

Community Partnerships

Colorado County IT Support



COLORADO
Department of Human Services



FY21-22 County IT Supplemental

System replacement of routers and switches for county human service departments to:

- ensure counties can effectively serve clients;
- mitigate data security concerns, including a recent IRS Audit finding on the out-of-date routers; and
- increase internet speed and response for county staff

Colorado Trails



COLORADO
Department of Human Services

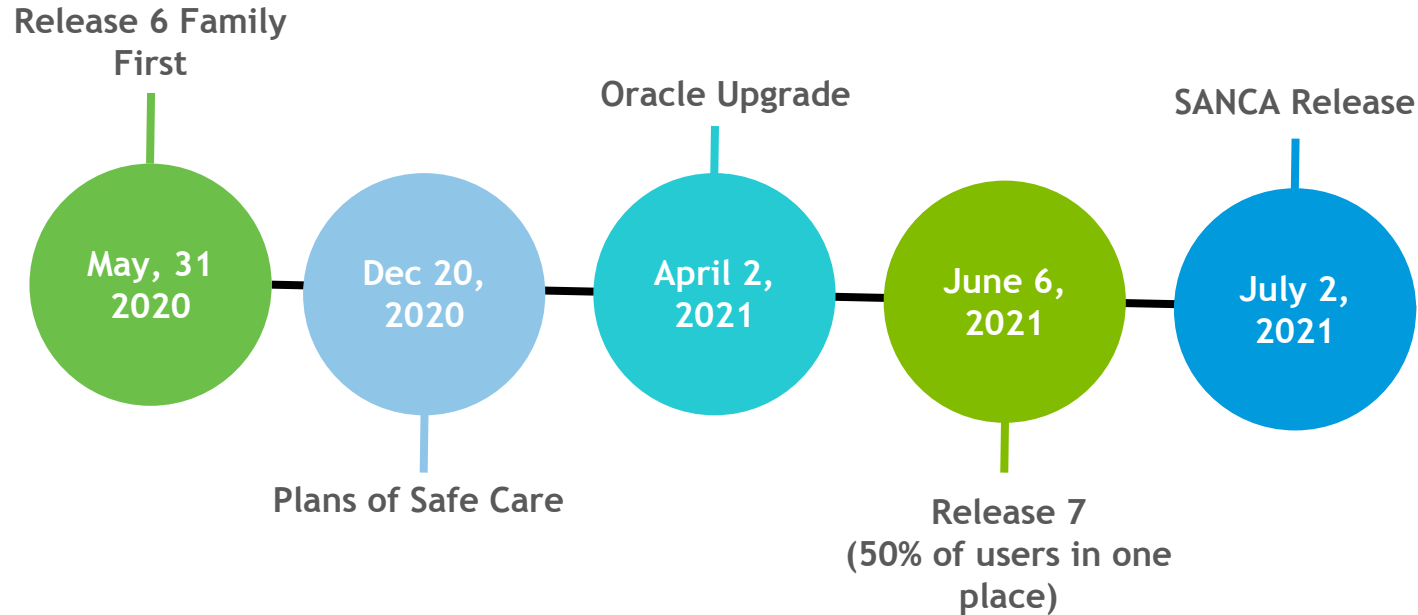


- Trails is an integrated case management system used by 5,400 users serving children, youth and families across Colorado.
- Users include workers in 64 county departments, 22 judicial districts, and the Division of Youth Services (DYS).
- Those 5,400 users in turn have over 70,000 unique contacts with children and families each month, from screening calls to the child abuse and neglect hotline to conducting safety assessments to connecting families with behavioral health services.

Shifting Our Framework to Agile

- **Moving from a “project” to a “product” mindset:** Moving to a “product” mindset allows Trails to consider all components of the system that support the work of users.
- **Focusing resources on the highest-value activities:** We are pivoting to focus on creating highly effective teams that use resources to maximize values to users, and that are positioned to continue to make improvements long after a vendor has rolled off.

Major Releases





R-03 County Trails Refresh and Support

Two components:

- Adjustment of the Trails Line Item Federal and General Fund split to reflect actual federal drawdown; and
- A request for \$1.8 million in a new “County IT Support” line item that will appropriately fund county child welfare technology needs outside of Trails, including computers for caseworkers.

The Future of Trails

Best practice in technology is to move away from incremental capital requests and instead secure an ongoing, reliable source of funding that allows teams to make constantly make improvements and better meet the changing needs of users. This decision item seeks to make that shift.

Office of Economic
Security (OES)

Fortifying Families



Implementing Heat & Eat (HB 21-1105)



COLORADO
Department of Human Services



Heat & Eat (HB 21-1105)

HB 21-1105 created the Heat & Eat program, among other things. Heat & Eat allows households that receive at least \$20 in energy assistance to qualify for a deduction in order to maximize their SNAP benefits.

This benefit will be paid with cash revenue through the Energy Assistance Benefit Charge collected through a surcharge on all household energy bills.



Heat & Eat (HB 21-1105)

Additionally, the bill allows the Department to use available outside resources to build an interface between CBMS (SNAP) and the Low Income Energy Assistance (LEAP) systems.

An interface will maximize the efficacy of Heat & Eat and ensure households receive all the benefits for which they are eligible.



Heat & Eat (HB 21-1105)

To date, no available “outside resources” have been identified to build an interface between the CBMS and LEAP systems.

However, Rep Kennedy has submitted a proposal for Stimulus funds to create this interface.

In lieu of outside resources, the Department will begin to schedule the CBMS changes to issue the energy payments to all SNAP households.



Automated Child Support Enforcement System (ACSES)

Colorado earns nearly \$5 million dollars annually in federal incentives that are passed directly to the 64 counties across the State.

CDHS estimates earning and additional \$800,000 federal dollars by reporting where our Child Support clients are receiving Medicaid benefits and no other benefits such as TANF or IV-E.

ACSES Current State & Limitations

CDHS is requesting a statutory change to use the \$800,000 to support ACSES ongoing

- Has had no new dollars added in more than a decade
- Will benefit all counties

Not Modernized

ELDFCXM1
11/15/2021 13:48:47

REVIEW AND ADJUSTMENT

COURT CASE ID: [REDACTED] TYPE: US RCPL: RO VER: V ACT: A #OBLIGEES: 1
 OBLIGOR: [REDACTED] OBLIGEE: [REDACTED]
 LEGAL PROCESS: C COURT CUSTODIAN OF RECORD: JUDICIAL

----- CURRENT REVIEW INFORMATION -----
 REQUEST DT: 0_ / 0_ / 0_ TECH: 0_ CASE: REQUESTED BY: _
 DENIED DT: 0_ / 0_ / 0_ DENIED REASON: _ CUR MED CD: A

GUIDELN AMT: 0.00 TECH: 0_ GUIDELN DT: 0_ / 0_ / 0_
 DEVIATION CD: _ DEVIATION RSN: _
 RESULTS DT: 0_ / 0_ / 0_ RESULTS: _ NEW SUP AMT: 0.00
 CUR SUP AMT: [REDACTED]

1) CHALL DT: 0_ / 0_ / 0_ CHALL CD: _ RESULTS: _ RESPOND DT: 0_ / 0_ / 0_
 CONT TO DT: 0_ / 0_ / 0_ CONT REQ BY: _
 2) CHALL DT: 0_ / 0_ / 0_ CHALL CD: _ RESULTS: _ RESPOND DT: 0_ / 0_ / 0_
 MEDICAL RESULTS: _ TERMINATION CD: _ TERM DT: 0_ / 0_ / 0_
 NEXT REVIEW DT: 09/15/2023

A}-DISPLAY HISTORY OF MOD REVIEWS *
 N} <==== OPTION .}-CANCEL N}-NEXT M} Q} ?} | REVADJ

Modernized

Search Criteria
 Ledger ID [REDACTED] FSR Acct [REDACTED]

Filter
 Starting Period 11 2021 Class [REDACTED] Display Arrears OBL [ALL]
 Display Only ARRS Display Disburse Display Trans Num

Ledger Info
 Ledger ID [REDACTED] Class A Obligor [REDACTED]
 Acct Per. 11/2021 Active A Status C Obligee [REDACTED]
 Init Date 01/17/2019 Reciprocal S Updated 11/12/2021
 Cur Case [REDACTED] Enf Case [REDACTED]
 Start 11/2021 Class DSP ALL FCCS MAD 52.00 OBL ALL

Transaction List

Num	Date/OBL	MSO	Cur Delnq	ARRS
--	BB 2021/11 ----		+219.58	+1,223.17

Actions
 Search
 List Multiple Obligees
 Apply Filter
 Collection Summary

Navigation
 Select
 DSP
 DSP PAY



Interoperability Update

Joint Agency Interoperability (JAI) connects programs through technology and data to serve the whole person, whole family, and the whole community.

JAI is a partnership between CDHS, HCPF, OIT with the in-scope systems of ACSES (Child Support), Trails (Child Welfare), CHATS (CCCAP), and CBMS (Economic Security programs)

- Overarching Strategy:
 - Domain Driven APIs
- Foundational Work:
 - Legal Framework for Data Sharing
 - Identity Resolution
 - Consistent Business Processes
 - Workflow Management and Document Storage