

**Quarterly Texas Integrated
Eligibility Redesign System
and Eligibility Supporting
Technologies Project
Report**

Fiscal Year 2021, Quarter 4

As Required by

**2020-21 General Appropriations
Act, House Bill 1, 86th
Legislature, Regular Session,
2019 (Article II, Health and
Human Services Commission,
Rider 165)**

Health and Human Services

Commission

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TEXAS
Health and Human
Services

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1. Overview

The Health and Human Services Commission (HHSC) is submitting this report regarding the Texas Integrated Eligibility Redesign System (TIERS) to the Legislative Budget Board and the Office of the Governor, as required by the 2020-21 General Appropriations Act, House Bill 1, 86th Legislature, Regular Session, 2019 (Article II, HHSC, Rider 165).

Rider 165. Texas Integrated Eligibility Redesign System

Included in the amounts appropriated by the Legislature in Strategy I.3.2, TIERS Capital Projects, is \$54,028,655 in All Funds (\$19,893,263 in General Revenue) in fiscal year 2020 and \$54,094,304 in All Funds (\$20,475,003 in General Revenue) in fiscal year 2021 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 86th Legislature, 2019.

Notwithstanding transfer authority in Article IX, §14.03, Transfers - Capital Budget, HHSC may not expend funds in excess of the amounts identified in this section on the TIERS capital project without written approval from the Legislative Budget Board and Governor. A request to exceed the amounts identified in this section shall be considered approved unless the Legislative Budget Board issues a written disapproval within 30 business days after the date the Legislative Budget Board 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 Legislative Budget Board shall interrupt the counting of the 30 business days.

2. Accomplishments

HHSC shall submit quarterly reports reflecting accomplishments implementing the TIERS project.

2.1 Releases

Cycle Set 110

- Cycle 3 – Release 109.3 deployed on June 26, 2021.
- Cycle 4 – Sprint activities ended on July 23, 2021. Release 110.0 deployed on August 7, 2021.

Cycle Set 111

- Cycle 1 – Discovery activities were completed on July 21, 2021. Sprint activities began on August 2, 2021.
- Cycle 2 – Discovery activities began on August 5, 2021. Sprint activities will begin September 7, 2021.

2.2 Release 109.3 and 110.0 Activity Major Accomplishments

Fraud and Fair Hearings (FFH) Updates

A new Decision Outcome hyperlink allows users to enter decision information into TIERS prior to submitting the decision and closing the appeal record. There are now three new decision templates that allow decisions to be generated and mailed to the client / appellant.

They are:

- Sustained decision
- Sustained with Instructions decision
- Reversed decision

After decisions have been submitted, users can now select text for redaction without having to manually generate and redact decisions. In addition, there are two new buttons added to the page that allow users to view decisions and redacted decisions before they go out for batching. The electronic auto-redaction functionality is also updated to include keyword redactions from an editable reference table, replacing manual redactions.

Hearing Officers and Administrative Assistants can now electronically/digitally sign TIERS-generated Sustained or Reversed decisions.

FFH users now receive email alerts five days after a decision has been started and again three weeks prior to the Decision Due Date, providing sufficient time to complete decisions and adhere to federal timeframes.

Date of Death (DOD) Updates

Users can successfully dispose Eligibility Determination Groups (EDGs) with differing DOD end dates on a case in which Social Security Number (SSN) Reasonable Opportunity was previously granted for Medicaid and Managed Care without TIERS erroneously building an extra month of coverage.

In an effort to eliminate managed care gaps, TIERS now adds a suspended enrollment record with a begin date of the day after the DOD and the same end date as the original enrollment record, allowing the enrollment information to be retained and reinstated later if the DOD is removed or changed to a date that is later than the first DOD. TIERS also suspends, extends, or truncates an individual's enrollment record when a new DOD is received. TIERS processes the appropriate action to reinstate benefits, when applicable, on an individual's truncated and suspended enrollment record when a DOD is removed.

Lightweight Extensible Authentication Protocol (LEAP) Migration

Improvements were deployed to the user interface (UI) as part of migrating the State Portal technology and underlying platform.

Children's Health Insurance Program (CHIP) Annual Report

To meet federal Centers for Medicare and Medicaid Services requirements, DataMart now generates the yearly report based on the Federal Fiscal Year (beginning with October and ending with September). The DataMart-14 report for the previous 12-month period now becomes available in the first week of October. The report provides an overview of a state's CHIP program for each fiscal year and shows the number of individuals screened for CHIP who had third party resources (TPR) and the number of CHIP members exempt from the 90-day waiting period.

Department of Family and Protective Services (DFPS) Daily File Enhancements

With new modifications from DFPS, TIERS accepts the daily file, runs the required jobs, and sends the file to STAR Health for processing.

Automation of Publish Appointment Slots

In an effort to improve the experience with the new UI and to retire obsolete functions, modifications were deployed to allow staff to schedule an appointment without publishing any appointment slots, as well as set up in-person or telephone appointments.

Disaster Supplemental Nutrition Assistance Program (DSNAP)

TIERS now displays DSNAP tasks with the information required to ensure actions are taken quickly and efficiently in the event of a declared disaster. The information includes the client phone number, how the DSNAP application was received (mail, fax, Self-Service Portal, or in person), and the application submission Identification number when YourTexasBenefits.com (YTB) users submit an application.

Medicare Modernization Act (MMA) Response File

Updates were deployed to the MMA Response file to retain clients' terminated Medicaid eligibility information for a period of six months after their Medicaid eligibility has ended. This ensures that the Premiums Payable System can address the loss of history and the payment lag process included within the Medicare Advantage Special Needs Plan (MA-SNP) contracts. The MMA response file removes client's information once their Medicaid eligibility has been terminated. The MA-SNP contracts require payment lag and in addition do not allow for capitation adjustments.

Database Migration to Oracle 19c

All databases related to TIERS are updated from Oracle version 11.2.0.x (11G) to Oracle 19 (also called Oracle 19c). Oracle Database 19c (v12.2.0.3) has long-term support, meaning that Oracle Database 19c comes with 4 years of premium support (to March 2023) and a minimum of 3 years extended support (to March 2026).

Coronavirus Disease 2019 (COVID-19) Activities

- Continued efforts are underway to transition out of the Public Health Emergency (PHE) process once the PHE ends.
- Multiple efforts were implemented for the Pandemic Electronic Benefits Transfer (P-EBT) summer population:
 - TIERS now identifies and extracts information for all eligible P-EBT-aged children who were part of a Supplemental Nutrition Assistance Program (SNAP) budget group from May 1, 2021 – August 31, 2021 and/or children who were approved for or received P-EBT benefits during that period to receive P-EBT benefits during the summer period.
 - The language in YTB has been updated to reflect the Summer P-EBT benefit amount of \$375, which has been issued for each identified and approved P-EBT child.
 - A P-EBT application is created for each child aged 0-5 that is part of a SNAP budget group.
 - The Individual Details tab of the P-EBT page allows authorized users to approve individuals for Summer P-EBT benefits during the referral process.
 - YTB sends an alert to users who attempt a request to initiate review prior to or after their review process period and to users who attempt to apply for P-EBT prior to or after their P-EBT application period.
- Additional P-EBT Activities:
 - Updated Virtual Attendance Program (VAP) for 148 campuses and performed a re-sweep of the impacted Attendance Program children

- Added 24 new Residential Child Care Institution (RCCI) campuses with VAP data, as well as additional National School Lunch Program (NSLP) student data to YTB.
- Relaxed age restriction so that children older than 21 years old can apply for P-EBT and removed Office of Inspector General (OIG) Hotline number from the YTB P-EBT Success page.
- Implemented new duplicate check for exceptions processing.
- A new Datamart P-EBT Operational Monitoring Report was created.
- A supplement file was created in June 2021 for months July through September 2021 for the CHIP population, in order to assist clients with completing the application process during the modified Medicaid Renewal.
- The June, July, and August 2021 Emergency Allotment (EA) SNAP supplements were issued to eligible individuals.
 - These supplements are specifically for COVID-19 EA. All active SNAP recipients receive a supplement to bring them up to the maximum allotment of SNAP benefits.
- The resweeps for SNAP supplements were issued for April 2020 through August 2021 to eligible individuals.
 - Resweeps are for the SNAP households that were not certified by the time of initial EA supplements or households that added a member after the initial EA supplement.
- Extend September, October, and November 2021 SNAP certifications.
- Medicaid cases were reopened after resweep activities for eligible individuals.
- Medicaid certifications were extended for households with certifications ending in June and July 2021.
- Extend Medicaid due date for August 2021 population who have not returned their packet before August cut-off (8/18/21).
- CHIP and CHIP-Perinatal certifications were extended for households with certifications ending in June 2021.

3. Project Status

3.1 Release 110 Cycle Set

Table 1 Release 110.0

Project Item	Report to Date	Baseline Date
Initial Planned Project Start and Finish Dates	02/11/2021 – 07/31/2021	02/11/2021
Last Reported Project Start and Finish Dates	02/11/2021 – 07/31/2021	02/11/2021
Current Estimated Project Start and Finish Dates	02/11/2021 – 08/27/2021	07/02/2021

Explanation of Variance between Last Reported and Current Start and Finish Dates

Development and testing for R110 completed on time; however, due to the Oracle 19c upgrade, deployment was rescheduled to 8/7/21 to allow for additional deployment time. Because 7/31/21 is end of month processing, the reschedule resulted in longer batch processing time. The deployment team required additional time compared to regular releases to implement the Oracle 19c upgrade.

Estimated Percentage of Project Complete:

Release 110 – 100%

Description of Method Used to Track Progress

Micro Focus Project and Portfolio Management Centre; Microsoft Office Project

3.2 Release 111 Cycle Set

Table 1 Release 111.0

Project Item	Report to Date	Baseline Date
Initial Planned Project Start and Finish Dates	07/01/2021 – 12/18/2021	07/01/2021
Last Reported Project Start and Finish Dates	07/01/2021 – 12/18/2021	07/01/2021
Current Estimated Project Start and Finish Dates	07/01/2021 – 12/18/2021	07/01/2021

Explanation of Variance between Last Reported and Current Start and Finish Dates

N/A

Estimated Percentage of Project Complete

Release 111 – 30%

Description of Method Used to Track Progress

Micro Focus Project and Portfolio Management Centre; Microsoft Office Project

4. Project Plan

Task	Start Date	Target Finish	Actual Finish	% Complete
Eligibility Systems Modernization	Fri 6/15/12	Fri 11/5/21		98%
Development & Testing	Thu 5/7/20	Fri 11/5/21		91%
Release 110 Cycle Set	Thu 2/11/21	Fri 7/23/21	Fri 7/23/21	100%
Cycle 3 - R109.3	Thu 4/22/21	Fri 6/18/21	Fri 6/18/21	100%
Discovery	Thu 4/22/21	Wed 5/5/21	Thu 4/22/21	100%
Team 1 – Access and Eligibility Services (AES) - Elderly Simplified Application Project for SNAP	Mon 5/24/21	Fri 6/18/21	Fri 6/18/21	100%
Team 2 –FFH: Decision Implementation Modification, FFH: On Demand Reports filter modification	Mon 5/24/21	Fri 6/18/21	Fri 6/18/21	100%
Team 3 – Release Readiness Support	Mon 5/24/21	Fri 6/18/21	Fri 6/18/21	100%
Team 4 - AES - Automation of Publish Appointment Slots, Medicaid and CHIP Services (MCS) - CHIP Annual Report, TPR count and member exempt from waiting period	Mon 5/24/21	Fri 6/18/21	Fri 6/18/21	100%
Team 5 - MCS - MMA Response File, Release Readiness Support	Mon 5/24/21	Fri 6/18/21	Fri 6/18/21	100%
Team 6 - MCS – Notice of Admission File Updates	Mon 5/24/21	Fri 6/18/21	Fri 6/18/21	100%
Team 7 - MCS - CHIP Webservice Reference Table Validations, FFH - Administrative Disqualification Hearings & Recovery and Recoupment Email Alert, FFH - TIERS TG-47-OD user friendly improvements	Mon 5/24/21	Fri 6/18/21	Fri 6/18/21	100%
Team 8 - FFH: Auto Redaction Expansion – Batching, FFH - FH & Administrative Disqualification Hearing creator Batch Report	Mon 5/24/21	Fri 6/18/21	Fri 6/18/21	100%
Team 9 - C19 - CHIP Supplemental Files (MCS), MCS - CHIP/P-EBT Exception Code 349	Mon 5/24/21	Fri 6/18/21	Fri 6/18/21	100%
Team 11 – Information Technology - Modernize the JAVA JAX Remote Procedure Calls (RPC) services to JAX Web Services	Mon 5/24/21	Fri 6/18/21	Fri 6/18/21	100%
Team 12 - IT - Modernize the JAX RPC services to JAX Web Services	Mon 5/24/21	Fri 6/18/21	Fri 6/18/21	100%
Team 13 – Deloitte (DLT) Maintenance 1	Mon 5/24/21	Fri 6/18/21	Fri 6/18/21	100%
Team 14 - DLT Maintenance 2	Mon 5/24/21	Fri 6/18/21	Fri 6/18/21	100%
Team 17 – Eligibility Support Technologies Maintenance	Mon 5/24/21	Fri 6/18/21	Fri 6/18/21	100%
Team 18 - DataMart Maintenance	Mon 5/24/21	Fri 6/18/21	Fri 6/18/21	100%
Team 19 - Automated Testing Initiative (ATI) Test Automation	Mon 5/24/21	Fri 6/18/21	Fri 6/18/21	100%
Team 20 - Collaboration, Automation, Lean, Measurement and Sharing (CALMS)	Mon 5/24/21	Fri 6/18/21	Fri 6/18/21	100%

Team 25 - Call Center Inquiry (CCI) Tool Enhancements	Mon 5/24/21	Fri 6/18/21	Fri 6/18/21	100%
Team 26 - IT - State Portal - LEAP Migration	Mon 5/24/21	Fri 6/18/21	Fri 6/18/21	100%
Team 34 - Kofax Efforts	Mon 5/24/21	Fri 6/18/21	Fri 6/18/21	100%
Cycle 4 - R110.0	Thu 5/27/21	Fri 7/23/21	Fri 7/23/21	100%
Discovery	Thu 5/27/21	Wed 6/9/21	Wed 6/9/21	100%
Team 1: AES - Texas Simplification Application Project (TSAP) for SNAP	Mon 6/28/21	Fri 7/23/21	Fri 7/23/21	100%
Team 2: AES - TSAP for SNAP	Mon 6/28/21	Fri 7/23/21	Fri 7/23/21	100%
Team 3: C-19 - P-EBT Summer	Mon 6/28/21	Fri 7/23/21	Fri 7/23/21	100%
Team 4: C-19 - P-EBT Update VAP data for selected schools and reprocess. C-19 - P-EBT Implement new duplicate check for exceptions processing. C-19 - P-EBT Issue benefits to ~200K Child Care population using NSLP data.	Mon 6/28/21	Fri 7/23/21	Fri 7/23/21	100%
Team 5: C-19 - P-EBT RCCI Schools List. C-19 - P-EBT Relaxing rule on YTB, so that children > 22 yr. can apply for P-EBT. C-19 - P-EBT Removing OIG Hotline from YTB page. C-19 - P-EBT Update to RFR Functionality.	Mon 6/28/21	Fri 7/23/21	Fri 7/23/21	100%
Team 6: PD - Add the Form 0401 Notice of Privacy Practices to the TF-0001. MCS - Transformed Medicaid Statistical Information System Immigration Status Flag	Mon 6/28/21	Fri 7/23/21	Fri 7/23/21	100%
Team 7: C19 - TX Health Steps Good Cause (Exiting the PHE). OIG - SNAP Fraud Automated Data Analytics. MCS - Leading 0's in Client's SSN. AES - Electronic Benefits Transfer Details screen "Name not shown in drop down".	Mon 6/28/21	Fri 7/23/21	Fri 7/23/21	100%
Team 8: Release Readiness Support. AES - TSAP for SNAP	Mon 6/28/21	Fri 7/23/21	Fri 7/23/21	100%
Team 9: AES - One Time Fix: Correct MEPD/MSP Certification Periods that Exceed 12 months. C19 - Extend SNAP Certifications (Exiting the PHE). Release Readiness Support	Mon 6/28/21	Fri 7/23/21	Fri 7/23/21	100%
Team 10: IT - Modernize the JAX RPC services to JAX WS. Release Readiness Support	Mon 6/28/21	Fri 7/23/21	Fri 7/23/21	100%
Team 11: IT - Modernize the JAX RPC services to JAX Web Services	Mon 6/28/21	Fri 7/23/21	Fri 7/23/21	100%
Team 12: IT - Modernize the JAX RPC services to JAX Web Services	Mon 6/28/21	Fri 7/23/21	Fri 7/23/21	100%
Team 13: DLT Maintenance 1	Mon 6/28/21	Fri 7/23/21	Fri 7/23/21	100%
Team 14: DLT Maintenance 2	Mon 6/28/21	Fri 7/23/21	Fri 7/23/21	100%
Team 17: Maintenance	Mon 6/28/21	Fri 7/23/21	Fri 7/23/21	100%
Team 18: DataMart Maintenance	Mon 6/28/21	Fri 7/23/21	Fri 7/23/21	100%
Team 19: ATI Test Automation	Mon 6/28/21	Fri 7/23/21	Fri 7/23/21	100%
Team 20: CALMS	Mon 6/28/21	Fri 7/23/21	Fri 7/23/21	100%
Team 21: Federal Compliance	Mon 6/28/21	Fri 7/23/21	Fri 7/23/21	100%

Team 24: Intellectual and Developmental Disability-Behavioral Health - Spanish translated content for the Community Resource Coordination Groups website	Mon 6/28/21	Fri 7/23/21	Fri 7/23/21	100%
Team 25: CCI Tool Enhancements	Mon 6/28/21	Fri 7/23/21	Fri 7/23/21	100%
Team 26: IT - State Portal - LEAP Migration	Mon 6/28/21	Fri 7/23/21	Fri 7/23/21	100%
Team 27: AES - Automation of Publish Appointment Slots	Mon 6/28/21	Fri 7/23/21	Fri 7/23/21	100%
Team 31: Add C-19 - P-EBT Operational Monitoring Report	Mon 6/28/21	Fri 7/23/21	Fri 7/23/21	100%
Team 34: Kofax Efforts	Mon 6/28/21	Fri 7/23/21	Fri 7/23/21	100%
Release Readiness	Mon 6/28/21	Fri 7/23/21	Fri 7/23/21	100%
Release 111 Cycle Set	Thu 7/1/21	Fri 12/10/21		30%
Cycle 1 - R110.1	Thu 7/1/21	Fri 8/27/21	Fri 8/27/21	100%
Discovery	Thu 7/1/21	Wed 7/14/21	Wed 7/14/21	100%
Team 1: AES - TSAP 1 of 8	Mon 8/2/21	Fri 8/27/21	Fri 8/27/21	100%
Team 2: AES - TSAP 2 of 8	Mon 8/2/21	Fri 8/27/21	Fri 8/27/21	100%
Team 3: C19 - Ending PHE Modifications	Mon 8/2/21	Fri 8/27/21	Fri 8/27/21	100%
Team 4: AES - TSAP 3 of 8	Mon 8/2/21	Fri 8/27/21	Fri 8/27/21	100%
Team 5: C19 – Updates to Dental Managed Care Rules (MCS). FFH - Auto Redaction Expansion - Batching	Mon 8/2/21	Fri 8/27/21	Fri 8/27/21	100%
Team 6: Release Readiness Support	Mon 8/2/21	Fri 8/27/21	Fri 8/27/21	100%
Team 7: C19 - Ending PHE Modifications	Mon 8/2/21	Fri 8/27/21	Fri 8/27/21	100%
Team 8: C19 - Ending PHE Modifications	Mon 8/2/21	Fri 8/27/21	Fri 8/27/21	100%
Team 9: C-19 - P-EBT 2021. MCS - CHIP/P EB Exception Code 349 - Testing only. AES - Removing Rapid Router Tool from Your Texas Benefits. MCS - Medicaid Management Information System Riata to Data Center Services Migration	Mon 8/2/21	Fri 8/27/21	Fri 8/27/21	100%
Team 10: IT - Modernize the JAX RPC services to JAX WS. IT - Optimize Daily Flexible Workplace Application Programming interfaces Job	Mon 8/2/21	Fri 8/27/21	Fri 8/27/21	100%
Team 11: IT - Modernize the JAX RPC services to JAX WS. RR Support	Mon 8/2/21	Fri 8/27/21	Fri 8/27/21	100%
Team 12: IT - Modernize the JAX RPC services to JAX WS	Mon 8/2/21	Fri 8/27/21	Fri 8/27/21	100%
Team 13: DLT Maintenance 1	Mon 8/2/21	Fri 8/27/21	Fri 8/27/21	100%
Team 14: DLT Maintenance 2	Mon 8/2/21	Fri 8/27/21	Fri 8/27/21	100%
Team 18: DataMart Maintenance	Mon 8/2/21	Fri 8/27/21	Fri 8/27/21	100%
Team 19: ATI Test Automation	Mon 8/2/21	Fri 8/27/21	Fri 8/27/21	100%
Team 20: CALMS	Mon 8/2/21	Fri 8/27/21	Fri 8/27/21	100%
Team 21: Federal Compliance	Mon 8/2/21	Fri 8/27/21	Fri 8/27/21	100%
Team 24: AES -Adding TSAP Program Type to Significant	Mon 8/2/21	Fri 8/27/21	Fri 8/27/21	100%

Traditional Provider Coversheets (EDS/Kofax). AES -TSAP - Doc Center & Education and Case Management changes				
Team 28: IT - Automation of the PARIS file	Mon 8/2/21	Fri 8/27/21	Fri 8/27/21	100%
Team 31: AES - TSAP - DataMart	Mon 8/2/21	Fri 8/27/21	Fri 8/27/21	100%
Team 34: Kofax Efforts	Mon 8/2/21	Fri 8/27/21	Fri 8/27/21	100%
Release Readiness	Mon 8/2/21	Fri 8/27/21	Fri 8/27/21	100%
Cycle 2 - R110.2	Thu 8/5/21	Fri 10/1/21		5%
Discovery	Thu 8/5/21	Wed 8/18/21	Wed 8/18/21	100%
Release Deployment	Sat 9/19/20	Sat 9/4/21		
R109.3	Sat 6/26/21	Sat 6/26/21	Sat 6/26/21	100%
R110.0	Sat 7/31/21	Sat 8/7/21	Sat 8/7/21	100%

5. Schedule of Expenditures

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

Type of Expenditure	Fiscal Year 2021 Schedule of Expenditures
Contracted Services	\$10,100,255
Hardware	\$12,366,691
Software	\$33,222,052
Total	\$55,688,998

6. Actual Expenditures

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

6.1 New Development Expenditures

Project Item	Expenditures through 08/31/2021
Project Cost to Date (Fiscal)	\$10,675,923
Project Cost to Date (Total)	\$174,080,961

6.2 Operational Expenditures

Project Item	Expenditures through 08/31/2021
Project Cost to Date (Fiscal)	\$45,013,075
Project Cost to Date (Total)	\$391,094,316

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, HHSC is committed to maturing our IT-resource management principles and implementing strategies to maximize business value while reducing costs. HHSC has already fully implemented Agile development methodologies, which reduce the time to deployment and the need for expensive rework while improving quality and value delivered.

The agency’s TIERS project team is actively recruiting talent by offering prospective employees the opportunity to work with new technologies while contributing to health and human services. Additionally, TIERS project leadership aggressively negotiates new contracts for IT services and leverages shared services, cooperative contracts, and bulk purchasing.

7.2 Estimated Savings

Cost Savings/Avoidance Effort	Q4 2021 Savings
Elimination of Staff Augmentation Contract Positions	\$210,553
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
Reduction in Rates Negotiated On New Contract	\$233,768
Total	\$973,636

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 85th Legislature, 2017.

The Social Services Applications group within HHSC's IT division manages changes to TIERS and its supporting technologies, including YTB, State Portal, and Task List Manager. The TIERS IT governance process manages changes to all applications supported by Social Services Applications.

Since the transition to Agile software development¹ in 2016, software releases typically occur monthly.

To develop the release charter, business areas within HHSC as well as external trading partners, submit their strategic business roadmaps for system changes in both the fiscal year and the next release cycle. Areas prioritize these roadmaps, which then are combined and reprioritized based on capacity within each release cycle and the number of Agile sprints required.

Initiatives are prioritized 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 approves the final release charter.

Before they are submitted to the governance workgroup, changes to the charter are vetted by teams that would be impacted. The workgroup meets monthly to update the roadmap and adjust the content or sprint schedule of the release in progress.

Additions to the release charter must:

- Be mandated by the federal government, state leadership, or the Executive Commissioner;

¹ Agile software development refers to a group of software development methodologies based on iterative development.

- Result in clients not receiving accurate/timely benefits if they are not implemented;
- Result in financial penalties to the state or HHSC if they are not implemented; or
- Meet other criteria approved by the TIERS governance workgroup.

List of Acronyms

Acronym	Full Name
AES	Access and Eligibility Services
ATI	Automated Testing Initiative
CALMS	Collaboration, Automation, Lean, Measurement and Sharing
CCI	Call Center Inquiry
CHIP	Children’s Health Insurance Program
COVID-19	Coronavirus Disease 2019
DFPS	Department of Family and Protective Services
DOD	Date of Death
DSNAP	Disaster Supplemental Nutrition Assistance Program
EA	Emergency Allotment
EDG	Eligibility Determination Group
FFH	Fraud and Fair Hearing
HHSC	Health and Human Services Commission
IT	Information Technology
LEAP	Lightweight Extensible Authentication Protocol
MA-SNP	Medicare Advantage Special Needs Plan
MCS	Medicaid & CHIP Services

MEPD	Medicaid for the Elderly and People with Disabilities
MMA	Medicare Modernization Act
MSP	Medicaid Savings Program
NSLP	National School Lunch Program
OIG	Office of Inspector General
P-EBT	Pandemic Electronic Benefits Transfer
PHE	Public Health Emergency
RCCI	Residential Child Care Institution
RPC	Remote Procedure Calls
RFR	Request for Review
SNAP	Supplemental Nutrition Assistance Program
SSN	Social Security Number
TIERS	Texas Integrated Eligibility and Redesign System
TOA	Type of Assistance
TPR	Third Party Resource
TSAP	Texas Simplification Application Project
UI	User Interface
VAP	Virtual Attendance Program
YTB	YourTexasBenefits.com