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# CBMS 2024

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## *Joint Technology Committee Briefing July 2024*

### Presented by:

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# Agenda Today

- CBMS Purpose
- System Infrastructure, Technology, Updates
- Downtime
- Project Insights & Management Methodologies
- Challenges
- Governance & Inclusivity
- Path Forward Priorities



# 5 Key Takeaways

1. CBMS is an evolving system that adapts to meet Colorado's changing needs
2. HCPF & CDHS are committed to CBMS transparency & inclusion
3. CDHS & HCPF are committed to refocus discipline around current CBMS governance processes
4. Focus Areas to Address Stakeholder/County Concerns: CBMS Visioning/Strategy, JAI, Long Term County Resource Plan, Expanded Automation, and Correspondence
5. No plans to replace CBMS entirely, but reprocurement will result in segmenting specific aspects of CBMS to best in class partners

# CBMS Today

CBMS is the eligibility engine that supports many HCPF & CDHS programs.

It is an evolving system that adapts to meet Colorado's changing needs

700

Webpages

120

Connections to  
applications

30+

Software  
Vendors

CBMS maintains 7500 rulesets used to support eligibility determination for programs such as SNAP, TANF, Adult Financial, Medicaid, CHP+ and others to serve Coloradans.

This includes support for:

1.25M

Coloradans  
receiving  
Medicaid

599K

Coloradans  
receiving SNAP

17K

Coloradans  
receiving Adult  
Financial

# CO's Eligibility System Infrastructure, Technology, Updates

Tool	Function	Base Technology Date	Last Major Update Date
CBMS, including rules Rules Engine	Eligibility Determination	2014: Corticon rules engine implemented in 2014	2023: Updated Corticon 2025: Next upgrade to Micro Services
MuleSoft	Systems Integration	2022: Last Upgrade to Runtime Fabric (RTF)	2024: Upgrade to CloudHub 2.0
SalesForce	User Interface and Customer Relationship Management System	2013: Self-Service Migration to Salesforce 2019: Phase II completed	2024: Migration to Hyperforce (July)
Amazon Web Services (AWS)	Data Storage / Cloud	2018: 1st State to Migrate to AWS	Regular cadence of Operating System (OS) and Hardware (HW) upgrades
MyCO/MyCOBenefits app	The ability to securely manage food and cash assistance benefits via mobile devices	2018: Implementation	Yearly upgrades since 2018
Key App: PEAK	Member facing on-line application and benefits portal	2014: Implementation	2019: Chatbot added 2023: Apply for Benefits module modernized and useable on a smartphone 2023: Application Intake updated
Key App: PEAK Pro	Simplified Eligibility functions (applications, updates, renewal) for non-County partners	2017: Implementation	2023: PEAKPro Enhancement Phase1 2023: PEAKPro Enhancement Phase2 2024: PEAKPro Enhancement Phase3

# CBMS Uptime Review

Every delay or outage is unwelcome

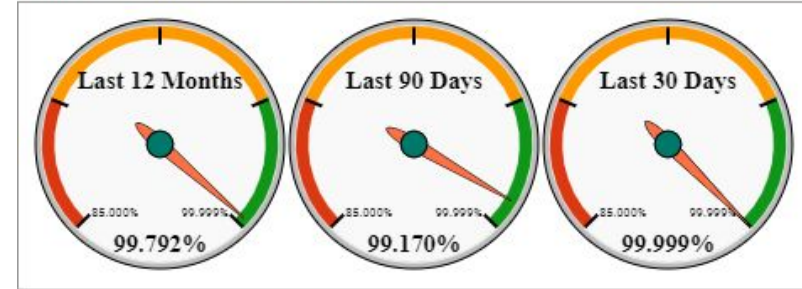
Last 12 months: 99.79% uptime during core hours

Outlier downtime due to a cybersecurity challenge in Apr 2024

At issue are events that slow response times

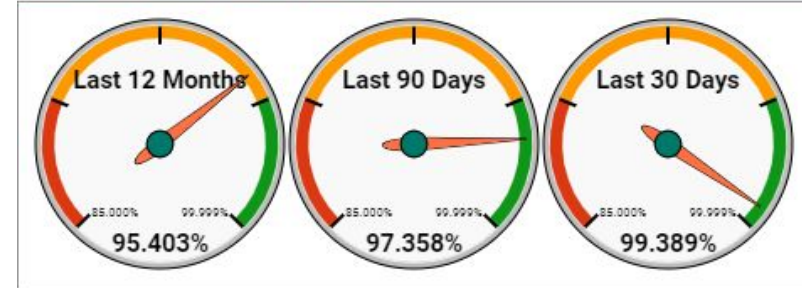
## CBMS System Availability

Core hours (6AM - 6PM / Mon-Sat)



## CBMS Availability factoring in Slow Events

Core hours (6AM - 6PM / Mon-Sat)



## Industry Standard

- 99% uptime which equals 7 hours of downtime per month

# CBMS Uptime

Apr 2024  
cybersecurity  
outage outlier

Maintenance  
outages

Performance Issue Hrs			System Outage Hrs		
Year	Core Hrs	Total Hrs	Year	Core Hrs	Total Hrs
2022	208.24	317.65	2022	9.00	18.00
2023	122.67	138.42	2023	7.39	20.67
2024	65.00	65.02	2024	8.49	20.07

\*Core hours 6am-6pm M-S

## What we are doing to support continuous improvement

- Increased vendor collaboration
- OIT CBMS architects devoted to system management
- Innovative technology solutions

# How CBMS Meets Evolving Needs

Three Major Project Types Released into the System at Regular Intervals:

**Program Area Projects**

*Approx 163 projects in the past year*

**Enhancements for Usability**

*Approx 25 projects in the past year*

**Performance / Technology Updates**

*Approx 48 projects in the past year*



# CBMS - HCPF Automation & Project Resource Challenges

- HCPF CBMS Pool Hours are fully committed through CY2026
  - 23 projects are legislatively mandated
  - Future fiscal notes will likely see increased projected delays
- HCPF backlog beyond scheduled projects is 57 projects est @ 175k - 250k hours... and growing
- Public Health Emergency (PHE) did cause the state to prioritize, based on CMS mandates, waivers, etc.
- Historic CBMS Renewal Automation (ex parte): Reduces county workload. Improved from 33% to 59% as of May of 2024
- Competing and evolving priorities

# CBMS - CDHS Project Prioritization



- CDHS has two years worth of projects in a backlogged/unscheduled state
- Continue to prioritize when choosing what to onboard based on competing priorities to address Stakeholder/County Concerns (compliance, timeliness, SB22-235 recommendations)

## **Supplemental Nutrition Assistance Program (SNAP):**

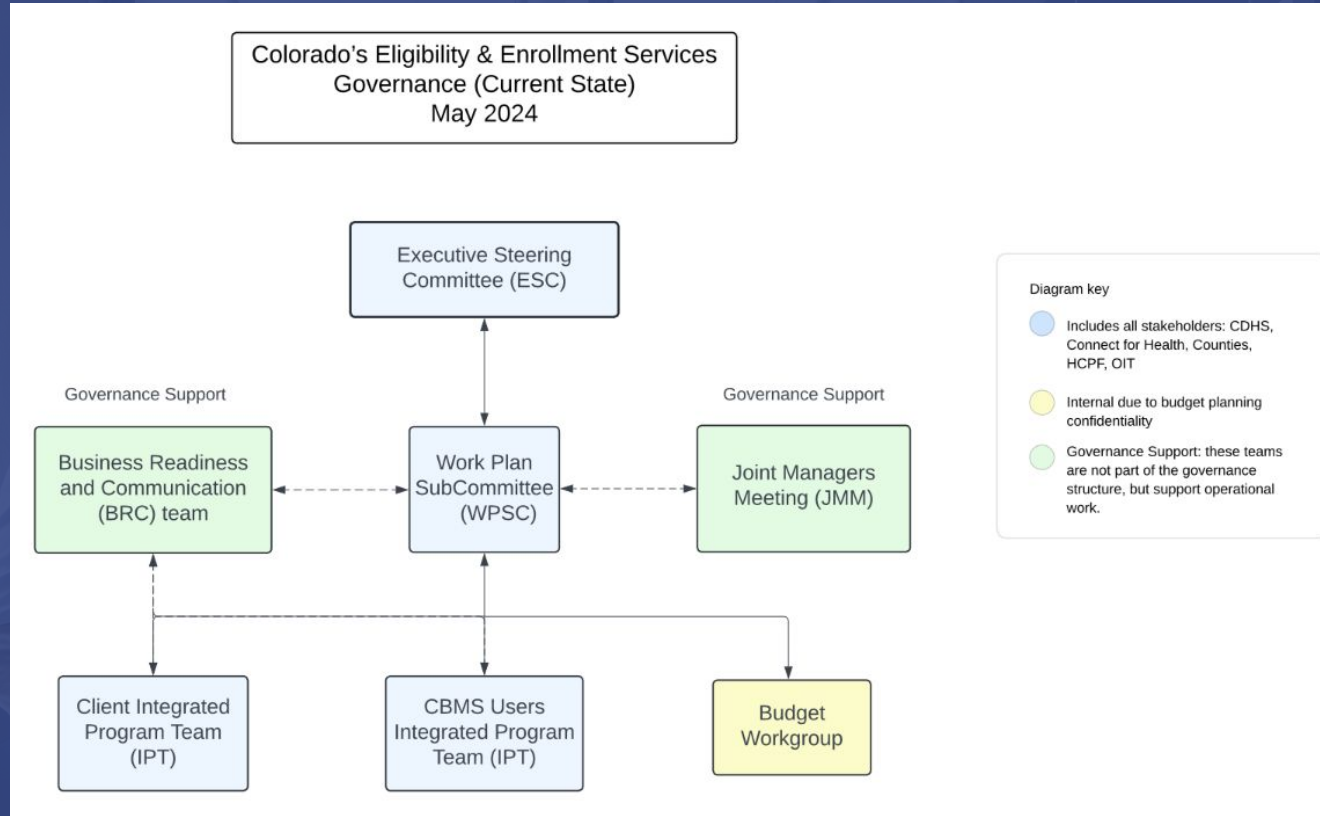
- Pool hours for FY24-25 SNAP projects are scheduled
- SNAP has 35 backlogged projects; and capacity for fast track projects

## **Temporary Assistance for Needy Families/Adult Financial (TANF/AF):**

- Pool hours for FY24-25 TANF/AF projects are scheduled
- TANF/AF has 34 backlogged projects; 32 items on our fast track backlog

# Governance and Stakeholder Engagement

- CBMS staff strives for transparency and inclusion
- CBMS governance improvement is a focus



# County Improvement Projects

**23 User Identified Projects have been implemented over past year.**

Projects implemented in June 2024:

1. User Integrated Project Team (IPT) Backlog
2. IPT Fast Track Enhancements
3. CBMS PEAK Accounts When Case is Changed to Employee-Related

# Major HCPF-CDHS-County Initiatives

**Joint Agency Interoperability (JAI) is a critical implementation**

- SB22-235 recommendation: “making work accessible and portable” through one work/document management system (Unified County System)

**CBMS Strategy & Vision**

- Evolve CBMS to better support system users and the member experience

**Reducing County Workload, Improving Accuracy & Member Experience**

- Automation (ex parte)
- PEAK usability, modernization
- Member correspondence improvements
- IVR SNAP processing improvements

# CBMS Re-Procurement - CBMS system user, advocate & stakeholder inclusivity.

## Inclusive Process

### Member Experience

Keep but improve “one stop shop”, correspondence, application process tracking

### Governance

Ensure right collaborators & stakeholders are involved, expand PEAKPro

### Automation & System

Improve state and federal interfaces to drive automation, more regression testing, faster issue resolution

### Training & User Interface

Data entry is complex, inconsistent training, long ramp up time for workers given complex system and programs, turnover challenges

## CBMS Alternatives Analysis

supported approach to reprocure CBMS system, modular replacement of systems/components to modernize and enhance the eligibility ecosystem NOT REPLACE CBMS.

*April-June 2021 feedback thru interviews with 8 states, 50+ individuals in CO including subject matter experts, counties, advocates & program executives working with CBMS.*



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