hearings and Appeals correspondence were enhanced to create improved accuracy and eliminate unnecessary pages and costs.

Minimize Fee-for-Service when Client Moves to Service Delivery Area (SDA)

Clients in all programs who move to an SDA where a companion plan is available are auto-enrolled in the companion plan without a 15-day choice period to avoid a gap in coverage. Clients who move to SDAs where a companion plan is not available and do not make a choice selection within the 15-day period are enrolled retroactively (to the first day of the month of the move) to avoid a gap in coverage.

Child Support Non-Cooperation

When processed through interfaces, child support sanctions from the Office of Attorney General (OAG) auto-populate in the Logical Unit of Work (LUW) and identify the program to which the non-cooperation applies.

Medicaid Buy-In

The online forms H0051, Premium Payment Notice; H0053, Potential Eligibility Notice; and H0054, Eligibility Notice now reflect the online premium payment option information.

Legal Aid Office Updates

TIERS-generated correspondence displays current Legal Aid office addresses and phone numbers.

YourTexasBenefits.com

- All address fields (line1, city, state, zip) are required before YourTexasBenefits.com will accept new address information during renewals.

- To improve the access in YourTexasBenefits.com, the Job Access with Speech (JAWS) tool now reads barcodes on the page footer of the YourTexasBenefits.com paper form H1028, Employment Verification.

Mass Update for Type Assistance 10 (Medicaid - Waivers)

Mass Update now correctly approves clients who fit the criteria for one month of Type Assistance (TA) 10 (Medicaid Eligibility [ME] - Waivers) after Supplemental Security Income (SSI) is denied due to parent's income.

Children's Health Insurance Program-Perinatal (CHIP-P)

Enrolled CHIP-P Eligibility Determination Groups (EDGs) no longer deny for prior months when a new application date is entered and eligibility determination benefit calculation (EDBC) is run.

Effective Begin Date Messaging

The validation pop-up message is further enhanced for when users attempt to leave a Logical Unit of Work (LUW) with an Effective Begin Date (EFD) that is more than three months old.

3. Project Status

Release 101			
Project Item	Report to Date		
Initial Planned Project Start and Finish Dates	09/04/2017 – 02/10/2018	Baseline Date:	09/04/2017
Last Reported Project Start and Finish Dates	09/04/2017 – 02/10/2018	Baseline Date:	09/04/2017
Current Estimated Project Start and Finish Dates	09/04/2017 – 02/10/2018	Baseline Date:	09/04/2017
Explanation of Variance between Last Reported and Current Start and Finish Dates	No variance in project dates.		
Estimated Percentage of Project Complete	R101 – 100%		
Description of Method Used to Track Progress	Hewlett Packard (HP) Project and Portfolio Management Centre; Microsoft Office Project		

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 – 76%		
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		76%

Event	% Complete	Target Finish	Actual Finish
Eligibility & Enrollment Systems Modernization	98%	Sat 06/30/18	
Release 102 Cycle Set	76%	Sat 06/30/18	
Cycle 1 - R101.1	100%	Sat 03/17/18	Sat 03/17/18
Cycle 2 - R101.2	100%	Sat 04/21/18	Sat 04/21/18
Cycle 3 - R101.3	75%	Sat 06/30/18	
Discovery	100%	Fri 04/20/18	Fri 04/20/18
Team 1 - Medicaid CHIP Services (MCS) - Children's Health Insurance Program (CHIP) Child not terminated timely when aging out MCS - CHIP Rural Service Area (RSA) + Hearings and Appeals (H&A) - Enhancements	75%	Fri 05/18/18	
Team 2 - Access and Eligibility Services (AES) - Develop Interface Files for OAG's Child Support System	75%	Fri 05/18/18	
Team 3 - AES - System Disposed EDG Assignment + AES Long-Term Services and Supports (LTSS) (Term of use)	75%	Fri 05/18/18	
Team 4 - TIERS Provisioning for External Users + MCS - Removal of Intellectual or Developmental Disability (IDD)	75%	Fri 05/18/18	
Team 5 - AES - Collaborative Meeting and Appointment Scheduler Domain (CMASD) Backlog Phase 2 + AES - Senate Bill (SB) 1677 1200-MBI	75%	Fri 05/18/18	
Team 6 - MCS - Managed Care Expansion 180 days + MCS - Load STAR Companion Plans (Releases to production week of 4/23/2018)	75%	Fri 05/18/18	
Team 7 - AES - Correction of Supplement Budgeting	75%	Fri 05/18/18	
Team 8 - AES - Correction of Supplement Budgeting	75%	Fri 05/18/18	
Team 9 - H&A - Enhancements	75%	Fri 05/18/18	
Team 10 - Information Technology (IT) - TIERS Report Migration from Crystal to Python	75%	Fri 05/18/18	
Team 11 - IT - TIERS Database Archive + Accessibility enhancements for YourTexasBenefits.com + GitLab	75%	Fri 05/18/18	
Team 12 - IT - Secure Software Development Life Cycle (SDLC)	75%	Fri 05/18/18	
Team 13 - Deloitte Maintenance 1	75%	Fri 05/18/18	
Team 14 - Deloitte Maintenance 2	75%	Fri 05/18/18	
Team 17 - EST Maintenance	75%	Fri 05/18/18	

Team 18 - Datamart (DM) Maintenance	75%	Fri 05/18/18	
Team 19 - Automated Testing Initiative (ATI) - Test Automation	75%	Fri 05/18/18	
Team 20 - Retooling - Build & Deploy	75%	Fri 05/18/18	
Team 21 - Release Readiness (RR) - Document Center Redesign	75%	Fri 05/18/18	
Team 22 - Training Support Tools Redevelopment	75%	Fri 05/18/18	
Team 23 - Upgrade Cognos - Data Mart	75%	Fri 05/18/18	
Team 24 - Lightweight Enterprise Application Platform (LEAP) Migration - State Portal + Task List Manager (TLM)	75%	Fri 05/18/18	
Team 26 - Indexed Sequential Access Method (ISAM) 9 Implementation (Internal SSO) (State Portal only)	75%	Fri 05/18/18	
Team 27 - DataMart - New DM Report for Strengthening File Clearance	75%	Fri 05/18/18	
Team 28 - Enterprise Web Services (EWS) Functional Enhancements	75%	Fri 05/18/18	
Team 30 - DG-006 Changes DataMart	75%	Fri 05/18/18	
Team 31 - Electronic Content Management (EDS) Document Template Updates	75%	Fri 05/18/18	
Team 32 - Electronic Content Management (ECM) Functional Enhancements	75%	Fri 05/18/18	
Team 33 - AES - Disability Policy Consortium (DPC) Disaster Recovery Site Support	75%	Fri 05/18/18	
Team 34 - Kofax Efforts	75%	Fri 05/18/18	
Release readiness	75%	Fri 05/18/18	
Deploy Cycle 3 - R101.3	0%	Sat 06/30/18	
Cycle 4 - R102	0%	Sat 06/30/18	

5. Schedule of Expenditures

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

Type of Expenditure	FY2018 Schedule of Expenditures
Contracted Services	\$ 6,881,938
Hardware	\$ 6,092,536
Software	\$ 31,185,381
Total	\$ 44,159,855

6. Actual Expenditures

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

6.1 New Development Expenditures

Project Item	Report to Date
Project Cost to Date (Fiscal)	\$3,271,121
Project Cost to Date (Total)	\$146,660,170

6.2 Operational Expenditures

Project Item	Report to Date
Project Cost to Date (Fiscal)	\$22,338,360
Project Cost to Date (Total)	\$256,011,961

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	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 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 Governance.