

**Agency Wide**

**000 - M2 - 9Y - ELECTRONIC RECORDS E-VAULT**

Agency Submittal: 11-2017-19-YR Agency Req

Budget Period: 2017-19

Program(s) 010 020 030 040 050 060 070 100 110 135

**SUMMARY**

The Department of Social and Health Services (DSHS) requests \$1,429,000 (\$1,099,000 GF-State) for the storage and maintenance of the DSHS electronic mail (e-mail) in the Washington State Electronic Records Vault (WaSERV a.k.a. Vault) managed by Washington Technology Services (WaTech) as part of the shared enterprise messaging service. By funding this maintenance request, DSHS expects to cover the increasing cost of storing e-mail in the Electronic Records E-Vault during the 2017-19 Biennium.

**PROBLEM STATEMENT**

In alignment with Governor Directive 09-402, DSHS completed its migration to the shared e-mail service in November 2012. DSHS employees create, send, and receive well over two-hundred fifty thousand emails every working day. The shared e-mail environment is not designed as a storage or records management system, this is the function of the Vault.

Since December 2014, an analysis of DSHS Vault usage shows trending that reflects a significant monthly increase. Storage consumption will not begin to decline for approximately six years as a result of the DSHS minimum messaging records retention policy of seven years. Within the analysis period, DSHS was averaging a monthly 4.9 percent increase in costs with an average storage addition of 0.7 terabytes per month. The projected 2017-19 Biennium cost is \$2,037,000. The carry forward amount for the E-Vault cost is \$608,000, which leaves an unfunded balance of \$1,429,000 (Fiscal Year 2018 = \$430,000 and Fiscal Year 2019 = \$999,000).

**PROPOSED SOLUTION**

The Legislature appropriates funds to cover the increased costs for services rendered by WaTech.

**EXPECTED RESULTS**

Migration to E-Vault achieved the following outcomes:

- Centralized storage of e-mail into a single storage location
- Improved agency compliance with state records retention requirements, ensuring e-mail is properly stored, maintained and available on request
- Minimized the risk of e-mail data loss or corruption
- Minimized the risk of prematurely or intentionally deleting e-mail that needs to be retained
- Minimized per user storage expense by providing a common storage location that uses modern efficiency and compression technology to limit additional expenditures and provide 'economy of scale'
- Minimized the complexity of producing e-mail records for public disclosure requests and litigation proceedings



**DSHS VISION**  
 People are healthy • People are safe • People are supported • Taxpayer resources are guarded

**DSHS MISSION**  
 To transform lives

**DSHS VALUES**  
 Honesty and Integrity • Pursuit of Excellence • Open Communication • Diversity and Inclusion • Commitment to Service

## STAKEHOLDER IMPACT

No known stakeholder opposition.

Agency Contact: Don Petrich (360) 902-7831

Program Contact: Pat Marsh (360) 902-7721

## OTHER CONNECTIONS

### Performance Outcomes/Important Connections

**1. Does this DP provide essential support to one or more of the Governor's Results Washington priorities?**

Goal 5: Efficient, Effective & Accountable Government - Customer Satisfaction and Confidence - 1.1 Increase customer services.

**2. The decision package meets the following DSHS' strategic objectives:**

[010] 4.4: CA will retain a skilled and ready workforce.

[020] 7.1: Maintain a productive, effective organization and maximize the ability to deliver services within available resources.

[030] 1.1: State psychiatric hospitals will be safer for staff and patients.

[040] 1.1: Identify individual health and welfare needs in a timely manner in order to support individuals to have healthy and active lives.

[050] 1.1: Protect adults who are vulnerable who live in their own homes and in facilities through timely responses to allegations of abuse and neglect.

[060] 5.1: The percentage of Community Service Division (CSD) clients receiving timely service will increase.

[070] 1.3: Increase staff competency in principles of safe, high-quality patient care.

[100] 7.3: Recruit, develop and retain an informed, diverse and engaged workforce.

[110] HRD & OCI 5.1: Attract, develop, and retain a highly engaged, productive, and purpose-driven workforce.

[135] 7.3: Recruit, develop and retain an informed, diverse and engaged workforce.

**3. Other important connections or impacts below.** (Indicate 'Yes' or 'No'. If 'Yes' identify the connections or impacts related to the proposal.)

a) Regional/County impacts? No

b) Other local government impacts? No

c) Tribal government impacts? No

d) Other state agency impacts? No

e) Responds to specific task force, report, mandate or executive order? No

f) Does request contain a compensation change or require changes to a Collective Bargaining Agreement? No

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- g) Facility/workplace needs or impacts? No
- h) Capital budget impacts? No
- i) Is change required to existing statutes, rules or contracts? No
- j) Is the request related to litigation? Yes
- k) Is the request related to Puget Sound recovery? No
- l) Other important connections? No

**4. Please provide a detailed discussion of connections/impacts identified above.**

Retention of e-mail data for response to public disclosure requests and litigation is enhanced by this technology.

**Alternatives/Consequences/Other**

**5. What alternatives were explored by the agency, and why was this alternative chosen?**

No alternative was pursued to the WaTech service Governor Directive 09-402. The department has implemented efforts to reduce costs such as annually training personnel on record management and information technology online security.

**6. How has or can the agency address the issue or need within its current appropriation level?**

The request cannot be absorbed within existing resources due to the negative impact of taking dollars away from other client services.

**7. Does this decision package include funding for any IT-related costs (hardware, software, services, cloud-based services, contracts or IT staff)?**

- No
- Yes (Include an IT Addendum)

**Fiscal Detail**

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<b>Operating Expenditures</b>	<b><u>FY 2018</u></b>	<b><u>FY 2019</u></b>	<b><u>FY 2020</u></b>	<b><u>FY 2021</u></b>
001-1 General Fund-State	330,000	769,000	1,781,000	3,164,000
001-2 General Fund-Federal	14,000	31,000	72,000	128,000
001-A General Fund-DSHS Fam	4,000	9,000	21,000	37,000
001-C General Fund-Medicaid	82,000	190,000	438,000	778,000
<b>Total Cost</b>	<b>430,000</b>	<b>999,000</b>	<b>2,312,000</b>	<b>4,107,000</b>

<b>Staffing</b>	<b><u>FY 2018</u></b>	<b><u>FY 2019</u></b>	<b><u>FY 2020</u></b>	<b><u>FY 2021</u></b>
FTEs	0.0	0.0	0.0	0.0

**Performance Measure Detail**

<b>Activity:</b>		<b>Incremental Changes</b>			
<b>Program: 000</b>		<b><u>FY 2018</u></b>	<b><u>FY 2019</u></b>	<b><u>FY 2020</u></b>	<b><u>FY 2021</u></b>
B045	Institutional Services for State Committed Juvenile Offender	0	0	0	0
B016	Community Facility Transitional Services for State Committe	0	0	0	0
B072	Parole Transitional Services for State Committed Juvenile O	0	0	0	0
B010	Program Support for Juvenile Rehabilitation	0	0	0	0
C063	Mental Health Facilities Services	0	0	0	0
C900	Program Support for Mental Health	0	0	0	0
D036	Field Services	0	0	0	0
D095	State Operated Living Alternatives	0	0	0	0
D086	Residential Habilitation Facilities	0	0	0	0
D079	Program Support for Developmental Disabilities	0	0	0	0
E051	Program Support for Long Term Care	0	0	0	0
F010	Child Support Enforcement	0	0	0	0
F078	Program Support	0	0	0	0
G022	DASA Administration	0	0	0	0
J104	Vocational Counseling and Guidance	0	0	0	0
J103	Vocational Rehabilitation Administration	0	0	0	0
K001	Administration and Supporting Services	0	0	0	0
M010	SCC Total Confinement Facility	0	0	0	0
A011	Program Support for Children's Administration	0	0	0	0

No measures submitted for package

**Object Detail**

	<b><u>FY 2018</u></b>	<b><u>FY 2019</u></b>	<b><u>FY 2020</u></b>	<b><u>FY 2021</u></b>
E Goods and Other Services	430,000	999,000	2,312,000	4,107,000
<b>Total Objects</b>	<b>430,000</b>	<b>999,000</b>	<b>2,312,000</b>	<b>4,107,000</b>

**DSHS Source Detail**

**Overall Funding**

<b>Operating Expenditures</b>		<b>FY 2018</b>	<b>FY 2019</b>	<b>FY 2020</b>	<b>FY 2021</b>
<b>Fund 001-1, General Fund-State</b>					
<b>Sources Title</b>					
0011	General Fund State	310,000	722,000	1,672,000	2,970,000
GFS2	General Fund State TANF Moe	20,000	47,000	109,000	194,000
<b>Total for Fund 001-1</b>		<b>330,000</b>	<b>769,000</b>	<b>1,781,000</b>	<b>3,164,000</b>
<b>Fund 001-2, General Fund-Federal</b>					
<b>Sources Title</b>					
FLIV	Fed Entered as Lidded (various%)	14,000	31,000	72,000	128,000
<b>Total for Fund 001-2</b>		<b>14,000</b>	<b>31,000</b>	<b>72,000</b>	<b>128,000</b>
<b>Fund 001-A, General Fund-DSHS Fam</b>					
<b>Sources Title</b>					
563I	Title IV-D Child Support Enforcement (A) (66%)	1,000	2,000	6,000	10,000
658L	Title IV-E-Foster Care (50%)	3,000	7,000	15,000	27,000
<b>Total for Fund 001-A</b>		<b>4,000</b>	<b>9,000</b>	<b>21,000</b>	<b>37,000</b>
<b>Fund 001-C, General Fund-Medicaid</b>					
<b>Sources Title</b>					
19TA	Title XIX Assistance (FMAP)	8,000	18,000	41,000	74,000
19UL	Title XIX Admin (50%)	74,000	172,000	397,000	704,000
<b>Total for Fund 001-C</b>		<b>82,000</b>	<b>190,000</b>	<b>438,000</b>	<b>778,000</b>
<b>Total Overall Funding</b>		<b>430,000</b>	<b>999,000</b>	<b>2,312,000</b>	<b>4,107,000</b>

**FTEs Totals by Program**

<b>Program</b>	<b>FY 2018</b>	<b>FY 2019</b>	<b>FY 2020</b>	<b>FY 2021</b>
010	0.0	0.0	0.0	0.0
020	0.0	0.0	0.0	0.0
030	0.0	0.0	0.0	0.0
040	0.0	0.0	0.0	0.0
050	0.0	0.0	0.0	0.0
060	0.0	0.0	0.0	0.0
070	0.0	0.0	0.0	0.0
100	0.0	0.0	0.0	0.0
110	0.0	0.0	0.0	0.0
135	0.0	0.0	0.0	0.0
<b>Grand Total</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>

**Funding Totals by Program**

Dollars in Thousands

**GF-State**

<b>Program</b>	<b>FY 2018</b>	<b>FY 2019</b>	<b>FY 2020</b>	<b>FY 2021</b>
010	111,000	259,000	600,000	1,065,000
020	15,000	34,000	79,000	140,000
030	27,000	63,000	147,000	262,000
040	25,000	57,000	132,000	234,000
050	22,000	51,000	119,000	212,000
060	34,000	80,000	185,000	329,000
070	7,000	18,000	42,000	73,000
100	9,000	22,000	50,000	90,000

110	Administrative and Supporting Services	62,000	144,000	332,000	590,000
135	Rehabilitation Admin. – Special Commitment Center	18,000	41,000	95,000	169,000
<b>GF-State Total</b>		<b>330,000</b>	<b>769,000</b>	<b>1,781,000</b>	<b>3,164,000</b>
		<b><u>Total Funds</u></b>			
<b><u>Program</u></b>		<b><u>FY 2018</u></b>	<b><u>FY 2019</u></b>	<b><u>FY 2020</u></b>	<b><u>FY 2021</u></b>
010	Childrens Administration	114,000	266,000	615,000	1,092,000
020	Rehabilitation Admin. – Juvenile Rehabilitation	15,000	34,000	79,000	140,000
030	Behavioral Health Admin. – Mental Health	29,000	68,000	158,000	281,000
040	Developmental Disabilities Administration	48,000	111,000	257,000	457,000
050	Aging and Long-Term Support Administration	43,000	99,000	230,000	408,000
060	Economic Services Administration	69,000	161,000	373,000	662,000
070	Behavioral Health Admin. – Alcohol & Substance Abuse	9,000	22,000	51,000	90,000
100	Rehabilitation Admin. – Vocational Rehabilitation	9,000	22,000	50,000	90,000
110	Administrative and Supporting Services	76,000	175,000	404,000	718,000
135	Rehabilitation Admin. – Special Commitment Center	18,000	41,000	95,000	169,000
<b>Grand Total</b>		<b>430,000</b>	<b>999,000</b>	<b>2,312,000</b>	<b>4,107,000</b>

**2017-19 Biennium Budget**  
**M2-9Y-Electronic Records E-Vault**

**Total Projected Requirement for 2017-19 Biennium**

Program	Year		
	FY2018	FY2019	Total
010	\$195,127	\$346,436	\$541,564
020	\$25,092	\$44,551	\$69,643
030	\$50,266	\$89,244	\$139,510
040	\$81,599	\$144,874	\$226,473
050	\$72,869	\$129,375	\$202,244
060	\$118,367	\$210,153	\$328,520
070	\$16,071	\$28,533	\$44,604
100	\$15,998	\$28,404	\$44,403
110	\$128,208	\$227,626	\$355,835
135	\$30,233	\$53,677	\$83,910
<b>Total</b>	<b>\$733,831</b>	<b>\$1,302,874</b>	<b>\$2,036,705</b>

Program	Program Percent of Projected Total Cost	
	FY2018 Percent	FY2019 Percent
010	26.59%	26.59%
020	3.42%	3.42%
030	6.85%	6.85%
040	11.12%	11.12%
050	9.93%	9.93%
060	16.13%	16.13%
070	2.19%	2.19%
100	2.18%	2.18%
110	17.47%	17.47%
135	4.12%	4.12%
<b>Total</b>	<b>100.00%</b>	<b>100.00%</b>

Program	GFS/FED Split Percentage		
	GFS	Federal	Total
010	97.55%	2.45%	100.00%
020	100.00%	0.00%	100.00%
030	93.10%	6.90%	100.00%
040	51.18%	48.82%	100.00%
050	51.93%	48.07%	100.00%
060	49.71%	50.29%	100.00%
070	81.52%	18.48%	100.00%
100	100.00%	0.00%	100.00%
110	82.22%	17.78%	100.00%
135	100.00%	0.00%	100.00%

Note 1: Program 110 cost includes Program 150 and 160 projected cost

Note 2: The Carry Forward Level for E-Vault is \$608,000 (\$304,000 each fiscal year). That CFL is removed to get the below additional requirement.

Note 3: WaTech charges increase by 4.9% each month

**2017-19 Total Requirement**

<b>FY2018</b>	<b>\$430,000</b>
<b>FY2019</b>	<b>\$999,000</b>
<b>2017-19</b>	<b>\$1,429,000</b>

**Breakdown by Program Total 2017-19 Requirement**

Program	Year		
	FY2018	FY2019	Total
010	\$114,000	\$266,000	\$380,000
020	\$15,000	\$34,000	\$49,000
030	\$29,000	\$68,000	\$97,000
040	\$48,000	\$111,000	\$159,000
050	\$43,000	\$99,000	\$142,000
060	\$69,000	\$161,000	\$230,000
070	\$9,000	\$22,000	\$31,000
100	\$9,000	\$22,000	\$31,000
110	\$76,000	\$175,000	\$251,000
135	\$18,000	\$41,000	\$59,000
<b>Total</b>	<b>\$430,000</b>	<b>\$999,000</b>	<b>\$1,429,000</b>

**Total Requirement for 2017-19 Biennium - GFS**

Program	GFS - Year		
	FY2018	FY2019	Total
010	\$111,000	\$259,000	\$370,000
020	\$15,000	\$34,000	\$49,000
030	\$27,000	\$63,000	\$90,000
040	\$25,000	\$57,000	\$82,000
050	\$22,000	\$51,000	\$73,000
060	\$34,000	\$80,000	\$114,000
070	\$7,000	\$18,000	\$25,000
100	\$9,000	\$22,000	\$31,000
110	\$62,000	\$144,000	\$206,000
135	\$18,000	\$41,000	\$59,000
<b>Total</b>	<b>\$330,000</b>	<b>\$769,000</b>	<b>\$1,099,000</b>

**Total Requirement for 2017-19 Biennium Federal**

Program	Federal - Year		
	FY2018	FY2019	Total
010	\$3,000	\$7,000	\$10,000
020	\$0	\$0	\$0
030	\$2,000	\$5,000	\$7,000
040	\$23,000	\$54,000	\$77,000
050	\$21,000	\$48,000	\$69,000
060	\$35,000	\$81,000	\$116,000
070	\$2,000	\$4,000	\$6,000
100	\$0	\$0	\$0
110	\$14,000	\$31,000	\$45,000
135	\$0	\$0	\$0
<b>Total</b>	<b>\$100,000</b>	<b>\$230,000</b>	<b>\$330,000</b>

**Breakdown by Program Total 2019-21 Requirement**

Program	Year		
	FY2020	FY2021	Total
010	\$615,000	\$1,092,000	\$1,707,000
020	\$79,000	\$140,000	\$219,000
030	\$158,000	\$281,000	\$439,000
040	\$257,000	\$457,000	\$714,000
050	\$230,000	\$408,000	\$638,000
060	\$373,000	\$662,000	\$1,035,000
070	\$51,000	\$90,000	\$141,000
100	\$50,000	\$90,000	\$140,000
110	\$404,000	\$718,000	\$1,122,000
135	\$95,000	\$169,000	\$264,000
<b>Total</b>	<b>\$2,312,000</b>	<b>\$4,107,000</b>	<b>\$6,419,000</b>

**Total Requirement for 2019-21 Biennium - GFS**

Program	GFS - Year		
	FY2020	FY2021	Total
010	\$600,000	\$1,065,000	\$1,665,000
020	\$79,000	\$140,000	\$219,000
030	\$147,000	\$262,000	\$409,000
040	\$132,000	\$234,000	\$366,000
050	\$119,000	\$212,000	\$331,000
060	\$185,000	\$329,000	\$514,000
070	\$42,000	\$73,000	\$115,000
100	\$50,000	\$90,000	\$140,000
110	\$332,000	\$590,000	\$922,000
135	\$95,000	\$169,000	\$264,000
<b>Total</b>	<b>\$1,781,000</b>	<b>\$3,164,000</b>	<b>\$4,945,000</b>

**Total Requirement for 2019-21 Biennium Federal**

Program	Federal - Year		
	FY2020	FY2021	Total
010	\$15,000	\$27,000	\$42,000
020	\$0	\$0	\$0
030	\$11,000	\$19,000	\$30,000
040	\$125,000	\$223,000	\$348,000
050	\$111,000	\$196,000	\$307,000
060	\$188,000	\$333,000	\$521,000
070	\$9,000	\$17,000	\$26,000
100	\$0	\$0	\$0
110	\$72,000	\$128,000	\$200,000
135	\$0	\$0	\$0
<b>Total</b>	<b>\$531,000</b>	<b>\$943,000</b>	<b>\$1,474,000</b>

# Information Technology Addendum

**Recsum Code and Title**      **000-M2-9Y-Electronic Records E-Vault**

## Part 1: Itemized IT Costs

Please itemize any IT-related costs, including hardware, software, services (including cloud-based services), contracts (including professional services, quality assurance, and independent verification and validation) or IT staff. Be as specific as you can. (See Chapter 12.1 of the OFM Operating Budget Instructions for guidance on what counts as “IT-related costs.”)

<b>Information</b> Technology Items in this DP (insert rows as required)	FY 2018	FY 2019	FY 2020	FY 2021
WaTech Vault Storage Costs	<b>430,000</b>	<b>999,000</b>	<b>2,312,000</b>	<b>4,107,000</b>
<b>Total Cost</b>	<b>430,000</b>	<b>999,000</b>	<b>2,312,000</b>	<b>4,107,000</b>

## Part 2: Identify IT Projects

1. Does this decision package fund the development or acquisition of a new or enhanced software or hardware system or service? (Answer Yes or No) No.
2. Does this decision package fund the acquisition or enhancements of any agency data centers? (See OCIO Policy 184 for definition.) (Answer Yes or No) No.
3. Does this decision package fund the continuation of a project that is, or will be, under OCIO oversight? (See OCIO Policy 121.) (Answer Yes or No) No.

If you answered “yes” to any of these questions, you must complete a concept review with the OCIO before submitting your budget request. Refer to Chapter 12.2 of the Operating Budget Instructions for more information.