
SENATE BILL 5530

State of Washington

68th Legislature

2023 Regular Session

By Senator Gildon

1 AN ACT Relating to creating a work group to develop a "Whole WA"
2 digital experience that will connect Washington residents to
3 services; creating new sections; and providing an expiration date.

4 BE IT ENACTED BY THE LEGISLATURE OF THE STATE OF WASHINGTON:

5 NEW SECTION. **Sec. 1.** The legislature finds that Washington
6 residents would benefit from having a quick and seamless digital way
7 to connect to public and private services. The legislature further
8 finds that the work group created in this act will have the expertise
9 and experience to bring together ideas for developing a "Whole WA"
10 mobile application that may assist Washington residents in gaining
11 access to a variety of existing services, such as social, behavioral
12 health, and housing services. While many providers, both public and
13 private, offer these types of services in Washington, the residents
14 of our state do not always have an easy way to learn more about, and
15 use, those services. It is the intent of the legislature that the
16 work group created in this act will produce a plan for developing a
17 "Whole WA" mobile application that will easily connect Washingtonians
18 to the services they may need.

19 NEW SECTION. **Sec. 2.** (1) Subject to the availability of amounts
20 appropriated for this specific purpose, the consolidated technology

1 services agency, in partnership with the office of financial
2 management, shall convene a work group to develop a "Whole WA"
3 digital experience mobile application.

4 (2) The purpose of the work group created in this section is to
5 develop a plan and framework for launching a centralized technology
6 platform and mobile application in order to transform Washington
7 residents' digital experience with government and service providers
8 by making public and private services and programs more accessible.
9 The mobile application must be called "Whole WA." In developing the
10 framework, the work group must:

11 (a) Recommend specific services or programs for inclusion in the
12 technology platform and mobile application including, but not limited
13 to, services related to children and families, financial assistance,
14 driver services, behavioral health, recreation, public safety,
15 housing, and substance use disorders;

16 (b) Discuss the technical requirements for providing Washington
17 residents access to public and private services and programs through
18 a centralized technology platform and mobile application and
19 determine any requirements or limitations for consideration when
20 integrating existing applications into a centralized technology
21 platform or mobile application;

22 (c) Provide recommendations on how to effectively engage with
23 state agencies and private service providers that may want to be
24 included, such as nonprofit organizations, to launch services or
25 programs on the technology platform and mobile application;

26 (d) Explore the features and specifications needed in order to
27 make the technology platform and mobile application user-friendly;

28 (e) Reach out to other states that have launched or are working
29 on similar centralized technology platforms or mobile applications in
30 order to determine, learn, and share best practices;

31 (f) Identify best practices and requirements for ensuring the
32 security and privacy of the technology platform and mobile
33 application; and

34 (g) Provide suggestions for other factors to consider when
35 developing a centralized technology platform and mobile application
36 including, but not limited to, potential adjustments to work group
37 membership.

38 (3) The work group is composed of the following members:

39 (a) The director of Washington technology solutions, the
40 consolidated technology services agency, or the director's designee;

1 (b) The secretary of the department of social and health services
2 or the secretary's designee;

3 (c) The secretary of the department of children, youth, and
4 families or the secretary's designee;

5 (d) The director of the health care authority or the director's
6 designee;

7 (e) The director of the department of veterans affairs or the
8 director's designee;

9 (f) The commissioner of the employment security department or the
10 commissioner's designee;

11 (g) The director of the department of licensing or the director's
12 designee;

13 (h) The director of the Washington state parks and recreation
14 commission or the director's designee;

15 (i) The secretary of the Washington state department of
16 transportation or the secretary's designee; and

17 (j) The secretary of state or the secretary's designee.

18 (4) The work group created in this section must also include as
19 members:

20 (a) One senator from each of the two largest caucuses of the
21 senate, appointed by the president of the senate; and

22 (b) One representative from each of the two largest caucuses of
23 the house of representatives, appointed by the speaker of the house
24 of representatives.

25 (5) In addition to the members of the work group under
26 subsections (3) and (4) of this section, individuals representing
27 relevant sectors may be invited by the chair of the work group, in
28 consultation with the other members of the work group, to participate
29 in an advisory capacity in meetings of the work group. Individuals
30 participating in an advisory capacity under this subsection are not
31 members of the work group and may not vote. There is no limit to the
32 number of individuals who may participate in work group meetings in
33 an advisory capacity under this subsection.

34 (6) A majority of the work group members constitutes a quorum. If
35 a member has not been designated for a position set forth in this
36 section, that position may not be counted for the purpose of
37 determining a quorum.

38 (7) The chair of the work group is the director of Washington
39 technology solutions, the consolidated technology services agency, or

1 the director's designee. The chair of the work group is responsible
2 for arranging meetings and developing meeting agendas.

3 (8) The work group may create subcommittees to perform duties
4 under this section.

5 (9) Staff support for the work group must be provided by the
6 consolidated technology services agency.

7 (10) Legislative members of the work group may be reimbursed for
8 travel expenses in accordance with RCW 44.04.120. Nonlegislative
9 members of the work group are not entitled to be reimbursed for
10 travel expenses if they are elected officials or are participating on
11 behalf of an employer, governmental entity, or other organization.
12 Any reimbursement for other nonlegislative members is subject to
13 chapter 43.03 RCW.

14 (11) The inaugural meeting of the work group must occur by August
15 31, 2023.

16 (12) The work group must submit a report on the framework
17 specified in subsection (2) of this section to the governor and the
18 appropriate committees of the legislature by December 1, 2023.

19 (13) This section expires January 1, 2024. The work group created
20 in this section is dissolved upon the expiration of this section.

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