



State of Wisconsin Department of Health Services

Tony Evers, Governor
Kirsten L. Johnson, Secretary

September 16, 2026

Cyrus Anderson
Senate Chief Clerk
Room B20 Southeast, State Capitol
Madison, WI 53707

Edward A. Blazel
Assembly Chief Clerk
17 West Main Street, Room 401
Madison, WI 53708

Dear Mr. Anderson and Mr. Blazel:

Wisconsin Stat. § 46.03(26) requires the Department of Health Services to report annually on information system projects under development, including the implementation schedule, a cost estimate, and the methods of determining charges for service, where applicable. We have the following projects under development:

- 1) State Vital Records Information System (SVRIS) Part 2
- 2) Vital Records Modernization: Wisconsin Application for Vital Events (WAVE)
- 3) CAREWare Implementation
- 4) Capital Project - 24A1X – Voice Over IP (VOIP) Phone System Conversion
- 5) DHS Connect Laboratory Enhancement Through Pathnet (Oracle Cerner Software System)
- 6) MES Care Management Module
- 7) GainwellConnect System Integration Platform
- 8) Advancing Interoperability and Improving Prior Authorization Processes
- 9) LEAP Estate Recovery System
- 10) LTC Provider Management
- 11) ACT 178-CIE-MIS
- 12) Children's Long-Term Support (CLTS) Third Part Administration (TPA) Transition - SAS Work
- 13) EDW/DAR Module Work for Care Management DDI
- 14) LEAP Replacement System Objects in SAS
- 15) CARES: ACCESS Modernization
- 16) CARES: Benefits Status Tracker
- 17) CARES: Medicaid Redetermination Compliance
- 18) CARES: ACCESS – Guest Registration
- 19) CARES: Communication Preference Center
- 20) CARES: FSET and TLB Functionality in ACCESS and MyACCESS
- 21) CARES: FSET Report Modernization
- 22) CARES: FSET Worker Tools
- 23) CARES: SNAP National Accuracy Clearinghouse (NAC) Implementation
- 24) NASPO: Children's Community Options Program
- 25) CARES: FoodShare Late Renewal Changes

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Mr. Anderson
Mr. Blazel
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- 26) CARES: Foster Care Medicaid Compliance
- 27) CARES: MAPP Premium Payment Changes
- 28) CARES: Online Application for Caretaker Supplement (CTS)
- 29) CARES: Updating Addresses of Health Care Members Using Information from Reliable Data Sources
- 30) CARES: MyWisconsin ID Wave 5
- 31) CARES: Correspondence Improvement Roadmap: Technology Implementation
- 32) CARES: FRA/2025 H.R.1: FoodShare Able-Bodied Adults Without Dependents (ABAWD) Policy Changes
- 33) CARES: MyWisconsin ID Wave 6
- 34) CARES: ACCESS and MyACCESS Advanced FSET Functionality
- 35) CARES: SeniorCare Process Automation and Correspondence Modernization
- 36) CARES: IMS Screens Decommission: Eligibility Overrides and CTS Manual Issuance
- 37) CARES: Food Benefit Replacement Monitoring and Notification Changes
- 38) CARES: Accessibility Changes to ACCESS/MyACCESS for Confidential Cases
- 39) CARES: MyWisconsin ID Wave 7
- 40) CARES: Administrative Renewals and Coverage Transitions at Renewal
- 41) DQA Licensing Project

Information regarding these initiatives is included in the enclosed report.

Sincerely,

A handwritten signature in blue ink, appearing to read "Kirsten Johnson", with a stylized flourish at the end.

Kirsten L. Johnson
Secretary-designee

Enclosure



Report to the Legislature on Data Processing Projects – 2025

P-00988 (09/2026)

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Report Approach Overview

Wisconsin Stat. § 46.03(26) requires the Department of Health Services (DHS) to report annually on information system (IS) projects under development, including the implementation schedule, a cost estimate, and the methods of determining charges for service, where applicable.

In the 2021 report, DHS adopted a new approach and format for this report to leverage information system project reporting required under Wis. Stat. § 16.973(16) that DHS submits to the Joint Committee on Information Policy and Technology via the Wisconsin Department of Administration (DOA), Division of Enterprise Technology (DET) each February and August under the report title, “Large, High-Risk Information Technology Project Report”.

With the ongoing intent of efficiency and more robust reporting, DHS continues the approach adopted in the 2021 report. DHS includes all active projects under development at the point this report is prepared using the project inclusion criteria and report components prescribed by DOA, DET in the most recent report cycle for the Large, High-Risk Information Technology Project Report. For context, report component guidance is included below.

Report Inclusion Criteria and Components — Reference

Inclusion Criteria: Active, under development information system projects with a projected cost exceeding \$1,000,000 or otherwise deemed to meet the DET definition of an active large, high-risk IT project based on the May 2022 guidance issued by the State of Wisconsin, Department of Administration. See Appendix A for the DOA Large, High-Risk IT Project Definition, revised May 2022.

Components:

1. Report Preparation Date: Lists the date the status report was prepared for this project.
2. IT Project Title: States the formal name of the project.
3. IT Project Status: Lists the status of the project at the time the report was prepared. All are “Active”.
4. DET Services/Impact: Indicates if DET services are needed or impacted to support the project.
5. DET Impact Explanation: Indicates what DET services are needed or impacted, if known.
6. Master Lease Funding Amount: Lists the total amount funded through the master lease program.
7. Original Cost Projection: Lists the overall estimated cost of the IT project at the time the project started.
8. Additional Context for Original Cost Projection: Optional field to provide context for the field above.
9. Funding Source: Details applicable project funding sources to equal the total current cost projection.
10. Current Cost Projection: Lists the current overall cost of the Information Technology (IT) Project.
11. Additional Context for Current Cost Projection: Optional field to use, if needed.
12. Explanation for Changes to Cost Projection: Provides explanation if the actual, current cost projection varies from the original cost projection. If there is no variance, the field states “No Change.”
13. Original Estimated IT Project Start Date: Lists the original projected project start date.
14. Actual or Current Estimated IT Project Start Date: Lists the current estimated or actual project start date.

15. Explanation for Changes to IT Project Start Date: Provides a brief explanation if there is a difference between the original project start date estimate and the actual or current project start date estimate.
16. Original Estimated IT Project Completion Date: Lists the original, estimated project completion date at the time the project started. Note that this is not a baseline project completion date set in the project planning stage; it is a high-level estimate at the point of project definition or initiation.
17. Current IT Project Completion Date: Lists the estimated project completion date. Depending on the project's stage, it may be a high-level estimate prior to a planning schedule baseline.
18. Explanation for Changes to IT Project Completion Date: Provides explanation for updates from the original project completion date estimate to the current project completion date projection.
19. Original IT Project Stage Completion Dates: Lists the stage names and original high-level estimated completion dates for all project stages at the time the project starts. This information is high-level best estimates of stages and dates prior to the formal project planning stage.
20. Current IT Project Stage Completion Dates: Lists the current project stage names and estimated project stage completion dates. Depending on the project's stage, it may be a high-level best estimate prior to a planning schedule baseline.
21. Explanation for Changes to IT Project Stage Completion Dates: Explains variances from original stage completion dates to current stage completion dates.
22. IT Project Scope: Includes a brief description of the project scope.
23. IT Project Deliverables: Includes a brief list of deliverables expected to be produced by the project.
24. IT Project Assumptions: Lists assumption(s) for the project, if any.
25. IT Project Risks and Constraints: Lists key project risks or constraints to highlight for the project.
26. Submitted in Other DET Statutory Reports: Lists statutory reports submitted to the Department of Administration, DET, in which the project was included. It is limited to the agency's Strategic IT Plan and submissions via the Large, High-Risk IT Project Report (formerly known as the Million-Dollar IT Project Report).
27. Other Information (Optional): Optional field to use, if needed.

Projects Completed/Closed Since Active in 2024 Report

2024 Report Reference #	Project Name from 2024 Report	Completed/Closed Date
3	AIDS Drug Assistance Program (ADAP) Online Portal	May 2025
4	Virtual ADRC and Statewide Resource Database Discovery and Implementation Project	March 2025
5	ADRC Client Tracking System Implementation Project	March 2025
6	Overdose Alert System	October 2025
7	Integration of Long-Term Care (LTC) Encounters into the MMIS	June 2025
8	Tribal Shared Savings Project	February 2025
9	Adult Incident Report System (AIRS)	December 2024
12	Electronic Visit Verification (EVV) – Home Health	January 2025
14	Hospital Access Payment System Enhancements and Corrections	May 2025
18	CARES: Katie Beckett Phase 2	November 2024
19	CARES: Elderly Simplified Application Project (ESAP)	January 2025
20	CARES: SeniorCare Front End Processing Implementation	November 2024
28	BFAM Business Operations Support System (BOSS) Tool – Release 1 – No report needed project Complete	July 2025
29	Assisted Living Reporting, Member Assessment and Certification Tools: 1-2 Bed Adult Family Home Certification and Home & Community Based Services Settings Review Project	March 2025
30	CARES: Source Code Vulnerabilities Remediation Phase 3	July 2025
33	iQIES Integration – Implementation Phase	December 2024

2025 Active IS Projects under Development

1. State Vital Records Information System (SVRIS) Part 2

Report Preparation Date (Status as of): 11/17/2025

1. *IT Project Title:* Statewide Vital Records Information System (SVRIS) Part 2
2. *IT Project Status:* Active
3. *DET Services/Impact:* ☒ Yes ☐ No ☐ TBD
4. *DET Impact Explanation (Required, if #3 is “Yes”. Optional if #3 is “TBD”. Skip if #3 is “No”.):*
Previously, DET hosted the OnBase/Naviant solution as part of their enterprise solution. In June of 2023, the enterprise instance of OnBase was discontinued. DHS now has a dedicated instance of OnBase hosted at the state data center. Servers provided by DET will store images used by that solution.
5. *Master Lease Funding Amount:* \$0
6. *Original Cost Projection:* \$20,000,000
7. *Additional Context for Original Cost Projection (*Optional*):* N/A
8. *Funding Source & Amount:*
 - ☐ GPR: \$000,000
 - ☒ PR: \$10,000,000
 - ☐ FED: \$000,000
 - ☐ SEG: \$000,000
 - ☐ PR-SEG: \$000,000
 - ☐ Other (Please explain funding source and provide amount):
9. *Current Cost Projection:* \$10,000,000
10. *Additional Context for Current Cost Projection (*Optional*):* N/A
11. *Explanation for Changes to Cost Projection:* There is a projected cost savings from the original estimate of \$20 million for the project because DHS was able to contract with Ancestry free of charge. Ancestry was contracted to digitize all of the older paper and microfilmed vital records and to create an index of the key data variables contained on those records. This provides the ability to match those indexes and images to index data already contained in SVRIS through a data conversion process or, when an index does not exist in the SVRIS system, insert those data and images into the system.
12. *Original Estimated IT Project Start Date:* April 5, 2017

13. *Actual or Current Estimated IT Project Start Date:* April 5, 2017

14. *Explanation for Changes to IT Project Start Date:* No Change

15. *Original Estimated IT Project Completion Date:* December 31, 2022

16. *Current IT Project Completion Date:* June 30, 2026

17. *Explanation for Changes to IT Project Completion Date:* SVRIS Part 2 will be completed later than initially projected. Working with fragile, irregular, and many hand-written paper documents that date back as far as 1814 that were filed and amended in many ways over the 200+ years was much more difficult than our contractor estimated. Keying of data from the old records is also proceeding more slowly than our contractor forecast, which has in turn delayed the conversion of data into SVRIS. Each stage has been extended accordingly. Additionally, competing priorities within the State Vital Records Office (SVRO) including numerous legislative changes affecting the SVRO and required modernization of SVRIS require key resources currently assigned to this project. These higher priority efforts require key staff resources to reallocate their time, which has caused the timeline for this project to extend. Finally, the index files delivered by the vendor have been of lower quality than anticipated, necessitating extensive quality checks, feedback to the vendor, and re-delivery of index file and images.

18. *Original IT Project Stage Completion Dates:*

- *Project Charter Signed:* April 30, 2017
- *Project Planning:* December 31, 2017
- *Project Execution:* July 31, 2022
 - *Scanning of Original Vital Records Documents:* October 31, 2019
 - *Indexing of Vital Records Documents:* December 31, 2021
 - *Conversion of Vital Records into SVRIS:* July 31, 2022
- *Project Closing:* December 31, 2022

19. *Current IT Project Stage Completion Dates:*

- *Project Charter Signed:* April 30, 2017
- *Project Planning:* December 31, 2017
- *Project Execution:* April 30, 2026
 - *Scanning of Original Vital Records Documents:* June 30, 2021
 - *Indexing of Vital Records Documents:* July 31, 2023
 - *Conversion of Vital Records into SVRIS:* April 30, 2026
- *Project Closing:* June 30, 2026

20. *Explanation for Changes to IT Project Stage Completion Dates:*

Scanning of Original Vital Records Documents was delayed because working with fragile, irregular, and hand-written paper documents that date back as far as 1814 that were filed and amended in many ways over the 200+ years was much more difficult than our contractor estimated. Additionally, some scans were of poor quality and needed to be rescanned by the contractor.

Indexing of Vital Records Documents could not be started until scanning of the documents was complete and images had been passed through quality assurance. Additionally, keying of data from the old records, once started, has taken longer than our contractor forecast. Finally, the index files delivered by the vendor have been of lower quality than anticipated, necessitating extensive quality checks, feedback to the vendor, and re-delivery of index file and images.

Conversion of Vital Records into SVRIS has in turn been delayed as this process cannot be started by DHS staff until the previous work is complete. Additionally, competing priorities within the State Vital Records Office (SVRO) including numerous legislative changes affecting the SVRO and required modernization of SVRIS require key resources currently assigned to this project. These higher priority efforts require key staff resources to reallocate their time. Therefore, each stage has been extended accordingly.

IT Project Information Section:

21. *IT Project Scope:* The scope of this project is to preserve copies of all original Wisconsin vital records as archival quality images and to create electronic public and Wisconsin indexes of the data from these images. This will be used both for retrieval of those images and to load the newly created indexes into SVRIS for issuance of certificates from a centralized database. This includes birth, death, marriage, divorce, domestic partnership, and termination of domestic partnership.
22. *IT Project Deliverables:* One key deliverable is the creation of an electronic back-up of all Wisconsin vital records documents in the event of any natural disaster or unforeseen destruction of the non-electronic documents. Another key deliverable is the creation of electronic public and Wisconsin indexes. This project will also enable the ability for issuance of vital records' certificates from the statewide database. The creation of digital images for the 25 million records, including the re-scans of images which failed the initial quality check, have been completed. The overall project is split up into smaller delivery subsets based on event type (birth, marriage, death, divorce, etc.) and data years to facilitate both the creation of indexes and the conversion of the index data into SVRIS. Currently, approximately nine million records have been converted into the SVRIS database. In addition, approximately eleven million images have been loaded into SVRIS to date. During this reporting period, there were two additional conversion delivery subsets brought to completion, both of which included the insertion of new records into SVRIS.
23. *IT Project Assumptions:* DHS assumes that Ancestry will continue to provide the agreed upon services free of charge and will complete all portions of the project as outlined in the original Statement of Work.
24. *IT Project Risks and Constraints:*
Risks: Competing priorities within the State Vital Records Office (SVRO) such as legislative changes affecting the SVRO and required system upgrades to SVRIS are a risk to the project timeline as they would likely require key resources currently assigned to this project. The project team accepts this risk. If higher priority efforts are required of key resources on the project team and other resources cannot be allocated, the timeline for the project may need to extend. The

SVRO is scheduled to move from 1 West Wilson to GEF 1 in September 2025, which will impact team members' availability to work on this project during the transition.

Constraints: As listed above, the variability of vital records documents spanning back over 200+ years has limited the ability of our contractor to speed up the project.

25. *Submitted in Other DET Statutory Reports?*

- ☐ No. This project is not listed in the prior Strategic IT Plan or Large, High-Risk IT Project Report.
- ☒ FY 2023 Strategic IT Plan (Submitted to DOA March 1, 2022)
- ☒ FY 2024 Strategic IT Plan (Submitted to DOA March 1, 2023)
- ☒ FY 2025 Strategic IT Plan (Submitted to DOA March 1, 2024)
- ☒ FY 2026 Strategic IT Plan (Submitted to DOA March 1, 2025)
- ☒ Large, High-Risk IT Project Report (Submitted to DOA March 2023)
- ☒ Large, High-Risk IT Project Report (Submitted to DOA September 2023)
- ☒ Large, High-Risk IT Project Report (Submitted to DOA March 2024)
- ☒ Large, High-Risk IT Project Report (Submitted to DOA September 2024)
- ☒ Large, High-Risk IT Project Report (Submitted to DOA March 2025)

26. *Other Information (*Optional*)*: N/A

2. **Vital Records Modernization: Wisconsin Application for Vital Events (WAVE)**

Report Preparation Date (Status as of): 11/17/2025

1. *IT Project Title*: Vital Records Modernization: Wisconsin Application for Vital Events (WAVE)
2. *IT Project Status*: Active
3. *DET Services/Impact*: ☒ Yes ☐ No ☐ TBD
4. *DET Impact Explanation (Required, if #3 is "Yes". Optional if #3 is "TBD". Skip if #3 is "No".)*: A security assessment was completed. The project is subject to the DET cloud brokerage review process. It will be submitted when the project is ready for that step. DET is anticipated to be engaged related to single-sign-on setup for authentication (MyWisconsin ID). Additional DET service use and impact is to be determined.
5. *Master Lease Funding Amount*: \$0
6. *Original Cost Projection*: \$4,500,000
7. *Additional Context for Original Cost Projection (*Optional*)*:
8. *Funding Source & Amount*:
 - ☐ GPR: \$000,000

Department of Health Services
Data Processing Projects – 2025

- ☒ PR: \$4,500,000
- ☐ FED: \$000,000
- ☐ SEG: \$000,000
- ☐ PR-SEG: \$000,000
- ☐ Other (Please explain funding source and provide amount):

9. *Current Cost Projection:* \$4,500,000

10. *Additional Context for Current Cost Projection (*Optional*):* The current cost projections include baseline vendor costs only and may change if additional customizations are identified during business requirements and implementation. Estimated staff and BITS discovery costs have not yet been fully identified.

11. *Explanation for Changes to Cost Projection:* No Change

12. *Original Estimated IT Project Start Date:* April 1, 2024

13. *Actual or Current Estimated IT Project Start Date:* April 1, 2024

14. *Explanation for Changes to IT Project Start Date:* No Change

15. *Original Estimated IT Project Completion Date:* July 31, 2025

16. *Current IT Project Completion Date:* December 31, 2026

17. *Explanation for Changes to IT Project Completion Date:* The original project end date was a high-level estimate based on a 16-month implementation timeline and the best available data at the time of contract initiation. After business requirement gathering sessions, establishment of a more detailed project plan, and an in-depth understanding of the data conversion and migration workload, the timeline was updated to accommodate both vendor and DHS resource availability. Since the last reporting period, the WAVE project has been restructured in coordination with VitalChek, which has extended the completion date.

18. *Original IT Project Stage Completion Dates:*

- *Initiation:* February 15, 2024
- *Planning:* September 6, 2024
- *Execution:* June 30, 2025
- *Closure:* July 31, 2025

19. *Current IT Project Stage Completion Dates:*

- *Initiation:* February 15, 2024
- *Planning:* September 6, 2024
- *Execution:* March 1, 2026
- *Closure:* December 31, 2026

20. *Explanation for Changes to IT Project Stage Completion Dates:* For context, the original stage completion dates listed for the Planning and Execution phases were erroneously reported as the start dates for these project phases rather than the intended completion dates. Additionally, the original project closure date was a high-level estimate based on a 16-month implementation timeframe and the best available information at the time of contract initiation. As the project transitioned into the Execution phase, several previously unknown risks were identified that materially impacted the timeline. These included the complexity of onboarding approximately 11,000 users across the system due to changing state statutes (Act 172), introduction of requirement to integrate with the statewide MyWisconsin ID authentication service, and expanded data conversion and migration requirements not fully evident during initial planning.

Since the last reporting period, the WAVE project has been restructured to improve focus, accountability, and alignment. We have worked closely with our vendor, VitalChek, to realign project milestones and adopt a modular go-live approach that supports phased implementation and risk reduction. This restructuring has provided greater clarity around deliverables and dependencies, ensuring progress remains visible and measurable. It is important to note that VitalChek is currently undergoing organizational and staffing changes, and we are maintaining close communication with their leadership team to manage continuity, protect key timelines, and ensure the transition does not adversely impact project delivery.

IT Project Information Section:

21. *IT Project Scope:* The goal of this modernization project is to replace the current antiquated Statewide Vital Records Information System (SVRIS) software program licensed from our current vendor Netsmart with a customized off the shelf (COTS) vital records software solution developed and licensed by VitalChek/Lexis Nexis, Inc.

The marked benefits for completing this project include increased interoperability and data exchange capacities that are needed for current data modernization efforts at the state and national levels, modernization of vital records workflow processes increasing efficiencies, increased system functionality and speed for our 3,700 business users, and improved data capture elements of quality, timeliness, and completeness. This system will also result in significant long term cost savings for the department as it will not require a third-party integration with Acordex (estimated cost savings of \$12,000 annually) nor be reliant on Citrix licensing, which costs the department \$150,000 annually.

The core business functions of the Wisconsin Vital Records Office will not change but will be enhanced to utilize current technology to increase workflow efficiencies.

22. *IT Project Deliverables:* One key IT project deliverable is the successful implementation and go-live of the WAVE system. Another key deliverable is the transition to a fully cloud-hosted system which is not reliant on a self-hosted database.

Implementation of this system will allow for a streamlined business partner experience in order to better serve the evolving needs of the vital records community. Additionally, this implementation will correctly position our modernization efforts so that we can truly expand

into Fast Healthcare Interoperability Resources (FHIR) messaging and other system interoperability in order to reduce the need for duplication of efforts in disparate systems.

23. IT Project Assumptions:

- MyWisconsin ID Integration
 - MyWisconsin ID authentication services will be fully functional and available for integration throughout the project timeline.
 - Any policy or technical changes related to MyWisconsin ID will be communicated in advance and not require rework.
 - Required API documentation and DHS identity management support will be accessible and stable.
- Vendor and DHS Resource Availability
 - Key vendor and DHS personnel will remain assigned and available throughout their scheduled phases.
 - No major resource reallocations or turnover will disrupt the execution timeline.
 - All external dependencies (e.g., contract modifications, procurement of tools, testing environments) will be resolved within planned lead times.
- Technology Infrastructure
 - The hosting environment, network configurations, and technical architecture will support the anticipated user volume and system load.
 - All required environments (dev, test, staging, production) will be provisioned on time.

24. IT Project Risks and Constraints:

Key Project Risks

- Integration Risks
 - MyWisconsin ID service downtime or technical changes.
 - Misalignment between project and third-party system timelines.
 - Application Program Interface issues or lack of timely vendor support.
- Timeline Risks
 - Feasibility of timeline: Revised dates will be provided in the upcoming report, as the necessary information is currently being gathered to ensure an accurate estimation.
 - Underestimated effort or resource shortages.
 - Delays from slow decision-making or change control.
 - External project dependencies causing slippage.
- Resource and Staffing Risks
 - Loss of key DHS/vendor staff.
 - Bottlenecks due to overreliance on a few experts.
 - Competing DHS initiatives impacting availability.

Key Project Constraints

- Time Constraints
 - Fixed milestones and regulatory timelines limit flexibility.
- Budget Constraints
 - Must operate within approved funding.
 - Additional scope or delays may require reauthorization.
- Technical Constraints
 - System must integrate with DHS infrastructure and MyWisconsin ID.

- Must comply with state security and architecture standards.
- Regulatory & Compliance Constraints
 - Compliance with state statute, state and federal privacy laws, and security frameworks.
 - Must meet reporting/audit expectations.

25. *Submitted in Other DET Statutory Reports?*

- ☐ No. This project is not listed in the prior Strategic IT Plan or Large, High-Risk IT Project Report.
- ☒ FY 2025 Strategic IT Plan (Submitted to DOA March 1, 2024)
- ☒ FY 2026 Strategic IT Plan (Submitted to DOA March 1, 2025)
- ☒ Large, High-Risk IT Project Report (Submitted to DOA September 2024)
- ☒ Large, High-Risk IT Project Report (Submitted to DOA March 2025)

26. *Other Information (*Optional*)*: This project was previously reported under the name SVRIS Modernization: VitalChek (DAVE) Implementation. The project title has been updated due to the VitalChek company rebranding to VitalChek and a system name change.

3. CAREWare Implementation

Report Preparation Date (Status as of): 11/17/2025

1. *IT Project Title*: CAREWare Implementation
2. *IT Project Status*: Active
3. *DET Services/Impact*: ☐ Yes ☐ No ☒ TBD
4. *DET Impact Explanation* (Required, if #3 is “Yes”. Optional if #3 is “TBD”. Skip if #3 is “No.”):
This project may need support for MyWisconsin ID and a cloud brokerage review. Other work is to be determined as this project is currently in the procurement process.
5. *Master Lease Funding Amount*: \$0
6. *Original Cost Projection*: \$737,992
7. *Additional Context for Original Cost Projection (*Optional*)*: N/A
8. *Funding Source & Amount*:
 - ☐ GPR: \$000,000
 - ☐ PR: \$000,000
 - ☐ FED: \$000,000
 - ☐ SEG: \$000,000
 - ☐ PR-SEG: \$000,000
 - ☒ Other (Please explain funding source and provide amount): \$737,992. The total cost of the project will come from ADAP Rebate funding.

9. *Current Cost Projection:* \$737,992
10. *Additional Context for Current Cost Projection (*Optional*):* N/A
11. *Explanation for Changes to Cost Projection:* No Change
12. *Original Estimated IT Project Start Date:* July 1, 2025
13. *Actual or Current Estimated IT Project Start Date:* November 10, 2025
14. *Explanation for Changes to IT Project Start Date:* The protest period for the CAREWare Request for Proposal (RFP) closed March 25, 2025, and we began the next step of the procurement process which was contract negotiations of the solicitation. There were some internal concerns about the pricing for the project which led to more meetings and revisions of the contract. This phase lasted much longer than anticipated. The kick-off meeting occurred on 11/10/2025 with the contract was signed 11/14/2025.
15. *Original Estimated IT Project Completion Date:* June 30, 2026
16. *Current IT Project Completion Date:* November 9, 2026
17. *Explanation for Changes to IT Project Completion Date:* The contract is for one year. Since the start date changed to November 10, 2025, the completion date is now one year from then which is November 9, 2026.
18. *Original IT Project Stage Completion Dates:*
- *Initiation:* November 10, 2025
 - *Planning:* January 12, 2026
 - *Execution:* September 30, 2026
 - *Completion:* November 9, 2026
19. *Current IT Project Stage Completion Dates:*
- *Initiation:* November 10, 2025
 - *Planning:* January 12, 2026
 - *Execution:* September 30, 2026
 - *Completion:* November 9, 2026
20. *Explanation for Changes to IT Project Stage Completion Dates:* No Change

IT Project Information Section:

21. *IT Project Scope:* This project will implement CAREWare, which is an existing software system created by U.S. Department of Health and Human Services (DHHS) to collect service and client level information on individuals receiving Ryan White services. CAREWare has features to restrict access to Personal Identifying Information (PII). DHHS does not require Ryan White funded

recipients and subrecipients to use CAREWare; however, CAREWare is available at no cost and meets all Ryan White data reporting requirements.

Wisconsin is one of the only states without a statewide HIV care reporting database. This project will bring Wisconsin up to date. Implementing CAREWare will also resolve deficiencies identified by the US Department of Health and Human Services (DHHS) Health Resources and Service Administration (HRSA) audit. In addition, CAREWARE will allow for better coordination of client care across all Ryan White providers and allow for the state HIV Care unit to have access to all data for better allocation of services.

22. *IT Project Deliverables:*

- Use Data to Improve Service Delivery
- Reduce Administrative Burden for Subrecipients
- Expand Access to RSR-Ready Data Systems
- Create a Centralized Statewide Database to Document Ryan White Eligibility
- Encourage Care Coordination Across Providers
- Reduce Duplicate Documentation

23. *IT Project Assumptions:* There are none to share at this time.

24. *IT Project Risks and Constraints:* Risk and constraint identification and assessment is ongoing due to the early phase of the project. There are none to share at this time.

25. *Submitted in Other DET Statutory Reports?*

- ☒ No. This project is not listed in the prior Strategic IT Plan or Large, High-Risk IT Project Report.
- ☐ FY 2024 Strategic IT Plan (Submitted to DOA March 1, 2023)
- ☐ FY 2025 Strategic IT Plan (Submitted to DOA March 1, 2024)
- ☐ Large, High-Risk IT Project Report (Submitted to DOA March 2024)
- ☐ Large, High-Risk IT Project Report (Submitted to DOA September 2024)

26. *Other Information (*Optional*):*

4. **Capital Project - 24A1X – Voice Over IP (VOIP) Phone System Conversion**

Report Preparation Date (Status as of): 11/17/2025

1. *IT Project Title:* Capital Project - 24A1X – Voice Over IP (VOIP) Phone System Conversion
2. *IT Project Status:* Active
3. *DET Services/Impact:* ☒ Yes ☐ No ☐ TBD

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4. *DET Impact Explanation (Required, if #3 is “Yes”. Optional if #3 is “TBD”. Skip if #3 is “No”).* DET Network services/resources will be needed to assess site power and switch capacity at CWC and MMHI to ensure the network hardware can accommodate the new phone system infrastructure.
5. *Master Lease Funding Amount:* \$0
6. *Original Cost Projection:* \$975,000
7. *Additional Context for Original Cost Projection (*Optional*):* A statement of work (SOW) was created with the phone vendor Marco. A site visit to confirm hardware and infrastructure needs was not completed prior to the estimate so anticipate there could be some variation against the original projection and SOW.
8. *Funding Source & Amount:*
 - ☒ GPR: \$975,000 (capital project funding)
 - ☐ PR: \$000,000
 - ☐ FED: \$000,000
 - ☐ SEG: \$000,000
 - ☐ PR-SEG: \$000,000
 - ☐ Other (Please explain funding source and provide amount):
9. *Current Cost Projection:* \$975,000
10. *Additional Context for Current Cost Projection (*Optional*):* Money has been allocated to this project through capital project funding. Costs not included in the scope of work include internal CWC and MMHI IT staff time to gather and validate current phone data which will be used to build the new IP phone system. Additionally, some staff time will be needed to attend weekly meetings, and place phones in secure locations prior to the implementation.
11. *Explanation for Changes to Cost Projection:* No Change
12. *Original Estimated IT Project Start Date:* January 1, 2025
13. *Actual or Current Estimated IT Project Start Date:* February 15, 2025
14. *Explanation for Changes to IT Project Start Date:* Local IT staff had competing priorities and lacked the resources to begin kickoff meetings in January.
15. *Original Estimated IT Project Completion Date:* March 1, 2026
16. *Current IT Project Completion Date:* March 1, 2026
17. *Explanation for Changes to IT Project Completion Date:* No Change
18. *Original IT Project Stage Completion Dates:*
 - *Kickoff meeting:* January 1, 2025

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- *Phone Data Collection and Validation*: October 1, 2025
- *Infrastructure Verification Collection and Validation*: October 1, 2025
- *Implementation*: March 1, 2026

19. *Current IT Project Stage Completion Dates*:

- *Kickoff meeting*: April 8, 2025
- *Phone data collection and validation*: October 1, 2025
- *Infrastructure Verification Collection and Validation*: October 1, 2025
- *Implementation*: March 1, 2026

20. *Explanation for Changes to IT Project Stage Completion Dates*: Although preliminary discussions began with the vendor in January of 2025 as originally planned, the formal kickoff meeting and stakeholder identification did not occur until April of 2025 due to competing priorities.

IT Project Information Section:

21. *IT Project Scope*: In coordination with the state's phone system vendor, Marco, DCTS MMHI and DCTS CWC will transition the current legacy phone system which includes 1,600 phone lines to a new internet-based phone system or Voice over Internet Protocol (VOIP). In addition, all physical phones on both campuses will be replaced with new VOIP phones. The scope will include ensuring the DHS network infrastructure can adequately support the new phone system, including Power over Ethernet, network switch capacity, etc.

22. *IT Project Deliverables*:

- A fully functional and reliable IP based phone system to support MMHI and CWC
- 1500+ physical phones to replace all current phones
- System documentation and project artifacts

23. *IT Project Assumptions*: The vendor will provide adequate resources to fulfill the statement of work in a timely manner.

24. *IT Project Risks and Constraints*:

- Significant local IT staff resources are needed for this project. If critical IT needs arise for CWC and MMHI staff that require local IT resources, then the project may be delayed. The health, safety, and security of the patients, residents, and staff remain the top priority for IT.
- The current phone system is running on antiquated hardware that is in disrepair and not easily supported. If the current system fails prior to the implementation of the VOIP system, project timelines and resources may need to shift.

25. *Submitted in Other DET Statutory Reports?*

- ☐ No. This project is not listed in the prior Strategic IT Plan or Large, High-Risk IT Project Report.
- ☐ FY 2025 Strategic IT Plan (Submitted to DOA March 1, 2024)
- ☒ FY 2026 Strategic IT Plan (Submitted to DOA March 1, 2025)
- ☐ Large, High-Risk IT Project Report (Submitted to DOA September 2024)
- ☐ Large, High-Risk IT Project Report (Submitted to DOA March 2025)

26. Other Information (***Optional***):

5. **DHS Connect Laboratory Enhancement Through Pathnet (Oracle Cerner Software System)**

Report Preparation Date (Status as of): 11/17/2025

1. *IT Project Title:* DHS Connect Laboratory Enhancement Through Pathnet (Oracle Cerner Software System)
2. *IT Project Status:* Active
3. *DET Services/Impact:* ☒ Yes ☐ No ☐ TBD
4. *DET Impact Explanation (Required, if #3 is "Yes". Optional if #3 is "TBD". Skip if #3 is "No".):*
Network services establishing VPN tunnels for vendor interfaces with associated firewall rules (configuration).
5. *Master Lease Funding Amount:* \$0
6. *Original Cost Projection:* \$250,000
7. *Additional Context for Original Cost Projection (***Optional***):* N/A
8. *Funding Source & Amount:*
☒ GPR: \$160,750
☒ PR: \$89,250
☐ FED: \$000,000
☐ SEG: \$000,000
☐ PR-SEG: \$000,000
☐ Other (Please explain funding source and provide amount):
9. *Current Cost Projection:* \$250,000
10. *Additional Context for Current Cost Projection (***Optional***):* Cost includes estimate for employee time for order build and device/interface integration and testing. It also includes an interface adjustment testing process for reference labs (unquoted) and a \$25,000 training cost.
11. *Explanation for Changes to Cost Projection:* No Change
12. *Original Estimated IT Project Start Date:* May 2, 2023
13. *Actual or Current Estimated IT Project Start Date:* April 14, 2023

14. *Explanation for Changes to IT Project Start Date:* The project team finished another project and was able to start the review of specifications earlier than originally expected.
15. *Original Estimated IT Project Completion Date:* June 30, 2024
16. *Current IT Project Completion Date:* December 5, 2026
17. *Explanation for Changes to IT Project Completion Date:* Originally, the contractual agreement to instantiate Oracle servers for the laboratory analyzers was delayed due to budgetary constraints. This was followed by a prolonged disagreement between Oracle Health and DHS regarding the inclusion of hyperlinks in the contract. The project team implemented staged Go-Lives. Also, the project introduced a microbiology system build that was unfamiliar to division staff, which eventually was replaced by workarounds to the general lab workflows. Training timing and development also extended the completion date. Combining this with other system build and annual code upgrades, along with the separation of the Central Wisconsin Center from the original plan to have them included with Mendota Mental Health Institution, Go-Live has extended the completion date for staged Go-Lives at different facilities.
18. *Original IT Project Stage Completion Dates:*
- *Initiation:* June 9, 2023
 - *Planning:* July 21, 2023
 - *Execution:* June 21, 2024
 - *Closure:* June 30, 2024
19. *Current IT Project Stage Completion Dates:*
- *Initiation:* June 9, 2023
 - *Planning:* September 21, 2023
 - *Execution:* December 1, 2026
 - *Closure:* December 5, 2026
20. *Explanation for Changes to IT Project Stage Completion Dates:* Originally, there was a plan to use the existing interface that included a third-party vendor. That vendor parted ways, and the project required a new VPN tunnel and interface, which directly affected the execution stage. Additionally, there were microbiology build issues that increased the build time and testing and resulted in changed training plans. Delays in contractual implementation for laboratory analyzers due to budget constraints and modification of Go-Live implementation with various facilities due to change in workflows at facilities. A prolonged contractual disagreement and resolution to the inclusion of hyperlinks in the contract for laboratory analyzer terminal servers caused extended delays.

IT Project Information Section:

21. *IT Project Scope:* This project will adapt the existing order practices within the DHS Connect platform to simplify and improve the process for facilities to submit and result physician lab orders for patient care. The end result will save time and money and improve the data resulting into the DHS Connect platform for better analysis.

The work effort includes order build/adjustment, change for system settings, testing of orders and interfaces in the system, laboratory device interfaces, training domain build for ongoing training, training employees, and lab vendor contracting to test in external systems.

Changes made will alter existing workflows to reduce steps in the process for Nursing and collection.

22. *IT Project Deliverables*: The project will automate and allow child orders to enter the DHS Connect system without substantial extra effort. It will also provide discrete data fields for analysis and reduce lab follow up steps for Nursing.

23. *IT Project Assumptions*: There are none to share at this time.

24. *IT Project Risks and Constraints*:

- Risk: Submitting a numeric field update causes a duplication of entry in the record that needs to be obscured from posting.
- Constraint: The learning curve for discovering and building a new microbiology process into the laboratory process is something that analysts are unfamiliar with building.
- Constraint: Free-text fields instead of numerical fields prevents trending.
- Constraint: Laboratory interfaces must be managed in house.

25. *Submitted in Other DET Statutory Reports?*

- ☐ No. This project is not listed in the prior Strategic IT Plan or Large, High-Risk IT Project Report.
- ☐ FY 2023 Strategic IT Plan (Submitted to DOA March 1, 2022)
- ☒ FY 2024 Strategic IT Plan (Submitted to DOA March 1, 2023)
- ☒ FY 2025 Strategic IT Plan (Submitted to DOA March 1, 2024)
- ☐ Large, High-Risk IT Project Report (Submitted to DOA March 2023)
- ☒ Large, High-Risk IT Project Report (Submitted to DOA September 2023)
- ☒ Large, High-Risk IT Project Report (Submitted to DOA March 2024)
- ☒ Large, High-Risk IT Project Report (Submitted to DOA September 2024)
- ☒ Large, High-Risk IT Project Report (Submitted to DOA March 2025)

26. *Other Information (*Optional*)*: N/A

6. MES Care Management Module

Report Preparation Date (Status as of): 11/17/2025

1. *IT Project Title*: MES Care Management Module
2. *IT Project Status*: Active
3. *DET Services/Impact*: ☐ Yes ☒ No ☐ TBD

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4. *DET Impact Explanation (Required, if #3 is “Yes”. Optional if #3 is “TBD”. Skip if #3 is “No”.):*
5. *Master Lease Funding Amount:* \$0
6. *Original Cost Projection:* \$8,325,000
7. *Additional Context for Original Cost Projection (***Optional***):*
8. *Funding Source & Amount:*
 - ☒ GPR: \$832,500
 - ☐ PR: \$000,000
 - ☒ FED: \$7,492,500
 - ☐ SEG: \$000,000
 - ☐ PR-SEG: \$000,000
 - ☐ Other (Please explain funding source and provide amount):
9. *Current Cost Projection:* \$8,325,000
10. *Additional Context for Current Cost Projection (***Optional***):* This is the cost projection for Design, Development, and Implementation (DDI).
11. *Explanation for Changes to Cost Projection:* No Change
12. *Original Estimated IT Project Start Date:* December 5, 2024
13. *Actual or Current Estimated IT Project Start Date:* December 5, 2024
14. *Explanation for Changes to IT Project Start Date:* No Change
15. *Original Estimated IT Project Completion Date:* June 8, 2026
16. *Current IT Project Completion Date:* June 15, 2026
17. *Explanation for Changes to IT Project Completion Date:* The original implementation date was an estimated date before the schedule was formally baselined. After baselining, the original baseline put implementation to June 15, 2026.
18. *Original IT Project Stage Completion Dates:*
 - *Planning:* May 23, 2025
 - *Development:* March 3, 2026
 - *CMS Operational Readiness Review (ORR):* May 7, 2026
 - *Testing:* June 2, 2026
 - *Implementation/Go-Live:* June 8, 2026
19. *Current IT Project Stage Completion Dates:*
 - *Planning (Kickoff, Deliverables):* April 8, 2026
 - *Development:* February 24, 2026

- *Testing:* May 4, 2026
- *Implementation/Go-Live:* June 15, 2026

20. *Explanation for Changes to IT Project Stage Completion Dates:* Operational Readiness Review (ORR) is no longer needed for this project following a Center for Medicare and Medicaid Services (CMS) review of the scope. This project does not need formal CMS certification to continue to receive enhanced funding. Additionally, the project schedule was baselined resulting in updated stages and dates.

IT Project Information Section:

21. *IT Project Scope:* This Medicaid Enterprise Systems (MES) Care Management Module will replace the current system, WI IRIS Self-Directed Information Technology System (WISITS), provided by Tyler Technologies due to the expiration of the previous procurement authority. The primary goal of this project is to provide a Care Management Solution to support the current business operations of the Include, Respect, I Self-Direct (IRIS) Program. To ensure the IRIS program administration is uninterrupted by the transition, the Care Management Solution must provide, at a minimum, the current WISITS functionality by twenty-four (24) months following execution of the contract, as negotiated between DHS and the awarded vendor.

This project also aims to refresh the solution platform, streamline the supporting infrastructure technology, continue to integrate the system with other Medicaid Enterprise Systems (MES), meet Care Management system standards and CMS certification requirements and expand the organization structure to potentially include other state programs.

22. *IT Project Deliverables:*

- Standing up a replacement MES Care Management Module and integrating it with existing Wisconsin Department of Health Services (DHS) systems/modules. This modernization will provide the program, state staff and external partners ongoing benefits in the following ways:
 - Provide increased functionality (e.g., increased automation in processes, more options for streamlined communications, interfaces with other data sources, online portals/applications, reporting capabilities).
 - Improve user experience (e.g., dashboard and queues).
 - Improve programmatic controls (e.g., increased security, audit trails, and quality assurance capabilities).
 - This project will help integrate the FEI Blue Compass Care Management Module into the Gainwell Connect System Integrator platform. The specifics are tracked and reported in Gainwell Connect System Integration Platform project.
 - Increase reporting capabilities that can support more strategic and data-informed decision making.
- Detailed System Design (DSD)
- Requirements Traceability Matrix (RTM)
- Master Test Plan
- Deployment Plan

23. *IT Project Assumptions:* There are none to share at this time.

24. *IT Project Risks and Constraints:*

- Risk: Staffing availability for ongoing project support.
- Risk: This project requires correct and timely access to DHS and Vendor systems. If there are delays in granting access, the project schedule/timeline may be impacted as a result and require mitigation/corrective action to keep the go-live on track.

25. *Submitted in Other DET Statutory Reports?*

- ☐ No. This project is not listed in the prior Strategic IT Plan or Large, High-Risk IT Project Report.
- ☐ FY 2024 Strategic IT Plan (Submitted to DOA March 1, 2023)
- ☐ FY 2025 Strategic IT Plan (Submitted to DOA March 1, 2024)
- ☒ FY 2026 Strategic IT Plan (Submitted to DOA March 1, 2025)
- ☐ Large, High-Risk IT Project Report (Submitted to DOA March 2024)
- ☐ Large, High-Risk IT Project Report (Submitted to DOA September 2024)
- ☒ Large, High-Risk IT Project Report (Submitted to DOA March 2025)

26. *Other Information (*Optional*)*: This project was not included on the FY 2025 Strategic IT Plan because it had not been initiated at the time the report was submitted.

7. GainwellConnect System Integration Platform

Report Preparation Date (Status as of): 11/17/2025

1. *IT Project Title*: GainwellConnect System Integration Platform
2. *IT Project Status*: Active
3. *DET Services/Impact*: ☐ Yes ☐ No ☒ TBD
4. *DET Impact Explanation (Required, if #3 is "Yes". Optional if #3 is "TBD". Skip if #3 is "No".)*: N/A
5. *Master Lease Funding Amount*: \$0
6. *Original Cost Projection*: \$7,567,082.42
7. *Additional Context for Original Cost Projection (*Optional*)*: N/A
8. *Funding Source & Amount*:
 - ☒ GPR: \$944,312.31
 - ☐ PR: \$000,000
 - ☒ FED: \$8,498,810.83
 - ☐ SEG: \$000,000
 - ☐ PR-SEG: \$000,000
 - ☐ Other (Please explain funding source and provide amount):

9. *Current Cost Projection*: \$9,443,123.14

10. *Additional Context for Current Cost Projection (*Optional*)*: N/A

11. *Explanation for Changes to Cost Projection*: The original projected costs were adjusted to account for changes in the actual staffing levels hired by the vendor for the project (for example – hiring a Developer 2 instead of a Developer 3 as estimated), and to account for updating hosting costs, consulting costs from third party software providers, and adjusting certain non-staff costs to a fixed rate. The costs were further refined to account for an accounting discrepancy in third party software provider costs. Finally, an additional phase was added to the project to allow for the integration of the Care Management module into the System Integrator platform, resulting in an overall increase in previously reported costs that accounts for the additional scope.

12. *Original Estimated IT Project Start Date*: May 1, 2024

13. *Actual or Current Estimated IT Project Start Date*: May 1, 2024

14. *Explanation for Changes to IT Project Start Date*: No Change

15. *Original Estimated IT Project Completion Date*: April 30, 2025

16. *Current IT Project Completion Date*: July 31, 2026

17. *Explanation for Changes to IT Project Completion Date*: A phase was added to the project to allow for the integration of the Care Management module onto the System Integrator platform.

18. *Original IT Project Stage Completion Dates*:

- *Initiate*: May 31, 2024
- *Plan and Design*: November 30, 2024
- *Construct*: April 30, 2025
- *Testing*: March 30, 2025
- *Pre-Implementation and Go-Live*: April 30, 2025
- *Close*: April 30, 2025

19. *Current IT Project Stage Completion Dates*:

Gainwell Connect SI Platform Installation and EVV/SSO Integrations

- *Initiate*: May 31, 2024
- *Plan and Design*: November 30, 2024
- *Construct*: April 30, 2025
- *Testing*: March 30, 2025
- *Pre-Implementation and Go-Live*: April 30, 2025
- *Close*: May 30, 2025

Integration of Care Management

- *Initiate & Planning*: May 31, 2025

- *Design & Construct*: October 31, 2025
- *Testing*: December 31, 2025
- *Performance Testing*: April 30, 2026
- *Implementation Planning*: May 31, 2026
- *Care Management Implementation*: June 30, 2026
- *Close*: July 31, 2026

20. *Explanation for Changes to IT Project Stage Completion Dates*: An additional phase was added to the project to allow for the inclusion of the Care Management module in the System Integrator platform. This moved the completion date to July 2026. In addition, resolution of certain configuration issues resulted in the final deployments for the Electronic Visit Verification (EVV) /Single Sign On (SSO) Integrations to occur in May 2025.

IT Project Information Section:

21. *IT Project Scope*: Wisconsin has recently taken the initial steps to enable its legacy Medicaid Enterprise System (MES) with a full-service system integration (SI) platform and align with current Centers for Medicare and Medicaid Services (CMS) guidance to streamline business processes and modularity.

The cloud-agnostic SI platform, GainwellConnect, will allow DHS to seamlessly connect standalone modules. GainwellConnect forms the centerpiece for the facilitation of rapid data exchange within the MES ecosystem. The GainwellConnect SI platform enables rapid deployment and provides an effective standard backbone to connect, integrate, and manage independent systems connectivity and integrated workflows.

22. *IT Project Deliverables*:

- Standing up the SI platform
- Integrating three modules:
 - SSO
 - EVV
 - Care Management
- Roadmap of other Wisconsin Module Integration options
- Project plan to document the installation and initial integrations

23. *IT Project Assumptions*: There are none to share at this time.

24. *IT Project Risks and Constraints*: The Gainwell project plan is dependent upon the progress of the State's Care Management vendor, FEI. If there are delays in FEI's project, the Gainwell project will be updated accordingly to ensure that both projects are implemented at the same time.

25. Submitted in Other DET Statutory Reports?

- ☐ No. This project is not listed in the prior Strategic IT Plan or Large, High-Risk IT Project Report.
- ☐ FY 2024 Strategic IT Plan (Submitted to DOA March 1, 2023)
- ☐ FY 2025 Strategic IT Plan (Submitted to DOA March 1, 2024)
- ☐ FY 2026 Strategic IT Plan (Submitted to DOA March 1, 2025)
- ☐ Large, High-Risk IT Project Report (Submitted to DOA March 2023)

- ☐ Large, High-Risk IT Project Report (Submitted to DOA September 2023)
- ☐ Large, High-Risk IT Project Report (Submitted to DOA March 2024)
- ☒ Large, High-Risk IT Project Report (Submitted to DOA September 2024)
- ☒ Large, High-Risk IT Project Report (Submitted to DOA March 2025)
- ☒ Large, High-Risk IT Project Report (Submitted to DOA September 2025)

26. *Other Information (*Optional*)*: The project was not included on Strategic Plan FY2025 as it was not yet known. It was not included on Strategic Plan FY2026 as it was originally set to close in April 2025.

8. Advancing Interoperability and Improving Prior Authorization Processes

Report Preparation Date (Status as of): 11/17/2025

1. *IT Project Title*: Advancing Interoperability and Improving Prior Authorization Processes
2. *IT Project Status*: Active
3. *DET Services/Impact*: ☐ Yes ☐ No ☒ TBD
4. *DET Impact Explanation* (Required, if #3 is “Yes”. Optional if #3 is “TBD”. Skip if #3 is “No”.): N/A
5. *Master Lease Funding Amount*: \$0
6. *Original Cost Projection*: \$1,627,241.43
7. *Additional Context for Original Cost Projection (*Optional*)*: The original cost projection included the LEAN assessment and project initiation and requirements gathering costs. The remaining implementation work for Projects 1 – 6 was scoped out after the LEAN Assessment and is reflected in Revision 1.
8. *Funding Source & Amount*:
 - ☒ GPR: \$1,945,098.73
 - ☐ PR: \$000,000
 - ☒ FED: \$17,505,888.52
 - ☐ SEG: \$000,000
 - ☐ PR-SEG: \$000,000
 - ☐ Other (Please explain funding source and provide amount):
9. *Current Cost Projection*: \$19,450,987.25
10. *Additional Context for Current Cost Projection (*Optional*)*:

11. *Explanation for Changes to Cost Projection:* The project cost was increased to account for additional scope added when Projects 1 – 6 were identified during requirements gathering. A budget increase was requested and approved to cover development and implementation costs for the phased plan. Note that the previous revision only included costs for initiation, requirements gathering, and any initial configuration changes for the project.

12. *Original Estimated IT Project Start Date:* October 23, 2024

13. *Actual or Current Estimated IT Project Start Date:* October 23, 2024

14. *Explanation for Changes to IT Project Start Date:* No Change

15. *Original Estimated IT Project Completion Date:* March 31, 2027

16. *Current IT Project Completion Date:* March 31, 2027

17. *Explanation for Changes to IT Project Completion Date:* No Change

18. *Original IT Project Stage Completion Dates:*

Improving Prior Authorization Processes

- *Project Start Up:* October 23, 2024
- *LEAN Assessment and Process Documentation:* April 30, 2025
- *Requirements:* April 30, 2025
- *Revision to Define Remaining Schedule:* January 31, 2025
- *Project Implementation:* January 1, 2026

Patient Access, Provider, Payer-to-Payer, Prior Authorization APIs

- *Project Start-Up:* October 23, 2024
- *Requirements:* April 30, 2026
- *Submit Revision to Define Remaining Schedule:* January 31, 2025
- *Project Implementation:* January 1, 2027

19. *Current IT Project Stage Completion Dates:*

LEAN Assessment and Process Documentation: May 22, 2025

Project 0 – Vendor Migration

- *Discovery:* May 23, 2025
- *Configuration:* September 5, 2025
- *UAT:* September 19, 2025
- *Implementation:* September 26, 2025

Project 1 – Improving Prior Authorization Process

1st set of DHS approved recommendations

- *Define Requirements:* July 11, 2025
- *Analysis and Design:* July 31, 2025
- *Construction and Testing:* September 30, 2025
- *Implementation:* October 31, 2025

2nd set of DHS approved recommendations

- *Analysis and Design*: August 31, 2025
- *Construction and Testing*: October 31, 2025
- *Implementation*: November 31, 2025

3rd set of DHS approved recommendations

- *Analysis and Design*: September 30, 2025
- *Construction and Testing*: October 31, 2025
- *Implementation*: December 31, 2025

Project 2 – 4 – Access APIs

- *Define Requirements*: May 31, 2025
- *Data Conversion*: June 13, 2025
- *Construction*: October 31, 2025
- *Testing*: October 31, 2025
- *Implementation*: November 15, 2025
- *Post Implementation Support*: December 31, 2025

Project 5 – Prior Authorization API

- *Define Requirements*: October 31, 2025
- *Design*: March 31, 2026
- *Construction and Testing*: August 31, 2026
- *Implementation*: September 30, 2026

Project 6 – Reporting

- *Define Requirements*: August 12, 2025
- *Design*: September 15, 2025
- *Construction and Testing*: November 14, 2025
- *Implementation*: December 19, 2025
- *Production Implementation Support*: March 31, 2027
- *Close*: March 31, 2027

20. *Explanation for Changes to IT Project Stage Completion Dates*: Project kick off was delayed until after the LEAN Assessment was completed. Project phases and milestones were updated based on information gained by the team during the LEAN assessment and subsequent decision-making during requirements gathering sessions.

IT Project Information Section:

21. *IT Project Scope*: The Centers for Medicare and Medicaid Services (CMS) Interoperability and Prior Authorization final rule (CMS-0057-F) mandates that State Medical Agencies (SMAs) implement and maintain Health Level 7 (HL7) Fast Healthcare Interoperability Resources (FHIR) application programming interfaces (APIs). These APIs are intended to enhance the electronic exchange of healthcare data and streamline prior authorization processes within the healthcare industry.

The work performed under this project is summarized below:

- Completion of the LEAN assessment.

- Planning and development for improving Prior Authorization Processes and Patient Access and Interoperability Metrics.
- Initiation and planning of the API workstream.
- Configuration of the API workstream.
- Initiation and planning of the reporting workstream.

22. IT Project Deliverables:

The project deliverables are organized as summarized below:

Operations

- Comprehensive assessment to improve Prior Authorization Processes and Patient Access and Interoperability Metrics.
- Response times for expedited prior authorization requests will be reduced to 72 hours, and standard requests will be processed within 7 calendar days, effective January 1, 2026.

Application Programming Interfaces (API)

- Patient Access API – expand the Patient Access API to include additional information about prior authorizations, allowing patients greater insight into their payer's authorization process and its impact on their healthcare.
- Provider Access API – a new API to facilitate care coordination for providers treating the same member.
- Payer-to-Payer API – a new API to facilitate payer-to-payer exchange of healthcare data.
- Prior Authorization API – a new bi-directional API to standardize and streamline prior authorization processes.

Reporting

- Initial metric reporting due by March 31, 2026.
- Compliance reporting for process improvement efforts, including processing times and denial reasons.
- Annual reporting of Patient Access API usage metrics to CMS by impacted payers.

23. IT Project Assumptions:

- DHS will participate in the comprehensive review and approve recommendations based on findings. DHS will have sufficient availability and staffing to participate in this effort.
- Pharmacy Prior Authorizations are excluded from scope.
- There is not currently a requirement to use payer-to-payer API data in claims processing.
- While implementing the API phases, Gainwell will use the appropriate Implementation Guides (IGs) to reduce burden and increase interoperability.

24. IT Project Risks and Constraints: Risk and constraint identification and assessment is ongoing due to the early phase of the project. There are no risks to share at this time.

25. Submitted in Other DET Statutory Reports?

- ☐ No. This project is not listed in the prior Strategic IT Plan or Large, High-Risk IT Project Report.
- ☐ FY 2025 Strategic IT Plan (Submitted to DOA March 1, 2024)
- ☐ FY 2026 Strategic IT Plan (Submitted to DOA March 1, 2025)
- ☐ Large, High-Risk IT Project Report (Submitted to DOA September 2024)

- ☐ Large, High-Risk IT Project Report (Submitted to DOA March 2025)
- ☒ Large, High-Risk IT Project Report (Submitted to DOA September 2025)

26. *Other Information (*Optional*)*: This project was not included on the FY 2025 Strategic IT Plan as it did not exist at that time. The project was not included on the FY 2026 Strategic IT Plan or the February 2025 Large, High-Risk IT report because there wasn't enough information known at the time of report drafting and DHS hadn't started project work. While technically the contract start date commenced, it was only vendor activity work being done, the timeframe of when DHS would begin work and the timeframes for that work were not yet known. DHS had not met with the vendor to confirm and create a project charter. The project charter and kick off occurred February 7th, 2025. This was after both reports' draft submissions.

9. LEAP Estate Recovery System

Report Preparation Date (Status as of): 11/17/2025

1. *IT Project Title*: LEAP Estate Recovery System
2. *IT Project Status*: Active
3. *DET Services/Impact*: ☐ Yes ☐ No ☒ TBD
4. *DET Impact Explanation (Required, if #3 is "Yes". Optional if #3 is "TBD". Skip if #3 is "No".)*: N/A
5. *Master Lease Funding Amount*: \$0
6. *Original Cost Projection*: \$3,052,403.87
7. *Additional Context for Original Cost Projection (*Optional*)*: N/A
8. *Funding Source & Amount*:
 - ☒ GPR: \$305,240.39
 - ☐ PR: \$000,000
 - ☒ FED: \$2,747,163.48
 - ☐ SEG: \$000,000
 - ☐ PR-SEG: \$000,000
 - ☐ Other (Please explain funding source and provide amount):
9. *Current Cost Projection*: \$3,052,403.87
10. *Additional Context for Current Cost Projection (*Optional*)*: N/A
11. *Explanation for Changes to Cost Projection*: No Change
12. *Original Estimated IT Project Start Date*: May 1, 2025

13. *Actual or Current Estimated IT Project Start Date:* May 1, 2025

14. *Explanation for Changes to IT Project Start Date:* No Change

15. *Original Estimated IT Project Completion Date:* November 30, 2026

16. *Current IT Project Completion Date:* November 30, 2026

17. *Explanation for Changes to IT Project Completion Date:* No Change

18. *Original IT Project Stage Completion Dates:*

- *Initiate:* May 1, 2025
- *Define Requirements:* August 31, 2025
- *Identify changes based on approved requirements:* November 30, 2025
- *Construction – Prod Implementation:* September 30, 2026
- *Production Verification:* October 31, 2026
- *Close:* November 30, 2026

19. *Current IT Project Stage Completion Dates:*

- *Initiate:* May 1, 2025
- *Define Requirements:* August 31, 2025
- *Identify changes based on approved requirements:* November 30, 2025
- *Construction – Prod Implementation:* September 30, 2026
- *Production Verification:* October 31, 2026
- *Close:* November 30, 2026

20. *Explanation for Changes to IT Project Stage Completion Dates:* No Change

IT Project Information Section:

21. *IT Project Scope:* The Wisconsin DHS Bureau of Operations Management (BOM) has used the Liens, Estates, and Affidavits Processing (LEAP) system to run their Estate Recovery Program (ERP) since 2002. The LEAP system is designed to assist ERP recover benefit dollars paid out through the Wisconsin Medicaid, Community Options Program (COP), Wisconsin Chronic Disease Program (WCDP), or Family Care. Dollars are recovered through several processes: Affidavit Claims, Estate Claims, Lien Claims, or Voluntary Payments. Wisconsin Department of Health Services (DHS) BOM is looking for a web-based case management system to replace the LEAP system. The new system will include multiple enhancements to the current LEAP system.

Gainwell will build the LEAP replacement solution based on interChange (iC) functionality. The benefit of utilizing iC is that it will always be fully customizable to the needs of Wisconsin. iC is the core of all Medicaid processing for the state of Wisconsin and within iC, there is functionality that can be leveraged to support estate recovery. Estate recovery in InterChange (iC) will integrate with the financial system to streamline reporting and payments. All user access and workflows will be managed within iC, and the ForwardHealth portal's existing e-payment functionality will also be leveraged. Letter generation is integrated with iC today, and this project will further enhance that capability.

22. *IT Project Deliverables:*

- Design
- Delivery of comprehensive business and technical design documents, including:
 - Integration plans with iC and ForwardHealth portal
 - Letter generation enhancements
 - Data interface specifications for Enterprise Data Warehouse/Data Analytics Reporting (EDW/DAR) updates
 - System Implementation and Testing Construction and unit testing of the new LEAP replacement system
 - Model Office testing and User Acceptance Testing (UAT)
 - Integration with financial functional areas for streamlined reporting and check-write processes
 - Leveraging ForwardHealth portal for e-payment functionality
 - Production Verification and Project Close Final deployment and production validation
 - Post-implementation verification to ensure system stability and compliance
 - Formal project closure with documentation and sign-off

23. *IT Project Assumptions:*

- This project will require changes to the Enterprise Data Warehouse/Data Analytics Reporting (EDW/DAR) in order to accept data from the new solution.
- Gainwell has included 100 letters in the estimate.
- Wisconsin Funeral and Cemetery Aids Program (WFCAP) is not part of the scope at this time.
- Scope does not include the production of communications or documentation by the Gainwell Publications Team.

24. *IT Project Risks and Constraints:* Risk and constraint identification and assessment is ongoing due to the early phase of the project. There are no risks to share at this time.

25. *Other Information (*Optional*):* The project was not included on prior reporting as the project had not been initiated, and the project charter was not signed until September 16, 2025.

26. *Submitted in Other DET Statutory Reports?*

- ☒ No. This project is not listed in the prior Strategic IT Plan or Large, High-Risk IT Project Report.
- ☐ FY 2025 Strategic IT Plan (Submitted to DOA March 1, 2024)
- ☐ FY 2026 Strategic IT Plan (Submitted to DOA March 1, 2025)
- ☐ Large, High-Risk IT Project Report (Submitted to DOA September 2024)
- ☐ Large, High-Risk IT Project Report (Submitted to DOA March 2025)
- ☐ Large, High-Risk IT Project Report (Submitted to DOA September 2025)

10. LTC Provider Management

Report Preparation Date (Status as of): 11/17/2025

1. *IT Project Title:* LTC Provider Management

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2. *IT Project Status:* Active
3. *DET Services/Impact:* ☐ Yes ☒ No ☐ TBD
4. *DET Impact Explanation (Required, if #3 is “Yes”. Optional if #3 is “TBD”. Skip if #3 is “No”).:* N/A
5. *Master Lease Funding Amount:* \$0
6. *Original Cost Projection:* \$6,272,781.74
7. *Additional Context for Original Cost Projection (*Optional*):* N/A
8. *Funding Source & Amount:*
 - ☒ GPR \$1,308,264.66
 - ☐ PR: \$000,000
 - ☒ FED: \$11,774,381.89
 - ☐ SEG: \$000,000
 - ☐ PR-SEG: \$000,000
 - ☐ Other (Please explain funding source and provide amount):
9. *Current Cost Projection:* \$13,082,646.55
10. *Additional Context for Current Cost Projection (*Optional*):* N/A
11. *Explanation for Changes to Cost Projection:* Changes to the previous cost projections were due to adding scope for the Enterprise Data Warehouse (EDW) and Data Analytics Reporting (DAR) to be used for reporting items associated with the LTC Provider Management project. Changes to prior cost projections were also due to adding scope for the Family Care Waiver renewal updates, three Waivers for Intensive Outpatient Program (IOP) Specialty, modifying Gabby (a self-service conversational speech chat and interactive voice response system) to permit long-term care providers without Medicaid ID to reach a representative. Changes to the current cost projections are due to additional scope to implement the Electronic Visit Verification (EVV) Solution to get the EVV providers fully Medicaid certified, by requiring them to go through revalidation, updating seven existing attestations, and Copy Editor updates for two attestations. Due to the additional scope, Phases 5 and 6 were added. Additionally, the EDW and DAR scope was updated to include work for Phase 3 and Phase 4 of the project. Since the last report, additional Phase 5 work was added to the EDW/DAR to make mapping and logic changes to the Managed Care Organization (MCO) Network Adequacy Dashboard.
12. *Original Estimated IT Project Start Date:* July 1, 2022
13. *Actual or Current Estimated IT Project Start Date:* July 1, 2022
14. *Explanation for Changes to IT Project Start Date:* No Change
15. *Original Estimated IT Project Completion Date:* November 30, 2024

16. *Current IT Project Completion Date:* August 31, 2026

17. *Explanation for Changes to IT Project Completion Date:* The change to the original IT project completion date was to align with the appropriate Gainwell monthly production release schedule. The previous completion date was updated due to additional scope of the Family Care Waiver renewal updates, three Waivers for IOP Specialty, and modifying Gabby to permit long-term care providers without Medicaid ID to reach a representative. The current completion date has been updated due to the additional scope for the EVV Solution to get the EVV providers fully Medicaid certified, by requiring them to go through revalidation, updating seven existing attestations, and Copy Editor updates for two attestations. Additional Phase 5 work was added to the EDW/DAR to make mapping and logic changes to the MCO Network Adequacy Dashboard.

18. *Original IT Project Stage Completion Dates:* Please note that the solution implementation is to be delivered via three phases. The first phase provides the basic functionality to allow Adult Long-Term Care (ALTC) providers to enroll. The subsequent two phases provide incremental additional functionality, that is required long term.

Phase 1

- *Requirements/Design:* November 1, 2022
- *Construction:* September 1, 2023
- *Testing/Implementation:* May 1, 2024

Phase 2

- *Requirements/Design:* October 1, 2023
- *Construction:* November 1, 2023
- *Testing/Implementation:* May 1, 2024

Phase 3

- *Requirements/Design:* March 1, 2024
- *Construction:* May 1, 2024
- *Testing/Implementation:* November 30, 2024

19. *Current IT Project Stage Completion Dates:*

Phase 1

- *Requirements/Design:* October 13, 2023
- *Construction:* December 31, 2023
- *Testing/Implementation:* September 13, 2024

Phase 2

- *Requirements/Design:* February 8, 2024
- *Construction:* May 31, 2024
- *Testing/Implementation:* September 13, 2024

Phase 3

- *Requirements/Design:* June 28, 2024
- *Construction:* January 29, 2025
- *Testing/Implementation:* April 11, 2025

Phase 4

- *Requirements/Design:* September 30, 2024
- *Construction:* October 31, 2024

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- *Testing/Implementation:* February 14, 2025

Phase 5

- *Requirements/Design:* March 31, 2025
- *Construction:* April 30, 2025
- *Testing/Implementation:* August 8, 2025

Phase 6

- *Requirements/Design:* August 31, 2025
- *Construction:* September 30, 2025
- *Testing/Implementation:* January 9, 2026
- *Closing:* February 28, 2026

EDW/DAR Phase (Concurrent with other phases)

Phase 1

- *Requirements/Design:* December 31, 2023
- *Construction:* September 30, 2024
- *Testing/Implementation:* September 30, 2024

Phase 3

- *Requirements/Design:* September 30, 2024
- *Construction:* October 31, 2024
- *Testing/Implementation:* October 31, 2024

Phase 4

- *Requirements/Design:* February 28, 2025
- *Construction:* April 30, 2025
- *Testing/Implementation:* April 30, 2025
- *Prod Implementation:* April 30, 2025

Phase 5

- *Requirements/Design:* November 28, 2025
- *Construction:* June 30, 2026
- *Testing/Implementation:* June 30, 2026
- *Prod Implementation:* July 31, 2026
- *Closing:* August 31, 2026

20. *Explanation for Changes to IT Project Stage Completion Dates:* Phase 1 design was extended to October 13, 2023, due to the length of time of the DHS approval process regarding letter/form changes and the detailed design document. These changes did not have a significant impact on the overall project timeline. The additional stages added were to accommodate the work being completed for the utilization of the Enterprise Data Warehouse (EDW) and Data Analytics Reporting (DAR) for reporting items associated with the LTC Provider Management project. Phase 2 Design was delayed a week due to resource availability and did not impact other phases of the project. Phase 2 Construction was extended to May 31, 2024, due to the added complexity of the project. This change did not have a significant impact on the overall project timeline. Phase 3 Construction was extended to January 29, 2025, and Implementation was extended to April 11, 2025, per DHS's request. Phase 4 was created to address the additional scope such as family care updates and the three additional waivers for IOP Specialty. In order to meet the critical implementation date of Phase 4, revalidation and MCO provider network scope was moved from Phase 3 to Phase 5. Due to the additional EVV and MCO Provider Network scope, timeline for Phases 5 and 6 were added and the project will close February 28, 2026. Additionally, the EDW and DAR scope was updated to

include work for Phase 3 and Phase 4 of the project. As of June 30, 2025, there is a pending EDW/DAR resource estimate revision that will extend the *closure* date out to August 31, 2026. It has not been signed to-date. Additional Phase 5 work was added to the EDW/DAR to make mapping and logic changes to the MCO Network Adequacy Dashboard.

IT Project Information Section:

21. *IT Project Scope:* This project will implement an integrated system within the Medicaid Management Information System (MMIS), through which DHS will conduct its business processes and functions for Adult Long-Term Care (ALTC) provider enrollment, specifically waiver providers. This is to be done by centralizing the provider enrollment and management functions for the Adult Long-Term Care Programs.

The project goals for centralizing the provider enrollment and management functions for LTC are:

- Ensure that all providers rendering services to members meet a uniform minimum standard.
- Provide access to uniform comprehensive data for every enrolled provider that can be used for ongoing analysis and program monitoring.
- Provide access to uniform MCO provider network information for ongoing analysis and network monitoring.
- Provide the status of the home and community-based settings rule for each provider site.
- EVV Solution to get the EVV providers fully Medicaid certified by requiring the providers to go through revalidation.

22. *IT Project Deliverables:* The purpose of the LTC Provider Management Project is for Gainwell to implement an integrated system within the MMIS, through which Wisconsin Department of Health Services (DHS) will conduct its business processes and functions for ALTC provider enrollment, specifically waiver providers. The solution implementation is to be delivered via six phases. The first phase provides the basic functionality to allow Adult Long-Term Care (ALTC) providers to enroll. The subsequent five phases provide incremental additional functionalities and updates that are required long term. Phase 5 scope includes the EVV Solution to get EVV providers fully Medicaid certified via revalidation. Phase 6 includes the MCO Network File and updating seven existing attestations.

For the data warehousing components of this project, the following items will be completed:

- Integration of new providers into the EDW, including implementing a mechanism for newly enrolled LTC providers to the EDW, ensure the ability of data for ad hoc reporting and future reporting requirements.
- Data ingestion and joining, including the EDW accepting the newly added data for LTC providers and integrating the new data with the existing dataset to facilitate ad hoc reporting capabilities.
- For Phase 3, update the Advanced Query Builder (AQB) for Adult LTC and provide additional Extract, Transform, and Load (ETL) support for the AQB data analytics and reporting work.
- For Phase 4, add five new tables into the SAS EDW and update the AQB for Adult Long-Term Care.

- or the data warehousing component of this project, the following items will be completed as part of mapping and logic changes in the EDW for the MCO Network Adequacy Dashboard as part of Phase 5 work:
 - A scorecard for member ratios by drive time page
 - Scorecard for member ratios by county page
 - Authorization approval to serves rendered page
 - List of contracted providers with no claims by MOC page
 - A drive time analysis page map
- There are currently no planned data warehousing components for the MMIS changes in Phase 6.

The additional MMIS changes for Phase 5 and Phase 6 include:

Phase 5:

- Revalidation logic and MCO logic originally planned for Phase 3 was moved to this phase to accommodate the critical implementation date of Phase 4.
- The solution was updated to incorporate EVV.
- Internal documentation updates to account for the aforementioned changes.
- Creation of LTC Waiver Provider Revalidation training videos.
- Update the attestation and enrollment guide topics in the Family Care, Family Care Partnership, PACE (Program of All-Inclusive Care for the Elderly), and IRIS (Include Respect, I Self-Direct) Online Handbooks.
- Update communications for Adult Long-Term Care.

Phase 6:

- Update the External Batch Interface with the MCO Provider Network.
- Add additional attestations.
- Update the attestation topic in the Family Care, Family Care Partnership, PACE, and IRIS Online Handbooks.

For the data warehousing component of this project, the following items will be completed as part of mapping and logic changes in the EDW for the MCO Network Adequacy Dashboard as part of Phase 5 work:

- Scorecard for member ratios by drive time page
- Scorecard for member ratios by county page
- Authorization approval to serves rendered page
- List of contracted providers with no claims by MCO page
- A drive time analysis page map

23. *IT Project Assumptions:* There are none to share at this time.

24. *IT Project Risks and Constraints:* There are none to share at this time.

25. *Submitted in Other DET Statutory Reports?*

- ☐ No. This project is not listed in the prior Strategic IT Plan or Large, High-Risk IT Project Report.
- ☒ FY 2024 Strategic IT Plan (Submitted to DOA March 1, 2023)
- ☒ FY 2025 Strategic IT Plan (Submitted to DOA March 1, 2024)

- ☒ FY 2026 Strategic IT Plan (Submitted to DOA March 1, 2025)
- ☒ Large, High-Risk IT Project Report (Submitted to DOA March 2023)
- ☒ Large, High-Risk IT Project Report (Submitted to DOA September 2023)
- ☒ Large, High-Risk IT Project Report (Submitted to DOA March 2024)
- ☒ Large, High-Risk IT Project Report (Submitted to DOA September 2024)
- ☒ Large, High-Risk IT Project Report (Submitted to DOA March 2025)
- ☒ Large, High-Risk IT Project Report (Submitted to DOA September 2025)

26. *Other Information (*Optional*):*

11. ACT 178-CIE-MIS

Report Preparation Date (Status as of): 11/17/2025

1. *IT Project Title:* ACT 178-Competitive Integrated Employment Management Information System (CIE-MIS)
2. *IT Project Status:* Active
3. *DET Services/Impact:* ☐ Yes ☐ No ☒ TBD
4. *DET Impact Explanation (Required, if #3 is "Yes". Optional if #3 is "TBD". Skip if #3 is "No".):* N/A
5. *Master Lease Funding Amount:* \$0
6. *Original Cost Projection:* \$400,605.66
7. *Additional Context for Original Cost Projection (*Optional*):* The original cost projection was a high, ballpark estimate provided prior to completion of detailed estimates prepared in the project's formal planning phase prior to execution.
8. *Funding Source & Amount:*
 - ☒ GPR: \$149,292.49
 - ☐ PR: \$000,000
 - ☒ FED: \$1,879,688.54
 - ☒ SEG: \$1,487,012.53
 - ☐ PR-SEG: \$000,000
 - ☐ Other (Please explain funding source and provide amount):
9. *Current Cost Projection:* \$3,515,993.56
10. *Additional Context for Current Cost Projection (*Optional*):* N/A
11. *Explanation for Changes to Cost Projection:* Additional scope for the Enterprise Data

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Warehouse/Data Analytics Reporting (EDW/DAR) previously increased the cost projection. The expanded scope added the incorporation of unemployment insurance, new hire, and wage data files into the EDW, which has increased costs. Additional scope for the EDW/DAR was added that increased the current cost projection. The expanded scope adds employment questions answers from DHS Functional Screen, Department of Workforce Development-Division of Vocational Rehabilitation (DVR) Case Data Mart, DVR Service Activity Data Mart, and DHS Employment Services from Encounter to the EDW. Additional costs were needed to convert Legacy code for impacted items: the Division of Vocational Rehabilitation (DVR) case closure, DHS Wage, Enumeration, and Identity Insight data. Additional scope for North American Cartographic Information Society (NACIS) flagging, was also added.

12. *Original Estimated IT Project Start Date:* March 1, 2020

13. *Actual or Current Estimated IT Project Start Date:* March 1, 2020

14. *Explanation for Changes to IT Project Start Date:* No Change

15. *Original Estimated IT Project Completion Date:* June 30, 2021

16. *Current IT Project Completion Date:* November 30, 2025

17. *Explanation for Changes to IT Project Completion Date:* The original estimated completion date was a high-level placeholder date based on the original estimate of work. Due to the identification of new requirements, the design completion date was adjusted which pushed out the remaining stages and completion date. The project completion date was changed at the request of Department of Health Services (DHS) for the Gainwell portion of the project. That part of the project is now completed. In the previous report, additional scope for the EDW/DAR was added to the project which updated the current IT project completion date. Additional scope for EDW/DAR was added this cycle that extends the completion date. The expanded scope adds employment questions answers from DHS Functional Screen, DVR Case Data Mart, DVR Service Activity Data Mart, and DHS Employment Services from Encounter to the EDW. Additional time was needed to convert Legacy code for impacted items: the Division of Vocational Rehabilitation (DVR) case closure, DHS Wage, Enumeration, and Identity Insight data. Additional scope for North American Cartographic Information Society (NACIS) flagging, was also added.

18. *Original IT Project Stage Completion Dates:*

- *Requirements:* July 1, 2020
- *Design:* September 30, 2020
- *Construction:* November 15, 2020
- *Testing:* November 15, 2020
- *Prod Implementation:* November 15, 2020
- *Closing:* June 30, 2021

19. *Current IT Project Stage Completion Dates:*

- *Requirements:* July 1, 2020
- *Design:* December 1, 2024
- *Construction:* December 1, 2024

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- *Testing*: December 1, 2024
- *Prod Implementation*: December 15, 2024
- *Closing*: December 31, 2024

EDW/DAR phase (Concurrent with other phases)

- *Requirements*: April 30, 2025
- *Design*: April 30, 2025
- *Construction/Testing*: April 30, 2025
- *Prod Implementation*: May 31, 2025
- *Closing*: November 30, 2025

20. *Explanation for Changes to IT Project Stage Completion Dates*: Due to the identification of new requirements, the design completion date was adjusted which pushed out remaining stages and the completion date. The project completion date was previously updated at the request of Department of Health Services (DHS). The previously reported project phases were for a scope of work that was performed by Gainwell, which has been completed. An additional scope of work for this project was added for the EDW/DAR and the additional project stages were added to reflect the new scope. The previous scope revision adds the incorporation of unemployment insurance, new hire, and wage data files into the EDW. This has extended the stages of the EDW/DAR phase of the projects. Additional scope for the Enterprise Data Warehouse/Data Analytics Reporting (EDW/DAR) was added this cycle. The expanded scope adds employment questions answers from DHS Functional Screen, DVR Case Data Mart, DVR Service Activity Data Mart, and DHS Employment Services from Encounter to the EDW. This has extended the stages of the EDW/DAR phase of the projects. Additional time was needed to convert Legacy code for impacted items: the Division of Vocational Rehabilitation (DVR) case closure, DHS Wage, Enumeration, and Identity Insight data. Additional scope for North American Cartographic Information Society (NACIS) flagging, was also added. As of June 30, 2025, there is a pending resource estimate revision that will extend the closure date out to December 31, 2025. It has not been signed to-date.

IT Project Information Section:

21. *IT Project Scope*: The 2017 Act 178 requires the Department of Workforce Development – Division of Vocational Rehabilitation (DWD-DVR), the Department of Health Services (DHS), and the Department of Public Instruction (DPI) to collaborate to increase Competitive Integrated Employment (CIE) outcomes. The previous scope revision adds the incorporation of unemployment insurance, new hire, and wage data files into the EDW. Additional scope revisions add employment questions answers from DHS Functional Screen, DVR Case Data Mart, DVR Service Activity Data Mart, and DHS Employment Services from Encounter to the EDW. Additional scope for North American Cartographic Information Society (NACIS) flagging, was also added.

22. *IT Project Deliverables*: Build the CIE-MIS as a comprehensive solution around a richer set of data to provide a more complete picture of an individual's competitive integrated employment situation. The DHS-LTCare and DWD-DVR workgroup envisions the model as a richer set of data elements across a broader spectrum of data from cross agency data systems. This option is similar to the Promise management information system model that DHS hosts in partnership with DWD, DPI, and Department of Children and Families (DCF). DMS has made the decision where the SAS Enterprise Data Warehouse (EDW) and Data Analytics Reporting (DAR) module will house all analytics and

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related components. Due to this strategy, all of the Act 178-CIE-MIS project's data will reside in the SAS EDW and DAR module for storage and reporting.

23. *IT Project Assumptions:* There are none to share at this time.

24. *IT Project Risks and Constraints:* There are none to share at this time.

25. *Submitted in Other DET Statutory Reports?*

- ☐ No. This project is not listed in the prior Strategic IT Plan or Large, High-Risk IT Project Report.
- ☒ FY 2024 Strategic IT Plan (Submitted to DOA March 1, 2023)
- ☐ FY 2025 Strategic IT Plan (Submitted to DOA March 1, 2024)
- ☒ Large, High-Risk IT Project Report (Submitted to DOA March 2023)
- ☒ Large, High-Risk IT Project Report (Submitted to DOA September 2023)
- ☒ Large, High-Risk IT Project Report (Submitted to DOA March 2024)
- ☒ Large, High-Risk IT Project Report (Submitted to DOA September 2024)
- ☒ Large, High-Risk IT Project Report (Submitted to DOA February 2025)
- ☒ Large, High-Risk IT Project Report (Submitted to DOA September 2025)

26. *Other Information (*Optional*):* Effective November 2022, this project was identified to be reported due to the schedule extension of more than 12 months duration on a project over \$250,000.00. This project was not included in the FY 2025 Strategic IT Plan because at the time of report drafting, this project was expected to close by April 30, 2024. This project was not included in the FY 2026 Strategic IT Plan because at the time of the report it was expected to close by May 31, 2025, but is now extended to January 31, 2026.

12. Children's Long-Term Support (CLTS) Third Part Administration (TPA) Transition - SAS Work

Report Preparation Date (Status as of): 11/17/2025

1. *IT Project Title:* Children's Long-Term Support (CLTS) Third Part Administration (TPA) Transition – SAS Work
2. *IT Project Status:* Active
3. *DET Services/Impact:* ☐ Yes ☐ No ☒ TBD
4. *DET Impact Explanation (Required, if #3 is "Yes". Optional if #3 is "TBD". Skip if #3 is "No".):* N/A
5. *Master Lease Funding Amount:* \$0
6. *Original Cost Projection:* \$280,370.20
7. *Additional Context for Original Cost Projection (*Optional*):* N/A

8. *Funding Source & Amount:*

- ☒ GPR: \$34,348.03
- ☐ PR: \$000,000
- ☒ FED: \$309,132.30
- ☐ SEG: \$000,000
- ☐ PR-SEG: \$000,000
- ☐ Other (Please explain funding source and provide amount):

9. *Current Cost Projection:* \$343,480.33

10. *Additional Context for Current Cost Projection (*Optional*):* N/A

11. *Explanation for Changes to Cost Projection:* During the requirements gathering process, the original project assumptions made during estimation were not accurate. The cost was updated to reflect this.

12. *Original Estimated IT Project Start Date:* December 1, 2024

13. *Actual or Current Estimated IT Project Start Date:* December 1, 2024

14. *Explanation for Changes to IT Project Start Date:* No Change

15. *Original Estimated IT Project Completion Date:* June 30, 2025

16. *Current IT Project Completion Date:* March 31, 2026

17. *Explanation for Changes to IT Project Completion Date:* The first revision for this work was done to align the timeline to additional project requirements that were identified during the requirements gathering process. As of November 10, 2025, there is a pending resource estimate revision that will extend the closure date out to March 31, 2026 for additional scope to be implemented. It has not been signed to date.

18. *Original IT Project Stage Completion Dates:*

- *Initiate:* January 31, 2025
- *Plan:* January 31, 2025
- *Design:* February 28, 2025
- *Construct:* April 30, 2025
- *Testing:* April 30, 2025
- *Pre-Implementation and Go-Live:* May 30, 2025
- *Close:* June 30, 2025

19. *Current IT Project Stage Completion Dates:*

- *Initiate:* January 31, 2025
- *Plan:* January 31, 2025
- *Design:* March 31, 2025

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- *Construct*: July 31, 2025
- *Testing*: July 31, 2025
- *Pre-Implementation and Go-Live*: August 29, 2025
- *Close*: March 31, 2026

20. *Explanation for Changes to IT Project Stage Completion Dates*: During the requirements gathering process, additional requirements were captured to update existing tables and add additional external security profiles. The timeline was updated to reflect this. As of November 10, 2025, there is a pending resource estimate revision that will extend the closure date out to March 31, 2026 for additional scope to be implemented. It has not been signed to date.

IT Project Information Section:

21. *IT Project Scope*: The Wisconsin Department of Health Services (DHS) currently uses a third-party administrator (TPA) to process and pay Children's Long-Term Support (CLTS) Waiver Claims. This processing is currently performed under a separate contract with WPS Health Solutions (WPS) that is scheduled to end. Effective in May 2025, Gainwell will start to process claims from WPS for the CLTS program.

As the data warehousing and data analytics solution, SAS will need to support this transition and provide the necessary data and reporting changes that are required. This includes loading the historical CLTS data as well as the CLTS data from interChange into the SAS EDW and integrating the data into the existing CLTS Advanced Query Builder (AQB).

22. *IT Project Deliverables*:

- Extract Transform Load (ETL)
 - Load CLTS data from interChange into the SAS EDW.
 - Row level security will be applied to the existing Fee for Service (FFS) claim tables by adding submitted origination ID.
 - Security configuration changes will be made to onboard CLTS users to access the MMIS table using row level security and MMIS users will also be able to access new CLTS data based on their permissions.
- Data Analytics and Reporting
 - Integrate the data into the existing CLTS Advanced Query Builder (AQB) by changing the claims input to capture the CLTS claims from the MMIS FFS claims extract and the existing data from WPS.
 - Scope includes new mapping work, creating a new AQB with functionality to bring in both data sets, and a join of the full history of old CLTS data with new data coming from the MMIS for presentation to the end user.

23. *IT Project Assumptions*: There are none to share at this time.

24. *IT Project Risks and Constraints*: There are none to share at this time.

25. *Submitted in Other DET Statutory Reports?*

- ☐ No. This project is not listed in the prior Strategic IT Plan or Large, High-Risk IT Project Report.
- ☐ FY 2025 Strategic IT Plan (Submitted to DOA March 1, 2024)

- ☐ Large, High-Risk IT Project Report (Submitted to DOA March 2023)
- ☐ Large, High-Risk IT Project Report (Submitted to DOA March 2024)
- ☐ Large, High-Risk IT Project Report (Submitted to DOA September 2024)
- ☐ Large, High-Risk IT Project Report (Submitted to DOA February 2025)
- ☒ Large, High-Risk IT Project Report (Submitted to DOA September 2025)

26. *Other Information (*Optional*)*: This project was not included in the FY 2026 Strategic IT plan or the February Large, High-Risk IT report because it was not yet approved at the time of report drafting. The project charter was not approved until April 2025.

13. EDW/DAR Module Work for Care Management DDI

Report Preparation Date (Status as of): 11/17/2025

1. *IT Project Title*: EDW/DAR Module Work for Care Management DDI
2. *IT Project Status*: Active
3. *DET Services/Impact*: ☐ Yes ☐ No ☒ TBD
4. *DET Impact Explanation (Required, if #3 is "Yes". Optional if #3 is "TBD". Skip if #3 is "No".)*: N/A
5. *Master Lease Funding Amount*: \$0
6. *Original Cost Projection*: \$2,100,620.55
7. *Additional Context for Original Cost Projection (*Optional*)*: N/A
8. *Funding Source & Amount*:
 - ☒ GPR: \$210,062.05
 - ☐ PR: \$000,000
 - ☒ FED: \$1,890,558.50
 - ☐ SEG: \$000,000
 - ☐ PR-SEG: \$000,000
 - ☐ Other (Please explain funding source and provide amount):
9. *Current Cost Projection*: \$2,100,620.55
10. *Additional Context for Current Cost Projection (*Optional*)*: N/A
11. *Explanation for Changes to Cost Projection*: No Change
12. *Original Estimated IT Project Start Date*: July 1, 2025

13. *Actual or Current Estimated IT Project Start Date:* July 1, 2025

14. *Explanation for Changes to IT Project Start Date:* No Change

15. *Original Estimated IT Project Completion Date:* September 30, 2026

16. *Current IT Project Completion Date:* September 30, 2026

17. *Explanation for Changes to IT Project Completion Date:* No Change

18. *Original IT Project Stage Completion Dates:*

- *Requirements:* September 30, 2025
- *Design:* September 30, 2025
- *Construction:* June 30, 2026
- *Testing:* June 30, 2026
- *Prod Implementation:* August 31, 2026
- *Closing:* September 30, 2026

19. *Current IT Project Stage Completion Dates:*

- *Requirements:* September 30, 2025
- *Design:* September 30, 2025
- *Construction:* June 30, 2026
- *Testing:* June 30, 2026
- *Prod Implementation:* August 31, 2026
- *Closing:* September 30, 2026

20. *Explanation for Changes to IT Project Stage Completion Dates:* No Change

IT Project Information Section:

21. *IT Project Scope:* As part of the implementation of the FEI Care Management module, SAS will load historical legacy system data from Wisconsin Self-Directed IT Systems (WISITS) into the Enterprise Data Warehouse (EDW). Additionally, SAS will complete integration work with the new FEI Care Management module.

22. *IT Project Deliverables:* SAS will complete the following items:

- Ingest data from the legacy WISITS system
- FEI will receive data from the new FEI Care Management module and load it into the EDW using the same schema as the WISITS data
- Create up to one advanced query builder (AQB) that incorporates WISITS and the FEI Care Management data
- Provide reporting that includes 1-medium complexity dashboard, 2-medium complexity reports, and 5-low complexity reports

23. *IT Project Assumptions:* There are none to share at this time.

24. *IT Project Risks and Constraints:* There are none to share at this time.

25. *Submitted in Other DET Statutory Reports?*

- ☒ No. This project is not listed in the prior Strategic IT Plan or Large, High-Risk IT Project Report.
- ☐ FY 2025 Strategic IT Plan (Submitted to DOA March 1, 2024)
- ☐ Large, High-Risk IT Project Report (Submitted to DOA March 2023)
- ☐ Large, High-Risk IT Project Report (Submitted to DOA March 2024)
- ☐ Large, High-Risk IT Project Report (Submitted to DOA September 2024)
- ☐ Large, High-Risk IT Project Report (Submitted to DOA February 2025)
- ☐ Large, High-Risk IT Project Report (Submitted to DOA September 2025)

26. *Other Information (*Optional*):* The project wasn't known until after the Strategic Plan FY2026 was submitted.

14. LEAP Replacement System Objects in SAS

Report Preparation Date (Status as of): 11/17/2025

1. *IT Project Title:* LEAP Replacement System Objects in SAS
2. *IT Project Status:* Active
3. *DET Services/Impact:* ☐ Yes ☐ No ☒ TBD
4. *DET Impact Explanation (Required, if #3 is "Yes". Optional if #3 is "TBD". Skip if #3 is "No".):* N/A
5. *Master Lease Funding Amount:* \$0
6. *Original Cost Projection:* \$852,294.70
7. *Additional Context for Original Cost Projection (*Optional*):* N/A
8. *Funding Source & Amount:*
 - ☒ GPR: \$91,025.07
 - ☐ PR: \$000,000
 - ☒ FED: \$761,269.63
 - ☐ SEG: \$000,000
 - ☐ PR-SEG: \$000,000
 - ☐ Other (Please explain funding source and provide amount):
9. *Current Cost Projection:* \$852,294.70
10. *Additional Context for Current Cost Projection (*Optional*):* N/A

11. *Explanation for Changes to Cost Projection:* No Change
12. *Original Estimated IT Project Start Date:* July 1, 2025
13. *Actual or Current Estimated IT Project Start Date:* July 1, 2025
14. *Explanation for Changes to IT Project Start Date:* No Change
15. *Original Estimated IT Project Completion Date:* January 31, 2027
16. *Current IT Project Completion Date:* January 31, 2027
17. *Explanation for Changes to IT Project Completion Date:* No Change
18. *Original IT Project Stage Completion Dates:*
 - *Requirements:* March 31, 2026
 - *Design:* March 31, 2026
 - *Construction:* December 31, 2026
 - *Testing:* December 31, 2026
 - *Prod Implementation:* December 31, 2026
 - *Closing:* January 31, 2027
19. *Current IT Project Stage Completion Dates:*
 - *Requirements:* March 31, 2026
 - *Design:* March 31, 2026
 - *Construction:* December 31, 2026
 - *Testing:* December 31, 2026
 - *Prod Implementation:* December 31, 2026
 - *Closing:* January 31, 2027
20. *Explanation for Changes to IT Project Stage Completion Dates:* No Change

IT Project Information Section:

21. *IT Project Scope:* The Bureau of Operations Management is implementing a new estate recovery system to replace the legacy Liens, Estates, and Affidavit Program (LEAP) system with a new Enterprise Resource Planning (ERP) system. As part of this implementation, SAS will receive data from the new ERP solution.
22. *IT Project Deliverables:* SAS will complete the following items:
 - Intake data from the new ERP system
 - Intake additional data not currently in the EDW via the Income Maintenance Management Reporting (IMMR) data feed
 - Review existing LEAP reports with the DHS project team in a collaborative manner for

potential decommissioning

- Create up to four outgoing files containing the required information for processing by the new ERP system

23. *IT Project Assumptions*: There are none to share at this time.

24. *IT Project Risks and Constraints*: There are none to share at this time.

25. *Submitted in Other DET Statutory Reports?*

- ☒ No. This project is not listed in the prior Strategic IT Plan or Large, High-Risk IT Project Report.
- ☐ FY 2025 Strategic IT Plan (Submitted to DOA March 1, 2024)
- ☐ Large, High-Risk IT Project Report (Submitted to DOA March 2023)
- ☐ Large, High-Risk IT Project Report (Submitted to DOA March 2024)
- ☐ Large, High-Risk IT Project Report (Submitted to DOA September 2024)
- ☐ Large, High-Risk IT Project Report (Submitted to DOA February 2025)
- ☐ Large, High-Risk IT Project Report (Submitted to DOA September 2025)

26. *Other Information (*Optional*)*: The project wasn't known until after the Strategic Plan FY2026 was submitted.

15. CARES: ACCESS Modernization

Report Preparation Date (Status as of): 11/17/2025

1. *IT Project Title*: CARES: ACCESS Modernization
2. *IT Project Status*: Active
3. *DET Services/Impact*: ☒ Yes ☐ No ☐ TBD
4. *DET Impact Explanation (Required, if #3 is "Yes". Optional if #3 is "TBD". Skip if #3 is "No".)*: DET manages legacy ACCESS servers and access.wisconsin.gov domain that will have updates as we transition to Salesforce SaaS servers. URL re-directs will be needed from the Web Access Management System (WAMS).
5. *Master Lease Funding Amount*: \$0
6. *Original Cost Projection*: \$29,503,332.20
7. *Additional Context for Original Cost Projection (*Optional*)*: N/A
8. *Funding Source & Amount*:
 - ☒ GPR: \$7,459,258.47
 - ☐ PR: \$000,000

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☒ FED: \$21,685,653.39

☐ SEG: \$000,000

☐ PR-SEG: \$000,000

☐ Other (Please explain funding source and provide amount): \$565,479.34. A portion of this project is allocated to the Department of Children and Families. Their portion is 2.57% for one sub-workstream and 3.84% for another sub-workstream, totaling \$565,479.34.

9. *Current Cost Projection:* \$29,710,391.20

10. *Additional Context for Current Cost Projection (*Optional*):* N/A

11. *Explanation for Changes to Cost Projection:* The cost projection for this project changed due to increased scope to account for work ensuring continued functionality after go-live. This was not accounted for within the original statement of work (SOW).

12. *Original Estimated IT Project Start Date:* December 13, 2023

13. *Actual or Current Estimated IT Project Start Date:* December 13, 2023

14. *Explanation for Changes to IT Project Start Date:* No Change

15. *Original Estimated IT Project Completion Date:* November 25, 2025

16. *Current IT Project Completion Date:* December 13, 2025

17. *Explanation for Changes to IT Project Completion Date:* A post-production release is scheduled about four weeks after each major CARES release to deploy fixes and approved enhancements. Because the October 2025 release included complex projects, the post-production release date was shifted to December 5, 2025, to give more time to monitor the system performance and resolve issues. Project end-dates were adjusted to accommodate the new post-production release date and allow for final closeout activities in the week thereafter.

18. *Original IT Project Stage Completion Dates:*

- *Initiation / Requirements:* June 21, 2024
- *Construction / Unit Testing:* February 28, 2025
- *System / UAT Validation:* October 3, 2025
- *Implementation:* October 25, 2025
- *Post-Production:* November 25, 2025

19. *Current IT Project Stage Completion Dates:*

- *Initiation / Requirements:* June 21, 2024
- *Construction / Unit Testing:* February 28, 2025
- *System / UAT Validation:* October 3, 2025
- *Implementation:* October 18, 2025
- *Post-Production:* December 13, 2025

20. *Explanation for Changes to IT Project Stage Completion Dates:* Previously, the implementation stage was aligned to the appropriate October 2025 estimated release date. A post-production release is scheduled about four weeks after each major CARES release to deploy fixes and approved enhancements. Because the October 2025 release included complex projects, the post-production release date was shifted to December 5, 2025, to give more time to monitor the system performance and resolve issues. Project end-dates were adjusted to accommodate the new post-production release date and allow for final closeout activities in the week thereafter.

IT Project Information Section:

21. *IT Project Scope:* Modernize ACCESS website modules onto the Salesforce platform including the following modules: Renew-My-Benefits (RMB), Report-My-Changes (RMC), Add-a-Program (AAP), Six-Month Renewal Form (SMRF), Check my Benefits (CMB), ACCESS for Partners & Providers, and updates to support in CARES Worker Web (CWW) to support any modernization changes to ACCESS.

Add-a-Program Scope:

- The AAP module will allow members to view programs they can apply for in addition to their existing benefits. Members will be able to view the status of benefits.

RMB Scope:

- The RMB module will display the benefits a member can perform a renewal for (along with benefits that cannot be renewed yet) and pre-check the programs depending on the policy.
- New programs added to RMB are Wisconsin Works (W-2) and Katie Beckett.

RMC Scope:

- The RMC module will display an overview of changes the member must and may report depending on the program (ex., The income threshold will display based on their benefits. If the household goes above the threshold, they must report the change.).
- New programs added for RMC are W-2, JAL, and Katie Beckett.

Six-Month Renewal Form Scope:

- The FoodShare SMRF module will display the list of questions required for a member to complete their interim renewal.

Check My Benefits Scope:

- Deloitte will modernize legacy ACCESS screens to Salesforce for 'Account Home', which will provide benefits summary for a user. Deloitte will develop a section that will provide the user a view of their benefits and provide them with actions needed to continue receiving their benefits.
- Deloitte will add Katie Beckett Medicaid to the CMB Dashboard to display the benefit details directly from CARES.

ACCESS for Partners and Providers Scope:

- Deloitte will modernize the Legacy ACCESS Partners & Providers (APP) modules utilizing the Salesforce software tool using the Salesforce out-of-the-box (OOTB) functionality to:
 - Allow Partners and Providers to submit and search for Presumptive Eligibility applications.
 - Allow Users to save and view applications later whether they are submitted or not, edit applications that are 'in progress' status, set up Accounts in the APP modules, search for an ACCESS application(s) that have associated CAP number, and view the submitted information.

- Allow Admin users to update other users access details.
- Deloitte will integrate the modernized Salesforce solution with interChange (iC) system by building a real-time web service and connect APP with iC to send and retrieve required information for members who are determined to be eligible for Badger Care Plus or Family Planning Only Services.

Although changes to Legacy ACCESS were limited after the commencement of ACCESS Modernization, DHS/DCF prioritized certain enhancements to occur in calendar years 2024 and 2025 to support business needs. These enhancements were not known at the time of original scoping for ACCESS Modernization and therefore, the work to ensure continued functionality after ACCESS Modernization go-live was not accounted for within the initial ACCESS Modernization Statement of Work. This scope includes:

- Enhance ACCESS to support continued functioning of Banner Alerts and Push Notifications executed when the Office of the Inspector General has identified a potential fraud incident.
- Make the FoodShare Replacement process easier to complete and track by adding prominent buttons and relevant links and enhancing the Check My Benefits dashboard to display the FoodShare Replacement application.
- Reduce user confusion by only showing FoodShare replacement options if the member's benefits are eligible—removing options for those with 'closed' or 'denied' benefits.
- Hide outdated or irrelevant benefit information (such as FoodShare benefits closed or denied for over 90 days) from Check My Benefits dashboard.
- Enhance ACCESS Review My Benefits (RMB), Six Month Renewal Form (SMRF), and Report My Changes (RMC) to allow members continued ability to submit work requirement information supporting their FoodShare benefit eligibility. This includes establishing new pages to ensure the flow is consistent with the user experience that will be standard with the release of the ACCESS Modernization Project.

22. *IT Project Deliverables:* Modernization of ACCESS module to support the following programs per module: BadgerCare Plus, Elderly, Blind, and Disabled (EBD) Medicaid, Family Planning Waiver Services, Child Care, FoodShare, W-2, Job Access Loans (JAL), Emergency Assistance, and Katie Beckett Medicaid. The following programs are also included within the CMB dashboard: Caretaker Supplement (CTS), Summer EBT (SEBT), SeniorCare, and interChange (iC) Display Benefits. These modules/programs will be modernized into the Salesforce platform.

23. *IT Project Assumptions:*

Add-a-Program:

- Deloitte will transfer business process workflows with dictated policy logic in Legacy ACCESS to the modernized AAP module. Deloitte will transfer W-2 and EA appointment scheduling functionality to the modernized AAP module.
- Emergency Assistance applications submitted through AAP will continue to send to DCF's Wisconsin Work Portal (WWP) and the CWW Inbox rather than the comprehensive CWW Simplified Inbox.
- CTS, SEBT, SeniorCare, iC Only Benefits are not in scope.

Renew-My-Benefits:

- Deloitte will transfer business process workflows with dictated policy logic in Legacy ACCESS to the modernized RMB module.

- In-progress renewals during Go-Live cutover will not be transferred to the modernized module when implemented. Any in-progress renewals in the legacy platform will have to be restarted.
- W-2 RMB summary will not be sent to the member but will be available to review after submission.
- CTS, SEBT, SeniorCare, iC Only Benefits are not in scope.

Report-My-Changes:

- Members will continue to report their changes for the programs listed above, but certain changes will have to be handled directly by income maintenance (IM) workers, not the system.
- Deloitte will transfer business process workflows with dictated policy logic in Legacy ACCESS to the modernized RMC module.
- CTS, SEBT, SeniorCare, iC Only Benefits are not in scope.

Six-Month Renewal Form:

- The SMRF module will be built on the modernized Salesforce ACCESS platform.
- The SMRF module will share a subset of ACCESS RMB data collection screens. Sharing data collection screens across modules will promote consistency and lower long-term maintenance and number of screens.

Check My Benefits:

- Deloitte will leverage more select CMB module designs from other states with Salesforce self-service portals.
- The ACCESS Landing Page will provide instructions to apply for benefits in the following languages: English, Albanian, Arabic, Burmese, Chinese Mandarin, Chinese Cantonese, French, German, Hindi, Hmong, Korean, Laotian, Pennsylvania Dutch, Polish, Russian, Somali, Spanish, Tagalog-Filipino, Vietnamese.

ACCESS for Partners and Providers:

- Deloitte will leverage existing Legacy application documents such as Process Modal Narratives (PMNs), Details User Views (DUVs), Interface Control Documents (ICDs) to design the Salesforce solution with minimal work group meetings
- APP will be developed using Salesforce out-of-the-box (OOTB) components to meet existing functionalities.

Users will not be able to Save and Exit, everything must be completed in one session.

24. IT Project Risks and Constraints: Risk and constraint identification and assessment were conducted throughout the duration of the project, ensuring proactive identification and mitigation of potential issues. As of this reporting period, there are no risks to report.

25. Submitted in Other DET Statutory Reports?

- ☐ No. This project is not listed in the prior Strategic IT Plan or Large, High-Risk IT Project Report.
- ☐ FY 2024 Strategic IT Plan (Submitted to DOA March 1, 2023)
- ☒ FY 2025 Strategic IT Plan (Submitted to DOA March 1, 2024)
- ☐ Large, High-Risk IT Project Report (Submitted to DOA March 2023)
- ☐ Large, High-Risk IT Project Report (Submitted to DOA September 2023)
- ☒ Large, High-Risk IT Project Report (Submitted to DOA March 2024)
- ☒ Large, High-Risk IT Project Report (Submitted to DOA September 2024)
- ☒ Large, High-Risk IT Project Report (Submitted to DOA September 2025)

26. *Other Information (*Optional*)*: On October 3, 2025, Deloitte submitted a memo to the Division of Medicaid Services, Bureau of Fiscal Accountability and Management, explaining the project end date was extended to December 13, 2025, to accommodate the new post-production release date and allow for final closeout activities in the week thereafter. See #20 above for more information.

16. CARES: Benefits Status Tracker

Report Preparation Date (Status as of): 11/17/2025

1. *IT Project Title*: CARES: Benefits Status Tracker
2. *IT Project Status*: Active
3. *DET Services/Impact*: ☒ Yes ☐ No ☐ TBD
4. *DET Impact Explanation (Required, if #3 is "Yes". Optional if #3 is "TBD". Skip if #3 is "No".)*: DET provides support for CARES projects during the latter stages of the Software Development Life cycle by deploying Enterprise Archive (EAR) files from User Acceptance Testing (UAT) to Training (TRN) and Production (PRD). Additionally, DET assists in recycling servers as needed following duration (DUR) or reference table changes.
5. *Master Lease Funding Amount*: \$0
6. *Original Cost Projection*: \$545,073.82
7. *Additional Context for Original Cost Projection (*Optional*)*:
8. *Funding Source & Amount*:
 - ☒ GPR: \$234,099.23
 - ☐ PR: \$000,000
 - ☒ FED: \$703,728.01
 - ☐ SEG: \$000,000
 - ☐ PR-SEG: \$000,000
 - ☒ Other (Please explain funding source and provide amount): \$15,733.76. A portion of this project is allocated to the Department of Children and Families. Their portion is 1.65% for a total of \$15,733.76.
9. *Current Cost Projection*: \$953,561.00
10. *Additional Context for Current Cost Projection (*Optional*)*: N/A
11. *Explanation for Changes to Cost Projection*: The cost projection for this project changed due to two scope changes from the original SOW. For details of the scope change, refer to #22 below.
12. *Original Estimated IT Project Start Date*: August 22, 2024

13. *Actual or Current Estimated IT Project Start Date:* August 22, 2024

14. *Explanation for Changes to IT Project Start Date:* No Change

15. *Original Estimated IT Project Completion Date:* November 22, 2025

16. *Current IT Project Completion Date:* December 13, 2025

17. *Explanation for Changes to IT Project Completion Date:* A post-production release is scheduled about four weeks after each major CARES release to deploy fixes and approved enhancements. Because the October 2025 release included complex projects, the post-production release date was shifted to December 5, 2025, to give more time to monitor the system performance and resolve issues. Project end-dates were adjusted to accommodate the new post-production release date and allow for final closeout activities in the week thereafter on December 13, 2025.

18. *Original IT Project Stage Completion Dates:*

- *Project Initiation and Kickoff:* August 22, 2024
- *Planning (and Research Planning):* September 4, 2024
- *Research:* November 22, 2024
- *Requirements and Design:* December 20, 2024
- *Development and Unit Testing:* February 28, 2025
- *Systems Testing:* July 25, 2025
- *User Acceptance Testing:* October 3, 2025
- *Implementation/Go-Live:* October 18, 2025
- *Post-Production:* November 22, 2025

19. *Current IT Project Stage Completion Dates:*

- *Project Initiation and Kickoff:* August 22, 2024
- *Planning (and Research Planning):* September 4, 2024
- *Research:* November 22, 2024
- *Requirements and Design:* December 20, 2024
- *Development and Unit Testing:* April 25, 2025
- *Systems Testing:* August 1, 2025
- *User Acceptance Testing:* October 10, 2025
- *Implementation/Go-Live:* October 18, 2025
- *Post-Production:* December 13, 2025

20. *Explanation for Changes to IT Project Stage Completion Dates:* The Development and Unit Testing, System Testing, and User Acceptance Testing phases were extended to align to the ACCESS Modernization Project (AMP) development timeline. A post-production release is scheduled about four weeks after each major CARES release to deploy fixes and approved enhancements. Because the October 2025 release included complex projects, the post-production release date was shifted to December 5, 2025, to give more time to monitor the system performance and resolve issues. Project end-dates were adjusted to accommodate the new post-production release date and allow

for final closeout activities in the week thereafter on December 13, 2025.

IT Project Information Section:

21. *IT Project Scope:* This project will create a visual tracker that allows members to follow and be informed of the benefit application journey. Members will obtain a realistic view of the timeline needed to process the application, can request and receive verifications, and view the Notice of Decision (NOD). Each milestone in the tracker will provide short and easy to understand explanations of the actions the agency is taking to process the application, what notices the member may receive, and what actions they may have to take. The tracker will be dynamic and show the actual submission date, notice dates, and any due dates along the 30-day application cycle. The tracker will be interactive, allowing the member to click on a milestone to see a milestone description and will prepare the member for action they may need to take or information they will receive based upon the programs they have applied for. The application tracker will be available in both ACCESS and MyACCESS. The original project scope included a requirement to notify members about the benefits status tracker only once, via a Salesforce Marketing Cloud (SFMC) one-time-send. Based on feedback and best practices in Human-Centered Design, this approach has been revised. The amended scope now provides for a recurring communication campaign. This change is intended to improve member engagement, increase transparency, and ensure that individuals are consistently informed about their benefits status.

22. *IT Project Deliverables:*

ACCESS

- The ACCESS Member Home scope includes a visual tracker that allows members to monitor the status of their application, renewal, and/or change (including SMRF).
- Member Home is a consolidated Apply for Benefits (AFB) Dashboard and Check My Benefits (CMB) Dashboard view that will be available as part of the October 2025 ACCESS Modernization Project.

MyACCESS

- The MyACCESS scope includes a visual tracker that allows members to monitor the status of their application, renewal, and/or change (including the Six-Month Report Form (SMRF)).

Reporting & Analytics

- The Reporting & Analytics scope includes providing automated reporting for usage metrics for the benefit tracker (e.g., number of views) in either Analytics for CARES dashboards or Salesforce Analytics Studio and identifying existing canned reports/dashboards that will inform the number of users in each step of the workflow.

Addition of New Pertinent Statuses and Alerts

- In collaboration with the project workgroup, it was determined that additional status indicators and alerts are necessary to provide members with comprehensive and actionable information. The amended SOW now includes the development and deployment of new status updates and alerts for critical areas such as:
 - Premium payments and outstanding balances
 - Submission and processing of required documents
 - Six-Month Report Form (SMRF) status and reminders
 - Other relevant program milestones or required actions

Non-Functional Scope

- Generative and evaluative research to test overall functionality and usability of the tracker and gain insights into user behaviors and needs.
- Spanish translation of application, renewal and/or change (including SMRF) represented on the tracker.

23. IT Project Assumptions:

- DHS is responsible for providing resources for requirements clarification, decision-making, deliverable review, regression testing, and User Acceptance Testing (UAT) for the items that affect the areas of the system for which they are responsible.
- The timeline and estimates are based upon the preliminary understanding of requirements gathered thus far and the proposed interim solution.
- DHS will provide access to end-users for stakeholder interviews and observations to conduct generative and evaluative research.
- Deloitte will utilize Lyssna platform for additional evaluative research as agreed upon by the workgroup.
- Pertinent member statuses/alerts for areas outside of application, renewal, change (including SMRF) submission, request and receive verifications, and issue the NOD (e.g., Premiums, Pending Documents, SMRF, etc.) that are included in the existing data transformation from Cares Worker Web (CWW) to Legacy Check My Benefits (CMB) will be discussed and identified as part of Requirements and Design.
- Data that is not included in the existing data transformation from CWW to Legacy CMB identified during Requirements and Design will require research to determine level of effort and an amendment may be required.
- Changes in the ACCESS Modernization Project timeline will impact the Benefits Status Tracker timeline. Please note, the Benefits Status Tracker will be integrated into the existing ACCESS Modernization Project timelines for Development and Unit Testing, Systems Testing (SYS), User Acceptance Testing (UAT), Training, Implementation/Go-Live and Post-Production.

24. IT Project Risks and Constraints: Changes in the ACCESS Modernization Project timeline will impact the Benefits Status Tracker timeline.

25. Submitted in Other DET Statutory Reports?

- ☐ No. This project is not listed in the prior Strategic IT Plan or Large, High-Risk IT Project Report.
- ☐ FY 2024 Strategic IT Plan (Submitted to DOA March 1, 2023)
- ☐ FY 2025 Strategic IT Plan (Submitted to DOA March 1, 2024)
- ☒ FY 2026 Strategic IT Plan (Submitted to DOA March 1, 2025)
- ☐ Large, High-Risk IT Project Report (Submitted to DOA March 2023)
- ☐ Large, High-Risk IT Project Report (Submitted to DOA September 2023)
- ☐ Large, High-Risk IT Project Report (Submitted to DOA March 2024)
- ☐ Large, High-Risk IT Project Report (Submitted to DOA September 2024)
- ☒ Large, High-Risk IT Project Report (Submitted to DOA March 2025)
- ☒ Large, High-Risk IT Project Report (Submitted to DOA September 2025)

17. CARES: Medicaid Redetermination Compliance

Report Preparation Date (Status as of): 11/17/2025

1. *IT Project Title:* CARES: Medicaid Redetermination Compliance
2. *IT Project Status:* Active
3. *DET Services/Impact:* ☒ Yes ☐ No ☐ TBD
4. *DET Impact Explanation (Required, if #3 is "Yes". Optional if #3 is "TBD". Skip if #3 is "No".):* DET provides support for CARES projects during the latter stages of the Software Development Life cycle by deploying Enterprise Archive (EAR) files from User Acceptance Testing (UAT) to Training (TRN) and Production (PRD). Additionally, DET assists in recycling servers as needed following duration (DUR) or reference table changes.
5. *Master Lease Funding Amount:* \$0
6. *Original Cost Projection:* \$1,842,933.20
7. *Additional Context for Original Cost Projection (*Optional*):*
8. *Funding Source & Amount:*
 - ☒ GPR: \$493,679.47
 - ☐ PR: \$000,000
 - ☒ FED: \$3,394,980.53
 - ☐ SEG: \$000,000
 - ☐ PR-SEG: \$000,000
 - ☐ Other (Please explain funding source and provide amount):
9. *Current Cost Projection:* \$3,888,660
10. *Additional Context for Current Cost Projection (*Optional*):* N/A
11. *Explanation for Changes to Cost Projection:* The Cost Projection for Medicaid Redetermination Compliance changed due to change in scope items made to the original Statement of Work (SOW).
12. *Original Estimated IT Project Start Date:* June 24, 2024
13. *Actual or Current Estimated IT Project Start Date:* July 22, 2024
14. *Explanation for Changes to IT Project Start Date:* Due to other DHS priorities, the start of the project was delayed by few weeks.
15. *Original Estimated IT Project Completion Date:* March 31, 2025

16. *Current IT Project Completion Date:* January 30, 2026

17. *Explanation for Changes to IT Project Completion Date:* Based on DHS guidance and approval this project will be implemented in two phases to include all the system enhancements/automation needed to meet complex policy changes. This extended the timeline for completion. Analysis is underway to reevaluate the scope, timeline, and budget. The Post-Production end-date was extended to allow for production validation completion after the policy effective date as well as the monthly processes.

18. *Original IT Project Stage Completion Dates:*

- *Project Initiation and Kickoff:* June 24, 2024
- *Planning:* August 2, 2024
- *Requirements and Design:* October 25, 2024
- *Development and Unit Testing:* December 20, 2024
- *Systems Testing:* January 10, 2025
- *User Acceptance Testing:* February 14, 2025
- *Implementation/Go Live:* February 22, 2025
- *Post-Production:* March 31, 2025

19. *Current IT Project Stage Completion Dates*

Phase 1:

- *Project Initiation and Kickoff:* July 22, 2024
- *Planning:* August 2, 2024
- *Requirements and Design:* January 31, 2025
- *Development and Unit Testing:* March 28, 2025
- *Systems Testing:* May 9, 2025
- *User Acceptance Testing:* June 13, 2025
- *Implementation/Go Live:* June 21, 2025
- *Post-Production:* July 26, 2025

Phase 2:

- *Project Initiation and Kickoff:* March 3, 2025
- *Planning:* March 7, 2025
- *Requirements and Design:* August 15, 2025
- *Development and Unit Testing:* September 3, 2025
- *Systems Testing:* September 12, 2025
- *User Acceptance Testing:* October 10, 2025
- *Implementation/Go Live:* October 18, 2025
- *Post-Production:* January 30, 2026

20. *Explanation for Changes to IT Project Stage Completion Dates:* Based on DHS guidance and approval this project will be implemented in two phases to include all the system enhancements/automation needed to meet complex policy changes. Phase dates have been updated to reflect the current state. The Requirements and Design phase needed extension due to

scope adjustments. The expanded timeline for Requirements and Design necessitated the Systems Testing schedule be extended as well. A second amendment was executed after completion of Requirements and Design. The post-production end-date was extended to allow for production validation completion after the policy effective date as well as the monthly processes.

IT Project Information Section:

21. *IT Project Scope:* States are required under federal law to determine eligibility on all bases of Medicaid prior to termination of a member's benefits. During COVID unwinding, as Centers for Medicare and Medicaid Services (CMS) has provided more targeted guidance to states about how these re-determinations must occur, DHS identified some significant gaps in their ability to meet these requirements. DHS has implemented manual workarounds to address some of the gaps but need to implement long-term solutions to ensure good customer service to members and compliance with federal requirements. These gaps include when someone submits a renewal after adverse action of the renewal month; when someone has submitted a disability application, and it is still pending; when a child ages out and their adult disability application is pending; and when someone in long term care is changing categories of Medicaid. CARES must maintain coverage for these members until a final eligibility decision is made.

Implement following system enhancements for Phase 1:

- Provide one month extension to the individuals Health Care benefit if their eligibility is terminated due to lack of review during the Adverse Action and the member submit a renewal application prior to their benefit end date.
- Members who are losing eligibility in their current health care category for any reason other than: death, de-request, moving out of state, or lack of renewal, must have their current benefits maintained until the Income Maintenance (IM) Agency determines if they are eligible for another form of Medicaid.

Implement following system enhancements for Phase 2:

- Katie Beckett Medicaid (KBMA) and Wisconsin Well Woman Medicaid (WWWMA) changes necessary to determine eligibility on all bases.
- If a child is losing eligibility for KBMA for any reason other than: death, de-request, moving out of state, lack of renewal, turning 19, their KBMA eligibility must be maintained while the IM Agency determines if they are eligible for another form of Medicaid.
- If a member is losing eligibility for WWWMA for any reason other than: death, de-request, moving out of state, or lack of renewal, their WWWMA eligibility must be maintained while IM Agency determines if they are eligible for another form of Medicaid.
- Implement system enhancements to extend SeniorCare member's eligibility based on when the renewal is received in relation to the Adverse Action and renewal month dates.
- Implement Income Maintenance Management Reporting (IMMR) changes based on new application scope changes: Enhance up to six existing canned reports to account for renewal extensions, including federal reports and public dashboard.
- Enhance Cares Worker Web (CWW) to support auto-selection of presumptive disability form along with other disability forms.
- Enhance CWW to schedule the Asset Gatepost page and prompt the worker to send a manual letter when a new disability is reported and enhancement to the manual letter.

- Integrate new data elements into IMMR ad-hoc universe to enable SAS EDW data transfer and reporting
- Based on DHS policy and workgroup direction, following scope items were removed from the project scope:
- Maintain children's BadgerCare Plus benefit in CARES in addition to interChange (iC) and their HMO enrollment information when their submitted adult application is still under processing, based on timing of the application's submission. Implement system changes to move parents of this population of children to the childless adult category during Adverse Action.
- Maintain children's Katie Beckett Medicaid (KBMA) benefit in CARES in addition to interChange (iC) when their submitted adult application is still under processing, based on timing of the application's submission. System enhancements for KBMA member losing eligibility solely due to becoming institutionalized.
- Implement IMMR reporting changes to develop detail report(s) to monitor age-out population.

22. IT Project Deliverables:

Phase 1:

- Enhanced online and batch eligibility determination and confirmation processes to maintain eligibility for members who meet the Medicaid Redetermination Compliance criteria and share eligibility information with interChange (iC).
- Letters to inform members when their eligibility is extended based on the renewal application.
- Identify and address any security vulnerabilities that may be introduced with the changes.
- Publications and Training – Preparing appropriate documents/demo that would help with worker training, operations memo and Help text.
- Develop approved system Help text, operation memos, handbooks, Spanish translation, and additional support for worker training.
- Perform security and privacy review, static code security testing, and dynamic application security testing to meet agreed upon standards. Coordinate with DHS DES ISS for application security and provide guidance for secure software development.

Phase 2:

- Enhanced online and batch eligibility determination and confirmation processes to maintain eligibility for members who meet the Medicaid Redetermination Compliance criteria and share eligibility information with interChange (iC).
- System enhancements to prevent termination of KBMA and WWWMA benefits until members are given time to apply for other health care benefits.
- Correspondence enhancements to inform KBMA, SeniorCare, WWWMA Members that their benefits are maintained while their renewal is being processed by the agencies.
- Correspondence enhancements to inform KBMA and WWWMA members to apply for other Health care benefits before their current benefits end to avoid a gap in coverage.
- Identify and address any security vulnerabilities that may be introduced with the changes.
- Develop approved system help text, operation memos, handbooks, Spanish translation, and additional support for worker training.
- Perform security and privacy review, static code security testing, and dynamic application security testing to meet agreed upon standards.

23. *IT Project Assumptions:*

- DHS is responsible for providing resources for requirements clarification, decision-making, deliverable review, regression testing, and User Acceptance Testing (UAT) for the items that affect the areas of the system for which they are responsible.
- The timeline and estimates generated at this point are based upon the preliminary understanding of requirements gathered thus far and the proposed interim solution.
- End-to-end testing should be coordinated with external agencies such as Gainwell.

24. *IT Project Risks and Constraints:* This project has an aggressive timeline and system complexities.

25. *Submitted in Other DET Statutory Reports?*

- ☐ No. This project is not listed in the prior Strategic IT Plan or Large, High-Risk IT Project Report.
- ☐ FY 2024 Strategic IT Plan (Submitted to DOA March 1, 2023)
- ☐ FY 2025 Strategic IT Plan (Submitted to DOA March 1, 2024)
- ☒ FY 2026 Strategic IT Plan (Submitted to DOA March 1, 2025)
- ☐ Large, High-Risk IT Project Report (Submitted to DOA March 2023)
- ☐ Large, High-Risk IT Project Report (Submitted to DOA September 2023)
- ☐ Large, High-Risk IT Project Report (Submitted to DOA March 2024)
- ☐ Large, High-Risk IT Project Report (Submitted to DOA September 2024)
- ☒ Large, High-Risk IT Project Report (Submitted to DOA March 2024)
- ☒ Large, High-Risk IT Project Report (Submitted to DOA September 2025)

26. *Other Information (*Optional*):*

18. CARES: ACCESS – Guest Registration

Report Preparation Date (Status as of): 11/17/2025

1. *IT Project Title:* CARES: ACCESS – Guest Registration
2. *IT Project Status:* Active
3. *DET Services/Impact:* ☒ Yes ☐ No ☐ TBD
4. *DET Impact Explanation (Required, if #3 is “Yes”. Optional if #3 is “TBD”. Skip if #3 is “No”).:* This project should not result in changes to DET services as it is additional functionality being deployed on the Salesforce ACCESS platform. This platform has undergone DET cloud brokerage approvals.
5. *Master Lease Funding Amount:* \$0
6. *Original Cost Projection:* \$1,731,030.00
7. *Additional Context for Original Cost Projection (*Optional*):*

8. *Funding Source & Amount:*

☒ GPR: \$454,928.86

☐ PR: \$000,000

☒ FED: \$1,421,047.09

☐ SEG: \$000,000

☐ PR-SEG: \$000,000

☒ Other (Please explain funding source and provide amount): \$4,206.09. A portion of the added maintenance scope for this project is allocated to the Department of Children and Families. Their portion is 2.82% for a total of \$4,206.09.

9. *Current Cost Projection:* \$1,880,182.04

10. *Additional Context for Current Cost Projection (*Optional*):*

11. *Explanation for Changes to Cost Projection:* The current cost projection increased to account for an increase in scope and a shift in timeline. DHS is working to gain approval for an Amendment to the Statement of Work, reflecting the scope, timeline, and cost changes. The current cost projection is \$10 higher than reported in the last Large High Risk IT Report, due to correction of a key entry error.

12. *Original Estimated IT Project Start Date:* November 4, 2024

13. *Actual or Current Estimated IT Project Start Date:* September 30, 2025

14. *Explanation for Changes to IT Project Start Date:* The original estimated project start date was November 4, 2024. In the FY26 Strategic IT Plan, DHS reported the current estimated project start date as July 7, 2025. July 7, 2025, was the estimated project start date at the time the FY26 Strategic IT Plan was drafted. After the report was submitted, DHS shifted the desired implementation date for this project to later in calendar year 2026, which necessitated the change to the current project start date. DHS determined the implementation date should be delayed to align with the rollout of MyWisconsin ID for the ACCESS application to promote a streamlined and unified approach to system design and end-user communications. The start date above differs from the last Large High Risk IT Report because the implementation timeline was accelerated, requiring an earlier project start. DHS is working to gain approval for an Amendment to the Statement of Work, reflecting the scope, timeline, and cost changes.

15. *Original Estimated IT Project Completion Date:* November 28, 2025

16. *Current IT Project Completion Date:* September 30, 2026

17. *Explanation for Changes to IT Project Completion Date:* DHS determined the implementation date should be delayed to align with the rollout of MyWisconsin ID for the ACCESS application to promote a streamlined and unified approach to system design and end-user communications.

18. *Original IT Project Stage Completion Dates:*

- *Start Date:* November 4, 2024

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- *Requirements and Design*: January 31, 2025
- *Development*: April 11, 2025
- *Testing*: August 29, 2025
- *Training*: September 19, 2025
- *Implementation/Go-Live*: October 18, 2025
- *Close Date*: November 28, 2025
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19. *Current IT Project Stage Completion Dates*:

- *Start Date*: September 30, 2025
- *Requirements and Design*: December 26, 2025
- *Development*: April 24, 2026
- *Testing*: August 14, 2026
- *Training*: August 22, 2026
- *Implementation/Go-Live*: August 29, 2026
- *Close Date*: September 30, 2026

20. *Explanation for Changes to IT Project Stage Completion Dates*: The original estimated project start date was November 4, 2024. In the FY26 Strategic IT Plan, DHS reported the current estimated project start date as July 7, 2025 as that was the estimated project start date at the time the FY26 Strategic IT Plan was drafted. After the report was submitted, DHS shifted the desired implementation date for this project to later in calendar year 2026, which necessitated the change to the project start date. DHS determined the implementation date should be delayed to align with the rollout of MyWisconsin ID for the ACCESS application to promote a streamlined and unified approach to system design and end-user communications. The start date above differs from the last Large High Risk IT Report because the implementation timeline was accelerated, requiring an earlier project start. DHS is working to gain approval for an Amendment to the Statement of Work, reflecting the scope, timeline, and cost changes.

Project Information Section

21. *IT Project Scope*: This project will allow DHS to come into compliance with a corrective action stemming from the FY22 Certification Program Access Review Management Evaluation completed by the Food and Nutrition Service (FNS). This project will enhance the ACCESS application module to allow applicants to submit an application at any time as long as they have provided a name, address, and signature. FNS has indicated that the current application does not make it clear enough, nor does it allow members to submit the application at any time with any amount of additional details provided other than the required name, address, and signature.

22. *IT Project Deliverables*:

- Enhance the ACCESS Apply for Benefits (AFB) one-page FoodShare (FS) application (over ~7 pages) by updating screens that have required fields and help text that FS members can submit at any time.
- Enable ACCESS users to utilize the AFB module without creating an ACCESS account or login to an existing account. These users will be considered “guest users.” Guest users will be able to utilize AFB module for all existing AFB programs.

- Allow programs for Guest User AFB applications: BadgerCare Plus, Elderly Blind Disabled (EBD) Medicaid, Family Planning Only Services (FPOS), Child Care, Foodshare, and Katie Beckett.
- Guest users are excluded from applying for Emergency Assistance (EA), Job Access Loans (JAL), and Wisconsin Works (W-2); applicants for these programs must create an account to apply.
- Design and develop components at the beginning of the application flow and after the application flow to encourage guest users to still create an account.
- Update the end of the application submission for guest users, so that if a guest user creates an account in the same session, the application shall link to the newly created ACCESS account so that they can view AFB submission and upload documents in future ACCESS sessions (prior to Check my Benefits (CMB) linking). This functionality is dependent on technical feasibility with single sign-on solution.
- Develop pages for the entry point of the guest AFB flow to create a human-centric experience for members, such as navigating users to AFB or Am I Eligible (AIE), encouraging account creation, and providing details as needed.
- Update the AFB dashboard (Home page) and sub-pages (Health Maintenance Organization (HMO) selection and Document Submission) to display logged-in username and show updates for guest users.
- Update the ACCESS header for guest users that do not have a registered account and are using a system guest user.
- Confirm guest accounts are de-activated after session ends based on review with ISS and DHS technical teams.
- Perform a Lyssna evaluative research testing session regarding the user experience for the entry-point of users to navigate to Apply for Benefits as a guest user.

IMMR / Analytics

- Enhance IMMR data warehouse to include a new data element if an application was submitted by guest user.
- Enhance existing ACCESS Account Creation Analytics for CARES dashboard to include counts of applications submitted by users who did not create an ACCESS account.
- Enhance CMS Medicaid Enterprise Systems (MES) Outcomes report to include count of applications submitted by users who did not create an ACCESS account

Salesforce Marketing Cloud (SFMC)

- Validate “Invite to ACCESS” SFMC campaign logic to ensure applications submitted using guest accounts are included in the campaign.

Salesforce Development Environment and Deployments

- Setup GIT repository branches for Salesforce metadata repository.
- Provide access of the Salesforce sandbox to developers for development activities.
- Setup deployment tool (Gearset) for Salesforce continuous deployment (CI/CD pipelines).
- Configure own Backup tool for Salesforce data and metadata backup.
- Configure and enable shield encryption for data sensitive fields –Personally, Identifiable Information (PII) and Personal Health Information (PHI).
- Configure Salesforce profiles for user groups including internal and external groups.
- Configure SSL certificates for Salesforce communities.

- Utilize Data Loader to load/migrate data between Salesforce environments or from any external data source like legacy systems to Salesforce.
- Configure Salesforce Knowledge center and support data export via Salesforce Data Export Service and import to other sandboxes and eventually to Production.

Training and communication

- Proposed training and communication deliverables for ACCESS users and IM Agencies stakeholders include: two ACCESS Help Center Articles for 1) Guest Application process and 2) the shortened FoodShare application process within AFB, to explain the guest registration process in ACCESS.
- IMAC/IMOA Presentation to introduce IM agencies (county and consortia leaders) to the upcoming changes in ACCESS.
- Process Help and CARES Bulletin to update process instructions to IM agencies on next steps and processing simplified applications from ACCESS.

23. *IT Project Assumptions: ACCESS Assumptions*

- New ACCESS screens are in-scope only for the entry-point into the application as a guest user. No new ACCESS screens are in-scope within the AFB module or post AFB submission. Updates to current AFB dashboard screens are in-scope to include new components for encouraging account creation, or FoodShare compliance with FNS. Updates to other AFB pages for non-FoodShare programs are not in-scope.
- After the application is submitted, Deloitte will perform a technical feasibility proof-of-concept to confirm feasibility of linking a submitted AFB to a newly created ACCESS account after AFB submission. This functionality is dependent on the technical feasibility of the Single Sign-On (SSO) approach, security reviews, and privacy reviews of linking non-CMB data.
- DHS and DCF will be able to choose during the design phase if there are any restrictions for what programs can be applied by guest users.
- Guest accounts will not be able to link to a case.
- Guest users within applications will re-use the authenticated AFB pages.
- All DHS/DCF programs in scope of this statement of work (SOW) will re-utilize AFB pages and the existing AFB flow.
- Guest users will need a backend-system user created and automatically logged in. System timeout of the ACCESS portal will still apply to these users. If timeout occurs, guest users will not be able to resume their application.
- Save and Exit of AFB application will be disabled for guest users.
- Regression testing to existing functionality impacted by Guest Registration scope.
- Guest applications are only applicable for AFB, not renewals, report my changes, add-a-program, or SMRF.

Salesforce assumptions

- The system will be implemented in Salesforce, a secure web-based solution compatible with the most common browsers.
- The system shall utilize Salesforce native input fields documented in the ACCESS Design System and Salesforce Lightning Design System such as date selectors, picklist fields, and free-text fields.
- Develop/configure solution in alignment with Section 508 accessibility standards.

- The ACCESS website and modules within scope will be available in English and Spanish.

Other assumptions

- No Data conversion has been identified within scope. During the project, if any data conversion requirements are identified, Deloitte will work with DHS to submit a Change Order.
- Develop end-user training materials (e.g., Help Center Article).
- MyACCESS (ACCESS mobile app) enhancements are not in scope for this project.

24. *IT Project Risks and Constraints:*

- The Division of Medicaid Services is refining the scope of this project and amending the SOW.
- This project would benefit from a similar timeline for shared design phase and evaluative research with the implementation of MyWisconsin ID for ACCESS/MyACCESS due to the nature of these efforts.

25. *Submitted in Other DET Statutory Reports?*

- ☐ No. This project is not listed in the prior Strategic IT Plan or Large, High-Risk IT Project Report.
- ☐ FY 2025 Strategic IT Plan (Submitted to DOA March 1, 2024)
- ☒ FY 2026 Strategic IT Plan (Submitted to DOA March 1, 2025)
- ☐ Large, High-Risk IT Project Report (Submitted to DOA September 2024)
- ☐ Large, High-Risk IT Project Report (Submitted to DOA March 2025)
- ☒ Large, High-Risk IT Project Report (Submitted to DOA September 2025)

26. *Other Information (*Optional*):* DHS is working to gain approval for an Amendment to the Statement of Work, reflecting the scope, timeline, and cost changes.

19. CARES: Communication Preference Center

Report Preparation Date (Status as of): 11/17/2025

1. *IT Project Title:* CARES: Communication Preference Center
2. *IT Project Status:* Active
3. *DET Services/Impact:* ☒ Yes ☐ No ☐ TBD
4. *DET Impact Explanation (Required, if #3 is "Yes". Optional if #3 is "TBD". Skip if #3 is "No".):* DET provides support for CARES projects during the latter stages of the Software Development Life cycle by deploying Enterprise Archive (EAR) files from User Acceptance Testing (UAT) to Training (TRN) and Production (PRD). Additionally, DET assists in recycling servers as needed following duration (DUR) or reference table changes.
5. *Master Lease Funding Amount:* \$0

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6. *Original Cost Projection:* \$2,715,600.00
7. *Additional Context for Original Cost Projection (*Optional*):*
8. *Funding Source & Amount:*
 - ☒ GPR: \$954,601.28
 - ☐ PR: \$000,000
 - ☒ FED: \$2,432,937.06
 - ☐ SEG: \$000,000
 - ☐ PR-SEG: \$000,000
 - ☒ Other (Please explain funding source and provide amount): \$97,281.66. A portion of this project is allocated to the Department of Children and Families. Their portion is 2.58% for original scope and 3.31% for additional scope, with a total of \$97,281.66.
9. *Current Cost Projection:* \$3,484,820.00
10. *Additional Context for Current Cost Projection (*Optional*):* N/A
11. *Explanation for Changes to Cost Projection:* The original project identified for reporting through the Strategic Plan submitted in March 2024 was a comprehensive Communications Preference Center (CPC) for the CARES Ecosystem. After the previous report submission, DHS decided to implement the CPC in two distinct projects. A smaller “MVP-Minimum Viable Product” project was implemented in October 2024 and is not included as part of the scope being reported in this update. The smaller project set a foundation for what a future CPC would be in CARES Worker Web (CWW), ACCESS, and MyACCESS, and further researched the full scope needed for a future phase. The project reported here is the comprehensive project which implements CPC on all CARES modules. The project cost increased due to scope increases. DHS is working to gain approval for an Amendment to the Statement of Work, reflecting the scope, timeline, and cost changes.
12. *Original Estimated IT Project Start Date:* April 1, 2024
13. *Actual or Current Estimated IT Project Start Date:* November 26, 2024
14. *Explanation for Changes to IT Project Start Date:* As mentioned previously, DHS decided to implement the CPC into two distinct projects. The timeline shifted from the original plan to allow sufficient time to define the scope of this project.
15. *Original Estimated IT Project Completion Date:* October 26, 2024
16. *Current IT Project Completion Date:* July 21, 2026
17. *Explanation for Changes to IT Project Completion Date:* As mentioned previously, DHS decided to implement the CPC into two distinct projects. The timeline shifted from the original plan to allow sufficient time to define the scope of this project. DHS Office of Legal Counsel provided additional guidance around how member consent must be recorded when agreeing to receive email/text messages from DHS. This new guidance introduced new required scope. Project stage completion

dates were adjusted to accommodate the additional scope. DHS is working to gain approval for an Amendment to the Statement of Work, reflecting the scope, timeline, and cost changes.

18. Original IT Project Stage Completion Dates:

- *Project Initiation and Kickoff:* April 1, 2024
- *Requirements, Design, and Development:* June 15, 2024
- *Systems Testing:* September 20, 2024
- *User Acceptance Testing:* October 11, 2024
- *Implementation/Go-Live:* October 19, 2024
- *Post-Production Support:* October 26, 2024

19. Current IT Project Stage Completion Dates:

- *Project Initiation and Kickoff:* December 6, 2024
- *Requirements, Design, and Development:* July 21, 2025
- *Systems Testing:* February 9, 2026
- *User Acceptance Testing:* April 20, 2026
- *Implementation/Go-Live:* June 20, 2026
- *Post-Production Support:* July 31, 2026

20. Explanation for Changes to IT Project Stage Completion Dates: As mentioned previously, DHS decided to implement the CPC into two distinct projects. The timeline shifted from the original plan to allow sufficient time to define the scope of this project. DHS Office of Legal Counsel provided additional guidance around how member consent must be recorded when agreeing to receive email/text messages from DHS. This new guidance introduced new required scope. Project stage completion dates were adjusted to accommodate the additional scope. DHS is working to gain approval for an Amendment to the Statement of Work, reflecting the scope, timeline, and cost changes.

IT Project Information Section:

21. IT Project Scope: The CPC will enable members and Income Maintenance (IM) workers to control the members' digital communication settings, such as choosing to receive or not receive emails or text messages for communications or change their paperless settings. Also, the CPC will let members and IM workers edit the members' contact details such as phone number, email address, and physical/mailling address. Once this project is implemented, IM workers will be able to do so on behalf of the member from CWW. Members will be able to manage their own preferences and update contact information from ACCESS and MyACCESS. This will provide a more consistent user experience for members and improve DHS' ability to support members who prefer to call in for help.

22. IT Project Deliverables:

CARES Worker Web (CWW)

- CWW will be enhanced with the creation of a new CPC page to allow workers to view and manage members' contact information.
- New backend tables will be created, and existing ones will be modified to account for all new data collection elements.

- CWW and Salesforce Marketing Cloud (SFMC) will be integrated to keep information in sync.
- CWW and SFMC integration will be created for paperless correspondences to be sent to members from SFMC.
- Case Summary PDF will be enhanced to account for new data elements in CWW.

Member Communication

- Paperless communication emails will be transitioned from CWW to SFMC and may include copy and design updates.
- CWW and SFMC integration will be created for paperless communications emails and response.

ACCESS

- The CPC page will be updated to include new data collection elements.
- The Check My Benefits (CMB) dashboard will include navigation to the CPC page based on the new ACCESS Modernization Project (AMP) design of CMB dashboard.
- The global header will be updated for navigation to CPC.
- ACCESS modules (such as Apply for Benefits (AFB), Renew My Benefits (RMB), Add-a-Program (AAP), and Report My Changes (RMC)) will be updated to include new communication preference data collection elements.
- Backend integration for transformation from ACCESS to CWW will be enhanced to pass new data elements to CWW.
- Application Summary PDFs will be enhanced to account for new data elements collected in ACCESS.
- Salesforce and CWW integration will be enhanced for CPC functionality.
- Salesforce and SFMC integration will be enhanced for CPC functionality.

Analytics and Reporting

- New data elements will be integrated into Income Maintenance Management Reporting (IMMR) Data Warehouse (DW).
- Reports will be enhanced to reflect member preference.

MyACCESS

- MyACCESS will be enhanced with the creation of a new CPC page to allow members to view and manage their contact information.
- MyACCESS and CWW integration will be enhanced to display/update data from ACCESS CPC to CWW and vice versa.
- MyACCESS and CWW integration will be enhanced for CPC functionality.
- MyACCESS and SFMC integration will be created for CPC functionality.

Salesforce Marketing Cloud (SFMC)

- The SFMC preference data model will be enhanced to account for the addition of CWW and MyACCESS.
- The SFMC preference data model will be enhanced to account for additional preference data collection elements.
- The existing “paperless correspondence” emails from CWW will be transitioned to Salesforce Marketing Cloud.

- The “paperless correspondence” notifications will be enhanced to include text alerts.
- SFMC will be integrated with MyACCESS and CWW for CPC functionality.

23. IT Project Assumptions:

- DHS is responsible for providing resources for requirements clarification, decision-making, deliverable review, regression testing, and User Acceptance Testing (UAT) for the items that affect the areas of the system for which they are responsible.
- The timeline and estimates are based upon the preliminary understanding of requirements gathered thus far and the proposed interim solution.
- DHS will be responsible for coordinating with Health Maintenance Organizations (HMOs) to determine requirements for inclusion of text preference option and will handle change management needs with HMOs to begin accepting these new data elements within existing reporting structures.
- The preference center design will continue to accommodate members only. Users need to have an application processed/existing benefit, and a valid PIN established.
- SFMC will send “paperless correspondence” messages to users not currently in the SFMC platform. This will increase contact counts and send volumes within SFMC and will be further investigated in Requirements and Design by the SFMC Governance Workgroup. The DHS SFMC Workgroup will be responsible for approving final decisions related to SFMC contact, text and email allotment licensing. Any adjustments to the license as it relates to an increase in contacts, texts and emails will need to go through the standard DHS procurement process to approve any cost changes.
- DHS and Deloitte teams continue to refine scope related to phone number collection functionality in ACCESS and CWW and research the impact of such change to other areas of CARES. If necessary, an amendment will be submitted for this Statement of Work (SOW) at a later date to reflect any change in scope and budget, if DHS decides to move forward with the additional scope.

24. IT Project Risks and Constraints:

- Any change to ACCESS modules currently being developed as part of AMP will introduce rework.
- Any change to the way email is collected or used within CARES (such as the MyWisconsin ID project) may impact the design and delivery of the project.

25. Submitted in Other DET Statutory Reports?

- ☐ No. This project is not listed in the prior Strategic IT Plan or Large, High-Risk IT Project Report.
- ☐ FY 2024 Strategic IT Plan (Submitted to DOA March 1, 2023)
- ☒ FY 2025 Strategic IT Plan (Submitted to DOA March 1, 2024)
- ☒ FY 2026 Strategic IT Plan (Submitted to DOA March 1, 2025)
- ☐ Large, High-Risk IT Project Report (Submitted to DOA March 2023)
- ☐ Large, High-Risk IT Project Report (Submitted to DOA September 2023)
- ☐ Large, High-Risk IT Project Report (Submitted to DOA March 2024)
- ☐ Large, High-Risk IT Project Report (Submitted to DOA September 2024)
- ☒ Large, High-Risk IT Project Report (Submitted to DOA March 2025)
- ☒ Large, High-Risk IT Project Report (Submitted to DOA September 2025)

26. *Other Information (*Optional*):*

20. CARES: FSET and TLB Functionality in ACCESS and MyACCESS

Report Preparation Date (Status as of): 11/17/2025

1. *IT Project Title:* CARES: FSET and TLB Functionality in ACCESS and MyACCESS
2. *IT Project Status:* Active
3. *DET Services/Impact:* ☐ Yes ☒ No ☐ TBD
4. *DET Impact Explanation (Required, if #3 is "Yes". Optional if #3 is "TBD". Skip if #3 is "No".):* N/A
5. *Master Lease Funding Amount:* \$0
6. *Original Cost Projection:* \$2,558,819.89
7. *Additional Context for Original Cost Projection (*Optional*):*
8. *Funding Source & Amount:*
 - ☐ GPR: \$000,000
 - ☐ PR: \$000,000
 - ☐ FED: \$000,000
 - ☐ SEG: \$000,000
 - ☐ PR-SEG: \$000,000
 - ☒ Other (Please explain funding source and provide amount): \$2,558,819.89. FoodShare Employment and Training (FSET) Pledge Funds are used for this project.
9. *Current Cost Projection:* \$2,558,819.89
10. *Additional Context for Current Cost Projection (*Optional*):*
11. *Explanation for Changes to Cost Projection:* No Change
12. *Start Date:* May 5, 2025
13. *Actual or Current Estimated IT Project Start Date:* May 27, 2025
14. *Explanation for Changes to IT Project Start Date:* Additional time was needed to execute the Statement of Work and to find time for project kickoff activities.
15. *Estimated IT Project Completion Date:* March 31, 2026
16. *Current IT Project Completion Date:* March 31, 2026

17. *Explanation for Changes to IT Project Completion Date:* No Change

18. *Original IT Project Stage Completion Dates:*

- *Planning:* May 29, 2025
- *Requirements and Design:* July 25, 2025
- *Construction and Unit/Integration Testing:* October 31, 2025
- *System Testing:* January 9, 2026
- *User Acceptance Testing:* February 13, 2026
- *Implementation/Go-Live:* February 21, 2026
- *Post-Production Support:* March 31, 2026

19. *Current IT Project Stage Completion Dates:*

- *Planning:* May 29, 2025
- *Requirements and Design:* August 14, 2025
- *Construction and Unit/Integration Testing:* October 31, 2025
- *System Testing:* January 9, 2026
- *User Acceptance Testing:* February 13, 2026
- *Implementation/Go-Live:* February 21, 2026
- *Post-Production Support:* March 31, 2026

20. *Explanation for Changes to IT Project Stage Completion Dates:* Additional time was needed to finalize design for new required scope.

IT Project Information Section:

21. *IT Project Scope:* As part of this project, enhancements will be made to several applications within the CARES suite for the CARES February 2026 release. In ACCESS and MyACCESS, members will be able to request a FoodShare Employment and Training (FSET) referral and see their FSET referral status. The primary person (PP) will also be able to view the current 3-year Time Limited FoodShare Benefits (TLB) period, the month they were eligible to enroll in FSET, the month they did enroll in FSET, the TLBs accrued, and reasons accrued for household members. The PP will be able to report and view exemptions for any household member and view applied waivers. The primary person's spouse (PPS) and target view members will have similar, but limited, functionality as determined by the workgroup.

22. *IT Project Deliverables:* ACCESS/MyACCESS: Deloitte will update the ACCESS Change My Benefits (CMB) and Document Submission Module (DSM) modules to allow members to:

- Request referral to FSET program and view information regarding FSET referral such as month eligible to enroll and month enrolled.
- The Next Steps page on the Apply for benefits (AFB) and Add-a-program (AAP) modules will be evaluated to have read-only information added to encourage FSET enrollment if applied to FoodShare.
- View the household members' current 3-year TLB period.
- View the household members' exemptions and applied waivers.
- Report new exemptions or update existing exemptions for household members and optionally upload verification documentation and route this information to IM agencies.

- Implement security logic for primary person, spouse, and targeted view users for FSET details visible.
- Add to-do items (CMB dashboard) and/or push notifications (MyACCESS only) to notify members when they have TLBs accrued.
- Data collected on ACCESS and MyACCESS will match data currently collected on CARES Worker Web (CWW).

CARES Worker Web (CWW)

- Inbox changes to view incoming referrals.
- Inbox changes to view reported exemptions.
- Route incoming FSET referrals from ACCESS to CWW.
- Incorporate data pull from CWW and FSET module to display within the MyACCESS and ACCESS CMB module.
- Incorporate data push from MyACCESS and ACCESS CMB module to the CWW inbox.

CARES Worker Web Services (CWW Services)

- Integrations to support FSET referrals and exemption submissions on ACCESS and MyACCESS.
- Integrations to CMB refresh APIs to view FSET referrals, exemption data, TLB data on ACCESS and MyACCESS.

Publications and Training

- Updates to Process Help.
- Updates to ACCESS User Guide.
- One ACCESS Help Center Article.
- IMAC Presentation.
- Partner Job Aid.

Additional Non-Functional Scope

- Identify and address any security vulnerability introduced with the new changes.
- Perform security and privacy review, static code security testing, and dynamic application security testing to meet agreed upon standards. Coordinate with DHS DES ISS for application security and provide guidance for secure software development.

23. IT Project Assumptions:

- The timeline and estimates are based upon the preliminary understanding of requirements gathered thus far and the proposed interim solution.
- Data collected on ACCESS and MyACCESS will match data currently collected on CWW. No new CWW data will be collected for FSET members.
- There will not be new user groups or profiles added to ACCESS/MyACCESS for FSET functionality.
- There will be impact/changes limited to 10 ACCESS and 10 MyACCESS screens.
- There will not be new user groups or profiles added to CWW for FSET functionality.
- Once the member submits exemptions, the changes will be display on a CWW inbox page(s) for the IM agency worker to key in the information into the respective CWW pages and send the referrals to FSET.
- There will be impact/changes limited to three CWW screens.

- There will not be any changes to the FSET Worker Tools.
- There will not be new screens/data collected in CWW for the FSET program as part of this project, with exception to clarifying if the FSET data came through the ACCESS channel.
- Changes on correspondences related to how a member can report and submit an exemption in ACCESS and MyACCESS would be addressed in a latter project.

24. *IT Project Risks and Constraints:* Risk and constraint identification and assessment is ongoing; none have been identified yet due to the early phase of the project.

25. *Submitted in Other DET Statutory Reports?*

- ☐ No. This project is not listed in the prior Strategic IT Plan or Large, High-Risk IT Project Report.
- ☐ FY 2025 Strategic IT Plan (Submitted to DOA March 1, 2024)
- ☐ FY 2026 Strategic IT Plan (Submitted to DOA March 1, 2025)
- ☐ Large, High-Risk IT Project Report (Submitted to DOA September 2024)
- ☐ Large, High-Risk IT Project Report (Submitted to DOA March 2025)
- ☒ Large, High-Risk IT Project Report (Submitted to DOA September 2025)

26. *Other Information (*Optional*):* This project was not on the FY 2025 or 2026 Strategic IT Plans because the scope of the project was not final at the time of reporting and contract documents were not executed.

21. CARES: FSET Report Modernization

Report Preparation Date (Status as of): 11/17/2025

1. *IT Project Title:* CARES: FSET Report Modernization
2. *IT Project Status:* Active
3. *DET Services/Impact:* ☐ Yes ☒ No ☐ TBD
4. *DET Impact Explanation (Required, if #3 is “Yes”. Optional if #3 is “TBD”. Skip if #3 is “No”).:* N/A
5. *Master Lease Funding Amount:* \$0
6. *Original Cost Projection:* \$2,019,984.00
7. *Additional Context for Original Cost Projection (*Optional*):*
8. *Funding Source & Amount:*
 - ☐ GPR: \$000,000
 - ☐ PR: \$000,000
 - ☐ FED: \$000,000
 - ☐ SEG: \$000,000

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☐ PR-SEG: \$000,000

☒ Other (Please explain funding source and provide amount): \$2,019,984.00. FoodShare Employment and Training (FSET) Pledge Funds are used for this project.

9. *Current Cost Projection:* \$2,019,984.00

10. *Additional Context for Current Cost Projection (*Optional*):*

11. *Explanation for Changes to Cost Projection:* No Change

12. *Original Estimated IT Project Start Date:* April 14, 2025

13. *Actual or Current Estimated IT Project Start Date:* April 14, 2025

14. *Explanation for Changes to IT Project Start Date:* No Change

15. *Original Estimated IT Project Completion Date:* September 30, 2025

16. *Current IT Project Completion Date:* November 30, 2025

17. *Explanation for Changes to IT Project Completion Date:* Closeout date was extended through November 2025 to allow for extended monitoring and small changes after go-live to ensure the final reports meet business needs.

18. *Original IT Project Stage Completion Dates:*

- *Planning:* April 23, 2025
- *Requirements and Design:* June 13, 2025
- *Construction:* September 5, 2025
- *System Testing:* August 22, 2025
- *User Acceptance Testing:* September 5, 2025
- *Implementation/Go-Live:* September 5, 2025
- *Closeout:* September 30, 2025

19. *Current IT Project Stage Completion Dates:*

- *Planning:* April 23, 2025
- *Requirements and Design:* June 27, 2025
- *Construction:* September 5, 2025
- *System Testing:* August 22, 2025
- *User Acceptance Testing:* September 5, 2025
- *Implementation/Go-Live:* September 5, 2025
- *Closeout:* November 30, 2025

20. *Explanation for Changes to IT Project Stage Completion Dates:* Requirements and Design was extended to accommodate a dependency on inputs from external agencies (e.g., FNS) and changes requested by dashboard design reviewers. Closeout date was extended through November 2025 to allow for extended monitoring and small changes after go-live to ensure the final reports meet

business needs.

IT Project Information Section:

21. *IT Project Scope:* Currently, FoodShare Employment and Training (FSET) canned reports reside on an outdated, on-premises reporting platform (Business Objects). This legacy system is no longer supported by a trained data community, making it difficult to maintain and staff. Additionally, information is fragmented across 37 separate canned reports, making it time-consuming for users to locate key insights. In contrast, some of the newer canned dashboards have been developed in Tableau—a more interactive and user-friendly business intelligence tool that has been well received by Income Maintenance (IM) agency users.

To address these challenges, DHS aims to modernize the legacy FSET canned reports by enabling more intuitive, self-service reporting. The ultimate goals for this reporting are to support workers' ability to enhance member engagement, reduce non-compliance, and improve operational efficiency. This project will consolidate and migrate existing WebI reports to Tableau dashboards, providing a streamlined and modern reporting experience for FSET, IM, and DHS users.

22. *IT Project Deliverables:*

Analytics and Reporting

- Consolidate and refactor 37 existing canned FSET Business Objects reports to Tableau dashboards.
- Create two new Tableau dashboards for FSET outcomes and FSET vendor Service Level Agreement (SLA) monitoring.
- Enable filters, detail reports, and new geographical columns in dashboards and ad-hoc universe.
- Perform performance tuning and corrective maintenance activities, including CAR-147333 FSET TLB utilization issue with payment start/end date discrepancy.
- Perform research to reconcile data discrepancies between Income Maintenance Management Reporting (IMMR) and FSET Able-Bodied Adult Without Dependents (ABAWD) ad-hoc universe and new Tableau dashboards; implement data validation checks on dashboards.

Non-Functional Scope

- Develop new training materials and videos for FSET reporting and Analytics for CARES.
- Develop IMMR system help documentation and appropriate release communications.

23. *IT Project Assumptions:*

- The timeline and estimates are based upon the preliminary understanding of requirements gathered thus far and the proposed interim solution.

24. *IT Project Risks and Constraints:*

- This project is on an expedited timeline and any delays can put on-time deployment at risk.

25. *Submitted in Other DET Statutory Reports?*

- ☐ No. This project is not listed in the prior Strategic IT Plan or Large, High-Risk IT Project Report.

- ☐ FY 2025 Strategic IT Plan (Submitted to DOA March 1, 2024)
- ☐ FY 2026 Strategic IT Plan (Submitted to DOA March 1, 2025)
- ☐ Large, High-Risk IT Project Report (Submitted to DOA September 2024)
- ☐ Large, High-Risk IT Project Report (Submitted to DOA March 2025)
- ☒ Large, High-Risk IT Project Report (Submitted to DOA September 2025)

26. *Other Information (*Optional*)*: This project was not on the FY 2025 or FY 2026 Strategic IT Plans because the scope of the project was not final at the time of reporting and contract documents were not executed.

22. CARES: FSET Worker Tools

Report Preparation Date (Status as of): 11/17/2025

1. *IT Project Title*: CARES: FSET Worker Tools
2. *IT Project Status*: Active
3. *DET Services/Impact*: ☒ Yes ☐ No ☐ TBD
4. *DET Impact Explanation (Required, if #3 is "Yes". Optional if #3 is "TBD". Skip if #3 is "No".)*: DET support is needed to create the dashboard for FoodShare Employment and Training (FSET) Workers and to provide support for latter stages of the software development.
5. *Master Lease Funding Amount*: \$0
6. *Original Cost Projection*: \$2,694,933.00
7. *Additional Context for Original Cost Projection (*Optional*)*:
8. *Funding Source & Amount*:
 - ☐ GPR: \$000,000
 - ☐ PR: \$000,000
 - ☐ FED: \$000,000
 - ☐ SEG: \$000,000
 - ☐ PR-SEG: \$000,000
 - ☒ Other (Please explain funding source and provide amount): \$2,694,933.00. FoodShare Employment and Training (FSET) Pledge Funding is used for this project.
9. *Current Cost Projection*: \$2,694,933.00
10. *Additional Context for Current Cost Projection (*Optional*)*:

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11. *Explanation for Changes to Cost Projection:* No Change
12. *Original Estimated IT Project Start Date:* June 26, 2025
13. *Actual or Current Estimated IT Project Start Date:* June 26, 2025
14. *Explanation for Changes to IT Project Start Date:* No Change
15. *Original Estimated IT Project Completion Date:* July 31, 2026
16. *Current IT Project Completion Date:* July 31, 2026
17. *Explanation for Changes to IT Project Completion Date:* No Change
18. *Original IT Project Stage Completion Dates:*
 - *Planning:* July 18, 2025
 - *Requirements and Design:* October 31, 2025
 - *Construction and Unit/Integration Testing:* April 3, 2026
 - *System Testing and Support:* May 8, 2026
 - *User Acceptance Testing:* June 12, 2026
 - *Implementation/Go-Live:* June 20, 2026
 - *Post-Production Support:* July 31, 2026
19. *Current IT Project Stage Completion Dates:*
 - *Planning:* July 18, 2025
 - *Requirements and Design:* November 7, 2025
 - *Construction and Unit/Integration Testing:* April 3, 2026
 - *System Testing and Support:* May 8, 2026
 - *User Acceptance Testing:* June 12, 2026
 - *Implementation/Go-Live:* June 20, 2026
 - *Post-Production Support:* July 31, 2026
20. *Explanation for Changes to IT Project Stage Completion Dates:* Requirements and Design stage was extended to allow for additional design clarifications from DHS.

IT Project Information Section:

21. *IT Project Scope:* Currently, FoodShare Employment and Training (FSET) workers rely on a mix of reports from IMMR and internal spreadsheets, FSET inbox or other data management tools to track cases, tasks, and to track referrals and deadlines.

The goal of this project is to create efficiencies by developing and standardizing dashboard(s) for Regional Coordinators, Office Coordinators and Case Managers, enabling all levels of staff to monitor their tasks while also providing agency Office Coordinators and Regional Coordinators with team views. The dashboard(s) will enable workers to monitor and track individual Case Manager workload, monitor referrals coming in and the aging status of these referrals, as well as make

decisions about team task assignments based upon their existing workload. Additionally, the project will include functions for tracking work participation for Able-Bodied Adults Without Dependents (ABAWD) and their progress in meeting work requirements to maintain FoodShare benefits.

22. IT Project Deliverables:

CARES Worker Web (CWW)

- Develop and launch an FSET workload dashboard for FSET Workers (Case Workers) to have a central platform from which to track and monitor caseload activities/tasks and for regional coordinators/office Coordinators/FSET workers to have a central view to track activities across teams.
- Design, develop, and implement alerts for FSET workers based on actions tracked within the new dashboard, as defined by DHS. The same alert will also be created for the office coordinators.
- Design wireframe for new case workload dashboard for regional and office coordinator staff
- Develop and launch a new FSET case workload dashboard for FSET Regional/Intake Coordinators to track incoming referrals, contacts, caseworker assignments, and other actions/processes as defined by DHS.
- Create a task list for FSET workers for various activities/tasks.

Non-Functional Scope

- Conduct 1-2 discovery sessions with FSET SMEs (e.g., case managers, regional coordinators, office coordinators etc.) and any available FSET workers to validate and refine the understanding of the worker needs for FSET workers, and Regional/Intake coordinators.
- Develop an evaluative research plan to review FSET worker alerts and the regional/intake coordinator dashboard with FSET agency staff — such as case managers and regional coordinators (subject to their availability).
- Conduct evaluating research feedback sessions with FSET agency staff during requirements and design to validate design needs/preferences prior to development in CWW.
- Identify and address any security vulnerabilities introduced with the new changes.
- Prepare system demo video, Process Help technical documentation, and FSET Bulletin to support workers. Develop operations memo for any policy-related changes, including incorporation to the Caseworker Policy Assistant tool. Provide Spanish translation if needed.
- Perform security and privacy review, static code security testing, and dynamic application security testing to meet agreed upon standards. Coordinate with DHS DES ISS for application security and provide guidance for secure software development.

23. IT Project Assumptions:

- The timeline and estimates generated at this point are based upon the preliminary understanding of requirements gathered thus far and the proposed interim solution.
- End-to-end testing should be coordinated with external agencies

24. *IT Project Risks and Constraints*: Risk and constraint identification and assessment is ongoing; none have been identified yet due to the early phase of the project.

25. *Submitted in Other DET Statutory Reports?*

- ☐ No. This project is not listed in the prior Strategic IT Plan or Large, High-Risk IT Project Report.
- ☐ FY 2025 Strategic IT Plan (Submitted to DOA March 1, 2024)
- ☐ FY 2026 Strategic IT Plan (Submitted to DOA March 1, 2025)
- ☐ Large, High-Risk IT Project Report (Submitted to DOA September 2024)
- ☐ Large, High-Risk IT Project Report (Submitted to DOA March 2025)
- ☒ Large, High-Risk IT Project Report (Submitted to DOA September 2025)

26. *Other Information (*Optional*)*: This project was not on the FY 2025 or 2026 Strategic IT Plans because the scope of the project was not final at the time of reporting and contract documents were not executed.

23. CARES: SNAP National Accuracy Clearinghouse (NAC) Implementation

Report Preparation Date (Status as of): 11/17/2025

1. *IT Project Title*: CARES: SNAP National Accuracy Clearinghouse (NAC) Implementation
2. *IT Project Status*: Active
3. *DET Services/Impact*: ☒ Yes ☐ No ☐ TBD
4. *DET Impact Explanation (Required, if #3 is “Yes”. Optional if #3 is “TBD”. Skip if #3 is “No”).*: DET support is needed to establish NAC service connectivity for the state of Wisconsin.
5. *Master Lease Funding Amount*: \$0
6. *Original Cost Projection*: \$2,463,915.00
7. *Additional Context for Original Cost Projection (*Optional*)*:
8. *Funding Source & Amount*:
 - ☒ GPR: \$1,231,957.50
 - ☐ PR: \$000,000
 - ☒ FED: \$1,231,957.50
 - ☐ SEG: \$000,000
 - ☐ PR-SEG: \$000,000
 - ☐ Other (Please explain funding source and provide amount):
9. *Current Cost Projection*: \$2,463,915.00

10. *Additional Context for Current Cost Projection (*Optional*):*
11. *Explanation for Changes to Cost Projection:* No Change
12. *Original Estimated IT Project Start Date:* June 3, 2025
13. *Actual or Current Estimated IT Project Start Date:* June 20, 2025
14. *Explanation for Changes to IT Project Start Date:* Additional time was required for business requirements and the business charter to be produced.
15. *Original Estimated IT Project Completion Date:* March 21, 2026
16. *Current IT Project Completion Date:* March 21, 2026
17. *Explanation for Changes to IT Project Completion Date:* No Change
18. *Original IT Project Stage Completion Dates:*
 - *Project Initiation and Kickoff:* June 30, 2025
 - *Planning:* July 11, 2025
 - *Requirements and Design:* September 12, 2025
 - *Development and Unit Testing:* January 2, 2026
 - *System Testing:* January 23, 2026
 - *User Acceptance Testing:* Feb 13, 2026
 - *Implementation/Go-Live:* Feb 21, 2026
 - *Post-Production:* March 21, 2026
19. *Current IT Project Stage Completion Dates:*
 - *Project Initiation and Kickoff:* June 30, 2025
 - *Planning:* July 11, 2025
 - *Requirements and Design:* November 10, 2025
 - *Development and Unit Testing:* January 2, 2026
 - *System Testing:* January 23, 2026
 - *User Acceptance Testing:* February 13, 2026
 - *Implementation/Go-Live:* February 21, 2026
 - *Post-Production:* March 21, 2026
20. *Explanation for Changes to IT Project Stage Completion Dates:* The Requirements and Design phase was extended to allow additional time for design conversations on newly introduced scope and to allow DHS time to approve all System Requirements Definition Documents. Additional scope will be reported in a future iteration after the Statement of Work has been formally amended.

IT Project Information Section:

21. *IT Project Scope:* Several applications in the CARES suite will undergo improvements to enable matching with the Supplemental Nutrition Assistance Program (SNAP) National Accuracy

Clearinghouse (NAC). The SNAP NAC is an innovative technology solution designed to prevent SNAP participants from receiving benefits in multiple states. All SNAP state agencies are working toward nationwide implementation of the NAC, an interstate data matching system. The NAC's primary goal is to enhance program integrity, reduce improper payments, increase customer experience and ensure fair and accurate distribution of SNAP benefits to eligible recipients across state lines. These project enhancements aim to prevent duplicate participation across state lines during the application process. The system must communicate the active SNAP participants to NAC on a daily basis and take appropriate action when any match is found and resolves the match. This project will bring Wisconsin in compliance with the Food and Nutrition Services (FNS) for SNAP policy requirements. This policy will not be applicable for any other programs in CARES.

22. IT Project Deliverables:

CARES Worker Web (CWW)

- Enhance CWW to capture and display household (HH) members' SNAP participation status in another state by matching with NAC.

Eligibility

- Adjust eligibility processes to deny a member's benefit when the agency has confirmed that a member is receiving the benefit in another state based on the response from NAC.

Member Communication

- Develop appropriate correspondence to communicate to members about the reason for denial.

Income Maintenance Management Reporting (IMMR)

- Update the configuration of IMMR reports to reflect these changes.

Non-Functional Scope

- This section describes additional project scope not related to implementing this solution.
- Identify and address any vulnerabilities identified during the phase of the project.
- Prepare new forms, help text, publications, training, and other appropriate documents/demo that would help with worker training and operations.

23. IT Project Assumptions:

- The timeline and estimates generated at this point are based upon the preliminary understanding of requirements gathered thus far and the proposed interim solution.
- End-to-end testing should be coordinated with external agencies.
- This project will use standard CARES project tools.
- This project will follow standard CARES SDLC processes.
- Implementation of data sharing agreements must commence promptly upon mutual agreement between DHS and NAC.

24. IT Project Risks and Constraints: Risk and constraint identification and assessment is ongoing; none have been identified yet due to the early phase of the project.

25. Submitted in Other DET Statutory Reports?

- ☐ No. This project is not listed in the prior Strategic IT Plan or Large, High-Risk IT Project Report.

- ☐ FY 2025 Strategic IT Plan (Submitted to DOA March 1, 2024)
- ☐ FY 2026 Strategic IT Plan (Submitted to DOA March 1, 2025)
- ☐ Large, High-Risk IT Project Report (Submitted to DOA September 2024)
- ☐ Large, High-Risk IT Project Report (Submitted to DOA March 2025)
- ☒ Large, High-Risk IT Project Report (Submitted to DOA September 2025)

26. *Other Information (*Optional*)*: This project was not on the FY 2026 Strategic IT Plan because the scope of the project was not final at the time of reporting and contract documents were not executed.

24. NASPO: Children's Community Options Program

Report Preparation Date (Status as of): 11/17/2025

1. *IT Project Title*: NASPO: Children's Community Options Program
2. *IT Project Status*: Active
3. *DET Services/Impact*: ☒ Yes ☐ No ☐ TBD
4. *DET Impact Explanation (Required, if #3 is "Yes". Optional if #3 is "TBD". Skip if #3 is "No".)*: DET is anticipated to be engaged related to single-sign-on setup for authentication (MyWisconsin ID and Azure Active Directory).
5. *Master Lease Funding Amount*: \$0
6. *Original Cost Projection*: \$2,077,695.00
7. *Additional Context for Original Cost Projection (*Optional*)*:
8. *Funding Source & Amount*:
 - ☒ GPR: \$2,235,657
 - ☐ PR: \$000,000
 - ☐ FED: \$000,000
 - ☐ SEG: \$000,000
 - ☐ PR-SEG: \$000,000
 - ☐ Other (Please explain funding source and provide amount):
9. *Current Cost Projection*: \$2,235,657.00
10. *Additional Context for Current Cost Projection (*Optional*)*:
11. *Explanation for Changes to Cost Projection*: The cost increased due to extended training and post production support.

12. *Original Estimated IT Project Start Date:* May 5, 2025

13. *Actual or Current Estimated IT Project Start Date:* May 5, 2025

14. *Explanation for Changes to IT Project Start Date:* No Change

15. *Original Estimated IT Project Completion Date:* January 9, 2026

16. *Current IT Project Completion Date:* April 3, 2026

17. *Explanation for Changes to IT Project Completion Date:* The completion date was pushed back to account for extended training and post production support.

18. *Original IT Project Stage Completion Dates:*

- *Project Initiation and Kick Off:* May 9, 2025
- *Requirements and Design:* June 27, 2025
- *Development:* October 10, 2025
- *System Test:* November 7, 2025
- *User Acceptance Testing:* December 5, 2025
- *Training:* December 5, 2025
- *Implementation and Go-Live:* December 13, 2025
- *Post-Production Support:* January 9, 2026

19. *Current IT Project Stage Completion Dates:*

- *Project Initiation and Kick Off:* May 9, 2025
- *Requirements and Design:* June 27, 2025
- *Development:* October 10, 2025
- *System Test:* November 7, 2025
- *User Acceptance Testing:* December 5, 2025
- *Training:* December 5, 2025
- *Implementation and Go-Live:* December 13, 2025
- *Post-Production Support:* April 3, 2026

20. *Explanation for Changes to IT Project Stage Completion Dates:* The completion date was pushed back to account for extended training and post production support.

IT Project Information Section:

21. *IT Project Scope:* The Children's Community Options Program (CCOP) Project expands the Salesforce Business Operations Support System (BOSS) to support operations and management of the CCOP shifting the current program features and capabilities to a single, secure tool supporting all stakeholders. The CCOP Tool aims to replace the existing reporting system and the CCOP Reconciliation Packet with a more integrated and efficient digital solution to streamline various administrative processes, enhance transparency, and improve data accuracy and accessibility for

both counties and DHS.

22. *IT Project Deliverables:*

Implement a secure online system for CCOP which will support the following functions:

- Internal Users:
 - View County allocations, budget details and services provided.
 - Aggregate data for year-end reconciliation.
 - CCOP Reconciliation Process Mapping.
 - Funding Reimbursement Workflows (Funding Types: voucher, Direct payment to the vendor, Direct reimbursement to the family for completed services, Advance payment to the family for approved goods and services).
 - Ability to track child details including referral dates, eligibility, demographic info, assessments, various forms and documentation.
 - Ability to close out participants if they are no longer receiving funding by the agency.
- County users can:
 - Login using MyWisconsin ID for streamlined tool access.
 - View allocation and remaining budget.
 - Report on services provided.
 - Submit monthly expenditure reports.
 - Enter required data for the CCOP Reconciliation process.

23. *IT Project Assumptions:*

- DHS is responsible for performing User Acceptance Testing (UAT) and approval for implementation. DHS is also responsible for procuring Salesforce licenses.

24. *IT Project Risks and Constraints:* Currently no risks or constraints have been identified.

25. *Submitted in Other DET Statutory Reports?*

- ☐ No. This project is not listed in the prior Strategic IT Plan or Large, High-Risk IT Project Report.
- ☐ FY 2025 Strategic IT Plan (Submitted to DOA March 1, 2024)
- ☐ FY 2026 Strategic IT Plan (Submitted to DOA March 1, 2025)
- ☐ Large, High-Risk IT Project Report (Submitted to DOA September 2024)
- ☐ Large, High-Risk IT Project Report (Submitted to DOA March 2025)
- ☒ Large, High-Risk IT Project Report (Submitted to DOA September 2025)

26. *Other Information (*Optional*):* This project was not on the FY 2026 Strategic IT Plan because the scope of the project was not final at the time of reporting and contract documents were not executed.

25. CARES: FoodShare Late Renewal Changes

Report Preparation Date (Status as of): 11/17/2025

1. *IT Project Title:* CARES: FoodShare Late Renewal Changes

Department of Health Services
Data Processing Projects – 2025

2. *IT Project Status:* Active
3. *DET Services/Impact:* ☐ Yes ☒ No ☐ TBD
4. *DET Impact Explanation (Required, if #3 is “Yes”. Optional if #3 is “TBD”. Skip if #3 is “No”).:* N/A
5. *Master Lease Funding Amount:* \$0
6. *Original Cost Projection:* \$1,682,702.00
7. *Additional Context for Original Cost Projection (*Optional*):*
8. *Funding Source & Amount:*
 - ☒ GPR: \$841,351
 - ☐ PR: \$000,000
 - ☒ FED: \$841,351
 - ☐ SEG: \$000,000
 - ☐ PR-SEG: \$000,000
 - ☐ Other (Please explain funding source and provide amount):
9. *Current Cost Projection:* \$1,682,702.00
10. *Additional Context for Current Cost Projection (*Optional*):*
11. *Explanation for Changes to Cost Projection:* No Change
12. *Original Estimated IT Project Start Date:* January 13, 2025
13. *Actual or Current Estimated IT Project Start Date:* January 24, 2025
14. *Explanation for Changes to IT Project Start Date:* The vendor transition meeting was delayed due to scheduling. The original implementation schedule remains the same.
15. *Original Estimated IT Project Completion Date:* December 05, 2025
16. *Current IT Project Completion Date:* December 13, 2025
17. *Explanation for Changes to IT Project Completion Date:* The closeout date was initially reported as December 5, 2025, based on the planned deployment of any identified post-implementation fixes. However, the Statement of Work (SOW) specifies November 22, 2025, as the official closeout date and therefore the date was updated. A post-production release is scheduled about four weeks after each major CARES release to deploy fixes and approved enhancements. Because the October 2025 release included complex projects, the post-production release date was shifted to December 5, 2025, to give more time to monitor the system performance and resolve issues. Project end-dates were adjusted to accommodate the new post-production release date and allow for final closeout activities in the week thereafter on December 13, 2025.

18. Original IT Project Stage Completion Dates:

- *Planning:* February 14, 2025
- *Requirements and Design:* May 9, 2025
- *Construction and Unit/Integration Testing:* August 15, 2025
- *System Testing and Support:* September 5, 2025
- *User Acceptance Testing Support:* September 26, 2025
- *Implementation/Go-Live:* October 18, 2025
- *Post-Production:* December 05, 2025

19. Current IT Project Stage Completion Dates:

- *Planning:* February 14, 2025
- *Requirements and Design:* May 9, 2025
- *Construction and Unit/Integration Testing:* August 15, 2025
- *System Testing and Support:* September 5, 2025
- *User Acceptance Testing Support:* September 26, 2025
- *Implementation/Go-Live:* October 18, 2025
- *Post-Production:* December 13, 2025

20. Explanation for Changes to IT Project Stage Completion Dates: The closeout date was initially reported as December 5, 2025, based on the planned deployment of any identified post-implementation fixes. However, the Statement of Work specifies November 22, 2025, as the official closeout date and therefore the date was updated. A post-production release is scheduled about four weeks after each major CARES release to deploy fixes and approved enhancements. Because the October 2025 release included complex projects, the post-production release date was shifted to December 5, 2025, to give more time to monitor the system performance and resolve issues. Project end-dates were adjusted to accommodate the new post-production release date and allow for final closeout activities in the week thereafter on December 13, 2025.

IT Project Information Section:

21. IT Project Scope: Several applications in the CARES suite will undergo improvements to enhance the CARES system to consider an application submitted in the month following the renewal due month as a late renewal. This project will bring Wisconsin into compliance with the Food and Nutrition Services (FNS) for Supplemental Nutrition Assistance Program (SNAP) policy requirements. This policy will not be applicable for any other programs in CARES.

22. IT Project Deliverables:

CARES Worker Web (CWW)

- Enhance CWW pages to collect interview details and appropriately navigate to complete the renewal during the months following the renewal due month.
- Priority Service page should be scheduled as part of the renewal driver flow.
- Enhance CWW worker dashboard and work item processes to allow for tracking the renewal priority service details.

ACCESS / MyACCESS

- ACCESS modules should be enhanced to allow members to submit renewals during the months following the renewal due month.

- Enhance Renew My Benefits flow to include two new pages (customers may be able to get FoodShare faster and Priority Service pages) and make subsequent updates to RMB summary PDF and signature page

Eligibility

- Eligibility process should be enhanced to identify the applications or renewals submitted during the months following renewal month as renewals.
- Eligibility should be enhanced to measure and apply expedited rules so that member can get expedited benefits

Member Communication

- Develop appropriate correspondence to communicate to members

IMMR

- Update the configuration of IMMR reports (including FNS-366b) to identify late renewals that had expedited benefits and renewals submitted in the month after the renewal due month.

Non-Functional Scope

- Identify and address any vulnerabilities identified during the phase of the project.
- Prepare new forms, help text, publications, training and other appropriate documents/demo that would help with worker training and operations.

23. *IT Project Assumptions:* Unless otherwise specified by DHS, FoodShare late renewals will be processed using the same FNS renewal guidelines as FoodShare renewal applications submitted on time.

24. *IT Project Risks and Constraints:* Risk and constraint identification and assessment is ongoing; none have been identified yet due to the early phase of the project.

25. *Submitted in Other DET Statutory Reports?*

- ☐ No. This project is not listed in the prior Strategic IT Plan or Large, High-Risk IT Project Report.
- ☐ FY 2025 Strategic IT Plan (Submitted to DOA March 1, 2024)
- ☒ FY 2026 Strategic IT Plan (Submitted to DOA March 1, 2025)
- ☐ Large, High-Risk IT Project Report (Submitted to DOA September 2024)
- ☐ Large, High-Risk IT Project Report (Submitted to DOA March 2025)
- ☒ Large, High-Risk IT Project Report (Submitted to DOA September 2025)

26. *Other Information (*Optional*):* On October 3, 2025, Deloitte submitted a memo to the Division of Medicaid Services, Bureau of Fiscal Accountability and Management, explaining the project end date was extended to December 13, 2025 to accommodate the new post-production release date and allow for final closeout activities in the week thereafter. See #20 above for more information.

26. CARES: Foster Care Medicaid Compliance

Report Preparation Date (Status as of): 11/17/2025

1. *IT Project Title:* CARES: Foster Care Medicaid Compliance

Department of Health Services
Data Processing Projects – 2025

2. *IT Project Status:* Active
3. *DET Services/Impact:* ☐ Yes ☒ No ☐ TBD
4. *DET Impact Explanation (Required, if #3 is “Yes”. Optional if #3 is “TBD”. Skip if #3 is “No”).* N/A
5. *Master Lease Funding Amount:* \$0
6. *Original Cost Projection:* \$1,769,153.00
7. *Additional Context for Original Cost Projection (*Optional*):*
8. *Funding Source & Amount:*
 - ☒ GPR: \$447,868.96
 - ☐ PR: \$000,000
 - ☒ FED: \$3,498,113.04
 - ☐ SEG: \$000,000
 - ☐ PR-SEG: \$000,000
 - ☐ Other (Please explain funding source and provide amount):
9. *Current Cost Projection:* \$3,945,982.00
10. *Additional Context for Current Cost Projection (*Optional*):*
11. *Explanation for Changes to Cost Projection:* The project scope substantially changed from the originally defined scope. This includes a change to the interface being developed and the inclusion of seven new correspondences.
12. *Original Estimated IT Project Start Date:* November 25, 2024
13. *Actual or Current Estimated IT Project Start Date:* March 11, 2025
14. *Explanation for Changes to IT Project Start Date:* The vendor transition meeting was delayed allowing more time to finalize the business charter and business requirements.
15. *Original Estimated IT Project Completion Date:* July 31, 2025
16. *Current IT Project Completion Date:* March 31, 2026
17. *Explanation for Changes to IT Project Completion Date:* The vendor transition meeting was delayed allowing more time to finalize the business charter and business requirements.
18. *Original IT Project Stage Completion Dates:*
 - *Project Kickoff:* November 25, 2024
 - *Post-Production:* July 31, 2025

19. Current IT Project Stage Completion Dates:

- *Planning:* April 5, 2025
- *Requirements and Design:* August 22, 2025
- *Construction and Unit/Integration Testing:* October 31, 2025
- *System Testing and Support:* January 2, 2026
- *User Acceptance Testing Support:* February 13, 2026
- *Implementation/Go Live:* February 21, 2026
- *Post-Production:* March 31, 2026

20. Explanation for Changes to IT Project Stage Completion Dates: The original project stage completion dates were never fully baselined with the original timeline that was set to start in November 2024 because the project was delayed. The new dates reflect the actual stage completion dates that were able to be mapped out once the project began. The Requirements and Design stage was extended to allow the DHS work group additional time to design newly introduced project scope requirements. Scope increases will be included in future reporting after the Amendment to the Statement of Work has been approved.

IT Project Information Section:

21. IT Project Scope: There are close to 30,000 children in Wisconsin who are in out-of-home placement, and they qualify for Foster Care Medicaid (FSTMA). During unwinding, DHS identified significant gaps in how this population is notified when their coverage starts and ends. In addition, their transitions from FSTMA to other forms of Medicaid are handled via a highly manual process. This project proposes to create a data exchange between CARES and Wisconsin's Statewide Automated Child Welfare Information System (eWiSACWIS/eWiS) so that CARES knows when a child is starting or ending FSTMA and sends a notice from CARES. The data will then be sent from CARES To the Medicaid Management Information System (MMIS) This data exchange will also support inclusion of FSTMA on a family's notice of decision (in the case of continuous coverage), rather than having it be handled separately. It can also be used to ensure that Former Foster Care Youth are enrolled in BadgerCare Plus as automatically as possible, and that other programs are aware when a child is or is not in the home. The fundamental goals of this project are to ensure that children in placement are aware of their coverage; to ensure that children leaving placement do not experience gaps in access to care; to meet the requirements in the Consolidated Appropriations Act (CAA) 2023 around continuous coverage; and to meet federal requirements around notification and termination of coverage.

22. IT Project Deliverables:

eWiSACWIS (eWiS) to CARES Interface

- Leverage an existing application programming interface (API) to establish a data exchange between eWiS and CARES systems to collect data from the Department of Children and Families (DCF) and store in CARES as needed to maintain an accurate record of Foster Care Medicaid (FSTMA) benefits and send required notices from CARES to the members.

CARES Worker Web (CWW)

- **Integrate and Match Data:** Receive FSTMA data from eWiS, match it with individuals in CARES, and establish records in the Master Client Index (MCI) and CARES if needed.
- **Data Management:** Maintain a history and audit trail of all eWiS data received.

- System Enhancements: Create new CWW pages to store and display FSTMA member and eligibility information, with access restricted to authorized DHS and DCF users.
- User Access and Updates: Allow certain users to update FSTMA information and manually enter eligibility for members not managed by eWiS (including private adoptions and tribal agencies).
- Automation and Notifications: Automate FSTMA enrollment updates in CWW Health Care cases and notify caseworkers if FSTMA members have open Health Care programs.
- Support for Youth Transitions: Automatically create notifications and Health Care RFAs for Former Foster Care Youth when their FSTMA eligibility is ending.

Correspondence and Document Management

- Develop new letters in CARES to notify caretakers and FSTMA members about approvals, denials, benefit endings, continuous coverage, and changes related to private adoption or tribal enrollment/disenrollment.
- Send a one-time letter to all households with an FSTMA-eligible member at project launch.
- Use a new letterhead and updated design for all FSTMA letters.
- Instead of posting FSTMA letters in ACCESS or provide previews, secure copies will be stored in the Electronic Case File (ECF) and mailed separately from other program notices.
- Enhance ECF so selected users can view the new FSTMA letters.

CARES to Medicaid Management Information System

- Establish a new data exchange between CARES and iC that will share daily FSTMA eligibility information.

Data Conversion:

- Perform a one-time data conversion for all members who are eligible for FSTMA at the time of the project implementation.
- Perform a one-time reconciliation process for FSTMA eligibility records between CARES and iC.

Analytics and Reporting

- Integrate new data elements into IMMR Data Warehouse.
- Create one new Tableau dashboard to track FSTMA enrollment and disenrollment information.
- Conduct research to determine if future enhancements are needed for existing CARES reports and dashboards (e.g., Medicaid Public Dashboard and CMS Medicaid and CHIP Eligibility and Enrollment Performance Indicators Report).

Non-Functional Scope

- Identify and address any security vulnerabilities introduced with the new changes.
- Perform security and privacy reviews, static code security testing, and dynamic application security testing to meet agreed upon standards.
- Coordinate with DHS Division of Enterprise Services (DES) Information Security Services (ISS) for application security and guidance for secure software development.

- Prepare appropriate documents/demo for worker training, operations memo, and help text.
- Develop approved system help text, operations memos, handbooks, and additional support for worker training.

23. *IT Project Assumptions:*

- End-to-end testing should be coordinated with interface partners DCF and Gainwell and must be considered in the timeline.
- The timeline assumes timely completion of all necessary software procurement, upgrades, tasks, and deliverables.
- External agencies such as Gainwell, must complete application changes, provide necessary information, and supply deliverables based on the project timeline.
- The Interface/External Agencies will provide necessary data to test interfaces.
- Communication and training needs will be planned and accounted for in the timelines.
- The Communications efforts will be separately managed by the State but aligned with the implementation date of this project.

24. *IT Project Risks and Constraints:* Project stakeholders are expected to complete their activities in accordance with the overall project schedule to ensure the planned implementation date is maintained. To mitigate the risk of delays related to stakeholder tasks, Deloitte is collaborating closely with all parties to clearly define roles and timelines.

25. *Submitted in Other DET Statutory Reports?*

- ☐ No. This project is not listed in the prior Strategic IT Plan or Large, High-Risk IT Project Report.
- ☐ FY 2025 Strategic IT Plan (Submitted to DOA March 1, 2024)
- ☒ FY 2026 Strategic IT Plan (Submitted to DOA March 1, 2025)
- ☐ Large, High-Risk IT Project Report (Submitted to DOA September 2024)
- ☐ Large, High-Risk IT Project Report (Submitted to DOA March 2025)
- ☒ Large, High-Risk IT Project Report (Submitted to DOA September 2025)

26. *Other Information (*Optional*):*

27. CARES: MAPP Premium Payment Changes

Report Preparation Date (Status as of): 11/17/2025

1. *IT Project Title:* CARES: MAPP Premium Payment Changes
2. *IT Project Status:* Active
3. *DET Services/Impact:* ☒ Yes ☐ No ☐ TBD

Department of Health Services
Data Processing Projects – 2025

4. *DET Impact Explanation (Required, if #3 is “Yes”. Optional if #3 is “TBD”. Skip if #3 is “No”).* DET will establish new queues for configuration to enable real-time data exchanges with the Medicaid Management Information System (MMIS).
5. *Master Lease Funding Amount:* \$0
6. *Original Cost Projection:* \$3,308,165.00
7. *Additional Context for Original Cost Projection (*Optional*):*
8. *Funding Source & Amount:*
 - ☒ GPR: \$621,465.30
 - ☐ PR: \$000,000
 - ☒ FED: \$3,394,997.70
 - ☐ SEG: \$000,000
 - ☐ PR-SEG: \$000,000
 - ☐ Other (Please explain funding source and provide amount):
9. *Current Cost Projection:* \$4,016,463.00
10. *Additional Context for Current Cost Projection (*Optional*):*
11. *Explanation for Changes to Cost Projection:* Additional scope was identified for inclusion in this project. This includes three new text and email campaigns, six new correspondences, and the ability to systematically disenroll an individual from autopay of their Medicaid Purchase Plan (MAPP) premiums if they are no longer eligible for the benefit or subject to the monthly premium due to a change in household circumstance. The federal match rate for the additional scope was lower than for the initial scope and was not known during the last reporting cycle. Funding sources have been updated accordingly
12. *Original Estimated IT Project Start Date:* January 20, 2025
13. *Actual or Current Estimated IT Project Start Date:* January 22, 2025
14. *Explanation for Changes to IT Project Start Date:* Project start date was shifted slightly to accommodate participant availability for the vendor transition meeting.
15. *Original Estimated IT Project Completion Date:* December 5, 2025
16. *Current IT Project Completion Date:* December 13, 2025
17. *Explanation for Changes to IT Project Completion Date:* The closeout date was initially reported as December 5, 2025, based on the planned deployment of any identified post-implementation fixes. However, the Statement of Work (SOW) specifies November 24, 2025, as the official closeout date and therefore the date was updated. A post-production release is scheduled about four weeks after each major CARES release to deploy fixes and approved enhancements. Because the October 2025

release included complex projects, the post-production release date was shifted to December 5, 2025, to give more time to monitor the system performance and resolve issues. Project end-dates were adjusted to accommodate the new post-production release date and allow for final closeout activities in the week thereafter December 13, 2025.

18. Original IT Project Stage Completion Dates:

- *Planning:* January 31, 2025
- *Requirements and Design:* June 20, 2025
- *Construction and Unit/Integration Testing:* August 8, 2025
- *User Acceptance Testing Support:* October 10, 2025
- *Implementation/Go-Live:* October 18, 2025
- *Post-Production:* December 5, 2025

19. Current IT Project Stage Completion Dates:

- *Planning:* January 31, 2025
- *Requirements and Design:* June 20, 2025
- *Construction and Unit/Integration Testing:* August 8, 2025
- *User Acceptance Testing Support:* October 10, 2025
- *Implementation/Go-Live:* October 18, 2025
- *Post-Production:* December 13, 2025

20. Explanation for Changes to IT Project Stage Completion Dates: A post-production release is scheduled about four weeks after each major CARES release to deploy fixes and approved enhancements. Because the October 2025 release included complex projects, the post-production release date was shifted to December 5D, 2025, to give more time to monitor the system performance and resolve issues. Project end-dates were adjusted to accommodate the new post-production release date and allow for final closeout activities in the week thereafter on December 13, 2025.

IT Project Information Section:

21. IT Project Scope: The MAPP offers Medicaid health care coverage to adults with disabilities who work or want to work. DHS seeks to enhance the CARES system to implement a grace month for MAPP Premium non-payments, streamline all MAPP premium payments (including intake and ongoing premium payments), allow members to set up recurring payments for monthly premiums, and reduce the risk of duplicate payments. As part of the MAPP Premium Enhancements project, enhancements will be made to several applications within the CARES suite to improve MAPP premium processing experience for both Income Maintenance (IM) workers and members.

22. IT Project Deliverables:

CARES Worker Web

- **Restrict Payment Entry:** Update the Intake and Arrears page in CWW to prevent agency workers from entering payments.
- **Improve Payment Tracking:** Enhance the Premium Payment Tracking page in CWW to allow creation of multiple premium records for future months.

Eligibility

- **Timely Termination:** Update CARES to end eligibility for non-payment of premiums on the adverse action day of the grace month.
- **Grace Month Tracking:** Ensure CARES creates a premium record specifically for the grace month.
- **Extended Re-Request Period:** Modify MAPP logic to allow an extra (grace) month for re-requests.
- **Premium Waiver:** Improve the process to forgive unpaid premiums according to workgroup guidelines.

ACCESS Enhancements

- **CMB Dashboard Improvements:** Update the ACCESS "Check My Benefits" dashboard to display pending MAPP eligibility information.
- **Payment Guidance:** Add or update language in ACCESS to inform members who owe premiums about how to make payments.
- **Online Premium Payment Module Enhancements**
 - Intake Premium Payments:** Allow members to pay intake premiums online.
 - Multi-Month Payments:** Enable online payments for multiple intake and ongoing months, including grace months.
 - Auto-Pay Management:** Allow members to set up or cancel auto-payments and automatically end auto-payments if eligibility ends or premiums are no longer required.
 - Payment Methods:** Display all payment methods, including EFT (Electronic Funds Transfer) and wage withholding.
 - Payment Restrictions:** Prevent online payments for members with EFT or wage withholding established, and display withdrawal dates for these members.

MyACCESS Enhancements

- Provide a Premium link from MyACCESS to pay intake premiums.

CARES to interChange (iC) Interface

- **Auto-Payment Data Sharing:** Create an interface to send auto-payment enrollment and disenrollment details from CARES to the iC system.
- **EFT/Wage Withholding Updates:** Use the interface to receive EFT and wage withholding enrollment/disenrollment details from iC into CARES, including monthly withdrawal dates.
- **Real-Time Eligibility and Payment Processing:** Develop a real-time interface to share pending MAPP eligibility information for members awaiting initial premium payment, and process premium payment updates from iC as they occur.

Correspondence Updates

- **Verification Letter & Premium Statement:** Update language to include all available payment methods for members pending initial premium payment.
- **Manual Letter Generator:** Enhance to update MAPP premium notices/statements and add new options for Wage Withholding and EFT forms with cover letters.
- **Notice of Decision (NOD) Language:** Revise both positive and negative Notices of Decision to reflect new policies and payment methods.

- New Letters: Create letters for auto-pay enrollment/disenrollment, manual MAPP intake premium, manual wage withholding, manual EFT, premium grace month, and a one-time letter about the auto-pay option.

Salesforce Marketing Cloud (SFMC) Campaigns

- Develop Campaigns: Implement SFMC campaigns for premium payment confirmations, auto-pay enrollment/disenrollment, and premium payment reminders (with two reminder nudges), via text and email.

CARES–US Bank Interface

- Auto-Pay Data Sharing: Build interface to share monthly auto-payment deduction info and notify US Bank of auto-pay disenrollment when eligibility ends or premiums are no longer required.

IMMR Data Warehouse Enhancements

- Data Integration: Add new data elements, update ad-hoc universe and SAS processes.
- Dashboard Enhancements: Improve dashboards to track grace month cases and auto-payment metrics.

Non-Functional Scope

- Security: Identify and address security vulnerabilities from new changes; conduct privacy and security reviews, static and dynamic code testing, and coordinate with DHS DES ISS for secure development guidance.
- Publications and Training: Prepare training materials, operational memos, process help text, handbooks, and Spanish translations to support worker training and operations.

23. *IT Project Assumptions:*

- The timeline and estimates are based upon the preliminary understanding of requirements gathered thus far and the proposed interim solution.
- External agencies will be able to meet the CARES timelines for development and testing.
- End-to-end testing should be coordinated with external agencies such as Gainwell and US Bank and must be considered in the timeline.
- The timeline assumes timely completion of all necessary software procurement, upgrades, tasks, and deliverables by DET and DWD.
- Communication and training needs for IM agencies will be planned and accounted for in the timelines.
- The Communications efforts will be separately managed by the State but aligned with the implementation date of this project.

24. *IT Project Risks and Constraints:* Project partners are expected to complete their activities in accordance with the overall project schedule to ensure the planned implementation date is maintained. To mitigate the risk of delays related to stakeholder tasks, Deloitte is collaborating closely with all parties to clearly define roles and timelines.

25. *Submitted in Other DET Statutory Reports?*

- ☐ No. This project is not listed in the prior Strategic IT Plan or Large, High-Risk IT Project Report.
- ☐ FY 2025 Strategic IT Plan (Submitted to DOA March 1, 2024)

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- ☒ FY 2026 Strategic IT Plan (Submitted to DOA March 1, 2025)
- ☐ Large, High-Risk IT Project Report (Submitted to DOA September 2024)
- ☐ Large, High-Risk IT Project Report (Submitted to DOA March 2025)
- ☒ Large, High-Risk IT Project Report (Submitted to DOA September 2025)

26. *Other Information (*Optional*)*: On October 3, 2025, Deloitte submitted a memo to the Division of Medicaid Services, Bureau of Fiscal Accountability and Management, explaining the project end date was extended to December 13, 2025 to accommodate the new post-production release date and allow for final closeout activities in the week thereafter. See #20 above for more information.

28. CARES: Online Application for Caretaker Supplement (CTS)

Report Preparation Date (Status as of): 11/17/2025

1. *IT Project Title*: CARES Online Application for Caretaker Supplement (CTS)
2. *IT Project Status*: Active
3. *DET Services/Impact*: ☐ Yes ☒ No ☐ TBD
4. *DET Impact Explanation (Required, if #3 is "Yes". Optional if #3 is "TBD". Skip if #3 is "No".)*:
5. *Master Lease Funding Amount*: \$0
6. *Original Cost Projection*: \$1,712,754.00
7. *Additional Context for Original Cost Projection (*Optional*)*:
8. *Funding Source & Amount*:
 - ☒ GPR: \$1,712,754
 - ☐ PR: \$000,000
 - ☐ FED: \$000,000
 - ☐ SEG: \$000,000
 - ☐ PR-SEG: \$000,000
 - ☐ Other (Please explain funding source and provide amount):
9. *Current Cost Projection*: \$1,712,754.00
10. *Additional Context for Current Cost Projection (*Optional*)*:
11. *Explanation for Changes to Cost Projection*: No Change
12. *Original Estimated IT Project Start Date*: October 26, 2023
13. *Actual or Current Estimated IT Project Start Date*: March 19, 2025

14. *Explanation for Changes to IT Project Start Date:* The business requirement creation took longer than expected to finalize, which delayed the start date initially. Subsequently, DHS rescheduled this project to address other competing priorities.

15. *Original Estimated IT Project Completion Date:* December 5, 2025

16. *Current IT Project Completion Date:* December 13, 2025

17. *Explanation for Changes to IT Project Completion Date:* The closeout date was initially reported as December 5, 2025, based on the planned deployment of any identified post-implementation fixes. However, the Statement of Work specifies November 23, 2025, as the official closeout date and therefore the date was updated. A post-production release is scheduled about four weeks after each major CARES release to deploy fixes and approved enhancements. Because the October 2025 release included complex projects, the post-production release date was shifted to December 5, 2025, to give more time to monitor the system performance and resolve issues. Project end-dates were adjusted to accommodate the new post-production release date and allow for final closeout activities in the week thereafter on December 13, 2025.

18. *Original IT Project Stage Completion Dates:*

- *Kickoff:* October 26, 2023
- *Post-Production:* December 5, 2025

19. *Current IT Project Stage Completion Dates:*

- *Planning:* April 4, 2025
- *Requirements and Design:* May 23, 2025
- *Construction and Unit/Integration Testing:* July 18, 2025
- *System Testing and Support:* August 21, 2025
- *User Acceptance Testing Support:* September 26, 2025
- *Implementation/Go-Live:* October 18, 2025
- *Post-Production:* December 13, 2025

20. *Explanation for Changes to IT Project Stage Completion Dates:* The original project stage completion dates were never fully baselined with the original timeline that was set to start in October 2023 because the project was delayed. The new dates reflect the actual stage completion dates that were able to be mapped out once the project began. A post-production release is scheduled about four weeks after each major CARES release to deploy fixes and approved enhancements. Because the October 2025 release included complex projects, the post-production release date was shifted to December 5, 2025, to give more time to monitor the system performance and resolve issues. Project end-dates were adjusted to accommodate the new post-production release date and allow for final closeout activities in the week thereafter on December 13, 2025.

IT Project Information Section:

21. *IT Project Scope:* This project aims to streamline the application process for members and agencies by implementing a standalone online enrollment tool for the Caretaker Supplement (CTS) Program.

To support this initiative, enhancements will enable members to apply directly through ACCESS Online. Additional updates will be made to relevant ACCESS and CARES Worker Web (CWW) modules, as well as to Salesforce Marketing Cloud and the Analytics Module, to support email/text campaigns and reporting requirements.

22. IT Project Deliverables:

CWW

- Update conflict panels, tables, and Extensible Markup Language (XML) to support CTS logic and application data.
- Enhance workload management features.

ACCESS Online

- Improve eligibility screening and application flows for the CTS program.
- Update key modules and pages (Am I Eligible (AIE), Apply for Benefits (AFB), landing, program selection, relevance, applicant info).
- Enable CTS-only application flow and XML data sharing.

IMMR

- Conduct regression testing on up to six existing canned reports.

Salesforce Marketing Cloud (SFMC)

- Launch a new campaign to notify members (via text and email) about potential CTS eligibility.
- Complete SFMC discovery, design, content development, data validation, go-live, and ongoing support.

Non-Functional Scope

- Security
 - Perform comprehensive security reviews, including configuration, data privacy, source code (SAST), functional security (DAST), and vulnerability remediation.
 - Coordinate with DHS DES ISS for secure development practices
- Publications and Training
 - Update or create CARES Bulletins, process/system help, member forms, and Spanish translations.
 - Develop training materials: CWW demo video, ForwardHealth partner video, Income Maintenance Operational Committee/Income Maintenance Advisory Counsel (IMOA/IMAC) presentation, system help text, operation memos, handbooks, and additional worker support.

23. IT Project Assumptions:

- The CTS module will not be integrated with existing out-of-scope ACCESS features including the HMO Selection and Enrollment Tool.
- Text/email campaign assumptions
 - Each campaign will only require a nudge; no additional follow up will be issued.
 - All campaign nudges will be sent to the head of household (HOH) only.
 - If a LG is listed on the case, no nudge will be sent.
 - Nudges will be sent when the data source provides the data.

24. *IT Project Risks and Constraints*: Risk and constraint identification and assessment is ongoing due to the proposed nature of the project. There are none to share at this time.

25. *Submitted in Other DET Statutory Reports?*

- ☐ No. This project is not listed in the prior Strategic IT Plan or Large, High-Risk IT Project Report.
- ☐ FY 2025 Strategic IT Plan (Submitted to DOA March 1, 2024)
- ☒ FY 2026 Strategic IT Plan (Submitted to DOA March 1, 2025)
- ☐ Large, High-Risk IT Project Report (Submitted to DOA September 2024)
- ☐ Large, High-Risk IT Project Report (Submitted to DOA March 2025)
- ☒ Large, High-Risk IT Project Report (Submitted to DOA September 2025)

26. *Other Information (*Optional*)*: On October 3, 2025, Deloitte submitted a memo to the Division of Medicaid Services, Bureau of Fiscal Accountability and Management, explaining the project end date was extended to December 13, 2025, to accommodate the new post-production release date and allow for final closeout activities in the week thereafter. See #20 above for more information.

29. CARES: Updating Addresses of Health Care Members Using Information from Reliable Data Sources

Report Preparation Date (Status as of): 11/17/2025

1. *IT Project Title*: CARES: Updating Addresses of Health Care Members Using Information from Reliable Data Sources
2. *IT Project Status*: Active
3. *DET Services/Impact*: ☒ Yes ☐ No ☐ TBD
4. *DET Impact Explanation (Required, if #3 is "Yes". Optional if #3 is "TBD". Skip if #3 is "No".)*:
5. *Master Lease Funding Amount*: \$0
6. *Original Cost Projection*: \$2,589,534.00
7. *Additional Context for Original Cost Projection (*Optional*)*:
8. *Funding Source & Amount*:
 - ☒ GPR: \$569,096.02
 - ☐ PR: \$000,000
 - ☒ FED: \$1,764,220.98
 - ☐ SEG: \$000,000
 - ☐ PR-SEG: \$000,000
 - ☐ Other (Please explain funding source and provide amount):

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9. *Current Cost Projection:* \$2,333,317.00
10. *Additional Context for Current Cost Projection (*Optional*):* The project scope was reduced. The approved Amendment to the Statement of Work accounts for the updated cost projection.
11. *Explanation for Changes to Cost Projection:* No Change
12. *Original Estimated IT Project Start Date:* March 3, 2025
13. *Actual or Current Estimated IT Project Start Date:* April 11, 2025
14. *Explanation for Changes to IT Project Start Date:* The start date was delayed allowing additional time to execute the Statement of Work (SOW) and for DHS to prepare business requirements and the project charter.
15. *Original Estimated IT Project Completion Date:* March 31, 2026
16. *Current IT Project Completion Date:* March 21, 2026
17. *Explanation for Changes to IT Project Completion Date:* March 31, 2026, was originally reported as the projected completion date in the FY 2026 Strategic IT Plan. The project was proposed at that point and did not have a final SOW executed. The current completion date of March 21, 2026, reflects the executed SOW and aligns to the typical 4-week post-production period for CARES projects.
18. *Original IT Project Stage Completion Dates:*
- *Planning:* April 26, 2025
 - *Requirements and Design:* August 9, 2025
 - *Construction and Unit/Integration Testing:* November 1, 2025
 - *System Testing and Support:* December 27, 2025
 - *User Acceptance Testing:* February 14, 2026
 - *Implementation/Go-Live:* February 21, 2026
 - *Post-Production:* March 31, 2026
19. *Current IT Project Stage Completion Dates:*
- *Planning:* April 26, 2025
 - *Requirements and Design:* August 9, 2025
 - *Construction and Unit/Integration Testing:* November 1, 2025
 - *System Testing and Support:* December 27, 2025
 - *User Acceptance Testing:* February 14, 2026
 - *Implementation/Go-Live:* February 21, 2026
 - *Post-Production:* March 21, 2026
20. *Explanation for Changes to IT Project Stage Completion Dates:* March 31, 2026, was originally reported as the projected completion date in the FY 2026 Strategic IT Plan. The project was proposed at that point and did not have a final SOW executed. The current stage completion dates

reflect the executed SOW and aligns to the typical 4-week post-production period for CARES projects.

IT Project Information Section:

21. *IT Project Scope:* The goals of this project are to take proactive steps to ensure that eligible individuals do not lose coverage when their address changes and to be in compliance with the requirements on updating members' address in the Centers for Medicare and Medicaid Services (CMS) final rule on Streamlining Enrollment and Renewal Processes in Medicaid and CHIP (§§ 435.919(f) and (g) and 457.344 (f) and (g)).

22. *IT Project Deliverables:*

CARES Worker Web (CWW)

- Enhance CWW to allow CARES to receive and display address information received from Gainwell on a set of CWW pages, create appropriate action items, and process the incoming addresses based on specific business rules.
- Disenroll members with unknown addresses from Health Maintenance Organizations (HMO) and assign them to fee-for-service (FFS).
- Share address changes with FoodShare benefit issuance, interChange, and the Wisconsin Child Support System.
- CARES Administrative Renewal processes will be enhanced to skip cases with a "Household Address Unknown" indicator.
- Enhance the National Change of Address (NCOA) batch process to include Katie Beckett Modernization (KBM), Wisconsin Well Woman Medicaid (WWWMA), and SeniorCare cases.

Member Communication

- Develop appropriate correspondence to communicate to members whenever an in-state address is updated in CARES. Include messaging encouraging FoodShare members to report shelter/utility expenses.
- Enhance the HMO Communication Letter (non-Social Security Income – Related Medicaid (SSI MA)) to include a new disenrollment reason code.

Data Exchange

- Develop a standard file exchange process between MMIS and CARES so that address updates will be received on a regular basis.

Salesforce Marketing Cloud (SFMC)

- Send email and text notifications to members about address updates in CARES.

Reporting and Analytics (IMMR)

- Integrate new CWW tables to capture Managed Care Organization (MCO)/Health Maintenance Organization (HMO) address updates.
- Integrate new action item types associated with address changes into existing action item tables.
- Enhance IMMR Ad-Hoc Universe with new data fields integrated into IMMR.
- Conduct regression testing on a selection of canned reports.

- Enhance the ‘Daily Operations’ Dashboard with new work items, if new work items are created within the scope of this project.
- Provide macro-level data via Excel on non-primary person addresses received for three months post release.
- Create a report for WWWMA only cases that were unsuccessfully updated from the NCOA process.

Non-Functional Scope

- Identify and address security vulnerabilities; conduct security/privacy reviews and code testing.
- Prepare publications, training materials, standard operating procedures (SOPs), memos, handbooks, and Spanish translations.
- Coordinate with DHS Division of Enterprise Services (DES) Information Security Services (ISS) for secure software development guidance.

23. *IT Project Assumptions:*

- Gainwell must complete application changes, provide necessary information, and supply deliverables based on the project timeline.
- Gainwell will provide necessary data to test interfaces and support UAT testing.

24. *IT Project Risks and Constraints:* Project partners are expected to complete their activities in accordance with the overall project schedule to ensure the planned implementation date is maintained. To mitigate the risk of delays related to stakeholder tasks, Deloitte is collaborating closely with all parties to clearly define roles and timelines.

25. *Submitted in Other DET Statutory Reports?*

- ☐ No. This project is not listed in the prior Strategic IT Plan or Large, High-Risk IT Project Report.
- ☐ FY 2025 Strategic IT Plan (Submitted to DOA March 1, 2024)
- ☒ FY 2026 Strategic IT Plan (Submitted to DOA March 1, 2025)
- ☐ Large, High-Risk IT Project Report (Submitted to DOA September 2024)
- ☐ Large, High-Risk IT Project Report (Submitted to DOA March 2025)
- ☒ Large, High-Risk IT Project Report (Submitted to DOA September 2025)

26. *Other Information (*Optional*):*

30. CARES: MyWisconsin ID Wave 5

Report Preparation Date (Status as of): 11/17/2025

1. *IT Project Title:* CARES: MyWisconsin ID Wave 5
2. *IT Project Status:* Active

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3. *DET Services/Impact:* ☒ Yes ☐ No ☐ TBD
4. *DET Impact Explanation (Required, if #3 is “Yes”. Optional if #3 is “TBD”. Skip if #3 is “No”).:*
 - Configuration in F5 for the header-based authentication required for the legacy applications.
 - If any privileged (administrative level) spoke configuration assistance is required as part of the project to integrate the CARES apps for external users.
5. *Master Lease Funding Amount:* \$0
6. *Original Cost Projection:* \$672,981.00
7. *Additional Context for Original Cost Projection (*Optional*):* N/A
8. *Funding Source & Amount:*
 - ☒ GPR: \$170,600.68
 - ☐ PR: \$000,000
 - ☒ FED: \$480,710.33
 - ☐ SEG: \$000,000
 - ☐ PR-SEG: \$000,000
 - ☐ Other (Please explain funding source and provide amount): \$21,669.99. A portion of this project is allocated to the Department of Children and Families. Their portion is 3.22% for a total of \$21,669.99.
9. *Current Cost Projection:* \$672,981.00
10. *Additional Context for Current Cost Projection (*Optional*):* N/A
11. *Explanation for Changes to Cost Projection:* N/A
12. *Original Estimated IT Project Start Date:* August 8, 2025
13. *Actual or Current Estimated IT Project Start Date:* August 7, 2025
14. *Explanation for Changes to IT Project Start Date:* The project kickoff was scheduled one day prior to the planned start date due to participant availability.
15. *Original Estimated IT Project Completion Date:* December 12, 2025
16. *Current IT Project Completion Date:* December 12, 2025
17. *Explanation for Changes to IT Project Completion Date:* N/A
18. *Original IT Project Stage Completion Dates:*
 - *Planning:* August 11, 2025
 - *Requirements and Design:* September 1, 2025
 - *Construction and Unit/Integration Testing:* October 6, 2025

- *System Testing and Support:* October 28, 2025
- *UAT Support:* November 10, 2025
- *Implementation/Go-Live:* November 20, 2025
- *Post-Production:* December 12, 2025

19. Current IT Project Stage Completion Dates:

- *Planning:* August 11, 2025
- *Requirements and Design:* August 29, 2025
- *Construction and Unit/Integration Testing:* October 6, 2025
- *System Testing and Support:* October 28, 2025
- *UAT Support:* November 10, 2025
- *Implementation/Go-Live:* November 15, 2025
- *Post-Production:* December 12, 2025

- 20. Explanation for Changes to IT Project Stage Completion Dates:** MyWisconsin ID Wave 5 Requirements & Design phase was completed one business day ahead of scheduled (completion 8/29 instead of original 9/1 date) as the Systems Requirements Definition (SRD) reviews and final confirmation were complete ahead of schedule. Deployment will occur on 11/15/2025 (Saturday) and the change will be effective for users on 11/17/2025 (Monday), as that is the first business day users will see this change. These communications were developed in partnership with the DHS communications team and reflect their recommended best practices.

IT Project Information Section:

- 21. IT Project Scope:** This project aims to migrate JIRA and ClockIT applications from the legacy identity and access management system, NAM, to Microsoft Entra ID platform. This is part of Wisconsin's comprehensive transition to MyWisconsin ID.

22. IT Project Deliverables:

Functional Scope

The following summarizes the functional scope supported by the solution.

- Design and implement customized user journeys for different people in the CARES JIRA and ClockIT applications.
- Develop authentication use cases and test scenarios for internal user authentication processes within Microsoft Entra ID platform.
- Create application rollout strategy and postproduction support.
- Develop training materials that will be needed to instruct end-users and other stakeholders on how to adopt Microsoft Entra ID with minimal disruption in access.

Non-Functional Scope

This section describes additional project scope not related to implementing this solution.

- **Project Management** – Assisting with various aspects of project management, including managing a successful delivery of the project and implementing quality assurance measures.
- **Communications and Training** – Developing a communication plan, communications, demo videos, and other job aids to facilitate appropriate notification, tools, and support for affected users as they transition to the new authentication process.

23. *IT Project Assumptions*: None.

24. *IT Project Risks and Constraints*: Risk and constraint identification and assessment is ongoing due to the early phase of the project. There are none to share at this time.

25. *Submitted in Other DET Statutory Reports?*

- ☒ No. This project is not listed in the prior Strategic IT Plan or Large, High-Risk IT Project Report.
- ☐ FY 2025 Strategic IT Plan (Submitted to DOA March 1, 2024)
- ☐ FY 2026 Strategic IT Plan (Submitted to DOA March 1, 2025)
- ☐ Large, High-Risk IT Project Report (Submitted to DOA September 2024)
- ☐ Large, High-Risk IT Project Report (Submitted to DOA March 2025)
- ☐ Large, High-Risk IT Project Report (Submitted to DOA September 2025)

26. *Other Information (*Optional*)*: This project was excluded from the FY 2026 Strategic IT Plan because the overall DHS MyWisconsin ID Implementation portfolio project on the report covered this work.

31. CARES: Correspondence Improvement Roadmap: Technology Implementation

Report Preparation Date (Status as of): 11/17/2025

1. *IT Project Title*: Correspondence Improvement Roadmap: Technology Implementation
2. *IT Project Status*: Active
3. *DET Services/Impact*: ☒ Yes ☐ No ☐ TBD
4. *DET Impact Explanation* (Required, if #3 is “Yes”. Optional if #3 is “TBD”. Skip if #3 is “No”.):
DET services will be needed to build servers, configure firewall rules, support issues related to serve configuration and security, map drives, and to apply storage.
5. *Master Lease Funding Amount*: \$0
6. *Original Cost Projection*: \$918,256.50
7. *Additional Context for Original Cost Projection (*Optional*)*: N/A
8. *Funding Source & Amount*
 - ☒ GPR: \$323,042.63
 - ☐ PR: \$000,000
 - ☒ FED: \$571,890.15
 - ☐ SEG: \$000,000
 - ☐ PR-SEG: \$000,000

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☒ Other (Please explain funding source and provide amount): \$23,323.72. A portion of this project is allocated to the Department of Children and Families. Their portion is 2.54% for a total of \$23,323.72.

9. *Current Cost Projection*: \$918,256.50

10. *Additional Context for Current Cost Projection (*Optional*)*: N/A

11. *Explanation for Changes to Cost Projection*: No Change

12. *Original Estimated IT Project Start Date*: July 7, 2025

13. *Actual or Current Estimated IT Project Start Date*: July 24, 2025

14. *Explanation for Changes to IT Project Start Date*: Project kickoff was delayed to allow sufficient time for the Statement of Work (SOW) to be executed and for the required software to be procured.

15. *Original Estimated IT Project Completion Date*: March 31, 2026

16. *Current IT Project Completion Date*: March 31, 2026

17. *Explanation for Changes to IT Project Completion Date*: No Change

18. *Original IT Project Stage Completion Dates*:

- *Prep and Planning*: August 9, 2025
- *Requirements and Design*: September 27, 2025
- *Develop 2 New Documents in Sandbox and Test*: October 25, 2025
- *Roadmap Development*: December 20, 2025
- *System Testing*: January 10, 2026
- *UAT Support*: January 30, 2026
- *Production Deployment/Go-live*: February 21, 2026
- *Post Production*: March 31, 2026

19. *Current IT Project Stage Completion Dates*:

- *Prep and Planning*: August 9, 2025
- *Requirements and Design*: September 27, 2025
- *Develop 2 New Documents in Sandbox and Test*: October 25, 2025
- *Roadmap Development*: December 20, 2025
- *System Testing*: January 10, 2026
- *UAT Support*: January 30, 2026
- *Production Deployment/Go-live*: February 21, 2026
- *Post Production*: March 31, 2026

20. *Explanation for Changes to IT Project Stage Completion Dates*: No Change

IT Project Information Section:

21. *IT Project Scope:* This project will replace the current xPression by OpenText (OT) software used for generating and storing member correspondence. xPression is costly, difficult to modify, limited in formatting options, lacks adequate support, and is technically cumbersome, with no audit function and slow manual processes. Previous upgrades were problematic due to insufficient OT support. In collaboration with DCF and Deloitte, DHS identified requirements for a new platform. Deloitte evaluated vendors, identified three suitable options, and recommended Adobe Experience Manager (AEM). This project will finalize vendor selection, begin the transition, and oversee implementation.

22. *IT Project Deliverables:*

New Document Generation Environment

- Stand up AEM environments for enabling document generation.
- Identify and build two documents, that are currently built in OpenText xPression in the newly set up AEM environment, in the PDF format.
- Integrate necessary software to generate the PDF documents.

Enterprise Content Management (ECF) Processes

- Enhance ECF batch application processes to upload the PDF documents generated in the new environment.

Print and Mail Processes

- Create processes to send the PDF documents for printing and mailing.
- Correspondence Batch Process.
- Enhance the Correspondence Java batch process to track document generation and send notification to current reporting process.

Migration Plan for Existing Documents

- Create a roadmap and timeline for migrating all the remaining correspondence from OpenText xPression into the new on-prem Adobe Experience Manager document generation environment.

Security

- Engage DHS BITS to setup the oversight for Access Control and User Provisioning.
- Integrate the Adobe Experience Manager with the State Division of Enterprise Technology (DET) Entra ID and/or My Wisconsin ID identity store.
- Perform and document the Software Composition Analysis, Static Application Security Testing (SAST) for the code built for Adobe Experience Manager platform.
- Add newly provisioned AEM infrastructure within DET Information Technology Service Management (ITSM) configuration management database.
- Add newly provisioned AEM infrastructure within DHS Security Monitoring processes.

Non-Functional Scope

This section describes additional project scope not related to implementing this solution.

- Create Infrastructure and System Architecture sharable printer friendly diagrams within CARES Enterprise Architecture description platform Abacus.
- Update and reflect the AEM infrastructure within various CARES Enterprise documentation including Server Hardware inventory, Software inventory, Disaster Recovery Plan (DRP), etc.
- Security – Identify and address any security vulnerability introduced with the new changes.
- OpenText xPression Document Generation environment will continue to be supported until all the correspondence has been migrated to the new AEM environment. OpenText xPression Document Generation environment will then be decommissioned.
- Perform security and privacy review and dynamic application security testing to meet agreed upon standards. Coordinate with DHS DES ISS for application security and provide guidance for secure software development.
- Perform load and performance testing and baseline against xPression's performance.
- Visioning sessions with appropriate DHS/DCF business and technical SMEs to identify business need and priority of which notices to modernize first, second, third, etc.
 - Sessions will also support decisions about how to group notices based upon business need.
 - Sessions can also support articulation of when/how to modernize global elements as notices are transitioned.

Engage DET PMO for accessing and resourcing infrastructure staff to establish agency managed application server (AMAS) inventory.

- Assist setting up DCF team with the necessary Client Tools and environment to enable them to generate a couple sample DCF letters on the AEM platform.
- Plan to engage DHS UAT during the software development lifecycle (SDLC) and in the work scope of migrating and converting the State approved two sample letters.
- Perform the technical feasibility assessment to utilize built in Adobe conversion utilities to convert xPression documents to AEM and document the findings which can be leveraged for future document migration activities from xPression to AEM.
- Create a step-by-step development document, while developing the two chosen documents, which can subsequently be referenced while migrating remaining xPression documents to AEM.

23. *IT Project Assumptions:* None.

24. *IT Project Risks and Constraints:* Risk and constraint identification and assessment is ongoing due to the early phase of the project. There are none to share at this time.

25. *Submitted in Other DET Statutory Reports?*

- ☒ No. This project is not listed in the prior Strategic IT Plan or Large, High-Risk IT Project Report.
- ☐ FY 2025 Strategic IT Plan (Submitted to DOA March 1, 2024)
- ☐ FY 2026 Strategic IT Plan (Submitted to DOA March 1, 2025)
- ☐ Large, High-Risk IT Project Report (Submitted to DOA September 2024)
- ☐ Large, High-Risk IT Project Report (Submitted to DOA March 2025)
- ☐ Large, High-Risk IT Project Report (Submitted to DOA September 2025)

26. *Other Information (*Optional*)*: This project was not included on the FY 2026 Strategic IT Plan because the statement of work was not executed, and the timeline was unclear at the time of plan development.

32. CARES: FRA/2025 H.R.1: FoodShare Able-Bodied Adults Without Dependents (ABAWD) Policy Changes

Report Preparation Date (Status as of): 11/17/2025

1. *IT Project Title*: CARES: FRA/2025 H.R.1: FoodShare Able-Bodied Adults Without Dependents (ABAWD) Policy Changes
2. *IT Project Status*: Active
3. *DET Services/Impact*: ☐ Yes ☒ No ☐ TBD
4. *DET Impact Explanation* (Required, if #3 is "Yes". Optional if #3 is "TBD". Skip if #3 is "No".):
5. *Master Lease Funding Amount*: \$0
6. *Original Cost Projection*: \$2,181,112.00
7. *Additional Context for Original Cost Projection (*Optional*)*:
8. *Funding Source & Amount*:
 - ☒ GPR: \$1,090,556.00
 - ☐ PR: \$000,000
 - ☒ FED: \$1,090,556.00
 - ☐ SEG: \$000,000
 - ☐ PR-SEG: \$000,000
 - ☐ Other (Please explain funding source and provide amount):
9. *Current Cost Projection*: \$2,181,112.00
10. *Additional Context for Current Cost Projection (*Optional*)*:
11. *Explanation for Changes to Cost Projection*: No Change
12. *Original Estimated IT Project Start Date*: August 11, 2025
13. *Actual or Current Estimated IT Project Start Date*: August 11, 2025
14. *Explanation for Changes to IT Project Start Date*: No Change

15. *Original Estimated IT Project Completion Date:* March 31, 2026

16. *Current IT Project Completion Date:* March 31, 2026

17. *Explanation for Changes to IT Project Completion Date:* No Change

18. *Original IT Project Stage Completion Dates:*

- *Planning:* August 29, 2025
- *Requirements and Design:* October 24, 2025
- *Construction and Unit/Integration Testing:* January 2, 2026
- *System Testing and Support:* January 23, 2026
- *UAT Support:* February 13, 2026
- *Production Deployment/Go-Live:* February 21, 2026
- *Post Production:* March 31, 2026

19. *Current IT Project Stage Completion Dates:*

- *Planning:* August 29, 2025
- *Requirements and Design:* October 24, 2025
- *Construction and Unit/Integration Testing:* January 2, 2026
- *System Testing and Support:* January 23, 2026
- *UAT Support:* February 13, 2026
- *Production Deployment/Go-Live:* February 21, 2026
- *Post Production:* March 31, 2026

20. *Explanation for Changes to IT Project Stage Completion Dates:* No Change

IT Project Information Section:

21. *IT Project Scope:* This project will update Wisconsin's FoodShare program to comply with new ABAWD eligibility rules from 2025 legislation, adjusting exemption policies in state systems and changing the upper age limit while removing some existing exemptions (homeless, former foster care youth (FFCY), and veterans). Additionally, new exemptions will be introduced for specific groups and the list of allowable work programs for meeting FoodShare work requirements will be revised.

22. *IT Project Deliverables:*

CARES Worker Web (CWW)

- Update CWW terminology to address the upper age limit policy change from 54 to 64.
- Remove exemptions related to homelessness, FFCY, and veterans.
- Update the list of allowable work programs to apply towards FoodShare Work Requirements (FS WR).
- Add new Refugee Assistance Program as an exemption from FoodShare basic work rules.
- Add new exemptions for Indians, Urban Indians, and California Indians.
- Add case comments for new text/email campaign, as needed.
- Add new case documentation for text/email campaign, as needed.

- Update case documentation for existing text/email Time Limited Benefits (TLB) campaign, if needed.

Eligibility and Confirmation

- Increase the age threshold for ABAWDs subject to work requirements from 54 to 64 years of age.
- Lower the exemption age for children in the household from under 18 to under 14. Households will only qualify for this exemption if at least one child in the household is younger than 14 years old.
- Eligibility processes should be enhanced to not give an exemption for Households (HH) related to homelessness, FFCY, and veterans.
- Enhance eligibility process to not establish TLB for a member when a member loses the exemptions until renewal (includes Elderly Simplified Application members).
- New system status when the clock status for a member is set as To-Be-Determined (TB) and could not establish the TLBs.

ACCESS

- Enhance ACCESS modules to reflect the new ABAWD eligibility policies: A maximum of 25 pages and accompanying submission/PDFs will be updated across the following ACCESS modules:
 - Apply for Benefits (AFB)
 - Renew My Benefits (RMB)
 - Report my Changes (RMC)
 - Six Month Report Form (SMRF)
 - Check my Benefits (CMB)
- Enhance ACCESS to stop collecting the following two exemptions:
 - FFCY
 - Veteran status
- Enhance ACCESS to collect responses and new values for the following exemptions:
 - Unfit to work
 - Indians, Urban Indians, and California Indians
 - Refugee Training program participants
 - School Training program participants
 - Allowable work program participants
- Enhance ACCESS submission and PDFs to remove or add language as applicable to address the age limit change and other exemption changes.
- Enhance ACCESS to reflect the new age-related criteria to ensure the correct individuals receive the relevant ABAWD pages when applying for benefits.

Member Communication

- Update communications to potential members to account for the new exemptions (e.g., Urban Indian, Refugee Assistance Program).
- Enhance member communication documents to display the list of exemptions based on a reference table.
- Enhance and/or add member communication to address the age change for ABAWDs.

Text/Email Campaign

- Develop a one-time send to notify members of the age requirement changes and action required of them to maintain their FoodShare benefits.
- Update campaign links in existing TLB campaign to reflect the new exemption changes.

Analytics

- Conduct regression testing for no more than four canned reports.
- Enhance the federal monthly CMS MES Outcomes report to include a measurement for project evaluation.

Non-Functional Scope

- Develop approved system help text, Operations Memos, handbooks, Spanish translations, demos, presentations, and additional support materials for worker training; where applicable, incorporate these changes into the Caseworker Policy Assistant (CPA) tool.
- Security – Perform security and privacy review, static code security testing, and dynamic application security testing to meet agreed upon standards. Coordinate with DHS DES ISS for application security and provide guidance for secure software development.

23. *IT Project Assumptions*: There are none to share at this time.

24. *IT Project Risks and Constraints*: Risk and constraint identification and assessment is ongoing due to the early phase of the project. There are none to share at this time.

25. *Submitted in Other DET Statutory Reports?*

- ☒ No. This project is not listed in the prior Strategic IT Plan or Large, High-Risk IT Project Report.
- ☐ FY 2025 Strategic IT Plan (Submitted to DOA March 1, 2024)
- ☐ FY 2026 Strategic IT Plan (Submitted to DOA March 1, 2025)
- ☐ Large, High-Risk IT Project Report (Submitted to DOA September 2024)
- ☐ Large, High-Risk IT Project Report (Submitted to DOA March 2025)
- ☐ Large, High-Risk IT Project Report (Submitted to DOA September 2025)

26. *Other Information (*Optional*)*: This project was not reported on the FY Strategic IT Plan because this project is a result of federal legislation that was passed in July 2025, after the FY 2026 Strategic IT Plan was developed.

33. CARES: MyWisconsin ID Wave 6

Report Preparation Date (Status as of): 11/17/2025

1. *IT Project Title*: CARES: MyWisconsin ID Wave 6
2. *IT Project Status*: Active
3. *DET Services/Impact*: ☒ Yes ☐ No ☐ TBD
4. *DET Impact Explanation* (Required, if #3 is “Yes”. Optional if #3 is “TBD”. Skip if #3 is “No”.):

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As part of DHS's effort to implement DET's MyWisconsin ID and Microsoft Entra ID Identity and Access Management solutions, DHS will look to DET to provide the following services:

- DET to support the integration of the applications with Microsoft Entra ID for internal users' authentication and MyWisconsin ID for external users' authentication in partnership with DHS and DCF.
- DET to work with DHS on the configuration of an F5 reverse proxy to support application integration with Microsoft Entra ID.
- DET to be responsible for the MyWisconsin ID/Entra ID configuration for Mainframe and Control-D applications.
- DET to support testing of MyWisconsin ID and Microsoft Entra ID for Wave 6 applications.
- DET to provide go-live support and validations, consistent with previous MyWisconsin and Microsoft Entra ID implementations for DHS applications.
- Implementation of MyWisconsin ID and Microsoft Entra ID will impact DET's MyWisconsin ID helpdesk during and after production rollout.

5. *Master Lease Funding Amount:* \$0

6. *Original Cost Projection:* \$2,633,700

7. *Additional Context for Original Cost Projection (*Optional*):* N/A

8. *Funding Source & Amount:*

☒ GPR: \$666,852.71

☐ PR: \$000,000

☒ FED: \$1,879,935.21

☐ SEG: \$000,000

☐ PR-SEG: \$000,000

☒ Other (Please explain funding source and provide amount): \$86,912.08. A portion of this project is allocated to the Department of Children and Families. Their portion is 3.30% for a total of \$86,912.08.

9. *Current Cost Projection:* \$2,633,700

10. *Additional Context for Current Cost Projection (*Optional*):* N/A

11. *Explanation for Changes to Cost Projection:* No Change

12. *Original Estimated IT Project Start Date:* September 8, 2025

13. *Actual or Current Estimated IT Project Start Date:* September 11, 2025

14. *Explanation for Changes to IT Project Start Date:* The kickoff meeting date was adjusted to accommodate participant schedules.

15. *Original Estimated IT Project Completion Date:* July 17, 2026

16. *Current IT Project Completion Date:* July 17, 2026

17. *Explanation for Changes to IT Project Completion Date:* No Change

18. *Original IT Project Stage Completion Dates:*

- *Planning:* September 19, 2025
- *Requirements and Design:* October 31, 2025
- *Construction and Unit/Integration Testing:* February 6, 2026
- *System Testing and Support:* March 6, 2026
- *User Acceptance Testing:* April 3, 2026
- *Production Implementation:* April 12, 2026
- *Post Production/Closeout:* July 17, 2026

19. *Current IT Project Stage Completion Dates:*

- *Planning:* September 19, 2025
- *Requirements and Design:* October 31, 2025
- *Construction and Unit/Integration Testing:* February 6, 2026
- *System Testing and Support:* March 6, 2026
- *User Acceptance Testing:* April 3, 2026
- *Production Implementation:* April 12, 2026
- *Post Production/Closeout:* July 17, 2026

20. *Explanation for Changes to IT Project Stage Completion Dates:* No Change

IT Project Information Section:

21. *IT Project Scope:*

The high-level project scope includes the configuration and integration of CARES Worker Web (CWW), ImageTrust, Electronic Case File (ECF) View, ECF Capture (KTA), Tableau, Control D, and Mainframe applications with MyWisconsin ID and Microsoft Entra ID platform. This will enable authentication for external users via the MyWisconsin ID platform, and internal users (state or agency personnel) via Microsoft Entra ID.

The authentication solution in Microsoft Entra ID and MyWisconsin ID platform will include the implementation of Single Sign-On, Multi-Factor Authentication (MFA), password reset, user registration, and account recovery process through MyWisconsin ID for external users and Microsoft Entra ID for internal users.

22. *IT Project Deliverables:*

Functional Scope

- Design and implement customized user journeys for internal and external users in CWW, ImageTrust, ECF View, ECF Capture (KTA), Tableau, Control D, and Mainframe applications. External users will verify their identity through the Okta powered

MyWisconsin ID, while internal users will verify their identity through the Microsoft Entra ID.

- Develop authentication use cases and test scenarios for external user and internal user authentication processes within MyWisconsin ID and Microsoft Entra ID platforms.
- Create an application rollout strategy and postproduction support.

Non-Functional Scope

- Project Management – Assisting with various aspects of project management, including managing a successful delivery of the project and implementing quality assurance measures.
- Communications and Training – Developing a communication plan, email communications, how-to-guides (Job Aids), and end-user resources to facilitate appropriate notification, tools, and support for affected users as they transition to the new authentication process.
- Complete and submit a Project Request Form for DET to support the Microsoft Entra ID implementation for CARES applications in scope for Wave 6.

23. *IT Project Assumptions:*

- The design option approved in the Wave 3 implementation will be used as the baseline design for the Wave 6 applications. Any modifications to the baseline design will go through the CARES workgroup for review and approval.
- Any modifications to the baseline design for all legacy applications approved in the Wave 3 implementation will be reviewed and approved by the CARES Strategic Workgroup.

24. *IT Project Risks and Constraints:* Risk and constraint identification and assessment is ongoing due to the early phase of the project. There are none to share at this time.

25. *Submitted in Other DET Statutory Reports?*

- ☒ No. This project is not listed in the prior Strategic IT Plan or Large, High-Risk IT Project Report.
- ☐ FY 2025 Strategic IT Plan (Submitted to DOA March 1, 2024)
- ☐ FY 2026 Strategic IT Plan (Submitted to DOA March 1, 2025)
- ☐ Large, High-Risk IT Project Report (Submitted to DOA September 2024)
- ☐ Large, High-Risk IT Project Report (Submitted to DOA March 2025)

26. *Other Information (*Optional*):* This project was excluded from the FY 2026 Strategic IT Plan because the overall DHS MyWisconsin ID Implementation portfolio project on the report covered this work.

34. CARES: ACCESS and MyACCESS Advanced FSET Functionality

Report Preparation Date (Status as of): 11/17/2025

1. *IT Project Title:* ACCESS and MyACCESS Advanced FSET Functionality
2. *IT Project Status:* Active

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3. *DET Services/Impact:* ☐ Yes ☒ No ☐ TBD
4. *DET Impact Explanation (Required, if #3 is “Yes”. Optional if #3 is “TBD”. Skip if #3 is “No”).:* N/A
5. *Master Lease Funding Amount:* \$0
6. *Original Cost Projection:* \$3,090,874.32
7. *Additional Context for Original Cost Projection (*Optional*):*
8. *Funding Source & Amount:*
 - ☒ GPR: \$772,718.58
 - ☐ PR: \$000,000
 - ☐ FED: \$000,000
 - ☐ SEG: \$000,000
 - ☐ PR-SEG: \$000,000
 - ☒ Other (Please explain funding source and provide amount): \$2,318,155.74 FoodShare Employment and Training (FSET) Pledge Funding.
9. *Current Cost Projection:* \$3,090,874.32
10. *Additional Context for Current Cost Projection (*Optional*):* N/A
11. *Explanation for Changes to Cost Projection:* No Change
12. *Original Estimated IT Project Start Date:* July 14, 2025
13. *Actual or Current Estimated IT Project Start Date:* July 22, 2025
14. *Explanation for Changes to IT Project Start Date:* Project kickoff was delayed to accommodate participant availability.
15. *Original Estimated IT Project Completion Date:* July 31, 2026
16. *Current IT Project Completion Date:* July 31, 2026
17. *Explanation for Changes to IT Project Completion Date:* No Change
18. *Original IT Project Stage Completion Dates:*
 - *Planning:* August 6, 2025
 - *Requirements and Design:* November 7, 2025
 - *Construction:* February 20, 2026
 - *System Testing:* May 8, 2026
 - *User Acceptance Testing:* June 12, 2026
 - *Production Deployment/Go-Live:* June 20, 2026
 - *Post Production:* July 31, 2026

19. *Current IT Project Stage Completion Dates:*

- *Planning:* August 6, 2025
- *Requirements and Design:* December 5, 2025
- *Construction:* February 20, 2026
- *System Testing:* May 8, 2026
- *User Acceptance Testing:* June 12, 2026
- *Production Deployment/Go-Live:* June 20, 2026
- *Post Production:* July 31, 2026

20. *Explanation for Changes to IT Project Stage Completion Dates:* Requirements and Design was extended to allow sufficient time for all System Requirements Definition Documents to be reviewed and approved by the right DHS staff.

IT Project Information Section:

21. *IT Project Scope:* Based upon previously conducted research, ACCESS and MyACCESS will be enhanced to allow members to manage their FoodShare Employment and Training (FSET) participation with advanced functionality. This will allow members greater flexibility to report activities and turn in documents at their convenience. They will be able to request appointments and view past and future appointment information. As a whole, greater program participation and compliance will be encouraged and easier to track and achieve.

22. *IT Project Deliverables:*

ACCESS/MyACCESS

Deloitte will update the ACCESS modules to allow the following:

- ACCESS and MyACCESS will display the assigned FSET worker, including contact information for the FSET agency.
- Create an integrated messaging functionality for assigned FSET workers and members to communicate back and forth.
- Add to-do items (CMB dashboard) and/or push notifications (MyACCESS only) to notify the member when a message is available from the FSET worker.
- The member will be able to request FSET appointment(s) and provide their preferred date(s)/time(s), view future appointments, and view past appointments including appointment notes/PIN comments. The FSET worker will schedule the actual FSET appointment(s).
- ACCESS and MyACCESS will display the employment plan, goals, action steps, and assigned activities. Edits to the employment plan must be discussed with a FSET worker and cannot be updated on ACCESS/MyACCESS.
- The Assessment Summary, Employment Assessment, Educations Assessment, Skills Assessment, and Barriers Assessment will be visible to members on ACCESS and MyACCESS but will not be editable. Members will be able to request an appointment with category selected to discuss updates to the assessment.
- ACCESS and MyACCESS to allow members to report participation hours. The member will use the existing Document Submission Module (DSM) to upload documents to

support verification of qualified work activities. Data collected on ACCESS and MyACCESS will match data currently collected on CWW. There will be a new field added for comments on why 80 hours per month was not met, and this text field could be used to help FSET workers determine if good cause hours should be discussed with the member and applied.

- Members will be able to view good cause hours for past weeks but will not be able to request or report good cause hours. Members must contact FSET workers to receive good cause hours. If the FSET worker adds good cause hours, then the member will be able to view those hours in ACCESS/MyACCESS.
- Members will be able to view supportive services and request additional supportive services on ACCESS/MyACCESS. Members will be able to view current supportive services and requested supportive services from ACCESS/MyACCESS, but system will not link to display approved/denied supportive services.
- The Next Steps page on the Apply for benefits (AFB) and Add-a-program (AAP) modules will be updated with read-only information to encourage members to report participation hours timely.
- Data collected on ACCESS and MyACCESS will match data currently collected on CARES Worker Web (CWW).

CARES Worker Web (CWW)

Deloitte will update CWW to integrate the new functionality and establish new workflows for FSET workers:

- Enhance FSET inbox pages to allow workers to view the data collected in ACCESS/MyACCESS from the FSET member.
- Create an integrated messaging functionality system for assigned FSET workers and members to communicate back and forth.
- FSET Inbox changes for the assigned FSET worker to view incoming messages from the member.
- FSET Inbox changes to view reported participation hours and reason why not met (potential good cause description).
- Route incoming FSET participation hours from ACCESS to CWW.
- FSET Inbox changes to view appointment requests.
- FSET Inbox changes to view support services requests.
- Establish new driver flow(s) for the worker to navigate through FSET pages based on inputs from the member.
- Incorporate data pull from CWW and FSET module to display within the MyACCESS and ACCESS CMB module.
- Incorporate data push from MyACCESS and ACCESS CMB module to the CWW inbox.

CARES Worker Web Services (CWW Services)

Deloitte will update CWW Services to support additional functionality:

- Integrations to support FSET participation hours reported on ACCESS and MyACCESS.
- Integrations to CMB refresh Application Program Interfaces (APIs) to view employment plan, goals, action steps, assigned activities, Assessment Summary, Employment Assessment, Educations Assessment, Skills Assessment, Barriers Assessment, participation hours and good cause hours data on ACCESS and MyACCESS.

Publications and Training

Deloitte will develop appropriate correspondence to communicate to members about the FSET functionality in ACCESS/MyACCESS:

- CARES Bulletin
- Updates to Process Help
- Updates to ACCESS User Guide
- 2 ACCESS Help Center Articles
- IMAC Presentation
- CWW Demo Video
- Partner Video and Job Aid

Salesforce Marketing Cloud (SFMC)

Deloitte will create one new text/email campaign using Salesforce Marketing Cloud:

- Create a campaign for head of household to remind members to report their participation hours by the due date determined by DHS, in order to meet their work requirements. This includes up to two nudges of email and SMS.
- Case documentation to track messages in CWW is included for this campaign.
- The campaign will be available in English, Spanish, and Hmong Languages only. More details in assumptions below.

Reporting and Analytics (IMMR)

Deloitte will update Analytics for CARES to support additional functionality:

- Create new FSET user feedback dashboard.
- Enhance CMB usage dashboard to include one new key metric and one new visualization for FSET.
- Enhance SFMC Impact Metrics dashboard to include the SFMC campaign's metrics.

Correspondence

Deloitte will update up to 8 existing correspondences/notices related to FSET to support the additional functionality:

- Existing correspondence and notice for appointment reminders will be updated to add static text on contacting FSET agency regarding the appointment.
- Existing correspondences will be updated related to different channels for the member to view employment plan related information, report participation hours, and request appointments.
- Updates include English and Spanish changes.

Non-Functional Scope

This section describes additional project scope not related to implementing the technical solution.

- Identify and address any security vulnerability introduced with the new changes.
- Perform security and privacy review, static code security testing, and dynamic application security testing to meet agreed upon standards.

23. *IT Project Assumptions:* There are none to share at this time.

24. *IT Project Risks and Constraints*: Risk and constraint identification and assessment is ongoing due to the early phase of the project. There are none to share at this time.

25. *Submitted in Other DET Statutory Reports?*

- ☒ No. This project is not listed in the prior Strategic IT Plan or Large, High-Risk IT Project Report.
- ☐ FY 2025 Strategic IT Plan (Submitted to DOA March 1, 2024)
- ☐ FY 2026 Strategic IT Plan (Submitted to DOA March 1, 2025)
- ☐ Large, High-Risk IT Project Report (Submitted to DOA September 2024)
- ☐ Large, High-Risk IT Project Report (Submitted to DOA March 2025)
- ☐ Large, High-Risk IT Project Report (Submitted to DOA September 2025)

26. *Other Information (*Optional*)*: This project was not included in the FY 2026 Strategic Plan because the project was not known at the time of plan development.

35. CARES: SeniorCare Process Automation and Correspondence Modernization

Report Preparation Date (Status as of): 11/17/2025

1. *IT Project Title*: CARES: SeniorCare Process Automation and Correspondence Modernization
2. *IT Project Status*: Active
3. *DET Services/Impact*: ☒ Yes ☐ No ☐ TBD
4. *DET Impact Explanation (Required, if #3 is “Yes”. Optional if #3 is “TBD”. Skip if #3 is “No”).*: DET provides support for CARES projects during the latter stages of the Software Development Life cycle by deploying Enterprise Archive (EAR) files from User Acceptance Testing (UAT) to Training (TRN) and Production (PRD). Additionally, DET assists in recycling servers as needed following duration (DUR) or reference table changes.
5. *Master Lease Funding Amount*: \$0
6. *Original Cost Projection*: \$4,120,287.00
7. *Additional Context for Original Cost Projection (*Optional*)*:
8. *Funding Source & Amount*:
 - ☒ GPR: \$2,597,840.95
 - ☐ PR: \$000,000
 - ☒ FED: \$1,522,446.05
 - ☐ SEG: \$000,000
 - ☐ PR-SEG: \$000,000
 - ☐ Other (Please explain funding source and provide amount):

9. *Current Cost Projection:* \$4,120,287.00
10. *Additional Context for Current Cost Projection (*Optional*):* N/A
11. *Explanation for Changes to Cost Projection:* No Change
12. *Original Estimated IT Project Start Date:* July 7, 2025
13. *Actual or Current Estimated IT Project Start Date:* August 1, 2025
14. *Explanation for Changes to IT Project Start Date:* Project kickoff was delayed to accommodate participant availability.
15. *Original Estimated IT Project Completion Date:* July 31, 2026
16. *Current IT Project Completion Date:* July 31, 2026
17. *Explanation for Changes to IT Project Completion Date:* No Change
18. *Original IT Project Stage Completion Dates:*
 - *Planning:* August 15, 2025
 - *Requirements and Design:* December 26, 2025
 - *Construction:* March 6, 2026
 - *System Testing:* May 1, 2026
 - *User Acceptance Testing:* June 12, 2026
 - *Production Deployment/Go-Live:* June 20, 2026
 - *Post-Production:* July 31, 2026
19. *Current IT Project Stage Completion Dates:*
 - *Planning:* August 15, 2025
 - *Requirements and Design:* December 26, 2025
 - *Construction:* March 6, 2026
 - *System Testing:* May 1, 2026
 - *User Acceptance Testing:* June 12, 2026
 - *Production Deployment/Go-Live:* June 20, 2026
 - *Post-Production:* July 31, 2026
20. *Explanation for Changes to IT Project Stage Completion Dates:* No Change

IT Project Information Section:

21. *IT Project Scope:* This project aims to redesign and modernize the SeniorCare Application and Renewal paper form as well as redesign and modernize SeniorCare correspondences for better member communication and notification. In addition, this project will implement several CARES Worker Web (CWW) system enhancements and automations to improve the worker experience and streamline SeniorCare application and renewal processing.

22. IT Project Deliverables:

SeniorCare Application and Renewal Paper Forms

- Redesign the SeniorCare Application and Renewal paper forms to add/remove/update new data elements as determined by DHS. New SeniorCare Application/Renewal forms should be Intelligent Optical Character Recognition (iOCR) compatible to allow extraction for application/renewal information provided by the member. Implement system enhancements to store SeniorCare Application and Renewals forms in Electronic Case Files (ECF).

Intelligent Document Processing

- Implement Intelligent Document Processing functionality to systematically extract data from scanned SeniorCare Application and Renewal forms.

CWW

- Enhance CWW pages such as SeniorCare Application, SeniorCare Renewal, SeniorCare Information, SeniorCare Budget to implement application and renewal processing automation.
- Enhance the Authorized Representative page and processes to allow using same authorized representative across all programs.

Auto-Eligibility and Confirmation

- Enhance the SeniorCare Auto-Update process to automatically run and confirm SeniorCare eligibility based on defined business rules.

Eligibility

- Enhance SeniorCare eligibility processes by incorporating new fields collected and updating eligibility rules in accordance with DHS policy change.

Member Communications

- Enhance SeniorCare Pre-Printed Renewal Form (PPRF) processes to populate the relevant information in the redesigned PPRF form.
- Implement system enhancements to modernize and redesign SeniorCare Client Correspondences.
- Implement enhancements to the verification checklist process to allow SeniorCare program to pend for signature and other fields as per the SeniorCare policy rules.
- Implement the preview functionality for applicable SeniorCare Client Correspondences.

Batch Processes Enhancements

- Enhance Alert processes to set SeniorCare alerts appropriately.
- Implement enhancements to follow Cost-of-Living Adjustment (COLA) / Federal Poverty Level (FPL) processes used for Medicaid Purchase Plan (MAPP) / Medicare Savings Program (MSP) to maintain eligibility until new FPL numbers for the following year are received (i.e., Freeze income and do not negatively impact benefits until next renewal).

Non-Functional Scope

- Security – Identify and address any security vulnerability introduced with the new changes.
- Develop approved system help text, operations memos, handbooks, Spanish translation, and additional support for worker training.
- Perform security and privacy review, static code security testing, and dynamic application security testing to meet agreed upon standards.
- Coordinate with DHS to gather feedback on correspondence mock-ups from community partners and/or SeniorCare members, if possible.

23. *IT Project Assumptions*: There are none to share at this time.

24. *IT Project Risks and Constraints*: Risk and constraint identification and assessment is ongoing due to the early phase of the project. There are none to share at this time.

25. *Submitted in Other DET Statutory Reports?*

- ☒ No. This project is not listed in the prior Strategic IT Plan or Large, High-Risk IT Project Report.
- ☐ FY 2025 Strategic IT Plan (Submitted to DOA March 1, 2024)
- ☐ FY 2026 Strategic IT Plan (Submitted to DOA March 1, 2025)
- ☐ Large, High-Risk IT Project Report (Submitted to DOA September 2024)
- ☐ Large, High-Risk IT Project Report (Submitted to DOA March 2025)
- ☐ Large, High-Risk IT Project Report (Submitted to DOA September 2025)

26. *Other Information (*Optional*)*: This project was not included in the FY 2026 Strategic Plan because the project was not confirmed at the time of report drafting.

36. CARES: IMS Screens Decommission: Eligibility Overrides and CTS Manual Issuance

Report Preparation Date (Status as of): 11/17/2025

1. *IT Project Title*: CARES: IMS Screens Decommission: Eligibility Overrides and CTS Manual Issuance
2. *IT Project Status*: Active
3. *DET Services/Impact*: ☐ Yes ☐ No ☒ TBD
4. *DET Impact Explanation* (Required, if #3 is “Yes”. Optional if #3 is “TBD”. Skip if #3 is “No”.): N/A
5. *Master Lease Funding Amount*: \$0
6. *Original Cost Projection*: \$1,671,701.00
7. *Additional Context for Original Cost Projection (*Optional*)*:
8. *Funding Source & Amount*:

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☒ GPR: \$580,916.10

☐ PR: \$000,000

☒ FED: \$1,038,795.00

☐ SEG: \$000,000

☐ PR-SEG: \$000,000

☒ Other (Please explain funding source and provide amount): \$51,989.90. A portion of this project is allocated to the Department of Children and Families. Their portion is 3.11% for a total of \$51,989.90.

9. *Current Cost Projection:* \$1,671,701.00

10. *Additional Context for Current Cost Projection (*Optional*):* N/A

11. *Explanation for Changes to Cost Projection:* No Change

12. *Original Estimated IT Project Start Date:* August 4, 2025

13. *Actual or Current Estimated IT Project Start Date:* August 14, 2025

14. *Explanation for Changes to IT Project Start Date:* Project kickoff was delayed to accommodate participant availability.

15. *Original Estimated IT Project Completion Date:* July 31, 2026

16. *Current IT Project Completion Date:* July 31, 2026

17. *Explanation for Changes to IT Project Completion Date:* No Change

18. *Original IT Project Stage Completion Dates:*

- *Planning:* August 29, 2025
- *Requirements and Design:* January 23, 2026
- *Construction:* April 3, 2026
- *System Testing:* May 8, 2026
- *User Acceptance Testing:* June 12, 2026
- *Production Deployment/Go-Live:* June 20, 2026
- *Post Production:* July 31, 2026

19. *Current IT Project Stage Completion Dates:*

- *Planning:* August 29, 2025
- *Requirements and Design:* January 23, 2026
- *Construction:* April 3, 2026
- *System Testing:* May 8, 2026
- *User Acceptance Testing:* June 12, 2026
- *Production Deployment/Go-Live:* June 20, 2026
- *Post Production:* July 31, 2026

20. *Explanation for Changes to IT Project Stage Completion Dates:* No Change

IT Project Information Section:

21. *IT Project Scope:* Of the 569 IMS Mainframe screens still in use, 27 are critical to DHS operations and require modernization or retrofitting, including 12 Caretaker Supplement (CTS) Manual Issuance and other override screens that support CTS manual issuance, overrides, and assistance group (AG)/eligibility functions. The project's main goals are to ensure technology compliance with the DET mandate to decommission all IMS Mainframe screens by June 2026 and to create a seamless experience for state workers by streamlining these functions into CARES Worker Web (CWW).

22. *IT Project Deliverables:*

CWW

- The newly developed CWW pages will replace the existing Eligibility Override and CTS Manual Issuance Mainframe screens to allow state staff to override eligibility results, view eligibility history, view/override premium/Cost Share, benefit information in CWW. Enhance CWW pages to add the page, programs, field level intelligence, record navigator and history navigator for eligibility override and manual issuance functionality. The following screens will be modernized to CWW as part of this project:
 - Override Assistance Group Eligibility (AGOE)
 - Override Individual Eligibility Results (AIOE)
 - Query Assistance Group Eligibility Override History (AQOE)
 - Query Individual Override History (AQOI)
 - Eligibility Override Menu (MNOR)
 - Caretaker Supplement Interface Menu (MNCX)
 - Collect Caretaker Supplement Manual Payment Information (ACMP)
 - View CTS Grant Amount Interface (CPRG)
 - CTS Retroactive Benefits (CPRB)
 - Override CTS Earned Income Disregard Information (AICE)
 - Override Lump Sum Ineligibility Information (AILS)
 - Record Quality Control Sanction Information (AIQC)
- In addition, the above-mentioned Mainframe screens will be fully decommissioned for worker usage.

Non-Functional Scope

- Security – Identify and address any security vulnerability introduced with the new changes.
- Develop approved system help text, operations memos, handbooks, Spanish translation, and additional support for worker training.
- Perform security and privacy review, static code security testing, and dynamic application
- Security testing to meet agreed upon standards.

23. *IT Project Assumptions:* There are none to share at this time.
24. *IT Project Risks and Constraints:* Risk and constraint identification and assessment is ongoing due to the early phase of the project. There are none to share at this time.
25. *Submitted in Other DET Statutory Reports?*
- ☒ No. This project is not listed in the prior Strategic IT Plan or Large, High-Risk IT Project Report.
 - ☐ FY 2025 Strategic IT Plan (Submitted to DOA March 1, 2024)
 - ☐ FY 2026 Strategic IT Plan (Submitted to DOA March 1, 2025)
 - ☐ Large, High-Risk IT Project Report (Submitted to DOA September 2024)
 - ☐ Large, High-Risk IT Project Report (Submitted to DOA March 2025)
 - ☐ Large, High-Risk IT Project Report (Submitted to DOA September 2025)
26. *Other Information (*Optional*):* This project was not included in the FY 2026 Strategic Plan because the project was not confirmed at the time of plan development.

37. CARES: Food Benefit Replacement Monitoring and Notification Changes

Report Preparation Date (Status as of): 11/17/2025

1. *IT Project Title:* CARES: Food Benefit Replacement Monitoring and Notification Changes
2. *IT Project Status:* Active
3. *DET Services/Impact:* ☐ Yes ☐ No ☒ TBD
4. *DET Impact Explanation (Required, if #3 is “Yes”. Optional if #3 is “TBD”. Skip if #3 is “No”).:* N/A
5. *Master Lease Funding Amount:* \$0
6. *Original Cost Projection:* \$1,493,906.00
7. *Additional Context for Original Cost Projection (*Optional*):*
8. *Funding Source & Amount:*
 - ☒ GPR: \$746,953.00
 - ☐ PR: \$000,000
 - ☒ FED: \$746,953.00
 - ☐ SEG: \$000,000
 - ☐ PR-SEG: \$000,000
 - ☐ Other (Please explain funding source and provide amount):
9. *Current Cost Projection:* \$1,493,906.00
10. *Additional Context for Current Cost Projection (*Optional*):* N/A

11. *Explanation for Changes to Cost Projection:* No Change
12. *Original Estimated IT Project Start Date:* October 20, 2025
13. *Actual or Current Estimated IT Project Start Date:* November 3, 2025
14. *Explanation for Changes to IT Project Start Date:* The project start date was delayed to allow additional time for the Statement of Work to be executed.
15. *Original Estimated IT Project Completion Date:* July 31, 2026
16. *Current IT Project Completion Date:* July 31, 2026
17. *Explanation for Changes to IT Project Completion Date:* No Change
18. *Original IT Project Stage Completion Dates:*
 - *Planning:* November 28, 2025
 - *Requirements and Design:* February 20, 2026
 - *Construction:* April 14, 2026
 - *System Testing:* May 15, 2026
 - *User Acceptance Testing:* June 12, 2026
 - *Production Deployment/Go-Live:* June 20, 2026
 - *Post-Production:* July 31, 2026
19. *Current IT Project Stage Completion Dates:*
 - *Planning:* November 28, 2025
 - *Requirements and Design:* February 20, 2026
 - *Construction:* April 14, 2026
 - *System Testing:* May 15, 2026
 - *User Acceptance Testing:* June 12, 2026
 - *Production Deployment/Go-Live:* June 20, 2026
 - *Post-Production:* July 31, 2026
20. *Explanation for Changes to IT Project Stage Completion Dates:* No Change

IT Project Information Section:

21. *IT Project Scope:* The goal of this project is to streamline the process for agencies to receive, track, and process food benefit replacement requests for FoodShare and Summer EBT and to improve processing efficiencies, member notification and experience, and processing timeliness in conjunction with compliance requirements.
22. *IT Project Deliverables:*
 - CARES Worker Web (CWW)

- To better support agency staff in tracking and processing replacement requests for FoodShare and Summer EBT benefits, improvements will be made to 6-10 CWW pages. These pages include, but are not limited to, the CWW Home page, the Workload Dashboard, the Work Item Search and corresponding pages, the Food Benefit Replacement Request page, and the FoodShare Supplement Management page. The improvements will:
 - Create a new Work Item category and integrate it within the existing Workload Dashboard framework that currently supports Applications and Renewal timelines.
 - Enhance the existing Workload Dashboard to integrate the Food Benefit Replacement Request Work Item.
 - Enhance the Work Item Search functionality to allow workers to search for replacement requests.
 - Enhance CWW pages to reflect Work Item status based on the workflow.
 - Define appropriate Action Items for case workers to align with the new Alert Administration framework, as needed.
 - Update existing or create new supplement reason codes that are used to approve or deny FoodShare and Summer EBT benefit replacement requests.

Webservices

- Enhance existing CWW webservice to create the food benefit replacement request Work Item in the Workload Dashboard.

Member Communication

- Enhance existing correspondences/summary PDFs related to Food Benefit Replacement to provide households with more detailed information explaining why a member is receiving partial replacement benefits, thereby reducing the need for additional call center inquiries.

ACCESS

- Update static text on Food Replacement Benefit Request pages in ACCESS Check My Benefits (CMB).

Analytics and Reporting

- Enhance one existing canned report (Daily Operations Dashboard) to reflect workload for FoodShare benefit replacement requests. Conduct regression testing for up to nine existing reports to validate data flow for new FoodShare supplement reason codes, work items, and/or action items.

Non-Functional Scope

- Develop approved system help text, Operations Memos, handbooks, Spanish translations, demos, presentations and additional support materials for worker training. Where applicable, incorporate these changes into the Caseworker Policy Assistant (CPA) tool.
- Perform security and privacy review, static code security testing, and dynamic application security testing to meet agreed upon standards.

23. *IT Project Assumptions*: There are none to share at this time.
24. *IT Project Risks and Constraints*: Risk and constraint identification and assessment is ongoing due to the early phase of the project. There are none to share at this time.
25. *Submitted in Other DET Statutory Reports?*
- ☒ No. This project is not listed in the prior Strategic IT Plan or Large, High-Risk IT Project Report.
 - ☐ FY 2025 Strategic IT Plan (Submitted to DOA March 1, 2024)
 - ☐ FY 2026 Strategic IT Plan (Submitted to DOA March 1, 2025)
 - ☐ Large, High-Risk IT Project Report (Submitted to DOA September 2024)
 - ☐ Large, High-Risk IT Project Report (Submitted to DOA March 2025)
 - ☐ Large, High-Risk IT Project Report (Submitted to DOA September 2025)
26. *Other Information (*Optional*)*: This project was not included in the FY 2026 Strategic Plan because the project was not known at the time of plan development.

38. CARES: Accessibility Changes to ACCESS/MyACCESS for Confidential Cases

Report Preparation Date (Status as of): 11/17/2025

1. *IT Project Title*: CARES: Accessibility Changes to ACCESS/MyACCESS for Confidential Cases
2. *IT Project Status*: Active
3. *DET Services/Impact*: ☐ Yes ☒ No ☐ TBD
4. *DET Impact Explanation* (Required, if #3 is “Yes”. Optional if #3 is “TBD”. Skip if #3 is “No”.): N/A
5. *Master Lease Funding Amount*: \$0
6. *Original Cost Projection*: \$886,234.00
7. *Additional Context for Original Cost Projection (*Optional*)*:
8. *Funding Source & Amount*:
 - ☒ GPR: \$302,592.77
 - ☐ PR: \$000,000
 - ☒ FED: \$776,598.45
 - ☐ SEG: \$000,000
 - ☐ PR-SEG: \$000,000

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☒ Other (Please explain funding source and provide amount): \$29,771.78. A portion of this project is allocated to the Department of Children and Families. Their portion is 2.53% for original scope and 3.30% for new scope and a total of \$29,771.78.

9. *Current Cost Projection*: \$1,108,963.00

10. *Additional Context for Current Cost Projection (*Optional*)*: N/A

11. *Explanation for Changes to Cost Projection*: The cost projection for this project changed due to increase in scope from the original Statement of Work (SOW). For details of the scope change see the scope section below.

12. *Original Estimated IT Project Start Date*: August 5, 2024

13. *Actual or Current Estimated IT Project Start Date*: November 5, 2025

14. *Explanation for Changes to IT Project Start Date*: The timeline for this project was adjusted to accommodate higher-priority initiatives that emerged.

15. *Original Estimated IT Project Completion Date*: December 13, 2025

16. *Current IT Project Completion Date*: July 17, 2026

17. *Explanation for Changes to IT Project Completion Date*: The timeline for this project was adjusted to accommodate higher-priority initiatives that emerged.

18. *Original IT Project Stage Completion Dates*:

- *Planning/Initiation*: August 5, 2024
- *Production Deployment/Go-Live*: October 18, 2025
- *Post Production*: December 13, 2025

19. *Current IT Project Stage Completion Dates*:

- *Initiation*: November 5, 2025
- *Planning*: November 17, 2025
- *Requirements and Design*: January 16, 2026
- *Construction and Unit/Integration Testing*: March 13, 2026
- *System Testing and Support*: May 1, 2026
- *User Acceptance Testing*: June 5, 2026
- *Production Deployment/Go-Live*: June 20, 2026
- *Post Production*: July 17, 2026

20. *Explanation for Changes to IT Project Stage Completion Dates*: The timeline for this project was adjusted to accommodate higher-priority initiatives that emerged.

IT Project Information Section:

21. *IT Project Scope:* This project updates the system to allow members with confidential cases to have the ability to use ACCESS or MyACCESS. The changes would include updates to system functionality to allow members of confidential cases to have the same access that members of non-confidential cases currently have for their confidential case (i.e., information about their eligibility, online correspondences, report changes, submit documents, apply for and renew benefits, Health Maintenance Organization (HMO) selection, premium payment options, etc.).

22. *IT Project Deliverables:*

ACCESS Scope

- Create the following new components, set to be applied to all programs in ACCESS, to incorporate into the existing modernized ACCESS Apply for Benefits (AFB) process:
 - Enable members of confidential cases to link their confidential case to their ACCESS account. Remove validations from ACCESS and CARES Worker Web (CWW) services to block these users from viewing case data.
 - Update ACCESS Check My Benefits (CMB) Dashboard to notify members that they belong to a confidential case.
 - Enable sub-modules so they are available to confidential cases per business requirements. Sub-modules include Document Submission Module (DSM), Health Maintenance Organization (HMO), e-payments, Add A Program (AAP), Review My Benefits (RMB), Report My Changes (RMC), and Six-Month Renewal Form (SMRF).
 - Update ACCESS dashboard or account settings to inform ACCESS users what other users have access to their case. This functionality can also be made to non-confidential cases.
 - Update ACCESS PDFs such as RMB, AAP, RMC, SMRF Submission PDFs to include a confidential case indicator or watermark.
 - Create an ACCESS Help Article explaining how members of confidential cases can use ACCESS.
 - Enhance ACCESS to include an 'On'/'Off' switch for all confidential cases so that confidential cases access to ACCESS may be easily controlled. Deloitte will set this parameter and control confidential case viewing within ACCESS. If turned off, confidential cases will no longer be able to utilize ACCESS while turned off.

CWW Services

- Enhance CWW services to update Application Programming Interfaces (APIs) to allow confidential case data to be loaded into ACCESS.
- Updates to Process Help and CARES Bulletin to inform workers of change.

Salesforce Marketing Cloud

- Include a one-time campaign in three languages (Spanish, English, and Hmong) to head of households of current confidential cases to inform the user groups that ACCESS has been updated for them to utilize the website and explain what functionalities on ACCESS they can now use.

CARES Worker Web (CWW)

- Enhance CWW so IM workers, by each case or PIN, may enable or disable access to ACCESS. If disabled on CWW, the individual will not be able to login via ACCESS.

MyACCESS Scope

- Enable confidential cases to login through MyACCESS.

IMMR / Analytics

- Enhance the federal monthly Centers for Medicare and Medicaid Services (CMS) MES Outcomes report to include a measurement for project evaluation.

Solution Non-Functional Scope

- For modules built on Salesforce, the following system requirements are within scope:
 - The system will be implemented in Salesforce, a secure web-based solution compatible with the most common browsers; Google Chrome, Mozilla Firefox, Apple Safari, and Microsoft Edge (Chromium).
 - Develop/configure solution in alignment with Section 508 accessibility standards.
 - The ACCESS website and modules within scope will be available in English and Spanish.
- For modules built on Salesforce, the following integration requirements are within scope:
 - Service Integrations between Salesforce and IBM Integration Bus. CARES integration will be routed through IBM Integration Bus.
 - Existing Integrations to store PDF documents within ECF.
- Security
 - Configure security in alignment with DHS enterprise security requirements and CMS Minimum Acceptable Risk Standards for Exchanges (MARS-E) guidelines.
 - Conduct Static Application Security Testing (SAST) to identify and remediate source code vulnerabilities before code deployment to production environment.
 - Perform Dynamic Application Security Testing (DAST) to identify and remediate functional security vulnerabilities and other security bugs not identified in the source code review.
 - Perform a Security Configuration Review and Architecture Design Review to identify security flaws in the application design and configuration settings.
 - Conduct security threat modelling to proactively identify security gaps in the solution and determine mitigation approach.
 - Conduct Role Based Access Control assessment based on least privilege principles.
 - Perform data classification and support encryption of sensitive data.
 - Create security use cases to cover end-to-end security testing, aligning with MARS-E and DHS ISS business requirements.
 - Coordinate a security kickoff call to walkthrough the secure Software Development Lifecycle (SDLC) process and project dependencies.

23. *IT Project Assumptions:* There are none to share at this time.

24. *IT Project Risks and Constraints:* Risk and constraint identification and assessment is ongoing due to the early phase of the project. There are none to share at this time.

25. *Submitted in Other DET Statutory Reports?*

- ☒ No. This project is not listed in the prior Strategic IT Plan or Large, High-Risk IT Project Report.
- ☐ FY 2025 Strategic IT Plan (Submitted to DOA March 1, 2024)
- ☐ FY 2026 Strategic IT Plan (Submitted to DOA March 1, 2025)
- ☐ Large, High-Risk IT Project Report (Submitted to DOA September 2024)
- ☐ Large, High-Risk IT Project Report (Submitted to DOA March 2025)
- ☐ Large, High-Risk IT Project Report (Submitted to DOA September 2025)

26. *Other Information (*Optional*)*: This was not reported on the FY 2026 Strategic IT Plan because the project dates were unknown at the time the report was drafted.

39. CARES: MyWisconsin ID Wave 7

Report Preparation Date (Status as of): 11/17/2025

1. *IT Project Title*: CARES: MyWisconsin ID Wave 7
2. *IT Project Status*: Active
3. *DET Services/Impact*: ☐ Yes ☐ No ☒ TBD
4. *DET Impact Explanation* (Required, if #3 is “Yes”. Optional if #3 is “TBD”. Skip if #3 is “No”.):
5. *Master Lease Funding Amount*: \$0
6. *Original Cost Projection*: \$5,303,956.00
7. *Additional Context for Original Cost Projection (*Optional*)*:
8. *Funding Source & Amount*:
 - ☒ GPR: \$1,342,961.65
 - ☐ PR: \$000,000
 - ☒ FED: \$3,785,963.80
 - ☐ SEG: \$000,000
 - ☐ PR-SEG: \$000,000
 - ☒ Other (Please explain funding source and provide amount): \$175,030.55. A portion of this project is allocated to the Department of Children and Families. Their portion is 3.30% for a total of \$175,030.55.
9. *Current Cost Projection*: \$5,303,956.00
10. *Additional Context for Current Cost Projection (*Optional*)*: N/A

11. *Explanation for Changes to Cost Projection:* No Change
12. *Original Estimated IT Project Start Date:* September 26, 2025
13. *Actual or Current Estimated IT Project Start Date:* September 26, 2025
14. *Explanation for Changes to IT Project Start Date:* No Change
15. *Original Estimated IT Project Completion Date:* October 16, 2026
16. *Current IT Project Completion Date:* October 16, 2026
17. *Explanation for Changes to IT Project Completion Date:* No Change
18. *Original IT Project Stage Completion Dates:*
 - *Planning:* October 3, 2025
 - *Requirements and Design:* January 9, 2026
 - *Construction:* May 22, 2026
 - *System Testing:* July 6, 2026
 - *User Acceptance Testing:* August 17, 2026
 - *Production Deployment/Go-Live:* August 29, 2026
 - *Post-Production:* October 16, 2026
19. *Current IT Project Stage Completion Dates:*
 - *Planning:* October 3, 2025
 - *Requirements and Design:* January 9, 2026
 - *Construction:* May 22, 2026
 - *System Testing:* July 6, 2026
 - *User Acceptance Testing:* August 17, 2026
 - *Production Deployment/Go-Live:* August 29, 2026
 - *Post-Production:* October 16, 2026
20. *Explanation for Changes to IT Project Stage Completion Dates:* No Change

IT Project Information Section:

21. *IT Project Scope:* The project will configure and integrate ACCESS Salesforce, MyACCESS Mobile, and ACCESS for Partner and Provider Portal applications with MyWisconsin ID and MS Entra ID, enabling authentication for external users via MyWisconsin ID and internal users via MS Entra ID.
22. *IT Project Deliverables:*

ACCESS/MyACCESS Entry Points

- Design and implement modernized login and account creation experiences through MyWisconsin ID and MS Entra ID Implementation for the following user types for ACCESS:

- Existing members
 - New applicants
 - Providers
 - Partners
 - Enrollment Brokers
- Design and implement modernized login and account creation experiences through MyWisconsin ID and MS Entra ID for the following user types in the MyACCESS mobile application. During the requirements and design phase, we will validate the existing MyACCESS biometrics functionality to determine if additional customization is required to support features such as FaceID, TouchID, and Android Fingerprints for existing members and new members.
- Modernized login, account creation, and account management to include:
 - When users are redirected to MyWisconsin ID and/or MS Entra ID, they will be prompted to enter their email, password, and complete multifactor authentication.
 - Upon successful authentication, MyWisconsin ID will return users to the appropriate page within the ACCESS Salesforce or MyACCESS mobile application. The MyACCESS mobile application will sunset existing pages for login, account creation, password reset, reset security questions, and account management as these will now exist through MyWisconsin ID and/or MS Entra ID.
- Modify the ACCESS account creation and 'Apply for Benefits' welcome screens, integrating new MyWisconsin ID and MS Entra ID redirects where appropriate. Deloitte will update ACCESS Provider Portal (APP) provider management functions including adding or removing users within the provider organization directly from APP.
- Deloitte will design new screens for ACCESS/MyACCESS login experience for users. These same login screens will be impacted by the ACCESS Guest Registration project and the two should be considered holistically from a design perspective to allow for an intuitive and seamless design for users logging in with MyWisconsinID requirements, as well as those users submitting an application with a guest registration.
- Deloitte will create an initial draft copy and copy decks for the ACCESS/MyACCESS MyWisconsinID login experience.
- Deloitte will create a prototype of the ACCESS/MyACCESS user experience design for users logging in to ACCESS/MyACCESS with their MyWisconsinID credentials.

ACCESS/MyACCESS Communication

- Deloitte will update ACCESS banners on Salesforce ACCESS, notifying users prior to go-live that they will need to create new accounts, the time that the banner will be visible will be confirmed in the design phase.
- Deloitte will update banners on APP, notifying users prior to go-live that they will need to create new accounts. Additional messaging, identified during the design and implementation phase, will be updated in the APP banner prior to go-live.
- Deloitte will update banners on MyACCESS, notifying users prior to go-live that they will need to create new accounts.
- Deloitte will update ACCESS Help Center articles to align with the updated account creation, login, and troubleshooting messaging.

Salesforce Marketing Cloud (SFMC) Messaging

- Deloitte will send up to two one-time messages and one campaign (text/email) to support MyWisconsin ID change management and communications.
- Deloitte will design dynamic content in SFMC for each email and SMS touchpoint, including elements such as the body, subject line, pre-header, and other relevant components. Deloitte will create content in English, Spanish, and Hmong for these outreaches. Each campaign will have its own set of content.

Scalability & Performance Validation

- Deloitte will define capacity thresholds and establish monitoring/alerting procedures for Salesforce limits and Okta integration performance, with DHS.

Analytics and Reporting

- Enhance ACCESS Account Activity dashboard in Analytics for CARES to accurately reflect the number of ACCESS accounts by login paths.
- Enhance Centers for Medicare and Medicaid Services (CMS) MES Outcomes report to include a measurement for project evaluation.
- Provide report of analysis of login success rates and solution adoption.

23. *IT Project Assumptions:* It is assumed that impact reporting is not required for SFMC messages, as they are not intended to be recurring nudges. The messaging will consist of proactive communications to members regarding how changes to their ACCESS sign-in will affect their user experience. After a defined period, ongoing communications of this nature are not anticipated.

24. *IT Project Risks and Constraints:* Risk and constraint identification and assessment is ongoing due to the early phase of the project. There are none to share at this time.

25. *Submitted in Other DET Statutory Reports?*

- ☒ No. This project is not listed in the prior Strategic IT Plan or Large, High-Risk IT Project Report.
- ☐ FY 2025 Strategic IT Plan (Submitted to DOA March 1, 2024)
- ☐ FY 2026 Strategic IT Plan (Submitted to DOA March 1, 2025)
- ☐ Large, High-Risk IT Project Report (Submitted to DOA September 2024)
- ☐ Large, High-Risk IT Project Report (Submitted to DOA March 2025)
- ☐ Large, High-Risk IT Project Report (Submitted to DOA September 2025)

26. *Other Information (*Optional*):* This project was excluded from the FY 2026 Strategic IT Plan because the overall DHS MyWisconsin ID Implementation portfolio project on the report covered this work.

40. CARES: Administrative Renewals and Coverage Transitions at Renewal

Report Preparation Date (Status as of): 11/17/2025

1. *IT Project Title:* CARES: Administrative Renewals and Coverage Transitions at Renewal
2. *IT Project Status:* Active

3. *DET Services/Impact:* ☐ Yes ☐ No ☒ TBD
4. *DET Impact Explanation (Required, if #3 is “Yes”. Optional if #3 is “TBD”. Skip if #3 is “No”).:*
5. *Master Lease Funding Amount:* \$0
6. *Original Cost Projection:* \$5,430,458.00
7. *Additional Context for Original Cost Projection (*Optional*):*
8. *Funding Source & Amount:*
 - ☒ GPR: \$621,244.59
 - ☐ PR: \$000,000
 - ☒ FED: \$4,809,213.41
 - ☐ SEG: \$000,000
 - ☐ PR-SEG: \$000,000
 - ☐ Other (Please explain funding source and provide amount):
9. *Current Cost Projection:* \$5,430,458.00
10. *Additional Context for Current Cost Projection (*Optional*):* N/A
11. *Explanation for Changes to Cost Projection:* No Change
12. *Original Estimated IT Project Start Date:* November 10, 2025
13. *Actual or Current Estimated IT Project Start Date:* November 14, 2025
14. *Explanation for Changes to IT Project Start Date:* Project kickoff was delayed to accommodate participant availability.
15. *Original Estimated IT Project Completion Date:* January 9, 2027
16. *Current IT Project Completion Date:* January 9, 2027
17. *Explanation for Changes to IT Project Completion Date:* No Change
18. *Original IT Project Stage Completion Dates:*
 - *Planning/Initiation:* November 10, 2025
 - *Production Deployment/Go-Live:* October 24, 2026
 - *Post-Production:* January 9, 2027
19. *Current IT Project Stage Completion Dates:*
 - *Initiation:* November 14, 2025
 - *Planning/Initiation:* November 30, 2025

- *Requirements and Design*: March 29, 2026
- *Construction and Unit/Integration Testing*: July 26, 2026
- *System Testing and Support*: September 6, 2026
- *User Acceptance Testing*: October 11, 2026
- *Production Deployment/Go-Live*: October 24, 2026
- *Post-Production*: January 9, 2027

20. *Explanation for Changes to IT Project Stage Completion Dates*: Project kickoff was delayed to accommodate participant availability.

IT Project Information Section:

21. *IT Project Scope*: The fundamental goal of this project is to ensure compliance with federal requirements on ex parte renewals and coverage transitions. Centers for Medicare and Medicaid Services (CMS) requires states come into compliance with all renewal requirements by December 31, 2026. CMS has indicated their requirements are intended to ensure timely enrollment of eligible children, reduce gaps in coverage, and make the transition process more seamless (efficient, effective, and accurate enrollment and transitions).

22. *IT Project Deliverables*:

CARES Worker Web (CWW)

- Enhance health care budget pages in CWW to indicate if the income calculation is based on member reported income or data exchange information.
- Develop new pages in CWW to display data exchange information returned during administrative renewal processing.
- Enhance the Case Summary and Pre-printed Renewal Form (PPRF) PDFs to include data exchange information.

Eligibility

- Enhance eligibility processes to move members to a better or an equivalent benefit during administrative renewal processing.
- Enhance eligibility processes to utilize either member reported or data exchange information for income calculation during administrative renewal processing.
- Develop a new monthly process to explore eligibility in any category of health care benefit before terminating for members who were excluded from administrative renewal process due to reduction or termination of existing benefit and did not initiate renewal. The new monthly process should not transition members from Katie Beckett Medicaid (KBM) or Family Planning Only Services (FPOS) to other Medicaid category or vice-versa.
- Enhance the Administrative Renewal selection criteria for administrative renewal processing during the 11th month to remove some business rules that will be finalized by DHS during requirements and design discussions.
- Enhance the Federally Facilitated Marketplace (FFM) Referral process to refer certain procedural terminations of health care benefits with FFM.

Member Communication

- Enhance Income Maintenance Notice of Decision (IM NOD)

- 'Income', 'Assets', 'How we Counted your Income' sections under 'Your Financial Details' page should always be displayed in the NOD whenever there is a health care program open on the case, along with the other existing conditions.
- Rename the 'Income' section to 'Member Reported Income.'
- Introduce a new Data Exchange Income section within Health Care section.
- Enhance "How we counted your income" section.
- Enhance the cross-category rules whenever the individual moves from one category of health care benefit to another.
- Enhance the true change rules to generate NOD.
- Enhance the "Who is not enrolled" section to display the new failure reason codes, as needed.
- Enhance other information sections in the NOD, as needed.
- Enhance the Administrative Renewal cover letter, the 45-Day Renewal cover letter, and
- ACCESS RMB/RMC/AAP Summary PDF documents.

ACCESS

- Enhance Renew My Benefits (RMB), Report My Changes (RMC) and Add A Program (AAP) modules in ACCESS to include Data Exchange information, as appropriate.

Analytics and Reporting

- Enhance the Administrative Renewal (AR) process monitoring report to capture 2nd chance metrics.
- Update the AR failure reasons report with any new AR failure reason codes. No specific breakout by normal AR vs 2nd chance AR will be developed.
- Enhance up to two views of the Medicaid and CHIP Eligibility and Enrollment Performance Indicators report so that "Administrative Renewal" metrics includes individuals who were admin renewed as a part of the normal process, and individuals who were found eligible through 2nd chance AR.
- Enhance up to one view of the Outreach dashboard to exclude 2nd chance AR-renewed individuals from "renewals requiring member action" metrics.
- Enhance IMMR ad hoc universe and IMMR-EDW data integrations to capture new data in CWW.
- Make report help texts and report inventory changes, as appropriate.

Caseworker Policy Assistant

- Enhance Caseworker Policy Assistant with one operations memo introduced by the project.

23. *IT Project Assumptions:* There are none to share at this time.

24. *IT Project Risks and Constraints:* Risk and constraint identification and assessment is ongoing due to the early phase of the project. There are none to share at this time.

25. *Submitted in Other DET Statutory Reports?*

- ☒ No. This project is not listed in the prior Strategic IT Plan or Large, High-Risk IT Project Report.
- ☐ FY 2025 Strategic IT Plan (Submitted to DOA March 1, 2024)
- ☐ FY 2026 Strategic IT Plan (Submitted to DOA March 1, 2025)

- ☐ Large, High-Risk IT Project Report (Submitted to DOA September 2024)
- ☐ Large, High-Risk IT Project Report (Submitted to DOA March 2025)
- ☐ Large, High-Risk IT Project Report (Submitted to DOA September 2025)

26. *Other Information (*Optional*)*: This project was not included in the FY 2026 Strategic Plan because the project was not known at the time of report drafting.

41. DQA Licensing Project

Report Preparation Date (Status as of): 11/17/2025

1. *IT Project Title*: DQA Licensing Project
2. *IT Project Status*: Active
3. *DET Services/Impact*: ☒ Yes ☐ No ☐ TBD
4. *DET Impact Explanation (Required, if #3 is “Yes”. Optional if #3 is “TBD”. Skip if #3 is “No”).*:
 - Cloud Brokerage Review
 - ISS Security Certification of the Solution
 - The implementation of MyWisconsin ID for system authentication
 - System architecture diagram
 - Monthly Status Reports and other supporting project management documentation as needed
5. *Master Lease Funding Amount*: \$0
6. *Original Cost Projection*: \$3,952,327.36
7. *Additional Context for Original Cost Projection (*Optional*)*:
 - \$3,921,627.36 – Cost for the GL Solutions Contract
 - \$30,700.00 – Cost for DES/BITS Statement of Work (SOW)
8. *Funding Source & Amount*:
 - ☒ GPR: \$63,918
 - ☐ PR: \$000,000
 - ☒ FED: \$3,950,809.38
 - ☐ SEG: \$000,000
 - ☐ PR-SEG: \$000,000
 - ☐ Other (Please explain funding source and provide amount):
9. *Current Cost Projection*: \$4,014,727.38

10. *Additional Context for Current Cost Projection (*Optional*):*

- \$3,946,887.38 – Carahsoft/GLS
- \$67,840.00 – BITS

11. *Explanation for Changes to Cost Projection:* The original cost projection was in a draft form prior to being signed. When the contract was executed, there were additional costs included. BITS work required a change request approved 6/30/2025 for additional costs to develop, test and implement the import and export APIs, adding an additional \$34,450 to the project, increasing BITS development costs to \$67,840.

12. *Original Estimated IT Project Start Date:* August 1, 2024

13. *Actual or Current Estimated IT Project Start Date:* August 1, 2024

14. *Explanation for Changes to IT Project Start Date:* No Change

15. *Original Estimated IT Project Completion Date:* June 30, 2025

16. *Current IT Project Completion Date:* December 15, 2025

17. *Explanation for Changes to IT Project Completion Date:* DQA is working with the vendor to update the user interface in the system to improve the provider experience and ease of use. Additionally, the extra time is being used to create staff and provider training, and working to identify training opportunities such as forums, provider webinars, and provider testing, etc. Additional time was needed for MyWisconsin ID support and interfacing with the current data collection platform.

18. *Original IT Project Stage Completion Dates:*

- *Project Initiation:* August 1, 2024
- *Project Planning:* September 20, 2024
- *Project Execution (Go-Live):* June 3, 2025
- *Project Closure:* June 30, 2025

19. *Current IT Project Stage Completion Dates:*

- *Project Initiation:* August 1, 2024
- *Project Planning:* September 20, 2024
- *Project Execution (Go-Live):* December 15, 2025
- *Project Closure:* December 15, 2025

20. *Explanation for Changes to IT Project Stage Completion Dates:* DQA is working with the vendor to update the user interface in the system to improve the provider experience and ease of use. Additionally, the extra time is being used to create staff and provider training, and working to identify training opportunities such as forums, provider webinars, and provider testing, etc. DQA will deploy the application once DQA staff and affected providers are trained and the current

licensure application is decommissioned. Additional time was needed for MyWisconsin ID support and interfacing with the current data collection platform.

IT Project Information Section:

21. *IT Project Scope:* The purpose of this project is to develop an automated licensing/certification workflow system that permits applicants for Wisconsin State licensure/certification to submit applications, required background checks, and building/life safety code plan reviews (including electronic payment). The system would be fully automated to allow the department to process all applications within the system (e.g., acknowledge application receipt, provide status to applicants, provide a response to submissions, and process licensing/certification decisions). The system would supply a repository for submitted State licensure/certification information that includes an automated storage of records and a dashboard for tracking of workflows. In addition, the system would allow renewal of State licenses/certifications and the submission and processing of annual/biennial reports.

22. *IT Project Deliverables:*

- Develop an automated licensing/certification workflow system
- Project Management plan
- Gap Analysis
- System Configuration:
 - Licensing design, configuration, and business testing
 - Other processes design, configuration, and business testing
 - Continuous improvement design, configuration, and testing
- Test management plan
- User Acceptance Testing
- Training
- Execution of the implementation and transition plan
- Data conversion plan, design, and validation
- Interface design, development, and release
- APIS and ALIS Interface design, development, and release
- System Acceptance
- GL Simple Standard hosting, support, and warranty

23. *IT Project Assumptions:* This project assumes all relevant providers will have the technical capability of processing applications, renewals, background checks, and plan reviews by using the system and that an 100% compliance with the requirement to use the system is realistic.

24. *IT Project Risks and Constraints:*

- If key resources (including BITS, DOA, DQA, GL Solutions, or other partners) become unavailable, some of the scope may not be completed by the June 30, 2025, end date.

25. *Submitted in Other DET Statutory Reports?*

☐ No. This project is not listed in the prior Strategic IT Plan or Large, High-Risk IT Project Report.

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- ☐ FY 2025 Strategic IT Plan (Submitted to DOA March 1, 2024)
- ☐ FY 2026 Strategic IT Plan (Submitted to DOA March 1, 2025)
- ☐ Large, High-Risk IT Project Report (Submitted to DOA March 2024)
- ☐ Large, High-Risk IT Project Report (Submitted to DOA September 2024)
- ☒ Large, High-Risk IT Project Report (Submitted to DOA March 2025)

26. *Other Information (*Optional*)*: This project was not included on the FY 2025 Strategic IT Plan because it had not been fully initiated and did not have a signed project charter at the time projects were identified for the report. This project was not included on the FY 2026 Strategic IT Plan because it was expected to close before FY 2026.

Appendix A



STATE OF WISCONSIN DEPARTMENT OF ADMINISTRATION

Tony Evers, Governor
Joel Brennan, Secretary
Trina Zanow, Division Administrator

Large, High-Risk IT Project Definition

(Revised May 2022)

SCOPE: This definition is applicable to all agencies subject to DET oversight, which includes all executive branch agencies other than the UW System and statutory authorities. This definition is applicable to all IT projects, as defined below, run, implemented, coordinated, or that otherwise involve any agency subject to DET oversight, regardless of the source of funding for the IT project or DET's involvement in the IT project.

DEFINITION OF AN IT PROJECT: Efforts that result in a material change to the provision of IT services, which may include the purchase and implementation of IT hardware or software (regardless of whether it is formally procured); the planning, development, launch, changes to, or retirement of an IT service; or outsourcing of IT services to a vendor.

DEFINITION OF IT PROJECT COSTS: "IT Project costs" means all internal and external costs across all fiscal years of the project and could include employee, contractor, and vendor staffing; application development and implementation; hardware purchases; and software licensing. This definition does not include ongoing maintenance or licensing costs once project work is completed.

DEFINITION: A large, high-risk IT project is:

1. Any IT project with a projected cost over \$1,000,000; or
2. Any IT project where the agency failed to successfully complete a prior IT project with substantially similar business outcomes (excluding maintenance activities); or
3. Any IT project that is necessary to meet one or more critical cybersecurity requirements; or
 - a. "Critical cybersecurity requirement" means any action categorized as "critical," "high-priority," or any category with a similar meaning which is required by a federal, State, or private-sector entity to comply with statutory, regulatory, or other widely-accepted cybersecurity requirements.
4. Any IT project with a projected cost over \$250,000 which meets at least one of the following criteria:
 - a. The IT project involves architecture that has not been previously implemented.
 - b. The agency has estimated that the project will require more than twelve total months (not including periods when the project is on hold) from the start of project work to the completion of project work.
 - c. The baselined timeline or estimated cost for the IT project increased by more than 25 percent from the baselines established at the start of IT project work.
 - d. The IT project includes the outsourcing of any critical agency business function currently performed by the agency to an external vendor.
 - i. "Critical agency business function" means any business function performed by a tier 1 system as defined in the agency's IT disaster recovery plan.

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Appendix B

The following individuals provided key report contributions and serve as contact points.

Project	Division/Office	Report Contact Point(s)
State Vital Records Information System (SVRIS) Part 2	Division of Public Health, State Vital Records Office	Rebecca Biely; Chris Huard; Huong Nguyen-Hilfiger
Vital Records Modernization: Wisconsin Application for Vital Events (WAVE)	Division of Public Health, Office of Health Informatics/Vital Records	Zachary Gandy; Chris Huard; Huong Nguyen-Hilfiger
CAREWare Implementation	Division of Public Health, Bureau of Communicable Diseases	Amy Wick; Abby Winkler Chris Huard; Huong Nguyen-Hilfiger
Capital Project - 24A1X – Voice Over IP (VOIP) Phone System Conversion	Division of Care and Treatment Services, Mendota Mental Health Institute, Central Wisconsin Center	Christopher Sell
DHS Connect Laboratory Enhancement Through Pathnet (Oracle Cerner Software System)	Division of Care and Treatment Services, Office of Electronic Health Records System Management	Leon Lipp
MES Care Management Module	Division of Medicaid Services	Jacob Webb-White; Shanna Mills; Nick Havens
GainwellConnect System Integration Platform	Division of Medicaid Services	Shanna Mills; Nick Havens
Advancing Interoperability and Improving Prior Authorization Processes	Division of Medicaid Services	Shanna Mills; Nick Havens
LEAP Estate Recovery System	Division of Medicaid Services	Shelly Coppernoll; Shanna Mills; Nick Havens
LTC Provider Management	Division of Medicaid Services	Ann Lamberg; Shanna Mills; Nick Havens
ACT 178-CIE-MIS	Division of Medicaid Services	Shanna Mills; Nick Havens
Children's Long-Term Support (CLTS) Third Part Administration (TPA) Transition – SAS Work	Division of Medicaid Services	Brandon Watson; Shanna Mills; Nick Havens
EDW/DAR Module Work for Care Management DDI	Division of Medicaid Services	Shanna Mills; Nick Havens
LEAP Replacement System Objects in SAS	Division of Medicaid Services	Shelly Coppernoll; Shanna Mills; Nick Havens
CARES: ACCESS Modernization	Division of Medicaid Services	Shanna Mills; Nick Havens
CARES: Benefits Status Tracker	Division of Medicaid Services	Shanna Mills; Nick Havens
CARES: Medicaid Redetermination Compliance	Division of Medicaid Services	Shanna Mills; Nick Havens
CARES: ACCESS – Guest Registration	Division of Medicaid Services	Shanna Mills; Nick Havens
CARES: Communication Preference Center	Division of Medicaid Services	Shanna Mills; Nick Havens

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CARES: FSET and TLB Functionality in ACCESS and MyACCESS	Division of Medicaid Services	Shanna Mills; Nick Havens
CARES: FSET Report Modernization	Division of Medicaid Services	Shanna Mills; Nick Havens
CARES: FSET Worker Tools	Division of Medicaid Services	Shanna Mills; Nick Havens
CARES: SNAP National Accuracy Clearinghouse (NAC) Implementation	Division of Medicaid Services	Shanna Mills; Nick Havens
NASPO: Children’s Community Options Program	Division of Medicaid Services	Shanna Mills; Nick Havens
CARES: FoodShare Late Renewal Changes	Division of Medicaid Services	Shanna Mills; Nick Havens
CARES: Foster Care Medicaid Compliance	Division of Medicaid Services	Shanna Mills; Nick Havens
CARES: MAPP Premium Payment Changes	Division of Medicaid Services	Shanna Mills; Nick Havens
CARES: Online Application for Caretaker Supplement (CTS)	Division of Medicaid Services	Shanna Mills; Nick Havens
CARES: Updating Addresses of Health Care Members Using Information from Reliable Data Sources	Division of Medicaid Services	Shanna Mills; Nick Havens
CARES: MyWisconsin ID Wave 5	Division of Medicaid Services	Shanna Mills; Nick Havens
CARES: Correspondence Improvement Roadmap: Technology Implementation	Division of Medicaid Services	Shanna Mills; Nick Havens
CARES: FRA/2025 H.R.1: FoodShare Able-Bodied Adults Without Dependents (ABAWD) Policy Changes	Division of Medicaid Services	Shanna Mills; Nick Havens
CARES: MyWisconsin ID Wave 6	Division of Medicaid Services	Shanna Mills; Nick Havens
CARES: ACCESS and MyACCESS Advanced FSET Functionality	Division of Medicaid Services	Shanna Mills; Nick Havens
CARES: SeniorCare Process Automation and Correspondence Modernization	Division of Medicaid Services	Shanna Mills; Nick Havens
CARES: IMS Screens Decommission: Eligibility Overrides and CTS Manual Issuance	Division of Medicaid Services	Shanna Mills; Nick Havens
CARES: Food Benefit Replacement Monitoring and Notification Changes	Division of Medicaid Services	Shanna Mills; Nick Havens
CARES: Accessibility Changes to ACCESS/MyACCESS for Confidential Cases	Division of Medicaid Services	Shanna Mills; Nick Havens

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CARES: MyWisconsin ID Wave 7	Division of Medicaid Services	Shanna Mills; Nick Havens
CARES: Administrative Renewals and Coverage Transitions at Renewal	Division of Medicaid Services	Shanna Mills; Nick Havens
DQA Licensing Project	Division of Quality Assurance	Richard Betz; Alissa Iwanski; Nikki Andrews
Coordination, consolidation, and report editing was performed by Corina Nohr, Reporting Analyst, Project Management Office, Bureau of Information Technology Services, Division of Enterprise Services.		
Tom Haukohl, DHS Chief Information Officer, completed the overall review and approval of the report.		