

# REQUEST FOR INFORMATION (RFI)

DSHS Business Innovation Challenge

Fraud Prevention Challenge

RFI #2420-847

March 6, 2024

STATE OF WASHINGTON

DEPARTMENT OF SOCIAL AND HEALTH SERVICES

**RFI #2420-847 Table of Contents**

1. Purpose Page 3
2. Background Page 4
3. Challenge Areas + Use Cases for the RFI Page 7
4. RFI Response Process Page 9
5. Attachment 1: Response Questionnaire Page 11

**DSHS Business Innovation Challenge**

**Request for Information #2420-847**

**DSHS Fraud Prevention Challenge**

1. **Purpose.**

The Washington State Department of Social and Health Services (DSHS) is seeking Innovative Responses to Address Fraud and Improve Access to State Benefits for Residents and Communities of Washington State.

DSHS through its administrative areas/teams, requests information from organizations that can do one or more of the following to address the DSHS improvement opportunities. The following correlate with the Use Cases on page 7, which vendors may opt to respond.

[1] Create automated solutions for manual processes and applications (Use Case 1)

[2] Improve equitable communication through language solutions (Use Case 2)

[3] Securely utilize AI solutions for fraud detection (Use Case 3)

[4] Develop solutions to complete more efficient and targeted data-matching queries to reduce overpayments and fraudulent benefits. (Use Case 4)

We’re interested in receiving responses from the technology, consulting, data, academic, and social impact sectors to create and deliver new solutions and harness creative approaches based on the areas mentioned above. Vendors can submit responses to one or more of the four areas in one consolidated summary. Please indicate the specific Use Case(s) number for each response.

*NOTE: This Request for Information is not a competitive solicitation and will not result in the award of a contract. It is intended to obtain information that may assist the Department in determining the availability of solutions and services that may be required by the Department to support our business needs and priorities.*

1. **Background.**

**DSHS Mission**

DSHS is tied together by a single mission: to Transform Lives. Each administration within DSHS has a refined focus on this mission. Individually we have the following missions:

* Aging and Long-term Support Administration – to transform lives by promoting choice, independence, and safety through innovative services.
* Behavioral Health Administration – to transform lives by supporting sustainable recovery, independence, and wellness.
* Developmental Disabilities Administration – to transform lives by creating partnerships that empower people.
* Division of Vocational Rehabilitation – to transform lives by assisting individuals with disabilities to fully participate in their communities through meaningful employment.
* Economic Services Administration – to transform lives by empowering individuals and families to thrive.
* Financial Services Administration – to transform lives by promoting sound management of Department resources.
* Office of the Secretary – to transform lives by helping those who serve succeed.

**DSHS Goals for this RFI Approach**

The Business Innovation Challenge initiative is focused on a few key priorities:

1. Elevate business priorities and needs across DSHS agency business leaders and administrative teams.
2. Facilitate an innovative procurement approach to create future solutions that support a confirmed business priority (e.g., fraud and benefits access).

The goal is to have DSHS and the State of Washington pilot a first-of-its-kind way to elevate their business needs and priorities. The focus is also to create an environment for developing innovative solutions that align with agency business needs, not to have technology solutions leading how agencies deliver services to residents and customers.

DSHS will emphasize human-centered solutions to make a meaningful impact for Washingtonians and those supporting agency service delivery. Our cross-agency partnership will ultimately engage the tech, consulting, data, academic, and social impact sectors to create and deliver new solutions and harness creative approaches based on our confirmed business topic and supporting challenge areas.

**DSHS Business Priority 🡪** Address Fraudulent Identities + Access to Benefits

**DSHS Strategic Focus Aligned to Our Mandate + Mission**

* Protect the state and our residents who are eligible to access and apply for services.
* Have a fiduciary duty to address fraud and support improved access to state services.

**DSHS Strategic Priority Areas of Focus for this RFI**

DSHS completed an initial review with their leadership team and have identified three initial priority areas that can turn into challenge areas and statements for this initiative.

1. False Enrollment: In this scenario, individuals submit fraudulent applications for public benefits using fake names, addresses, or social security numbers. False enrollment not only diverts resources away from legitimate beneficiaries but also strains the service delivery system, potentially leading to delays in service for those in genuine need.
2. Identity Theft: Identity thieves may target vulnerable recipients of public benefits, stealing their personal information to fraudulently access cash or food benefits or make unauthorized claims.
3. Provider Fraud: Some healthcare and personal care providers participating in state or federally funded public benefit programs may engage in fraudulent activities, such as billing for services or hours of care that were never provided or submitting false claims.

In addition to the three challenge statements above, this DSHS business priority of fraud will have specific areas and use cases. There are some common systemic business needs that we also want to address more broadly for our teams and those we serve.

* Increase access to services
* Improve utilization of services
* Enhance transparency and verification to services
* Deliver services and provide oversight effectively
* Engage communities and residents

**DSHS Key Principles or Themes for this RFI (All challenge areas and Use Cases)**

For this RFI we have an initial grouping of principles that we’re prioritizing for all challenge areas and use cases. DSHS requests you consider these principles when developing your Use Case response(s) found on page 7.

* Flexibility
* Autonomy
* Lack of dependency
* Use existing systems
* Alignment (with evolution of DSHS)
* Adaptable
* Integration
* Configurability
* User-friendly to workers + also clients/customers
* Human-centered
* Security and privacy
* Accessibility to residents (in-state and out of state)
* Equity and inclusion

**DSHS Early Challenge Areas for Discussion + Prioritization (Planning for this RFI)**

Below are some drafted challenge areas based on the collective input gained during the planning discussions, and from across DSHS leaders.

1. AUTOMATION + CUSTOMERS: Provide DSHS teams more opportunities to connect with their customers by offsetting current manual workload and automate analyses, process steps, and data-driven decision-making.
2. LANGUAGE: Language issues barriers and needs to address for those they serve – how to bring in the language and equity + inclusion considerations into the solutions.
3. SPEED TO RESPOND: Faster and more real-time responsiveness and communication with residents, customers, and clients through technology, AI, and other solutions.
4. ACCURACY IN RESPONSE: Identify and verify fraudulent activity, people committing fraud, and legitimate public benefit applicants more quickly and more accurately.

**DSHS Process to Identify Challenge Areas and Use Cases for this RFI**

* 13 challenge areas confirmed in November 2023
* 20 use cases and supporting challenge statements confirmed in December 2023
* 8 use cases initially prioritized by DSHS administrative leaders in January 2024
* 4 use cases received final votes in January 2024. Use cases represent three challenge areas and three DSHS administrative teams [e.g., Developmental Disabilities Administration (DDA), Behavioral Health Administration (BHA) and Economic Services Administration (ESA)].
1. **Challenge Areas + Use Cases for the RFI**

DSHS is seeking innovative, accessible, and culturally appropriate and adaptive solutions that leverage technology, GenAI, as well as human centered approaches to enable Washingtonians and communities to access programs, benefits, and services, while reducing the impact of fraud on their lives. DSHS identified 3 Challenge Areas (noted below), and at least one Use Case for each Challenge Area.

**Challenge Area 1: Automated Solutions to Improve Performance Outcomes**

**Use Case 1**: Developmental Disabilities Administration (DDA) - Moving from a manual review of applications and creating a solution that automates the process for thousands of applications.

*The Developmental Disabilities Administration is transforming lives by providing support and fostering partnerships that empower people to live the lives they want. The 2023-2025 DDA Strategic Plan describes our work and expected outcomes to accomplish the mission. People with developmental disabilities and their families are valued citizens of the state of Washington. The Developmental Disabilities Administration strives to develop and implement public policies that will promote individual worth, self-respect, and dignity such that each individual is valued as a contributing member of the community.*

**Challenge Area 2: Language Services to Support Benefits Access**

**Use Case 2**: Economic Services Administration (ESA) – Create a seamless experience accessing public benefits and workload processes through a language translation solution.

*The Economic Services Administration (ESA) transforms lives by empowering individuals and families to thrive. We serve many clients who live on the margin. Although most are not receiving a cash grant, they may be relying on food assistance, work-related support services, assistance with child support or medical coverage. A family crisis or change in the economy, even a small one, can force these families into situations requiring assistance, whether it’s the full support of a cash grant, help with child support or temporary assistance to avoid losing housing.*

**Challenge Area 3: Customer-Centric Technology Solutions (Speed and Accuracy)**

**Use Case 3**: Economic Services Administration (ESA) – Support enhancement of anomaly detection using AI while maintaining a human-centered focus before taking proactive fraud prevention action.

*The Economic Services Administration (ESA) transforms lives by empowering individuals and families to thrive. We serve many clients who live on the margin. Although most are not receiving a cash grant, they may be relying on food assistance, work-related support services, assistance with child support or medical coverage. A family crisis or change in the economy, even a small one, can force these families into situations requiring assistance, whether it’s the full support of a cash grant, help with child support or temporary assistance to avoid losing housing.*

**Use Case 4**: Behavioral Health Administration (BHA) – Create a solution that completes more efficient and targeted data-matching queries to reduce overpayments and fraudulent benefits.

*The Department of Social and Health Services’ (DSHS) Behavioral Health Administration (BHA) transforms lives by supporting sustainable recovery, independence, and wellness. We do this through funding and supporting effective prevention and intervention services for youth and families, and treatment and recovery support for youth and adults with addiction and mental health conditions (also known as behavioral health). It operates three state psychiatric hospitals and the Office of Forensic Mental Health Services that deliver high-quality services to adults and children with complex needs: Child Study and Treatment Center is Washington's state psychiatric hospital for children and youth up to the age of 18. The center engages families and community teams to participate in the psychiatric treatment and educational services, and to plan for these young clients’ successful return to their home community.*

*Eastern and Western state hospitals provide evaluations, competency restoration and inpatient psychiatric treatment for individuals with serious or long-term mental illness. The hospitals deliver evidence-based and effective inpatient treatment programs, interventions and activities that promote patient recovery. Our therapeutic approach is designed to empower patients, instilling hope, support, self-discovery, and independence.*

*The Office of Forensic Mental Health Services is responsible for the management of Washington’s adult forensic mental health care system, providing competency evaluation and restoration services. Forensic mental health services and competency restoration are for adults involved in the criminal justice system.*

*The Special Commitment Center (SCC) provides specialized mental health treatment for civilly committed sex offenders who have completed their prison sentences. Superior Courts in the county in which an individual was previously convicted of a sex crime have the authority to determine if individuals meet the legal definition of a sexually violent predator and to civilly commit them to the SCC.*

*Additional facilities include: Olympic Heritage Behavioral Health, Community-Based Treatment, and Maple Lane Columbia Unit.*

1. **RFI Response Process.**

**Request for Information Process**

Your voluntary response to this RFI is greatly appreciated. Notice of this RFI will be sent to persons who may know of potential respondents and will be published on the [DSHS website](https://www.dshs.wa.gov/ffa/procurements-and-contracting) as well as on [Washington’s Electronic Business Solution](https://pr-webs-customer.des.wa.gov/) (WEBS), the procurement website hosted by the State Department of Enterprise Services. DSHS reserves the right to freely utilize any ideas and information received as a result of this RFI in developing potential solutions to the Department’s requirements.

**Desired Outcomes from this RFI**

This RFI is not a competitive solicitation that will result in the award of a contract to one or more bidders. Rather, it is intended to obtain information that may assist DSHS in determining the availability of solutions and services that may be required by DSHS. Participation in this RFI is voluntary and responses are not considered proposals.

This document does not obligate DSHS to issue a competitive solicitation to evaluate the services of any responding organization or to enter into any contract. DSHS reserves the right to explore any and all options for meeting its need for services including, but not limited to, options that are brought to its attention through this RFI, and in compliance with RCW 39.26 and State Procurement rules. DSHS shall not be responsible for any cost that may be incurred by persons responding to this RFI.

**Confidentiality**

DSHS is subject to public records laws. As a result, responses are not confidential and are subject to public disclosure. We ask that you not submit any confidential and proprietary information in response to this RFI. No pricing is solicited at this time.

**How to Respond to this RFI**

Please submit a letter of interest together with a completed copy of the questionnaire appended to this RFI as Attachment 1 for each Use Case you opt to respond to. Please submit your response by email to: sheila.anderson@dshs.wa.gov as soon as possible, **but no later than April 26, 2024**.

There will be an RFI Vendor Q&A session on March 19, 2024, from 11:00am-12:00pm, PST.

Details to join:

**Join on your computer, mobile app or room device**

[Click here to join the meeting](https://gcc02.safelinks.protection.outlook.com/ap/t-59584e83/?url=https%3A%2F%2Fteams.microsoft.com%2Fl%2Fmeetup-join%2F19%253ameeting_NjczZWNiYmEtNzAwYi00Y2JkLWFkY2MtODU3OTlkNDM4Yjgy%2540thread.v2%2F0%3Fcontext%3D%257b%2522Tid%2522%253a%252211d0e217-264e-400a-8ba0-57dcc127d72d%2522%252c%2522Oid%2522%253a%25223ed9c038-a2ab-4e9d-b44f-48b98b54d5cd%2522%257d&data=05%7C02%7Cnoelle.porter2%40dshs.wa.gov%7C3f39b754c58745e8dcce08dc3d5ec3bf%7C11d0e217264e400a8ba057dcc127d72d%7C0%7C0%7C638452724418260445%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C0%7C%7C%7C&sdata=uAi%2BigvfqgAmxVTWzU2dZX4uEbjpAr25DpY14wycHYg%3D&reserved=0)

Meeting ID: 232 215 115 223
Passcode: H74Cdu

[Download Teams](https://gcc02.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.microsoft.com%2Fen-us%2Fmicrosoft-teams%2Fdownload-app&data=05%7C02%7Cnoelle.porter2%40dshs.wa.gov%7C3f39b754c58745e8dcce08dc3d5ec3bf%7C11d0e217264e400a8ba057dcc127d72d%7C0%7C0%7C638452724418272236%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C0%7C%7C%7C&sdata=S3kbfC509uIWMHZy4TNKxCtwQlb%2BmRCaCiqwPZ2siXg%3D&reserved=0) | [Join on the web](https://gcc02.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.microsoft.com%2Fmicrosoft-teams%2Fjoin-a-meeting&data=05%7C02%7Cnoelle.porter2%40dshs.wa.gov%7C3f39b754c58745e8dcce08dc3d5ec3bf%7C11d0e217264e400a8ba057dcc127d72d%7C0%7C0%7C638452724418279683%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C0%7C%7C%7C&sdata=VNJSJfeC%2BRF60xU%2Bb61mkxtbBysB7btTPP6wGbD2OtU%3D&reserved=0)

**Or call in (audio only)**

+1 564-999-2000,,935921434#   United States, Olympia

(833) 322-1218,,935921434#   United States (Toll-free)

Phone Conference ID: 935 921 434#

**Timeline and Next Steps**

DSHS will review responses and may engage one or more respondents in discussion regarding the needs of the state and the responses received from organizations, and in compliance with RCW 39.26 and State Procurement rules.

Thank you for your assistance and participation in this Request.

1. **Attachment 1: Response Questionnaire**

Please provide the following information and include it with a brief cover letter submitting your response. Please provide a response to each of the following questions in the space provided and/or designate a supplemental document with clear organization for which question is being answered.

If you opt to respond to more than one Use Case, please complete this Questionnaire for each Use Case. A single cover letter for all Use Case Questionnaire responses is acceptable.

1. Your firm’s legal name, address, and principal place of business.
2. A brief summary of your firm’s qualifications and experience based on one or more of the four Use Cases in the RFI.
3. The name, mailing address, email address and phone contact information of the best contact person for your firm.
4. State which Use Case (and number) you are responding to for each Questionnaire.
5. Provide an overview of the solution(s) you envision for DSHS.
6. What is unique and innovative about the solution(s) you’re proposing for DSHS based on the Use Case?
7. What is the proposed impact your solution(s) will have for DSHS based on the Use Case?
8. How will residents and communities across the state of Washington benefit from your solution(s) based on the Use Case?
9. Please describe the proposed timing to get an initial Minimal Viable Product (MVP) or prototype of the product or solution.
10. Describe how the MVP can be scaled to support a broader grouping of residents and customers (e.g., timing, ease of scale, measurement of scale).
11. Describe how the DSHS team will be able to utilize your product or solution. Describe how will it be user-friendly for the DSHS team members and Washington residents accessing the program or benefits.
12. Highlight specific “principles” or “themes” created by DSHS administrative teams (see pages 5-6) and describe how your product or solution would align with the individual principles highlighted.
13. Describe options for the product or solution that are low code/no code to support faster implementation and ease of integration across DSHS.
14. Describe how you plan to use automation and/or AI-driven concepts to improve adoption of the product or solution.