



### Agency Recommendation Summary

The Department of Children, Youth, and Families (DCYF) requests \$2,646,000 (\$2,117,000 General Fund-State) and 1.6 Full Time Equivalents (FTEs) to replace the Social Service Payment System (SSPS). The current SSPS is a mission critical, complex legacy system which runs on a Unisys mainframe, which has reached its 'end of life'. The system must be streamlined and modernized to continue to support payment processing and system development technology in the future.

### Program Recommendation Summary

#### 090 - Program Support

The Department of Children, Youth, and Families (DCYF) requests \$2,646,000 (\$2,117,000 General Fund-State) and 1.6 Full Time Equivalents (FTEs) to replace the Social Service Payment System (SSPS). The current SSPS is a mission critical, complex legacy system which runs on a Unisys mainframe, which has reached its 'end of life'. The system must be streamlined and modernized to continue to support payment processing and system development technology in the future.

### Fiscal Summary

Fiscal Summary <i>Dollars in Thousands</i>	Fiscal Years		Biennial	Fiscal Years		Biennial
	2024	2025	2023-25	2026	2027	2025-27
<b>Staffing</b>						
FTEs	1.6	0.0	0.8	0.0	0.0	0.0
<b>Operating Expenditures</b>						
Fund 001 - 1	\$2,117	\$0	\$2,117	\$0	\$0	\$0
Fund 001 - A	\$529	\$0	\$529	\$0	\$0	\$0
Total Expenditures	\$2,646	\$0	\$2,646	\$0	\$0	\$0
<b>Revenue</b>						
001 - 0393	\$529	\$0	\$529	\$0	\$0	\$0
Total Revenue	\$529	\$0	\$529	\$0	\$0	\$0

## Decision Package Description

The Department of Children Youth, and Families (DCYF) uses the Social Service Payment System (SSPS) to pay for a variety of services that facilitate employment, increase independence, support families, and protect children. SSPS provides authorization and payment processing for services delivered to DCYF clients. This mission-critical system is used by more than 2,000 case workers from DCYF to pay over 23,000 social service providers more than \$1 billion annually in services to more than 100,000 clients.

The SSPS system facilitates the following processes:

- Generates invoices and payments to service providers and contracted and non-contracted providers.
- Makes one-time and recurring payments
- Generates letters and notification documents to payees
- Provides statistic data
- Generate reports detailing counts of services delivered, unduplicated client and payment counts, payments by service etc.
- Creates reports on a regular schedule for use at different administrative levels such as but not limited to: local/worker level, regional level, statewide level
- Consolidates various payment authorization documents and social service reporting forms.

The Unisys mainframe is at the 'end of life' and the COBOL developer resources to support this system are a scare resource, creating challenges to maintain the existing system. Therefore, the system must be streamlined and modernized to continue to support payment processing and new technologies in the future, including the ability to interface with OneWa.

DCYF technical staff continue to correct system malfunctions, modify the system as necessary for state and federal legislative mandates, changes in business practice, and maintain application software and hardware dependencies. The SSPS business processes such as invoice generation, payments, and claimed are processed on the Unisys Mainframe using OS2200 COBOL. Continuing to house SSPS on the aging legacy carryover Unisys Mainframe is not supportable for the long term which adds to the complexity of maintaining current state but also adds increased costs to support legacy systems on legacy hardware. There is a high risk for failure impacting the ability to make payment for critical services to the children and families in Washington State.

The current maintenance and operations (M&O) cost is \$3.2M annually. These costs are anticipated to increase over time provided the limited COBOL expertise. In addition, there will be incremental cost increases for the new Unisys mainframe. It is anticipated that the new system will reduce M&O costs and improve business support.

DCYF received funding in the 2021-23 biennial budget to replace the current SSPS system. However, the agency delayed this effort to ensure the new system would be compatible with the HHS coalition's integrated eligibility approach and could support the Master Person Index. DCYF will execute a feasibility study in the fall of 2022 with the study anticipated to be completed by fall of 2023. Until the feasibility study is complete, future project implementation costs are unknown. DCYF will better know the funding needed in the out years in the fall of 2023 and will submit a request for funding based upon the information contained within the feasibility study at that time.

## Assumptions and Calculations

### **Expansion, Reduction, Elimination or Alteration of a current program or service:**

2019-21 Biennium: \$6,200,948

2021-23 Biennium: \$6,756,016

### **Detailed Assumptions and Calculations:**

Please see attached worksheet for detailed budget calculations.

Assumptions include: The planning and feasibility study will take 1 year to complete, with the implementation taking 2 years to complete; with full implementation anticipated at the end of the 2025-27 biennium.

Due to internal staffing limitations, contracted providers have been brought in for the following positions to help ensure a successful project: Project Manager, 2 Business Analysts.

In addition, a contract will be executed in the fall of 2022 for the required Quality Assurance and Feasibility Study as defined by the OCIO.

### **Workforce Assumptions:**

Please see attached worksheet for detailed budget calculations.

## Strategic and Performance Outcomes

### **Strategic Framework:**

Results Washington Goals:  
World-class education  
Prosperous economy  
Sustainable energy & clean environment  
Healthy & safe communities  
Efficient, effective & accountable government

### **Performance Outcomes:**

#### ***The successful implementation of a modernized SSPS system will:***

Future payment processing continuity – Ensure a reliable payment system for service providers caring for vulnerable children and their families.

Support of changing processes – Ensure the payment system can accommodate the changing business rules and processes to support our service providers.

Improved accessibility – Enabling mobile device support will facilitate easier access for service providers.

Streamlined workflows – Ease service providers ‘administrative time’ by streamlining system workflows.

Financial - Currently a team of highly specialized resources are required to support the existing system. It is anticipated that the new system will reduce M&O costs and improve business support.

## Equity Impacts

### **Community outreach and engagement:**

-

### **Disproportional Impact Considerations:**

-

### **Target Populations or Communities:**

those who receive payment from DCYF

## Other Collateral Connections

### **Puget Sound Recovery:**

Not applicable

### **State Workforce Impacts:**

The modernized Social Service Payment System could change the job description/duties of the staff that support the system.

### **Intergovernmental:**

Not applicable

### **Stakeholder Response:**

Contracted and non-contracted care providers

### **State Facilities Impacts:**

Not applicable

### **Changes from Current Law:**

Not applicable

### **Legal or Administrative Mandates:**

Not applicable

## Reference Documents

[SSPS\\_Appendix5ITaddendum.docx](#)

## IT Addendum

**Does this Decision Package include funding for any IT-related costs, including hardware, software, (including cloud-based services), contracts or IT staff?**

Yes

## Objects of Expenditure

Objects of Expenditure <i>Dollars in Thousands</i>	Fiscal Years		Biennial	Fiscal Years		Biennial
	2024	2025	2023-25	2026	2027	2025-27
Obj. A	\$187	\$0	\$187	\$0	\$0	\$0
Obj. B	\$55	\$0	\$55	\$0	\$0	\$0
Obj. C	\$2,352	\$0	\$2,352	\$0	\$0	\$0
Obj. E	\$3	\$0	\$3	\$0	\$0	\$0
Obj. G	\$4	\$0	\$4	\$0	\$0	\$0
Obj. T	\$45	\$0	\$45	\$0	\$0	\$0

## Agency Contact Information

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