**Washington Plan for Removing Barriers to Health and Human Services**

**Benefits Data Trust/State Action Plan Project**

**Talking Points #1 – October 2023**

**Workgroup 1.2 Human Center Design (HCD)**

**Activities**

* Developed and released our HCD CoP charter
* Held two community wide quarterly HCD CoP gatherings
* HCD CoP Core team members delivered HCD presentations back to administrations
* Attended a Co-Design Workshop at UW to get an overview of the grad cert program
* Released a newsletter regarding the HCD training we have implemented
* Submitted recommendations for additional training
* Made major updates to the HCD CoP SharePoint site

**Achievements and Progress**

* Planned, attended, and evaluated human-centered design training initiatives from the University of Washington, Civilla, and the Public Policy Lab.
* Established MOU with UW for staff to attend a grad certificate program in Leading Public Innovation
* Successfully stood up our HCD Community of Practice.

**Next Area of Focus**

* Research to match the needs of CoP participants with viable collaboration options by January 1, 2024
* Survey participants to ensure the CoP is meeting established success criteria
* Develop strategies for scalability and sustainability.

**Workgroup 2.1 Supplemental Nutrition Program (WIC)**

**Activities**

* Interviewed and surveyed current WIC participants regarding barriers to WIC participation. 185 surveys and 104 interviews were completed, and results will be used to inform additional strategies and mitigate barriers to access.
* Correct 211 WIC information- in progress

**Changes in approach**

* Mobile phone texting as an outreach strategy. – The project will not move forward.
* Conduct a statewide WIC campaign to increase awareness and enrollment in WIC. – On indefinite hold due to not being funded by USDA.

**Next area of focus**

* New projects may replace projects that are not moving forward. New projects are TBD.

**Workgroup 2.1 Managed Care Organization (MCO)**

**Activities**

* Best Practices for WIC referral and engagement shared with MCOs
* MCO Contract Language and new WIC referral template submitted to be implemented 1/1/2024
* Data Share Agreement contract language created between DOH and HCA to include WIC-focused data points.

**Achievements**

* Best practices shared with MCOs
* MCO Contract language and WIC referral template submitted to be implemented 1/1/2024
* Combined two existing DOH – HCA contracts currently in place and moved to a new DSA template
* DOH shared current WIC enrollments by MCO with HCA for baseline reporting.

**Next Area of Focus**

* Reviewing the Best Practices for WIC referral and engagement that have been implemented.
* Complete the DOH Privacy review for the updated DSA.
* Review the updated DSA in an upcoming Data Utilization Committee (DUC) meeting.

**Workgroup BDT/CXI Project - Strategy 1.1**

**Activities**

* Conducted a thorough policy analysis in collaboration with BDT.
* Agency policy and legal teams reviewed Civilla prototypes and provided feedback to inform recommendations/decisions.
* Conducted policy forum with state agencies to consider Civilla prototype recommendations.
* Further aligned project structure – including timelines, charters, etc., and continuing to facilitate work sessions and workgroups.

**Achievements**

* Conducted policy analysis with BDT and Civilla to inform application and to further recertify prototypes
* Continued to embrace human-centered design ideas and processes to support the BDT-CXI work.
* Continued progress with Civilla on determining mini-pilot logistics to test the application prototype in a live environment with customers applying for benefits.
* Collaboration, synergy, and teamwork between all state agencies/teams to support human-centered design work in Washington.

**Changes in approach**

After a recent high-level decision, BDT Strategy 1.1 work transitioned into the CXI (Project Simplify) umbrella to align project structures. Project charters, timelines, etc., have been updated to reflect this change and support continued tracking of deliverables.

**Next Area of Focus**

* Continue work with Civilla on piloting an agreed-upon application prototype by all state agencies.
* Continued discussions regarding mini pilot logistics and planning for launch in February 2024.
* Identify quick wins and policy areas of focus.