

State of Vermont
Joint Fiscal Office

Independent Review
of
State Information Technology Projects, Operations, and
Organizations
(Act 74 of 2021, Sec. E.127.1)

Consolidated Summary
for JFO Monitored Projects

July 29, 2026

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1. Agency of Human Services (AHS) – Integrated Eligibility and Enrollment Program



This project currently has **two** components that we are tracking. The above rating refers to the second (largest) component and will be revised during the upcoming JFO review.

The first component, the **Noticing Solution project**, is underway. This project will replace the current noticing solution, which is at end of life.

This work is REQUIRED by the federal government as the current noticing system is not in compliance. Currently, the project is in the User Acceptance Phase, where issues related to the State of Vermont's document management system have been identified. The issues relate to staff capacity (of those managing the system) and system stability. As a result, the estimated "Go-Live" has been moved from September to October 2026.

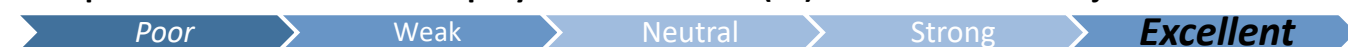
The second and major component is a **new integrated eligibility system** that will replace legacy enrollment systems for IE&E programs (ACCESS and VHC). This system, referred to as VT-IES (Vermont Integrated Eligibility System), includes a new client portal, case management, and a business rules engine. Once underway, this project will roll out incrementally over four years.

The RFP and resulting contract were required to undergo federal review and approval. The process for reviewing, vendor selection, contract development, federal review, and undergoing the State's Independent Review was lengthy.

The CIO's Independent Review has been completed. A meeting has been scheduled for this review to be presented to Secretary Reilly-Hughes. Once the IR has been approved and accepted by Sec Reilly-Hughes, the JFO review will begin.

An important aspect of the VT-IES project is that it will use a new backend database rather than relying on mainframe ACCESS for operations. The system will still load data into ACCESS because programs running on ACCESS need it. Still, this is a significant step toward retiring this mainframe database.

2. Department of Labor – Unemployment Insurance (UI) Modernization Project



Original JFO Project Review: January 16, 2024 This assessment, and prior JFO documents regarding the UI Modernization project can be found via the following url: <https://lifo.vermont.gov/subjects/state-it/independent-review-of-dol-ui-modernization-project-2>.

Estimated Technical Implementation Costs: \$30,814,942

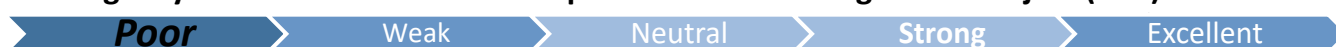
Total 5 year Operating Costs: \$14,498,400

Total: \$45,313,342

Note: Costs do not include business costs related to staff augmentation and business process redesign.

The project scope included replacing and implementing a completely new UI system with both a Tax and Benefits modules at the same time. The project kickoff was September 17, 2024, and remained on schedule to go-live in the summer of 2026. This project has navigated standard IT modernization challenges including conversion of data from the 55-year-old legacy system. More information is anticipated to be available soon.

3. Agency of Administration – Enterprise Resource Management Project (ERP)



Original Project Review: November 21, 2024 This document and others related to the ERP project can be found at the following url: <https://lifo.vermont.gov/subjects/state-it/independent-review-of-aoa-erp-expansion-project-2>

Estimated Project Costs FY22-FY31 - \$71.5 Million¹

This project was paused in April 2026 and an internal review was conducted. The pause occurred when the State team realized the Human Capital Management(HCM) and Financial Management(FM) projects had more dependencies than initially thought, and they could not complete HCM as a stand-alone phases, as originally planned.

The week of July 20, the project pause was ended and a contract amendment was implemented with Attain Partners (the vendor contracted for the project's business process design). This amendment includes deliverables related to organizational readiness with the goal of to prepare the State for successful implementation activities. JFO is in process

¹ The details for this estimate are included in the JFO review and will be updated after the State provides updated estimates.

of assessing the amendment and this includes confirming understanding of the scope of the amendment and assessing how this work mitigates previously identified challenges. More information will be presented at the August 20th JITOC meeting.

4. Department for Children and Families (DCF)– Comprehensive Child Welfare Information Systems (CCWIS)

JFO REVIEW PENDING

As stated in the RFP, this project includes "the design, development, and implementation (DII) of a Comprehensive Child Welfare Information System (CCWIS)".

There is \$15.6M in funds available for CCWIS via the following:

- 3,000,000.00 - B.1102(b)(4) Act 113 2024
- 3,000,000.00 - Appropriation per 2024 Act 113 E.300.3(a)
- 1,800,000.00 - 2025 Act 27 Sec. C.103 amending 2024 Act 113 Sec. B.1100(e)(4)
- 7,800,000.00 - Federal Revenue available as match for Comprehensive Child Welfare Information System (CCWIS)

The Independent Review for this project has not been started. Once the CIO's Independent Review has been completed and accepted, the JFO Independent Review will be conducted.