

Per California Code of Regulations, title 2, section 548.5, the following information will be posted to CalHR's Career Executive Assignment Action Proposals website for 30 calendar days when departments propose new CEA concepts or major revisions to existing CEA concepts. Presence of the department-submitted CEA Action Proposal information on CalHR's website does not indicate CalHR support for the proposal.

### A. GENERAL INFORMATION

1. Date

2025-10-08

2. Department

HCAI

3. Organizational Placement (Division/Branch/Office Name)

Office of Technology Services (OTS)

4. CEA Position Title

Chief Information Officer

5. Summary of proposed position description and how it relates to the program's mission or purpose.  
(2-3 sentences)

The deputy director serves as the department's chief information officer (CIO), ensuring effective and efficient delivery of all technology services through executive leadership and strategic direction for the Office of Technology Services. The deputy director provides high-level policy design and oversight for all the Department's Information Technology (IT) services and ensures compliance with statutory program requirements. The deputy director participates in directorate-level strategic planning to evaluate and recommend policy and program direction, ensure compliance with legislated program mandates, and manages staff in the development of policies for IT services. Ensures that IT operations comply with all state IT mandates and policies. The work of this office is critical and impacts the state's health systems, programs, and stakeholders. The deputy director serves as liaison to critical partners including the California Department of Technology, Department of General Services, and Department of Finance IT Consulting and Fiscal Oversight Unit. The deputy director participates in HCAI strategic planning as a member of the Executive Management Team.

6. Reports to: (Class Title/Level)

CEA C Senior Deputy Director

7. Relationship with Department Director (Select one)

- ☒ Member of department's Executive Management Team, and has frequent contact with director on a wide range of department-wide issues.
- ☐ Not a member of department's Executive Management Team but has frequent contact with the Executive Management Team on policy issues.

(Explain):

8. Organizational Level (Select one)

- ☐ 1st ☐ 2nd ☒ 3rd ☐ 4th ☐ 5th (mega departments only - 17,001+ allocated positions)

## B. SUMMARY OF REQUEST

### 9. What are the duties and responsibilities of the CEA position? Be specific and provide examples.

The Chief Information Officer (CIO) is the executive responsible for leading all aspects of information technology (IT) strategy, operations, and governance within the Department of Health Care Access and Information (HCAI). This position plays a central role in ensuring that the Department's technology systems, services, and infrastructure are secure, reliable, cost-effective, and aligned with HCAI's mission and business objectives.

The CIO oversees the development and execution of the Department's IT strategic plan and ensures alignment with statewide technology policies issued by the California Department of Technology (CDT). This includes ensuring compliance with the state's Enterprise Architecture Framework, cloud-first policies, and digital services initiatives. The CIO provides leadership for the full scope of IT services, including application development, infrastructure management, cybersecurity, enterprise architecture, service desk operations, and web services. For example, the CIO directs major modernization efforts, such as transitioning legacy systems to cloud platforms and implementing enterprise security controls to protect sensitive health and workforce data.

The CIO is responsible for managing the Department's IT portfolio, ensuring that projects are prioritized, scoped, and executed in a manner that delivers value and meets program needs. The CIO provides executive oversight of strategic operational planning, project management methodologies, and performance reporting to monitor IT service delivery and drive continuous improvement.

Budgetary responsibilities include oversight of the Office of Technology Services budget, which totals approximately \$32 million annually. The CIO ensures that all IT-related expenditures comply with applicable laws, regulations, and procurement requirements, and is accountable for the responsible use of public funds in delivering IT services that support both internal staff and external stakeholders.

The CIO serves as a key advisor to the Director and Executive Management Team, providing guidance on emerging technologies, digital innovation opportunities, operational risks, and policy decisions that impact the Department's technical capabilities. The position works closely with executive leadership across HCAI to ensure that IT strategy is integrated into broader departmental goals and initiatives. Additionally, the CIO represents HCAI in discussions with external agencies, including CDT, the California Health and Human Services Agency (CalHHS), and the Governor's Office, and plays an active role on the Department's Strategic Governance Team to support enterprise-wide planning and performance monitoring.

Through oversight of a multidisciplinary IT team of over 130 employees, the CIO is ultimately responsible for ensuring that all IT operations are executed effectively, securely, and in alignment with the Department's mission to advance equitable and data-driven access to health care.

**B. SUMMARY OF REQUEST (continued)**

10. How critical is the program's mission or purpose to the department's mission as a whole? Include a description of the degree to which the program is critical to the department's mission.

- ☒ Program is directly related to department's primary mission and is critical to achieving the department's goals.
- ☐ Program is indirectly related to department's primary mission.
- ☐ Program plays a supporting role in achieving department's mission (i.e., budget, personnel, other admin functions).

Description: HCAI's mission is to expand equitable access to quality, affordable health care for all Californians through resilient facilities, actionable information, and the health workforce each community needs.

HCAI monitors the construction, renovation, and seismic safety of hospitals and skilled nursing facilities and provides loan insurance to assist the capital needs of California's not-for-profit healthcare facilities. HCAI is the leader in collecting data and disseminating information about California's healthcare infrastructure and healthcare outcomes. The Department promotes an equitably distributed healthcare workforce and publishes valuable information about healthcare outcomes.

The Chief Information Officer (CIO) for the Department of Health Care Access and Information (HCAI) is the executive responsible for leading the Department's overall information technology (IT) strategy, operations, and governance. The CIO ensures that all IT systems, services, and infrastructure are secure, efficient, and aligned with HCAI's mission to advance equitable and data-driven access to health care. This includes guiding enterprise modernization efforts, strengthening cybersecurity, and ensuring compliance with statewide technology policies.

As a key member of the Executive Management Team, the CIO provides strategic direction for the Department's IT portfolio and oversees all core technology functions, including application development, infrastructure management, enterprise architecture, digital services, and service delivery. The CIO drives innovation and continuous improvement to ensure that technology investments meet program needs and support the Department's long-term goals.

The CIO also serves as a senior advisor to the HCAI Director and represents the Department in coordination with external partners, such as the California Department of Technology, the California Health and Human Services Agency, and the Governor's Office. Through strategic leadership and collaboration, the CIO ensures that HCAI's technology capabilities are integrated with broader health policy priorities and statewide digital initiatives.

## **B. SUMMARY OF REQUEST (continued)**

11. Describe what has changed that makes this request necessary. Explain how the change justifies the current request. Be specific and provide examples.

Over the past decade, the HCAI has experienced significant growth in the complexity, scale, and strategic importance of its IT functions. What was once a consolidated Office of Information Services (OIS) has evolved beyond its original scope due to an expanding portfolio of programs, increasing reliance on enterprise technology, and heightened expectations for digital infrastructure, security, and service delivery. These changes have created a critical need for a dedicated executive-level position, a CIO, to provide focused leadership and ensure effective management of the Department's technology strategy and resources. Since the original integration, HCAI has launched and expanded several major programs requiring sophisticated IT support. For example, the Data Exchange Framework (DxF) demands secure and interoperable technology systems for statewide health data sharing. Similarly, platforms supporting transparency efforts such as the Hospital Fair Billing Program and the Office of the Patient Advocate's public reporting tools have introduced new layers of technical complexity, cross-system integration, and compliance requirements that exceed the capacity of the previously combined organizational structure.

In response to these demands, HCAI's IT operations have matured significantly to include enterprise architecture, platform modernization, cloud migration, cybersecurity, risk management, and large-scale project portfolio governance. These areas require comprehensive, long-term strategic planning and alignment with California Department of Technology (CDT) standards as well as coordination with the CalHHS Office of Technology and Solutions Integration. Dedicated executive oversight is essential to ensure the Department's technology investments remain innovative, compliant, and strategically aligned with its mission. To address these evolving needs, HCAI is establishing a new OTS with five specialized branches:

- (1) Infrastructure & Operations: Infrastructure, architecture, service desk, security operations
- (2) Digital Services: Application development and maintenance
- (3) Enterprise Information Management Branch: Data lake/warehousing, master data management, data transformation, data presentation
- (4) Enterprise Risk Management: Cybersecurity, data privacy, governance, enterprise architecture
- (5) Portfolio Planning: Project management, IT acquisitions, IT budgets

This structure will enable the CIO to provide full-time, executive-level policy direction and management of these critical services. The CIO will also be responsible for implementing legislative changes affecting IT and ensuring technology strategies align with CDT's Enterprise Architecture framework and statewide technology goals.

The CIO role is vital in advancing the Department's compliance with California Governor's Executive Orders related to digital transformation, cybersecurity enhancements, and responsible adoption of emerging technologies. Notably, as Generative Artificial Intelligence (AI) technologies become integral to government operations, the CIO will guide the safe, ethical, and strategic integration of AI tools within the Department, ensuring these innovations support mission objectives while addressing data privacy, security, and governance concerns. Additionally, the CIO will oversee the Department's technology budget, working closely with the Chief Administrative Officer and Chief Data Officer to align IT operations with broader Department priorities. This role includes enabling health informatics practices, supporting data exchange infrastructure, enhancing internal digital services, and maintaining compliance with information security and governance requirements. The CIO will serve as the Department's primary representative in technology matters to state leadership, the Legislature, and external stakeholders, driving innovation and ensuring technology is leveraged as a strategic asset.

This request is justified by the dramatic expansion of HCAI's IT portfolio, the increasing complexity of its technology initiatives, and the need for focused, specialized leadership to manage these responsibilities. By establishing a dedicated CIO position, the Department will be better equipped to oversee its growing technology landscape, optimize state resource investments, comply with state executive directives, and sustain its mission of delivering high-impact programs and services to Californians.

### C. ROLE IN POLICY INFLUENCE

12. Provide 3-5 specific examples of policy areas over which the CEA position will be the principle policy maker. Each example should cite a policy that would have an identifiable impact. Include a description of the statewide impact of the assigned program.

#### Enterprise Architecture and IT Investment Governance

Policy Area: Alignment of all HCAI IT initiatives with the California Department of Technology (CDT) Enterprise Architecture framework

Impact: The CIO will design and implement policies that align all IT investments, including infrastructure, applications, and data platforms with CDT's architecture and project approval processes.

Statewide Impact: Ensures that public funds are used efficiently, systems are scalable and secure, and statewide digital health infrastructure is modern and responsive, minimizing duplication and enabling future interoperability with other state systems.

#### Cybersecurity and Risk Management Policy Area:

Data privacy, security standards, and enterprise risk management

Impact: The CIO will create and enforce policies that strengthen cybersecurity posture, ensure compliance with data privacy laws (e.g., HIPAA, California Privacy Rights Act), and support HCAI's enterprise risk framework.

Statewide Impact: Protects the integrity of sensitive healthcare and workforce data, reduces risks of data breaches, and supports public trust in the systems that house healthcare and financial data for millions of Californians.

#### User-Centered IT Policy and Digital Transformation

Policy Area: Adoption of user-centric IT service design and delivery

Impact: The CIO will guide policies that promote agile, accessible, and inclusive digital services to meet internal and external user needs. This includes modernizing legacy systems and building mobile-responsive and cloud-native applications.

Statewide Impact: Enhances service delivery for all stakeholders, including healthcare providers, researchers, consumers, and underserved communities, making government services more responsive and equitable.

#### Data Management (technical) Governance and Integration Policy

Policy Area: Centralization and standardization of data assets across HCAI

Impact: The CIO will lead the development and enforcement of data governance policies that integrate all data-related services and assets across the Department, aligning with the California Health and Human Services Agency (CalHHS) Governance Framework.

Statewide Impact: This policy enables cross-departmental data interoperability, supports real-time decision-making for health initiatives like COVID-19 or opioid response, and allows HCAI to serve as a leader in Agency-wide data sharing and alignment, benefiting 12 departments and statewide healthcare programs.

### **C. ROLE IN POLICY INFLUENCE (continued)**

#### **13. What is the CEA position's scope and nature of decision-making authority?**

The CIO leading the OTS serves as a key executive leader within the Department of Health Care Access and Information (HCAI), with broad decision-making authority over all departmental information technology policies, systems, and infrastructure. The CIO is a member of the HCAI Executive Management Team and reports directly to the Directorate, providing ongoing strategic advice and operational accountability for the full scope of IT infrastructure and services.

The CIO holds enterprise-wide authority to make critical decisions regarding the planning, development, implementation, and governance of technology systems and services. This includes establishing policies, setting technical standards, approving IT investments, and ensuring alignment with state directives, including those issued by the California Department of Technology (CDT).

The CIO exercises independent judgment and decision-making on a range of high-impact areas, including:

- \*IT modernization strategies and digital transformation initiatives
- \*Enterprise architecture and system integration
- \*Information security, data privacy, and risk management
- \*IT budgeting and procurement, including oversight of a \$32 million annual budget
- \*Strategic prioritization of IT projects and resources to meet departmental goals.

The CIO has formal authority to make policy recommendations directly to the HCAI Directorate and is expected to proactively identify risks, operational challenges, and opportunities for innovation. The CIO's decisions have long-term implications for the Department's ability to support its data-driven mission and to meet the health information needs of Californians and stakeholders statewide.

#### **14. Will the CEA position be developing and implementing new policy, or interpreting and implementing existing policy? How?**

The CIO will be primarily responsible for developing and implementing new policies, with some interpretation and application of existing state-level IT and data management governance policy frameworks. As HCAI's information systems demands evolve in response to new legislative mandates and public health priorities, the CIO will lead the creation of forward-looking policies to centralize and optimize the Department's data and IT assets, improve system performance, and enhance user experience.

These new policies will foster innovation in fields including enterprise architecture, cybersecurity, data lifecycle management, digital service delivery, cloud-based infrastructure, and Generative AI. The CIO will also design and implement technical policies to support statewide initiatives like the CalHHS Open Data Portal and the Healthcare Payments Data (HPD) program. While ensuring alignment with the California Department of Technology (CDT) frameworks, the CIO will use their executive authority to translate strategic goals into operational IT policies that guide program execution, risk mitigation, and modernization efforts across the Department. This policy leadership is essential to enabling HCAI's transition into a more agile, data-driven, and technologically advanced organization.