Human Services Budget Request: Promoting Equity Through Technology & Automation

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Department of Human Services

How Coloradans Access Benefits

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Client applies for benefits ➡ **County eligibility workers begin to work the case** ➡ **Continuous verification** (Process repeats at redeterminations) ➡ **Client uses benefit**

Online through PEAK

PEAKPro - caseworker helping a client online

Paper application
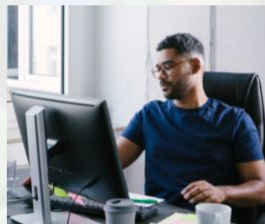
Confirms identity, household composition and income data

Schedule interview, as required by program rules

Benefit is calculated and communicated to client

Verification required when client submits a change (income, address, etc.)

Communicating with client on any benefit amount changes and next redetermination need

PEAK - Program Eligibility & Application Kit

PEAK allows clients to apply for benefits in one place online

- ⬭ CBMS programs served with **PEAK** and **HealthFirst Colorado app**
- ⬭ CBMS programs served with **PEAK** and **MyCOBenefits app**
- ⬭ Other universal app programs served with **PEAK**

CBMS PROGRAMS

Medicaid	Child Health Plan Plus (CHP+)	Food Assistance (SNAP)	Colorado Works (TANF)	Adult Financial

OTHER UNIVERSAL APP PROGRAMS

Child Care Assistance	Nurse-Family Partnership	Head Start	SafeCare Colorado	Women, Infants, & Children	LEAP	RTD Low Income Discount Program	Connect for Health

PEAKPro System for outreach partners assist Coloradans to complete the PEAK application when self-service of PEAK does not meet the clients needs

PEAK and PEAKPro Request Outcomes

Need to rightsize the budget to ensure:

- ○ Crucial operations and maintenance can be funded

- ○ Readiness to grow the application to add more programs

- ○ Enhancements for the end-user experience

- ○ Adequate Training for PEAKPro

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PEAK and PEAKPro Request Details

CDHS and HCPF Staffing

2.0 Business Analysts

1.0 Communications Manager

1.0 PEAKPro Product Manager

1.0 Systems Access control

2.0 Trainers

OIT Staffing

2.0 Testers

1.0 Scrum Master

1.0 Security Analyst

Contracts and Licenses

Digital training tool: Off-the-shelf Product, WalkMe

Contract to provide plain-language Spanish translation

Qualtrics license to provide consumer feedback for PEAK

Salesforce Sandbox license and additional data licenses

Additional Deloitte Pool Hours

	FY23-24	FY24-25 and ongoing
PEAK	19,000	19,000
PEAKPro	13,000	4,000

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Automating The Work Number in the Colorado Benefits Management System

The Work Number
The Work Number, through Equifax Verification Services (EVS), is a tool used universally by private and public entities who need to verify individuals' employment and/or income, including public assistance programs.

Verifying Earned Income in Benefits Programs
Income is a condition of eligibility for most benefits and it is one of the most challenging criterion to verify because it can be so variable

Current State
- County workers verify earned income from client submitted documentation, searching The Work Number database, or contacting the employer
- Data returned by The Work Number is manually transferred into the case file
- Only counties who can afford The Work Number have access to it

Proposed State
- Integrate The Work Number into CBMS to streamline business processes among all programs processed in CBMS
- Provide adequate, equitable funding from the State so all counties can use The Work Number

Outcome
- Coloradans receive faster, more accurate benefits

THANK YOU.
Questions?

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