Digital Transformation of DDA Services

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| Who is working on this issue?	Advocacy areas
Benton Franklin Parent Coalition, Children's Developmental Center, Columbia Industries, Down Syndrome Association of the Mid-Columbia, Goodwill Industries of the Columbia, The Arc of Tri-Cities, Tri-Cities Residential Services	Community services and supports

What is the problem you are trying to solve?

DDA faces issues that stem from outdated technology, inefficient processes, data silos, and a cumbersome client interface, including:

- Inability to complete the application online (without downloading/emailing)
- No status visibility while application or requests are processing
- Slow turn-around of applications, requests to use waiver services/dollars, and permissions for chosen Individual Providers to begin providing care
- Lack of transparency: no way for a client to see a list of services, which waiver they are eligible for (qualifying criteria are not available), nor an easy method to apply for specific services
- No place on the website where a parent can look to find the name of their child's caseworker
- Difficulty for staff in identifying and implementing client solutions due to high caseload demand and caseworker inexperience (due to high turnover)
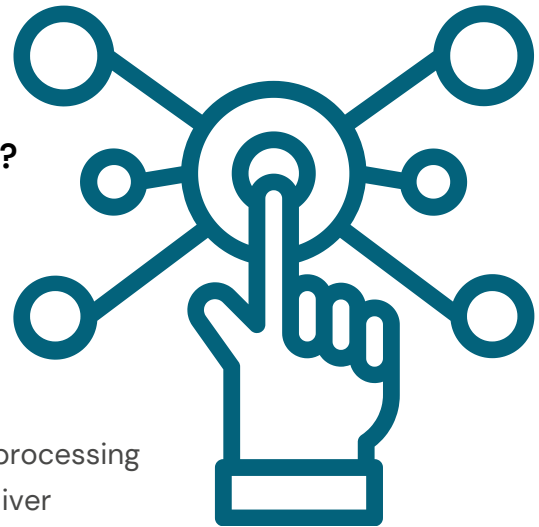
What is your proposed solution?

Address these challenges by leveraging digital technologies, data, and process improvements to fundamentally change how the organization operates and interacts with its customers, including:

- Ability to "chat" with case workers via text or a similar system.
- Development and deployment of state-of-the-art software systems to improve access, application and speed of process, beginning with the client as the customer.
- Integrated tracking that would flag applications/requests not acted upon for a specific period (30, 60, 90 days, etc.) to allow for supervisor awareness/intervention and improved client experience.
- Create a dashboard where communications, ongoing status, (including caseworker access timestamps and estimated task completion date) are visible to all, centralizing communications and improving responsiveness and accountability

Why is this a good solution?

A digital transformation would allow transparency in DDA services and enable bottlenecks to be identified and addressed. It can have significant and positive impact on an organization's operations and overall success. Some of the key benefits within DDA would include improved efficiency and productivity, enhanced customer experience, data-driven decision making, cost reduction, agility and adaptability, increased security and compliance, scalability, and employee satisfaction.

After an initial investment and ongoing maintenance, digital transformation initiatives have yielded substantial cost savings in administrative efficiency, data analytics, case management, resource allocation, prevention and early intervention, reduced paperwork and compliance, improved communication and collaboration, training and professional development, and remote work and flexibility.

What is the fiscal impact?	Is there a bill number?	Is there a legislator working on this issue?
Unknown cost to build and implement. Once running cost savings expected from new efficiencies	Not yet.	Senator Matt Boehnke