



Understanding CBMS Through the County Lens

Colorado's Approach to Administering Benefits

- Colorado is state supervised county administered
- County eligibility workers administer public assistance benefits
- One system utilized to administer benefits for all public assistance



Complexity of Determining Eligibility and Prioritizing

Complexity of Determining Eligibility

COLORADO DEPARTMENT OF HUMAN SERVICES (CDHS)

Regulations for Determining Eligibility for SNAP, Adult Financial and TANF: 468 Pages
Total Rule Changes 2020-2023: 44
Total Memos 2020-2023: 137
CBMS Projects 2020-2023: 173

DEPARTMENT OF HEALTH CARE POLICY AND FINANCING (HCPF)

Medicaid Regulations for Determining Eligibility: 170 Pages
Total Rule Changes 2020-2023: 30
Total Memos 2020-2023: 143
CBMS Projects 2020-2023: 98

TRAINING FOR ALL PROGRAMS:

364 Desk Aids and Process Manuals
313 Web Based Trainings
108 Instructor Led Events
132 Additional Videos

CBMS Impacts on Workers and Clients/Customers

- Change fatigue linked to constantly changing system
- System complexity /CBMS functionality require continual learning by eligibility workers, taking them away from processing benefits
- PEAK- Client facing online system allows for client mapped data that is often times inaccurate and necessitates worker intervention
- Misalignment in policy creates confusion for clients and staff
- Increasing demand for assistance with unstable economy driving more applicants
- Mandatory overtime required to offset the hours of downtime to meet state and federal timeliness requirements

CBMS Operational Issues and Downtime

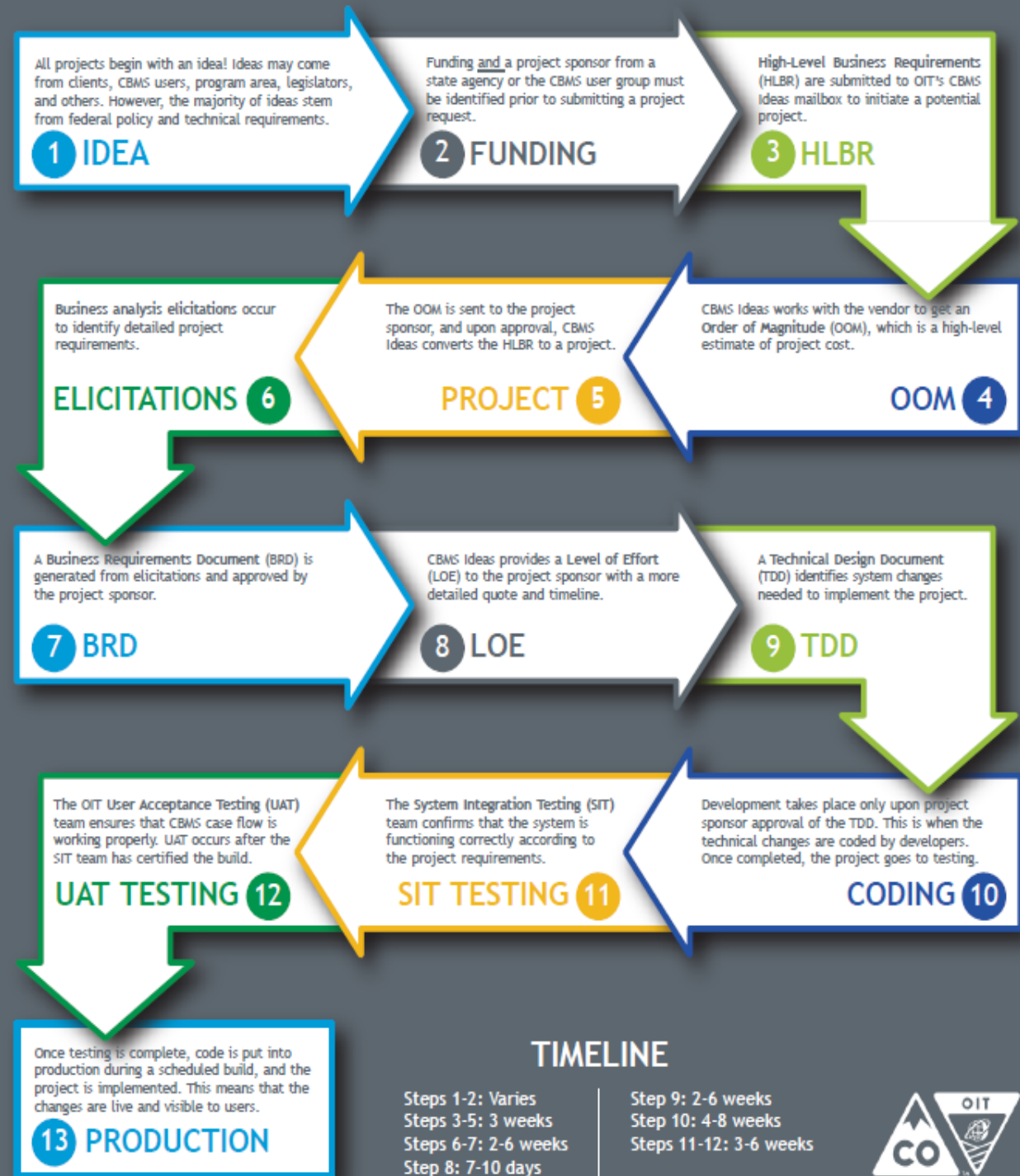
2024

- Counties experienced a total of 17 system issues ESC Operational Impact Presentations totaling approximately 35 hours **plus** the system was down for 3 additional days due to Palo Alto Firewall impacts
- 5 of the 17 system issues noted were considered Heavy Impact

2023

- In 2023 CBMS had a total of 62 system issues in 2023 totaling 138 hours with diminished productivity.
- Between April and December, 73 of these hours were considered heavy impact.
- For the large 11 counties, for every 30 minutes CBMS is not functional, we miss out helping about 850 families. This means that due to the 73 hours of heavy impact, we missed out on serving approximately 124,000 families timely.

Project Life Cycle



System Builds January 2024 – June 2024

DEWS – 26 projects

HCPF - 19 projects

SNAP - 13 projects

OIT - 24 projects

IPT – 14 projects

PEAK – 10 projects

*Between January and June of 2024 100 projects have been completed

*In all of 2023 there were a total of 147 CBMS projects completed, not including Help Desk Ticket fixes or enhancements



CBMS Governance Structure Then vs Now

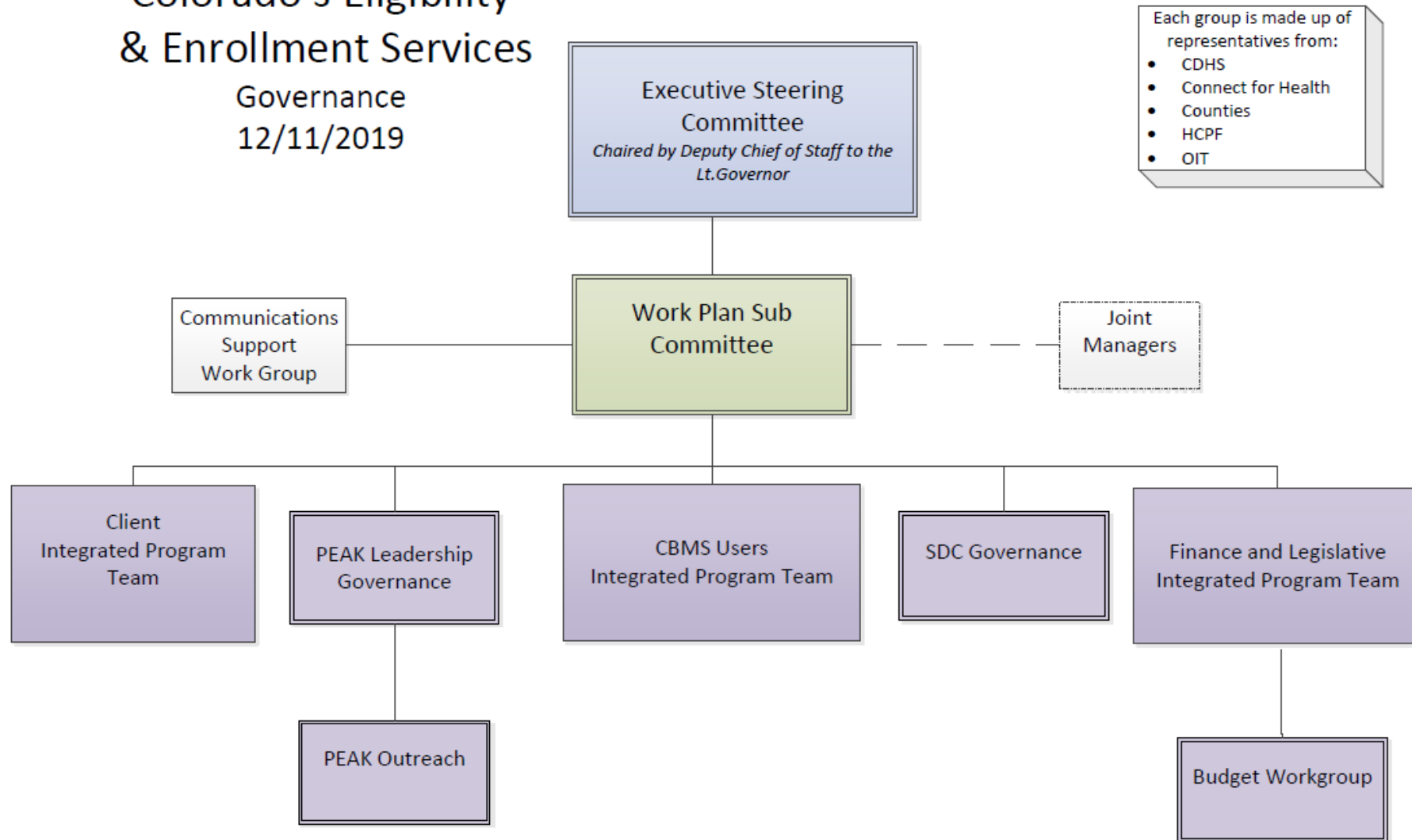
CBMS Governance 2012

History

- **September 2004:** The Colorado Benefits Management System (CBMS) launches.
- **2012 - HB12-1339:** CBMS improvements and modernization project. Included a governance structure and required reporting to the Joint Budget Committee.
- **June 2012:** CBMS submits its first HB12-1339 report to the Joint Budget Committee (JBC). Every quarter, reporting improved as processes were refined and details were captured. The focus was on the 93 priorities identified in the original request.

Colorado's Eligibility & Enrollment Services

Governance
12/11/2019



Our Asks

- A 3rd party assessment of the root causes associated with CBMS system problems today, including whether CBMS can be fixed or should be replaced
- A detailed plan to achieve CBMS stability and agility to enhance the system or create a new system
- A framework for awareness, accountability and transparency over the CBMS system