

Project Startup Report

Submitted to Project Oversight on 09/08/2025

GENERAL INFORMATION

Project Name: Developmental Disabilities Provider Licensing Portal.

Agency Name: Health and Human Services.

Project Sponsor: Jessica A Thomasson.

Project Manager: Jason Manager.

PROJECT DESCRIPTION

The project will build a portal on the ServiceNow platform to facilitate the registration, onboarding and management of Developmental Disability (DD) providers.

The design, development, and implementation of the DD Licensing Portal will include a public facing landing page, registration capability, user dashboards, enrollment and application initiation and processing capabilities, workflows, integrations with external services, and functionalities to support the needs of the various DD workstreams. It will also include the onboarding of 43 existing providers, to include account creation coordination, existing provider data transformation, and existing provider data migration into the new system.

BUSINESS NEEDS AND PROBLEMS

1. DD needs to grant providers who are actively going through or have gone through the licensing process, self-service capabilities as well as greater access and insight into the various steps involved in the provider licensing lifecycle. This will allow providers to determine the status of the application, receive notifications from DD about required action and reminders, update some previously submitted information, submit requested information or download certificates and other relevant information.
2. Furnish providers and state staff with an interface to share electronic copies of documents and other application information that are required during the license application process. This would eliminate the cumbersome tracking of licensing status and compliance on Excel spreadsheets. This interface would also preclude the need of both state staff and providers to scan and email paper documents to each other,
3. An interface that advises providers upfront of all required information then ensures the required information is completed before the application is submitted. This information validation will reduce the back-and-forth request and supply of information between the state and providers and curtail the license application process
4. An interface that allows state staff to track applications in real time throughout their processing lifecycle; track capacity and inspections and manage provider compliance and licensure dates. The comprehensive view of providers will allow state staff to more efficiently manage the provider licensing process.

PROJECT BASELINES

Project Start Date	Baseline End Date	Baseline Budget	Funding Source
4/1/2025	12/31/2025	\$1,425,230	Federal

Notes:

N/A.

OBJECTIVES

Business Objective	Measurement Description
Eliminate the paper-based license management process that is in place today.	Within 1 month of go live the DD Director will validate no paper processes are used to manage DD licensure.
Improve the efficiency by which staff are able to process both new applications and revalidations.	HHS will monitor the time it takes to move an application from submitted to approved/denied, with the goal that 30 days post go-live, we see staff being able to work at least 75% of full-kitted applications in 48 hours or less. This will be measured by the Licensing Administrator tracking the dates logged in the system related to time a Tier 1 review begins and the time an application is moved to Tier 2 for final approval (available for state review via a report provided by the system).

KEY CONSTRAINTS AND/OR RISKS

Key Constraints:

- The Federal (ARPA) allocated funds will only be available until June 30, 2026.

Key Risks:

- As the ServiceNow platform is targeted for upgrade (to Zurich release) by early December 2025, any developed code will require regression testing and this could result in delays in the project schedule as well as increased cost to finance regression testing.