



2021 IN REVIEW



2021 STATS

28.9+B

Securely Processed by Tyler and NIC

466+M

Total Transactions

37,000+

Installed Applications and Services

12,000+

Federal, State, and Local Government Partners

VALUE

Together, we help Idahoans efficiently interact with the state online.

11M Transactions Securely Processed in 2021	110M Transactions Securely Processed Overall since 2000	\$323M Securely Processed in 2021	\$3.2B Securely Processed Overall since 2000	500 Total Services/Products
5 Enterprise Products Launched	94 New Services Launched	6 Websites Launched	1,234,083 State Portal Website Page Views in 2021	2 Awards Won in 2021
1,300 Subscriber Accounts		153 Maintenance and Enhancement Projects		

EFFICIENCY

Our funding model delivers cost savings to our partners.

\$6.8M in 2021	\$70M since 2000	\$211,050 For Maintenance and Enhancements	\$228,543 For Website Design and UX/UI Testing
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COLLABORATION

It takes a true partnership to make digital government work.

375+ Total Government Partners	52 State Agencies	44 Participating Counties	196 County Departments	71 Participating Cities
108 City Departments	9 School Districts	Other State, County, or Local Partnerships Irrigation/Water-Sewer Districts: 14 Highway Districts: 2		



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IN THE SPOTLIGHT

Prompt Pay Receives Idaho Innovation Recognition

In October 2021, Access Idaho's Prompt Pay was named a finalist in the 2021 Idaho Innovation Awards for "Commercialized Innovation of the Year."

Presented by Stoel Rives LLP, Trailhead, and the Idaho Technology Council (ITC), the Innovation Awards program recognizes the state's vibrant innovation community — from emerging to established companies — and its breakthrough creations.

ITD's Driver Portal Receives AAMVA Customer Convenience Award

The Idaho Transportation Department (ITD) earned the 2021 AMMVA Regional and International Customer Convenience Award for its online services portal. Developed in partnership with AI and ITD, the portal allows Idaho drivers to do business with ITD in one convenient online location.



EXCELLENCE

Access Idaho Streamlines Newborn Screening Process

In 2020, Access Idaho (AI) helped The Idaho Department of Health and Welfare (H&W) update the Newborn Screening Kit order process from a time-consuming manual process that involved the staff faxing order forms to an online order and payment system. In the spring of 2021, AI worked with a new lab in Washington to transmit the orders using an API service that posts orders directly to the lab for fulfillment. AI has further improved the form validation through an API call with the lab to validate the account number prior to payment collection.

"Access Idaho is proud to play a part in protecting the health of Idaho's next generation," said Jeff Walker, general manager of NIC Idaho. "The process improvements AI initiated for the Newborn Screening operations are a good representation of the continuing value we provide the citizens of Idaho."

Working with Access Idaho has been an absolute pleasure. They helped develop an online ordering portal to collect fees for dried blood spot collection kits for the Idaho Newborn Screening Program. Prior to this development, our program would process orders through faxed order forms and mailed paper checks. Now, the process has been streamlined and reduced administrative hours. The Access Idaho staff has been incredibly accommodating and responsive, including connecting with external partners to interface order systems."

— Sarah C. Lopez

Newborn Screening and Children's Special Health Program Manager
Division of Public Health
Idaho Department of Health and Welfare

INNOVATION

Access Idaho Migrates Two State Websites to Easy-to-Use CMS

In 2020, Access Idaho began working with the Department of Water Resources (IDWR) and the Department of Insurance (DOI) to migrate their respective websites to the approved state WordPress templates. Both website migrations were high priorities because their previous websites were not in a content management system and could not be easily maintained by staff without ITS assistance. With staff member assistance from both agencies, the migration process with training and direction from AI and ITS was completed in 2021.

AI spent a total of 795.7 hours on DOI & IDWR website projects. If built under a time and materials agreement in the open marketplace, the cost to these agencies would have been a minimum of \$55,699. However, under the AI enterprise contract, the agencies received no bill for the work due to the unique free-services benefits in the portal contract.

Access Idaho was wonderful to work with. They took the time to understand our site and business and worked creatively to design a new online presence that meets the Department's needs. IDWR is very pleased with the results of both the logo and the website. We appreciate the time that Ashly and her team took to train us and work through all the questions we have so that we can become competent content managers moving forward."

— Caitlin McCoy

Idaho Department of Water Resources