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

- 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

All projects begin with an idea! Ideas may come from clients, CBMS users, program area, legislators, and others. However, the majority of ideas stem from federal policy and technical requirements.



Funding <u>and</u> a project sponsor from a state agency or the CBMS user group must be identified prior to submitting a project request.



High-Level Business Requirements (HLBR) are submitted to OIT's CBMS Ideas mailbox to initiate a potential project.



Business analysis elicitations occur to identify detailed project requirements.

ELICITATIONS 6

The OOM is sent to the project sponsor, and upon approval, CBMS Ideas converts the HLBR to a project.

PROJECT 5

CBMS Ideas works with the vendor to get an Order of Magnitude (OOM), which is a high-level estimate of project cost.

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A Business Requirements Document (BRD) is generated from elicitations and approved by



the project sponsor.

CBMS Ideas provides a Level of Effort (LOE) to the project sponsor with a more detailed quote and timeline.



A Technical Design Document (TDD) identifies system changes needed to implement the project.



The OIT User Acceptance Testing (UAT) team ensures that CBMS case flow is working properly. UAT occurs after the SIT team has certified the build.

UAT TESTING 12

The System Integration Testing (SIT) team confirms that the system is functioning correctly according to the project requirements.

SIT TESTING 1

Development takes place only upon project sponsor approval of the TDD. This is when the technical changes are coded by developers. Once completed, the project goes to testing.

CODING 10



Steps 1-2: Varies Steps 3-5: 3 weeks Steps 6-7: 2-6 weeks Step 8: 7-10 days

Step 9: 2-6 weeks Step 10: 4-8 weeks Steps 11-12: 3-6 weeks



Once testing is complete, code is put into production during a scheduled build, and the project is implemented. This means that the changes are live and visible to users.

3 PRODUCTION

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

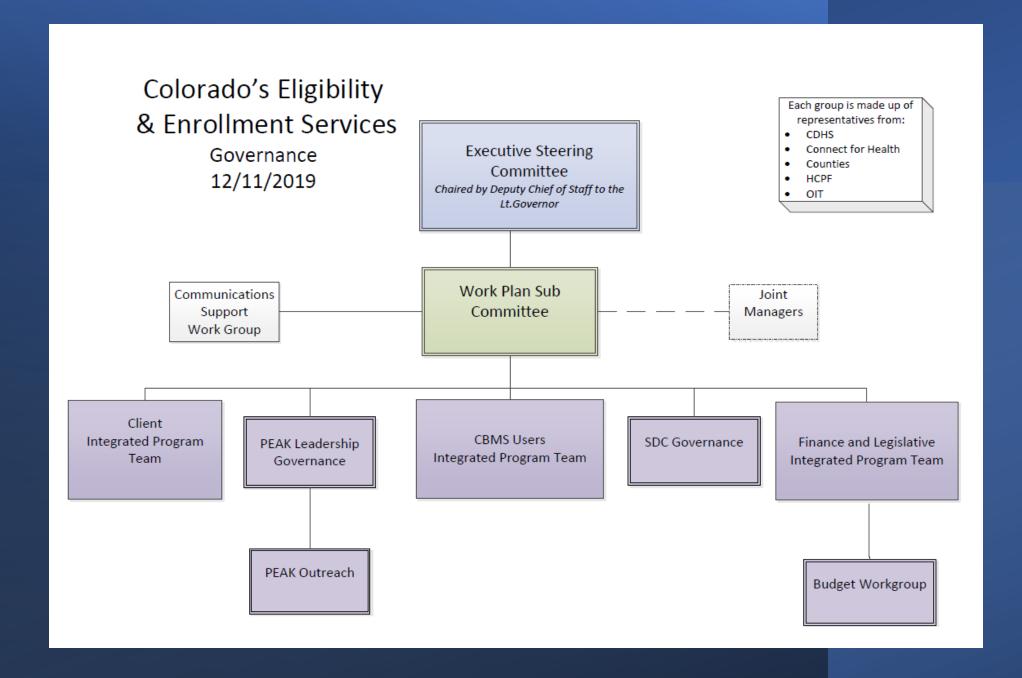
CBMS Governance 2012

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.



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