

Agency Contact Information

Date	Oct 30, 2023
Agency	DSHS
Project Name	Increasing accessibility to DSHS programs and services with real-time interpretation
Project Manager Name	Rebecca Rodni
Project Sponsor(s) Name	Tonik Joseph and Nicole Ross
Submitted by Name	Paul Aneja, DSHS Enterprise Architect

Problem Statement

Providing language access is a requirement for agencies, which receive federal financial assistance. The Department of Justice recommends translating all vital information into every language spoken by 5% or focus population. Beyond this mandate, DSHS provides vital health and safety services through virtual meetings. Our ability to communicate is critical to our mission to transform lives. MS Teams provides statewide collaboration opportunities for stakeholders and has increased access for remote communities. However, Teams can't consistently and effectively support virtual conversations in more than one spoken language concurrently. We struggle to reach those who have limited English language knowledge (almost 500,000 residents in 2021) or are hard of hearing due to a lack of robust and consistent technological tools. These barriers prevent us from virtually collaborating with and serving all Washingtonians, including some of our most diverse, marginalized and vulnerable residents. Insufficient technological tools has led to:

- Broken trust with stakeholders.
- Hired interpreters, who are prevented from interpreting by Teams limitations.
- Residents' inability to connect with DSHS opportunities.
- Decreased ability to provide critical services to those in need.
- Increased liability and the risk of losing funding.

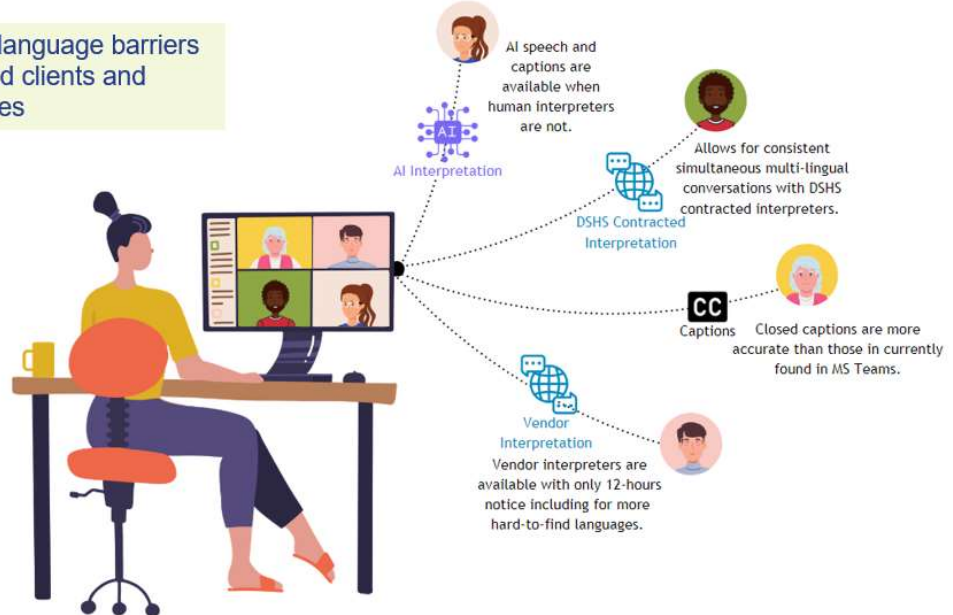
Proposal

People who are hard of hearing or have limited English skills, face barriers when trying to access government services. Understanding benefits they are eligible to receive and how to obtain them is a challenge. This proposal would eliminate one communication barrier by providing DSHS with an MS Teams plug-in that enables us to deliver virtual and in-person meetings in multiple languages and improved captions, in real time.

Proposed Solution: Innovative AI-powered and human interpretation technology integrated solution to complement and enhance the work of staff using Teams with language accessibility.

Real-time AI and Human Interpretation Solution

Eliminating communication and language barriers to allow diverse and marginalized clients and partners access to DSHS services



This solution innovatively pairs with and improves functionality of MS Teams. It would reduce current costs associated with interpreters who are restricted in their ability to interpret due to challenges with MS Teams. It would increase trust with the people we serve, decrease our liability and help us further the DSHS mission of transforming lives.

This interpreting solution supports DSHS' strategic goals of a human-centered future, modernizing IT Systems, and centering services around people, where they live and how they want to engage in critical services. It supports strategic objectives of:

- Promoting universal access, inclusion and safety stakeholders by removing barriers to service delivery.
- Advancing regulatory compliance, universal access to services, and prompt and equitable resolution of complaints for clients and members of the public.
- Embodying equity, diversity, access and inclusion.
- Enhancing customer service.

Project Approach

DSHS is committed and determined to break down technological barriers that are preventing us from fully engaging, learning from and serving residents in Washington with limited English. We have done our due diligence in defining the business problem, creating a needs assessment, drafting business requirements documents, and conducting research to find feasible solutions that will allow multi-lingual conversations through MS Teams. A proof of concept with one off-the-shelf solution showed exciting opportunities for holding meetings simultaneously in multiple languages.

Strategic Alignment with State and Agency

- This proposal aligns with the Pro-Active Equity Anti-Racism (PEAR) framework established in [Executive Order 22-04](#) to promote access to equitable opportunities and resources that reduce disparities and improve outcomes statewide across state government.
- It helps us meet DOJ requirements to translate vital information into every language used by a 5% or more of a focus population.
- Project also directly supports the DSHS strategic goals of a human-centered future, modernizing IT Systems, and centering services around people, where they live and how they want to engage in critical services.

DSHS EA Innovation Project Approach

- Technology Innovation focus
- Iterative
- Cloud-based future architecture
- AI infused
- Built on Microsoft Technology, Azure, Teams
- Proof of concept / Pilot
- Identify legacy technologies to replace
- Off-the-shelf, minimal coding

Core team members not only represent DSHS administrations, but also bring expertise in:

- Project management
- Community engagement
- Communication barriers
- Equity, diversity, access and inclusion
- Human-centered design
- Strategic planning
- Emergency management

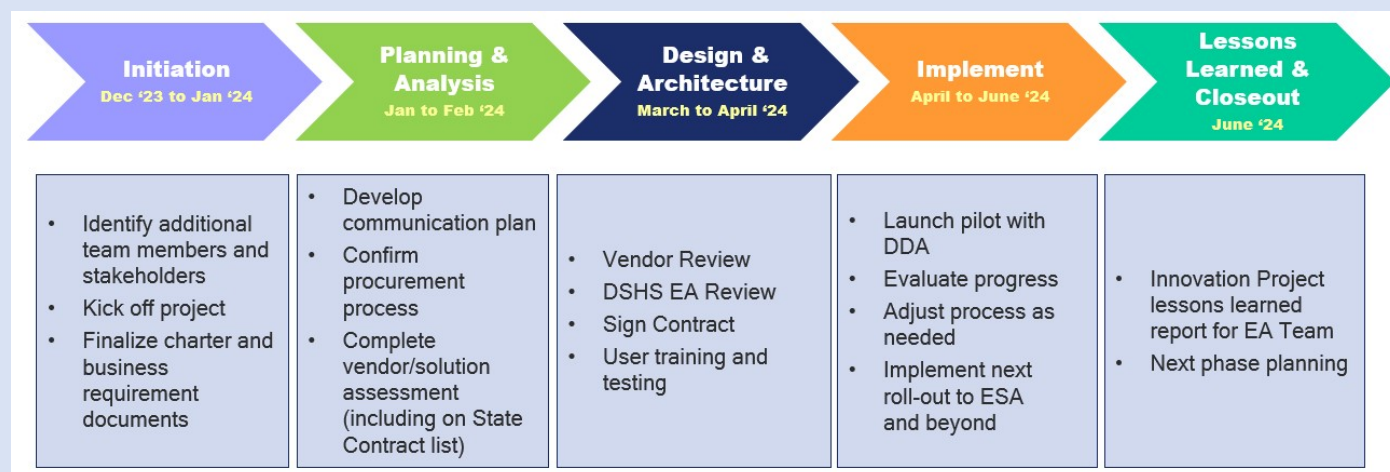
Language Access Project Core Team		
DSHS Administration	Team member	Role
DDA	Michelle Sturdevant	Business Lead
ESA	Rebecca Rodni, PMP	Project Manager
OEDAI	Teddy Kemirembe	Subject Matter Expert (SME)
OEDAI	Jeff Flesner	SME
BHA	Suzie Ovel	SME
DVR	Shelby Satko	SME
WSAILC	Jim House	SME

ALTSA	Nina Banken	SME
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This project has been given high-priority status by our two executive sponsors—Dr. Tonik Joseph, DDA Assistant Secretary and Nicole Ross, ESA Deputy Assistant Secretary. We are ready to move the project forward as soon as funding becomes available with a focus on ensuring we:

- Including robust stakeholder engagement.
- Selecting the best solution from the most responsive bidder.
- Signing a contract with a goal of launching training and testing Spring 2024.
- Piloting the solution at Developmental Disabilities Administration.
- Expanding to other DSHS administrations.
- Reporting on the project and outcomes by June 28, 2024.

Project Phases



Project/Solution Costs

PROJECT COSTS - Describe the component and basis for estimating the one-time costs.

Cost estimates derived from a represented vendor, who provided DDA with a proof-of-concept demo in spring 2023. We will determine the most responsive vendor through the project, which will include a review of vendors on the WA State Contracts List.

One-time costs

\$ Enter all one-time costs, including costs covered by other funding sources. Identify the costs by funding source if more than one source is utilized.

Estimated costs of this project and the method used for cost estimation.

One-time project elements	Cost
DSHS staff operating costs for vendor selection, security reviews, contracting, staff training, etc.	DSHS provided operating expenses
Vendor one-time onboarding fee	\$3,000
Software services	750 meeting hours of AI/human interpretation = \$67,000 (for 12 months)
Tech support	\$7,000 (for 12 months)
Vendor provided human interpreters with 12-hours of notice	40 meeting hours = \$12,000 (for 12 months)
Total	\$89,000

Note on method used for cost estimation:

Cost estimates derived from a represented vendor, who offers this solution.
The bulk of the resources needed for this project to be successful involve DSHS-wide staff time, which is in place.

ONGOING/M&O COSTS - Describe the sustainment plan for the solution after the project closes. Describe the component and basis for estimating the ongoing costs for the agency.

Annual M&O costs

\$ Enter all annualized, ongoing costs for the solution regardless of funding source. If more than one source is utilized, identify the fund source for each item listed.

Estimated ongoing costs for this solution.

Ongoing Solution expenses	Cost
Software services	750 meeting hours of AI/human interpretation = \$67,000 (for 12 months)
Tech support	\$7,000 (for 12 months)
Vendor provided human interpreters with 12-hours of notice	40 meeting hours = \$12,000 (for 12 months)
Total	\$86,000

Note: Yearly ongoing costs are dependent on the number of DSHS staff meetings held each year in languages other than English. With this solution, we anticipate cost to increase as we expand access throughout DSHS to better meet the needs of our diverse residents.

*NOTE: *Ongoing/M&O costs are the responsibility of the agency. Proposals should speak to the agency's sustainment plan and agency funding strategy for ongoing costs.*

Funding Request

IM Fund Amount	\$ 89,000
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Project Schedule

Use the table below to describe the project milestones and scheduled completion dates. If the agency has a detailed project schedule, please attach the project schedule to the proposal submission in place of the table below. Indicate if a detailed schedule is provided as a separate attachment to the proposal.

Note: Projects requesting funding in FY24 must have a scheduled completion date no later than June 30, 2024.

Milestone Description	Start Date	End Date
[Include key milestones such as procurement activities, security design reviews, sprint schedule, testing, acceptance, and implementation activities. This is not an exhaustive list, rather they are examples that may be included in a project schedule.]		
Finalize business requirements document	12/12/23	12/28/23
Develop communication plan	1/4/24	1/22/24
Finalize procurement process	1/4/24	1/19/24
Complete vendor/solution assessment (including of those on State contracts list)	1/23/24	2/29/24
Vendor review	3/1/24	3/11/24
DSHS EA Review	3/11/24	3/25/24
Sign Contract	3/25/24	3/25/24
User Testing and Training	3/27/24	4/10/24
Launch pilot with DDA	4/8/24	4/8/24
Evaluate progress and adjust as needed	4/28/24	6/5/24
Implement roll out to ESA and beyond	5/28/24	6/15/24
Document interim lessons learned for EA Team	6/16/24	6/24/24
Next phase planning	6/16/24	6/24/24

Phase I project close out	6/24/24	6/24/24
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Agency Contact Information

Date	10/30/2023
Agency	Developmental Disabilities Administration
Project Name	DDA Field Support Chatbot
Project Manager Name	Jason Lake
Project Sponsor(s) Name	Christine Linn
Submitted by Name	Paul Aneja

Problem Statement

DDA currently supports DDA field staff with human assistance from program specialists who spend a lot of time answering the same questions repeatedly, that could otherwise be answered by published information or training materials. Staff do not always know the best source of information or training materials, so they reach out to another staff. Staff attempting to find answers themselves end up spending a lot of time hunting for the right information and resources in legacy systems. Specialists have vital duties that are impacted by an increased need to support field staff with repetitive questions that can be complemented with an technological solution. Wait times for staff to receive direct support is too long, impacting the service to the individuals we serve. With increased remote work, staff no longer have reliable in-person access to colleagues over cube walls. That manifests as staff, including supervisors, going to specialists directly.

Proposal

Proposed Solution: Acquire an AI chatbot assistant for internal facing field staff support, to make the business process more efficient, automate responses and utilize a new innovative technology.

Benefits

The main benefit of the AI Chatbot solution is supplementing human assistance:

- Decreasing the time specialists spend providing basic 1:1 support.
- Increasing the time specialists can devote to other priority tasks.
- Improving business processes and making them more efficient.
- Decreasing wait time for staff to receive support.
- Decrease time and effort spent looking for resources.
- Increasing the time staff can devote to customers.
- Enables virtual/remote work.
- Provides consistency in training / response, content and quality.

Strategic Alignment with these objectives

- DSHS, state & IT strategic goals to modernize and innovative technologies.
- Improve customer service.
- Use technology to make business processes more efficient.

Solution Modernization

- Modernizing technology and business processes, to increase our agency's effectiveness.

- Utilize new Innovative Technology - AI based chatbot integrated solutions that are off-the-shelf with minimal coding and user-friendly configuration.

Business Outcomes in DDA

- Training teams (field services & residential) can use this solution for new hires and ongoing training needs.
- This solution itself can be a training tool.
- CARE Specialist team can use this tool to communicate about system functionality, defects, to support staff business processes.
- QCC Team can use this tool to set compliance standards and guide through business processes.
- Innovative Solutions Team can use this tool to guide staff through other available tech tools, find needed data and reports.

Reducing Legacy Technologies

- Project would reduce legacy solutions.
- Find ways to overcome challenges incumbent in legacy approaches.

Future Opportunities & Reuse

- This is a common business problem across DSHS.
- Build repeatable processes during the project for future expansion.
- There are great number of future reuse opportunities for this initial investment.

Project Approach

DDA and TIA leadership supports this project. We have identified project team individuals who have experience on IT projects and a clear idea of how to steer the work of the business need. OCM activities will be reinforced by all 5 units in scope.

We will pursue co-design with internal stakeholders/specialists who are doing this work, and end user stakeholder participation/pilot groups. We have a roll-out training plan that includes job aides, demo videos, tip & tricks, instructor-led curriculum, and Q&A.

DSHS EA Innovation Project Approach

- Technology Innovation focus
- Iterative
- Cloud-based future architecture
- AI infused
- Built on Microsoft Technology & Azure
- Proof of concept / Pilot
- Identify legacy technologies to replace
- Off-the-shelf, minimal coding

We are exploring cloud-based AI based chatbot integrated solutions that are off-the-shelf with minimal coding and user-friendly configuration for sustainability. We are exploring OESD chatbot and other state chatbots, as discovery to see if there are quick ways to jump start and leverage learnings.

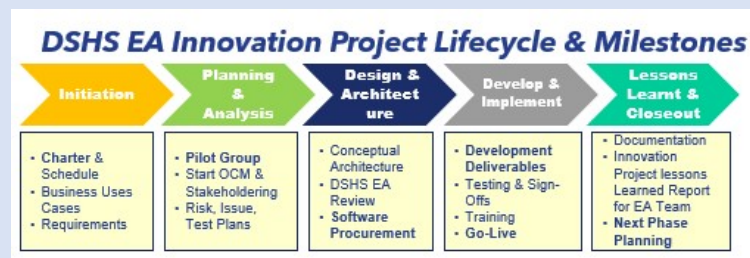
Key Performance Indicators:

- Specialists time answering questions
- Decreased volume of direct questions
- OCM survey results during and after project
- Staff job satisfaction

Measures for post-implementation:

- Assessment certification rates
- Compliance rates in file review
- Retention during probation

This is new technology and there are some risks. There are also potential risks with large scope / scope creep, and that there are too many systems for end users to access. We plan to mitigate these risks by leaning into a managing project scope, OCM focus, limiting initial Project to Training, Quality, & Compliance with plans to expand.



If this project is not funded with IM funds, specialists will continue to be overworked, impacting compliance metrics. DSHS end users will continue to have to wait for information or access outdated information from random sources. Customer service to the clients will be impacted, and we will continue to need additional FTEs for support.

Cost comparison with current approach: The cost of personnel time far outweighs this IT spend ask. We have 5 teams worth of salaries who spend valuable time managing baseline level training and knowledge that will be replaced with this tool.

Project/Solution Costs

PROJECT COSTS -

Cost Estimates:
Consulting Services (For initial 1st release) - \$60,000*
Cloud Services & Software - \$30,000*
*Cost estimates based on sample vendor pricing estimate.

One-time costs	\$ 90,000
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ONGOING/M&O COSTS -

Cost Estimates:
M&O Ongoing Costs - \$15,000/year**

**DSHS/DDA will be contributing M&O funds and internal staffing resources. Cost estimates based on sample vendor pricing estimate.

Annual M&O costs	\$ 15,000
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Funding Request

IM Fund Amount	\$ 90,000
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Project Schedule

Task Name	Start	Finish
DDA Field Support Chatbot Project	12/4/2023	6/28/2024
Project Initiation, Planning, & Design	12/4/2023	2/2/2024
Project Charter , Project Schedule	12/4/2023	12/29/2023
Conceptual Architecture	12/11/2023	1/5/2024
Business Use Case Evaluation & Documentation	12/11/2023	1/5/2024
High Level Business Requirements / Epic User Stories	12/11/2023	1/5/2024
Software Procurement	12/11/2023	2/2/2024
Compile Pilot Group	12/18/2023	1/19/2024
Start OCM & Stakeholdering	1/2/2023	2/2/2024
Project Management Plans (Risk, Issue, Test)	1/2/2023	2/2/2024
OCM Survey & Communication Activities	1/2/2023	2/2/2024
Design and Development	2/5/2024	4/26/2024
Budget Reconciliation	2/5/2024	4/26/2024
Update Project Management Plans (Risk, Issue, Test)	2/5/2024	4/26/2024
Development Deliverables	2/5/2024	3/29/2024
Testing & Requirements Sign-Offs	2/5/2024	3/29/2024
Pilot Training	4/1/2024	4/26/2024
OCM Survey & Communication Activities	2/5/2024	4/26/2024
Defect Resolution & Enhancements	4/1/2024	4/26/2024
Implementation and Closeout	4/29/2024	6/28/2024
Budget Reconciliation	4/29/2024	6/28/2024
Update Project Management Plans (Risk, Issue)	4/29/2024	6/28/2024
OCM Survey & Communication Activities	4/29/2024	6/28/2024
Go-Live Readiness Activities	4/29/2024	5/31/2024
End User Training	6/3/2024	6/21/2024
Technical Documentation	6/17/2024	6/21/2024
Transition to Maintenance & Operations Plan	6/24/2024	6/28/2024
Project Closeout Activities	6/24/2024	6/28/2024

Note: Milestones are in bold font.

Agency Contact Information

Date	11/1/2023
Agency	Department of Transportation
Project Name	Solving the Litigation Situation
Project Manager Name	Corey Lucas
Project Sponsor(s) Name	Sam Wilson, Mike Fay
Submitted by Name	Corey Lucas & Andrew Huff

Problem Statement

WSDOT has identified a business need for a modernized technology solution to help manage litigation holds and requests for discovery. The current process uses legacy software (FileMaker Pro), which is no longer supported by our agency. Our goal is to transition from a disjointed manual process to a more effective modern solution.

The existing database performs poorly, and it does not achieve the proper level of support to meet our needs. It requires manual creation and tracking for each case, server support for thousands of individual litigation folders, lacks response tracking, lacks process automation, lacks secure document sharing, and lacks reporting abilities for statistical/audit purposes. Reliance on manual data inputs increases the likelihood of human error within case details and official communications.

Additionally, the current system does not allow access for external stakeholders such as the AGO, or third-party law firms that we need to collaborate with during the litigation process. It also does not have the ability to integrate with software used by other teams, such as our public disclosure office.

Proposal

We have identified the replacement software, GovQA, as an ideal solution for the existing problems with our process. This cloud-based solution will allow us to migrate our legacy data, automate core processes, track staff responses, provide access to stakeholders, and share documents securely with involved parties. The solution is vendor supported during implementation and can be customized to suit our unique needs as an agency.

We believe this software will also help reduce our legacy footprint in several ways. In addition to migrating away from unsupported software, it will also substantially reduce our server footprint. The solution allows for unlimited secure storage and file sharing via Microsoft Azure Government Hosting.

In addition to modernizing and improving a key agency process, this solution will also integrate with an existing solution utilized by our Public Disclosure Office. This will allow better compliance with discovery requests, reduce work duplication, and streamline our ability to share records and information with necessary parties.

The new solution will help reduce hidden labor costs while also reducing the risk of fines levied against our agency. While the LTV is hard to quantify, [recent court cases](#) show that mitigating these risks through effective litigation hold and discovery processes can have great benefits for agency legal costs.

We find this solution to be innovative because it will allow us to link our litigation tracking processes to our public disclosure processes. These two functions help support the Governor's mission of an efficient, effective, and accountable government. They also support our agency's strategic goals of innovation and resiliency.

Project Approach

Resource requirements include:

Access to web-based software application (existing hardware)
Implementation assistance provided by GovQA Project Manager
A one-time transfer of our legacy data (may require some manual data entry)
WSDOT staff to assist with implementation and training

Please see the attached Gantt chart which provides a high-level timeline for our project implementation plan.

Project/Solution Costs

PROJECT COSTS - The component basis for estimating one-time costs includes the initial contract period (one year), a one-time data transfer, and applicable taxes. It also includes the cost associated with a temporary staff position to help manage the transition to the new platform.

One-time costs	Year One Contract Cost: \$14,588.35
	Legacy Data Transfer: \$4,862.78
	Taxes: \$1,594.99
	Staff Cost: \$46,048.00
	Total Cost: \$67,094.00

ONGOING/M&O COSTS - The project implementation is anticipated to last until 6/30/2024. We will look to sustain the project via funding the annual contract renewal, which includes vendor support for the product. Continued funding for the software will be provided from divisional budgets.

Annual M&O costs	\$23,024
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*NOTE: *Ongoing/M&O costs are the responsibility of the agency. Proposals should speak to the agency's sustainment plan and agency funding strategy for ongoing costs.*

Funding Request

IM Fund Amount	\$ 67,094.00
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Project Schedule

Use the table below to describe the project milestones and scheduled completion dates. If the agency has a detailed project schedule, please attach the project schedule to the proposal submission in place of the table below. Indicate if a detailed schedule is provided as a separate attachment to the proposal.

Note: Projects requesting funding in FY24 must have a scheduled completion date no later than June 30, 2024.

Milestone Description	Start Date	End Date
Procurement, security testing, obtain access, migrate legacy data	10/19/2023	11/30/2023
Manage templates, functionality training, module customization	12/1/2023	12/31/2023
Workflow automation, staff training, configure access for external stakeholders, configure file sharing	1/1/2024	3/31/2024
Implementation complete, fully employ GovQA for litigation hold and discovery purposes, integrate with public records module, apply lessons learned, and fine-tuning	4/1/2024	6/30/2024