

SENATE BILL REPORT

SB 5530

As of February 3, 2023

Title: An act relating to creating a work group to develop a "Whole WA" digital experience that will connect Washington residents to services.

Brief Description: Creating a work group to develop a "Whole WA" digital experience that will connect Washington residents to services.

Sponsors: Senators Gildon, Boehnke, Nguyen, Randall, Wellman and Wilson, L..

Brief History:

Committee Activity: Environment, Energy & Technology: 2/03/23.

Brief Summary of Bill

- Requires the Consolidated Technology Services Agency, in partnership with the Office of Financial Management, to convene a work group to develop a "Whole WA" digital experience mobile application, and to submit a report by December 1, 2023.

SENATE COMMITTEE ON ENVIRONMENT, ENERGY & TECHNOLOGY

Staff: Angela Kleis (786-7469)

Background: The Consolidated Technology Services Agency, also known as Washington Technology Services (WaTech), supports state agencies as a centralized provider and procurer of information technology services. The director of WaTech is the state Chief Information Officer. Within WaTech, the Office of the Chief Information Officer has primary duties related to IT for state government, which include establishing statewide enterprise architecture and standards, and providing direction, with input from the Legislature and the judiciary, concerning strategic planning goals and objectives for the state.

This analysis was prepared by non-partisan legislative staff for the use of legislative members in their deliberations. This analysis is not part of the legislation nor does it constitute a statement of legislative intent.

Summary of Bill: WaTech, in partnership with the Office of Financial Management, shall convene a work group to develop a "Whole WA" digital experience mobile application (work group). The purpose of the work group is to develop a plan and framework for launching a centralized technology platform and mobile application to transform Washington residents' digital experience with government and service providers.

In developing the framework, the work group must:

- recommend specific services for inclusion in the mobile application;
- discuss the technical requirements for providing access to services through a mobile application;
- provide recommendations how to effectively engage with providers that may want to be included;
- explore features needed to make the mobile application user-friendly;
- reach out to other states that have launched or are working on similar technology;
- identify requirements for ensuring security and privacy; and
- provide suggestions for other factors to consider.

Work group membership includes legislators and representatives from specified state agencies. Individuals representing relevant sectors may be invited to participate in an advisory capacity in meetings; however, these individuals may not vote. There is no limit to the number of individuals who may participate in work group meetings on an advisory committee.

The chair of the work group is the director of WaTech. Staff support for the work group must be provided by WaTech.

The work group must submit a report on the framework specified in the bill to the Governor and the appropriate committees of the Legislature by December 1, 2023.

Appropriation: The bill contains a section or sections to limit implementation to the availability of amounts appropriated for that specific purpose.

Fiscal Note: Available.

Creates Committee/Commission/Task Force that includes Legislative members: Yes.

Effective Date: Ninety days after adjournment of session in which bill is passed.

Staff Summary of Public Testimony: PRO: People do not know where to go to find assistance services. The goal is seamless connection to public and private sector services. The establishment of a work group would bring together knowledgeable parties to bring the necessary services to Washington residents. We recommend the work group membership also include agencies that play a critical role in housing and membership, people with lived experiences navigating these services, and organizations and survivors of domestic violence

and sex trafficking. The work group should also consider how to make the application multilingual, how to ensure it is updated regularly, and how to include accessibility features.

OTHER: We agree with the goals of the bill to increase access to services. A recently launched updated website serves as the first step to developing a resident portal. A decision package was include in the Governor's budget to fund a project team that will engage with residents as the plan is developed; however, it did not include private sector services or the reporting requirement.

Persons Testifying: PRO: Senator Chris Gildon, Prime Sponsor; Michele Thomas, Washington Low Income Housing Alliance.

OTHER: Derek Puckett, Consolidated Technology Services (WaTech).

Persons Signed In To Testify But Not Testifying: No one.