

# FY26-FY30 CAPITAL PLAN

Maura T. Healey, Governor | Kimberley Driscoll, Lt. Governor

## Improving Services and Efficiency

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### Overview

The FY26-FY30 Capital Investment Plan (CIP) focuses on strengthening service delivery across the Commonwealth through strategic investments in technology and infrastructure. From IT modernization to major facility upgrades, these investments aim to enhance the quality, accessibility, and efficiency of public services statewide.

### Leveraging Technology

Historic advances in information technology have shifted how workplaces function and accelerated the need to access government services and information digitally. Information technology (IT) is now a fundamental driver of all business and policy functions in Massachusetts and plays a critical role in ensuring government works better for everyone.

In July 2024, Governor Healey signed into law *An Act to provide for the future information technology needs of Massachusetts*, referred to as the *FutureTech Act of 2024*. This bill focuses on building out the digital experience for Massachusetts residents, allowing people to interface with state agencies online in a way that makes sense, ensuring residents can easily find and access the services and information they need, and supporting investments that make government more effective and efficient. The FY26-FY30 CIP pairs this vision with investment by committing **\$1.95 billion** from a combination of state, federal, and other sources to support 109 technology infrastructure, security, and accessibility projects that will reach more than 150 state agencies and 45,000 end-users throughout the Commonwealth. These projects are wide ranging and are intended to expand what is possible through public policy and good government. Specifically, investments will increase efficiency and enhance service delivery across the Commonwealth by expanding access to services, improving transparency, modernizing technological infrastructure, strengthening cybersecurity, and advancing the responsible use of Artificial Intelligence (AI).

### Implementing the Digital Roadmap

The CIP allocates **\$82.2 million** over the next five years to continue supporting the **Commonwealth's Digital Roadmap initiative**. This funding will help scale digital tools and services across more agencies and expand available features. The initiative is focused on delivering accessible, user-friendly, and secure digital experiences for residents. One major milestone is the launch of MyMassGov, which allows users to access multiple state services with a single set of login credentials and manage their profile information in one place. As of

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<https://budget.digital.mass.gov/capital/fy26>

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FY25, MyMassGov supports 25 websites across six secretariats, is available in six languages, and has over two million accounts. In addition, the AI-powered Ask MA chatbot now supports 16 services in 21 languages, helping residents get quick and accurate answers to their questions.

The CIP also includes **\$711.0 million** over five years for IT initiatives that will improve healthcare systems, including:

- **\$347.3 million**, including **\$172.8 million** of federal funding, for the **Health Insurance Exchange (HIX) Integrated Eligibility System** that manages the eligibility and enrollment for roughly two million Massachusetts residents who receive health benefits through MassHealth and the Health Connector.
- **\$75.9 million** to support **Electronic Health Records (EHR) Modernization** to consolidate EHRs for inpatient services delivered by the Department of Public Health and the Department of Mental Health.
- **\$66.3 million**, including **\$31 million** for the **Integrated Eligibility and Enrollment Readiness project** that will modernize and integrate various eligibility and enrollment platforms across state agencies.

In addition, the CIP commits **\$44.3 million** over the next five years for IT investments that will improve access to housing and management of housing data, including:

- **\$11.6 million** to implement a case management software for the **Emergency Assistance Family Shelter program**.
- **\$9.8 million** to develop and launch a universally accepted application for all affordable housing.
- **\$1.2 million** to modernize Executive Office of Housing and Livable Community's budget approval, payment tracking, and expense reconciliation systems.

The CIP also dedicates **\$30.0 million** for IT investments in education, from early childhood through higher education, including:

- **\$9 million** to revitalize K-12 information on 25-year-old public-facing websites, reports, and applications.
- **\$6.8 million** to modernize the **Child Care Financial Assistance** workflow to improve user experience and update or replace the core technology systems.
- **\$9.0 million** to develop an integrated data system and user-friendly public platform to improve access to data on education and career for policymakers, educators, researchers, and the public.

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***Improving Services and Efficiency***

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- **\$2.7 million** to modernize the Department of Higher Education (DHE) website to improve access to public higher education opportunities.
- **\$2.0 million** to streamline the application and management process for students and families.

Lastly, the CIP invests **\$100.6 million** to strengthen cybersecurity and IT infrastructure. These projects will help to maintain a secure IT environment for daily operations across the Commonwealth.