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DEPT. COMM. 426

STATE OF HAWAI'I | *KA MOKU'ĀINA O HAWAI'I*
DEPARTMENT OF ACCOUNTING AND GENERAL SERVICES | *KA 'OIHANA LOIHELU A LAWELAWE LAULĀ*

OFFICE OF ENTERPRISE TECHNOLOGY SERVICES | *KE'ENA HO'OLANA 'ENEHANA*

P.O. BOX 119, HONOLULU, HAWAII 96810-0119

July 9, 2026

The Honorable Ronald D. Kouchi
President of the Senate
and Members of the Senate
Thirty-Third State Legislature
State Capitol, Room 409
Honolulu, Hawai'i 96813

The Honorable Nadine K. Nakamura
Speaker and Members of the
House of Representatives
Thirty-Third State Legislature
State Capitol, Room 431
Honolulu, Hawai'i 96813

Aloha Senate President Kouchi, Speaker Nakamura, and Members of the Legislature:

Pursuant to HRS section 27-43.6, which requires the Chief Information Officer to submit applicable independent verification and validation (IV&V) reports to the Legislature within ten days of receiving the report, please find attached the report the Office of Enterprise Technology Services received for the State of Hawai'i, Department of Health, BHA ADAD INSPIRE-PLUS Case Management Solution Project.

In accordance with HRS section 93-16, this report may be viewed electronically at http://ets.hawaii.gov (see "Reports").

Sincerely,

Christine M. Sakuda
Chief Information Officer
State of Hawai'i

Attachments (2)

State of Hawaii
Department of Health
INSPIRE-Plus Project

Monthly IV&V Report

June 2026

- Work Product 5: IV&V Report
- Work Product 7: Risk Identification Report
- Work Product 10: Status Report

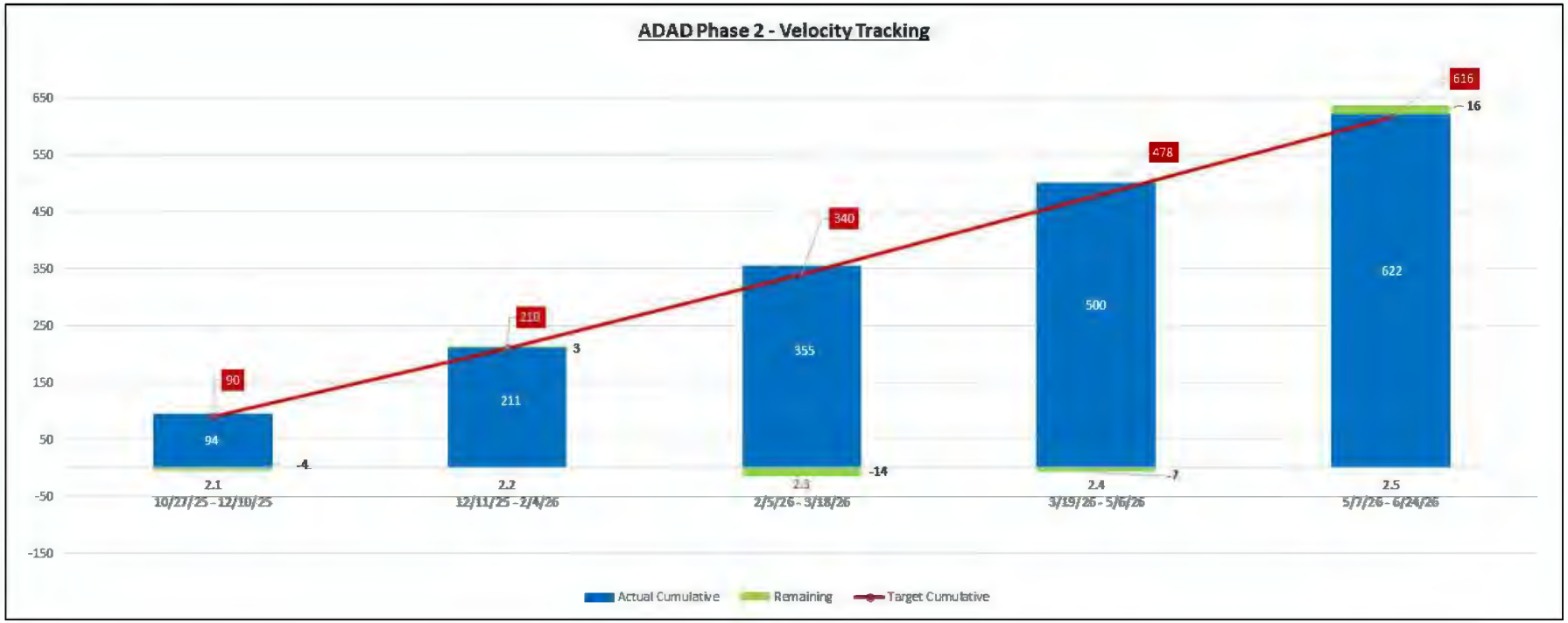
TECHNOLOGY MANAGEMENT SOLUTIONS

Executive Summary – June 2026

- Release 2.5 was completed
  - Mid-Sprint Deployment (MSD) occurred on 6/10, covering ~33% of the total R2.5 scopes.
    - Key functions focused on strengthening progress note integrity by preventing overlapping notes and improving billing accuracy by reducing overpayments caused by overlapping service dates.
  - Main deployment was completed on 6/26.
    - Deployed enhancements included improved intervention tracking by changing objective-to-Intervention relationship to 1:1. Another notable enhancement standardized status value set for more consistent progress evaluation and reporting for Treatment and Recovery Branch (TRB)
  - Two Priority 2 (P2) Production bugs were identified post-deployment
    - The team promptly completed root-cause analysis, develop and tested the fixes. Scheduled deployments for both fixes for July 1 mid-sprint deployment.
- Release 3 planning is currently in progress. Some "Big Rock" items that may be included are:
  - Multiple Business Unit Access
    - Aims to consolidate duplicate logins (e.g. Providers managing multiple accounts) into a single sign-on, reducing licensing costs and administrative overhead
  - Provider Credentialing Enhancement
    - End-to-End CSAC credentialing workflow across the provider portal and INSPIRE+ back-office functionality
  - Various finance and fiscal enhancements

Bottom Line: The project health remains **Satisfactory / Green** overall for **June**, as the project continues to demonstrate steady and disciplined scope control, testing and release management.

Target Velocity Chart



In Release 2.5, the SI delivered 122 story points against a planned 116 story points.
For Phase 2, the SI delivered a total of 622 story points, 6 points higher than the planned Phase 2 scope total of 616 points.

INSPIRE-Plus Project Health / Performance (WP 5)

Overall Project Health – Last 3 Months

Apr 2026	May 2026	Jun 2026
		

Project Areas / Task Group

	Apr 2026	May 2026	Jun 2026
Project Management			
Budget			
Schedule / Milestones			
Scope			
Requirements			
Staffing			

LEGEND FOR ASSESSMENT

	**Satisfactory –** No Corrective Actions Needed
	**Caution –** Possible Corrective Actions Needed
	**Critical –** Escalated for immediate action
	Not enough data is available

INSPIRE-Plus Project Health / Performance (WP 5)

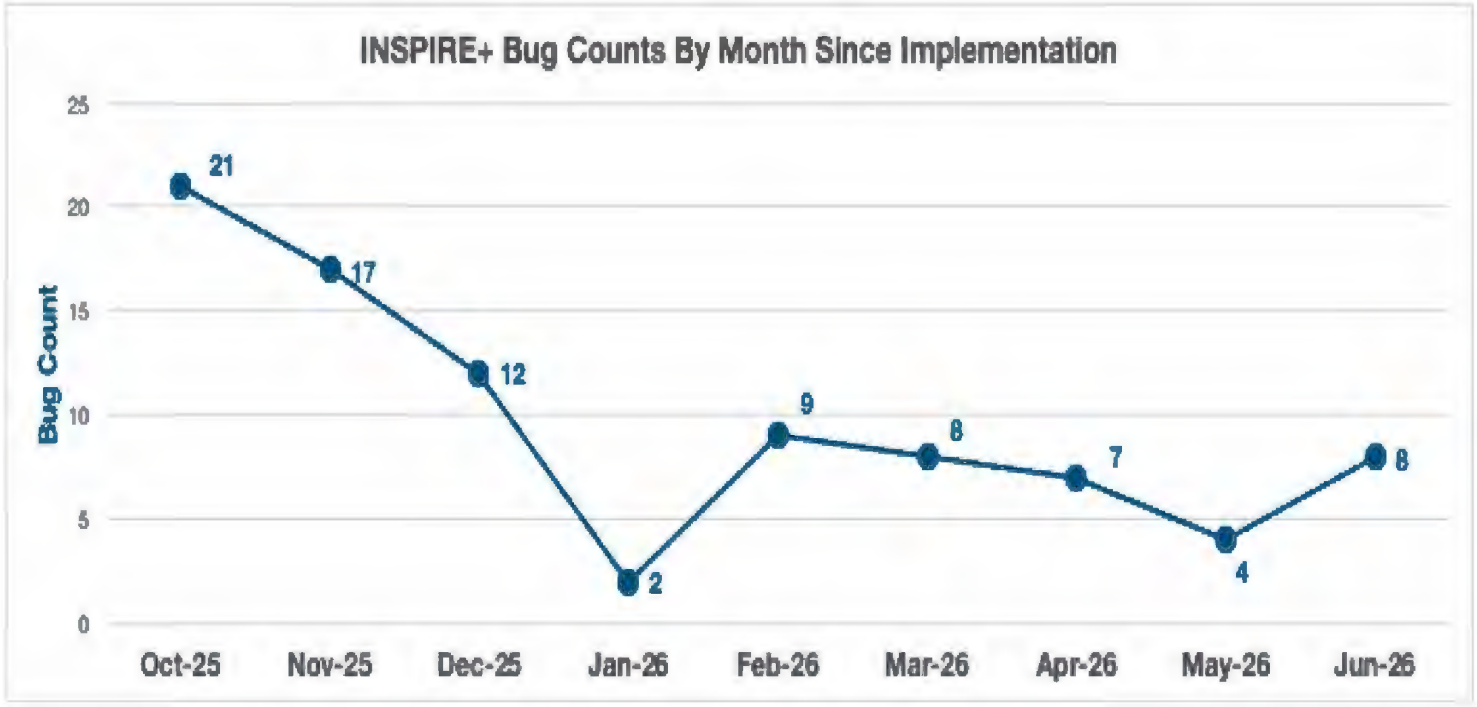
Project Areas / Task Groups (continued)

	Apr 2026	May 2026	Jun 2026
Design	●	●	●
Configuration & Development	●	●	●
	●	●	●
Interfaces & Data Conversion	●	●	●
Integration	●	●	●
Solution Deployment	●	●	●

LEGEND FOR ASSESSMENT

●	**Satisfactory** – No Corrective Actions Needed
▲	**Caution** – Possible Corrective Actions Needed
⬢	**Critical** – Escalated for immediate action
◆	Not enough data is available

INSPIRE+ Bug Counts By Month Post Implementation



- A total of 8 x bugs were identified during the June reporting period. Of these, 5 (62.5%) were either resolved or nearing resolution as of June 30.
- 3 x bugs were identified during testing, and the fixes were developed and implemented as part of the Release 2.5 deployment without operational impact.
- 2 x bugs were identified in production shortly after the Release 2.5 deployment. The fixes were developed and successfully tested, with deployment scheduled for July 1.

Monthly IV&V Status Report (WP 10) - June 2026

Meetings Attended / SI Activities Observed	Date(s)
	6/1, 6/2, 6/3, 6/4, 6/5, 6/8, 6/9, 6/10, 6/11, 6/12, 6/15, 6/16, 6/17, 6/18, 6/19, 6/22, 6/23, 6/24, 6/25, 6/26, 6/29, 6/30

Monthly IV&V Status Report – June 2026

RSM Artifacts Reviewed by IV&V (WP-9)

ADAD – Weekly Status Reports *(in and after Weekly Status meetings)*	6/2, 6/9, 6/16, 6/30
2.5 Release Notes	

Monthly IV&V Status Report (WP 10) - June 2026

Planned Activities and Deliverable Reviews for July

(Contingent upon Execution of the IV&V Contract Modification #3)

Review RSM Deliverables and submit feedback	None
Attend other project meetings as appropriate	

INSPIRE-Plus Project Health / Performance Trend (WP 5)

Project Health Trend	Jun-25	Jul-25	Aug-25	Sep-25	Oct-25	Nov-25	Dec-25	Jan-26	Feb-26	Mar-26	Apr-26	May-26	Jun-26
Assessment of Project Overall	●	●	●	●	●	●	●	●	●	●	●	●	●
Project Areas / Task Groups	**Jun-25**	**Jul-25**	**Aug-25**	**Sep-25**	**Oct-25**	**Nov-25**	**Dec-25**	**Jan-26**	**Feb-26**	**Mar-26**	**Apr-26**	**May-26**	**Jun-26**
Project Management	●	●	●	●	●	●	●	●	●	●	●	●	●
Budget	●	●	●	●	●	●	●	●	●	●	●	●	●
Schedule / Milestones	●	●	●	●	●	●	●	●	●	●	●	●	●
Scope	●	●	●	●	●	●	●	●	●	●	●	●	●
Requirements	●	●	●	●	●	●	●	●	●	●	●	●	●
Staffing	●	●	●	●	●	●	●	●	●	●	●	●	●
Design	●	●	●	●	●	●	●	●	●	●	●	●	●
Configuration & Development	●	●	●	●	●	●	●	●	●	●	●	●	●
Testing	●	●	●	●	●	●	●	●	●	▲	●	●	●
Interfaces & Data Conversion	●	●	●	●	●	●	●	●	●	●	●	●	●
Integration	◆	◆	◆	●	●	●	●	●	●	●	●	●	●
Solution Deployment	◆	◆	◆	◆	●	●	●	●	●	●	●	●	●
Total Open Findings	**Jun-25**	**Jul-25**	**Aug-25**	**Sep-25**	**Oct-25**	**Nov-25**	**Dec-25**	**Jan-26**	**Feb-26**	**Mar-26**	**Apr-26**	**May-26**	**Jun-26**
Preliminary Concerns	1	4	4	2	0	0	0	1	2	0	1	1	0
Risk - Low	0	0	1	0	0	0	0	0	0	0	0	0	0
Risk - Medium	0	1	0	0	0	0	0	0	0	0	0	0	0
Risk - High	0	0	0	1	0	0	0	0	0	0	0	0	0
Issue - Low	0	0	0	0	0	0	0	0	0	0	0	0	0
Issue - Medium	0	0	0	0	0	0	0	0	0	1	1	0	0
Issue - High	0	0	0	0	0	0	0	0	0	0	0	0	0

LEGEND FOR ASSESSMENT

●	**Satisfactory** – No Corrective Actions Needed
▲	**Caution** – Possible Corrective Actions Needed
⬢	**Critical** – Escalated for immediate action
◆	Not enough data is available

Mahalo Nui



Appendix A: Ratings Definitions

- **Risks**

Impact
How severe would the outcomes be if the risk occurred?

Probability
What is the likelihood the risk will happen?

	Insignificant 1	Minor 2	Significant 3	Major 4	Severe 5
5 Almost Certain	Medium 5	High 10	Very high 15	Extreme 20	Extreme 25
4 Likely	Medium 4	Medium 8	High 12	Very high 16	Extreme 20
3 Moderate	Low 3	Medium 6	Medium 9	High 12	Very high 15
2 Unlikely	Very low 2	Low 4	Medium 6	Medium 8	High 10
1 Rare	Very low 1	Very low 2	Low 3	Medium 4	Medium 5

Appendix A - Ratings Definitions

IV&V Findings

Indicator	Priority	Description	Criteria
1	Priority 1	Findings and Observations ranked as Priority 1 are those opportunities that IV&V expects will yield **significant** opportunities for improvement or corrective action for the INSPIRE+ project.	Critical that the project resolve immediately and that poses a **significant** threat or impact on at least one of the following areas: • Project Cost, Software Quality, Data Quality/Data Integrity, Project Milestones.
2	Priority 2	Findings and Observations ranked as Priority 2 are these opportunities that IV&V expects will yield **moderate** opportunities for improvement or corrective action for the INSPIRE+ project.	Essential that the project resolve as soon as possible and that pose a **moderate** threat or impact on at least one of the following areas: • Project Cost, Software Quality, Data Quality/Data Integrity, Project Milestones.
3	Priority 3	Findings and Observations ranked as Priority 3 are these opportunities that IV&V expects will yield **minor** opportunities for improvement or corrective action for the INSPIRE+ Project and are focused primarily on confirming to existing standards or processes.	Important that the Project resolve within a reasonable timeframe, given other project priorities, and that pose a **minor or limited** threat or impact to at least one of the following areas: • Project Cost, Software Quality, Data Quality/Data Integrity, Project Milestones.

Task Group Measurement Criteria

Legend for Task Group Assessment							
	Satisfactory – No corrective actions necessary. All life cycle activities conform to requirements. Standards, practices, and conventions are satisfactory. Risks or issues may exist and contain appropriate mitigation or resolution steps, and the project is adequately addressing them. The current technical risk to the project and software quality is low.		Caution – There may be a need for corrective action now or quite soon. Some life cycle activities are not in alignment with requirements. Some standards, practices and conventions may require process improvement to achieve desired outcomes. Risks or issues are often not identified or contain stale mitigation or resolution steps. The current technical risk to the project and software quality is moderate.		Critical – Escalated for immediate action. Many life cycle activities are not in alignment with requirements. Many standards, practices and conventions require corrective action to achieve desired outcomes. Risk mitigation is not effective, or issue resolution is not timely. Critical processes are not effective and are resulting in delays or rework. The current technical risk to the project and software quality is significant.		Not enough data is available to decide about project health.

Appendix C: INSPIRE-Plus Project Summary

TMS is providing IV&V services to the State of Hawaii Department of Health, Alcohol and Drug Abuse Division (ADAD) for the Behavioral Health Administration's (BHA) Information Technology Solution Project (INSPIRE-Plus) to meet State and Federal requirements. IV&V is for all of the Design, Development & Implementation (DDI) phase of the INSPIRE-Plus solution for the ADAD.

The associated prior INSPIRE Project was designed to replace the legacy databases and information systems of the Developmental Disabilities Division (DDD) and the Child and Adolescent Mental Health Division (CAMHD). This INSPIRE-Plus Project is intended to replace the legacy databases and information systems of the ADAD.

The Solution is planned to deliver seamless and transparent care information via shared technology solutions and secure data sharing. Striving to implement an integrated service delivery approach, the Solution will encompass program eligibility and enrollment; case processing; service delivery; and healthcare services payment processing, with a foundation of data sharing and analysis for efficient, metrics-driven quality care across programs.

Phase 1 has been completed, and the project is currently in Phase 2, with plans to proceed through Phase 4 to develop and implement the remaining functionality.