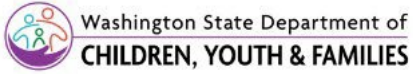




Introduction to MyWABenefits

DCYF Parent Advisory Group

March 19, 2025



Background

The Washington State Health and Human Services Enterprise Coalition (HHS Coalition) is a collaborative that provides strategic direction, cross-organizational information technology (IT) project support and federal funding guidance across Washington's HHS organizations. IT project collaboration will result in better service coordination and public stewardship that improves the health and well-being of the people, families, and communities of Washington.

The HHS Coalition includes the Department of Children, Youth & Families (DCYF), Department of Corrections (DOC), Department of Health (DOH), Department of Social and Health Services (DSHS), Washington Health Benefit Exchange (HBE), Health Care Authority (HCA), and the Washington Technology Solutions (WaTech).



IE&E Vision

...a world where Washingtonians tell their story once when applying for public benefits, letting the new system and underlying business processes securely guide them through the possibilities.





- **Ensure that the voices of Washingtonians are heard** and integrated into the journey towards an IE&E solution.
- **Create an accessible experience for all** by addressing barriers ranging from limited internet access and device availability to other barriers specific to individuals with different abilities, and accessibility of languages.
- **Use equity-focused and human centered design practices** by engaging those with lived experiences in the design and prioritization of products on the roadmap.

MyWABenefits

A mobile-friendly, self-service portal to help households understand their eligibility and enrollment status across multiple programs.





Our Vision

We want Washingtonians to have clarity about their application for benefits so they can more quickly and easily navigate the process and receive the benefits they need.

Our Goals

Faster time to benefits

Having a clear understanding of next steps allows applicants to quickly move through the process.

Support the IE&E Vision

Provide an accessible and mobile-friendly system to help clients understand eligibility and enrollment across multiple programs.



Our Goals (continued)

Validate the Platform

Implementing products in a cloud environment helps build the foundation of our modern IT infrastructure.

Reduce the number of calls

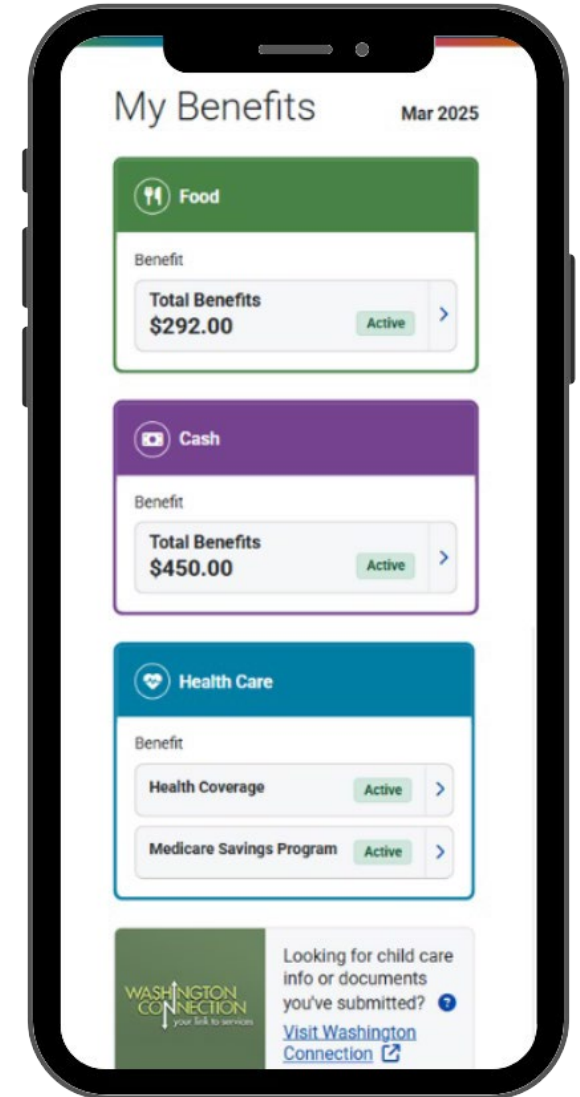
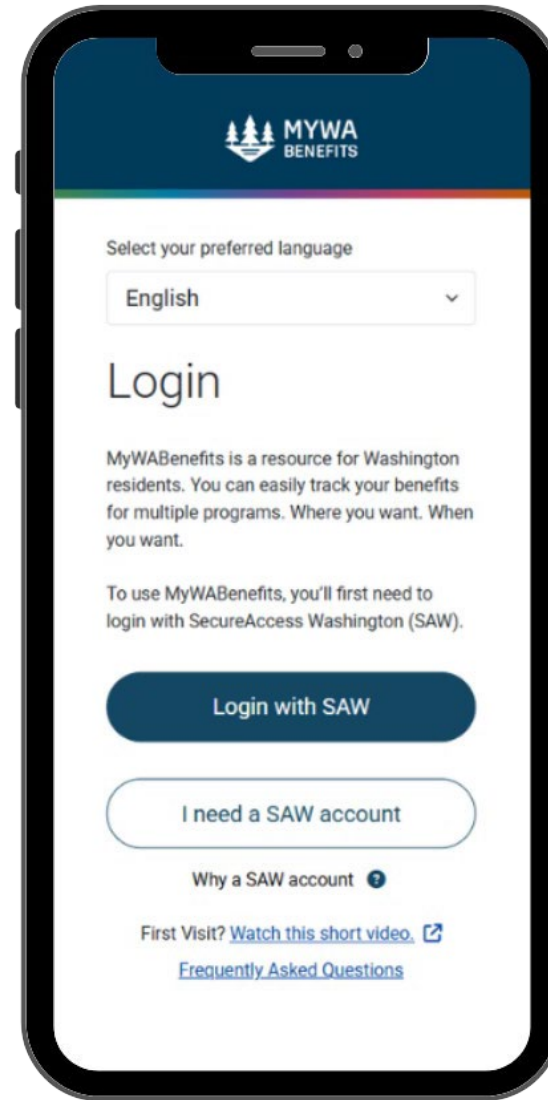
Less time spent on the phone means more time to focus on the important things.



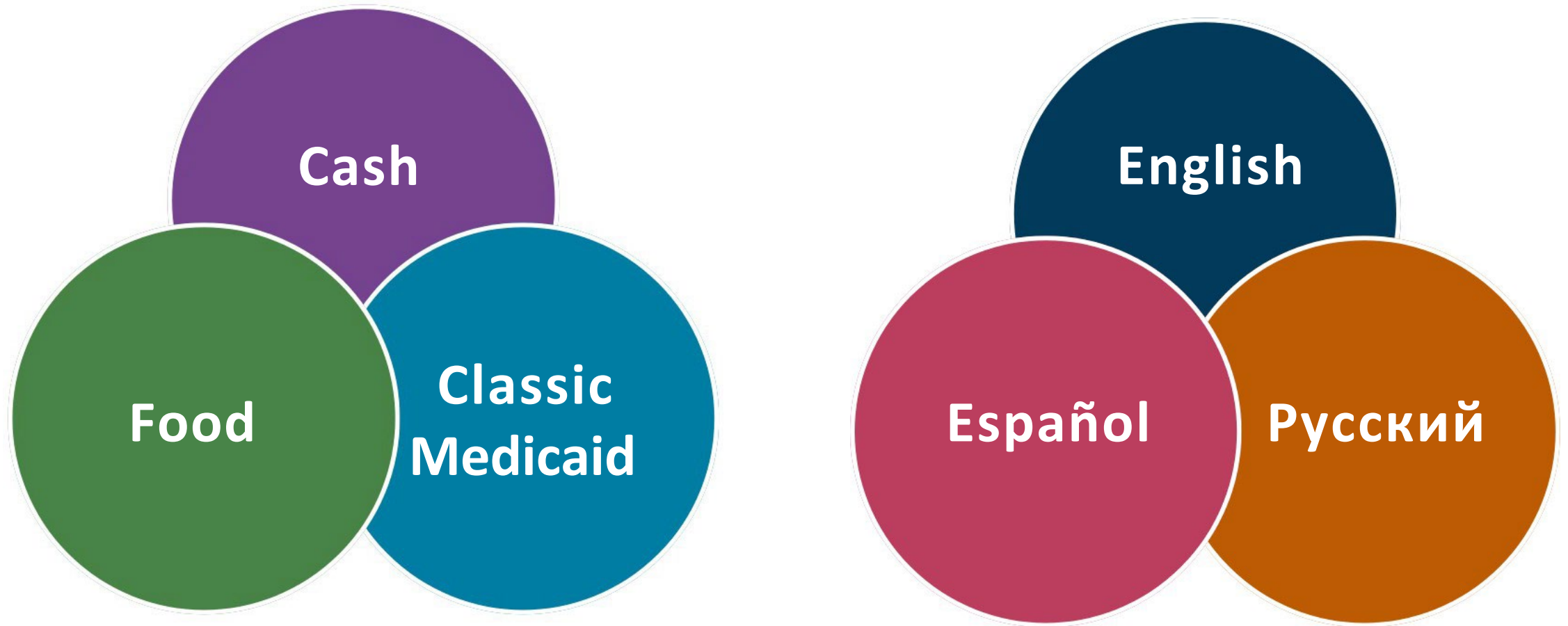
Features and Benefits

This new, mobile-friendly, portal will let clients (and authorized representatives) create a secure account to:

- View application or renewal status;
- Check appointment information;
- Review current benefits...and more!



Initial Programs and Languages



*Childcare, MAGI-medical, and WIC will be added in future phases



Human-Centered Design

Human-Centered Design puts real people, their feedback, and lived experiences at the center of design solutions.

Thank you!

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Other questions or comments?

Send your questions or comments directly to the IE&E Modernization Program Team at IE&EProgram@dshs.wa.gov.

[Integrated Eligibility and Enrollment Modernization Program \(IE&E\) | Healthier Washington Collaboration Portal \(waportal.org\)](#)

