Colorado Department of Human Services
Technology Requests

FY 2019-20
Presented to the Joint Technology Committee
February 8, 2019

MISSION:
Collaborating with our partners, our mission is to design and deliver high-quality human services and healthcare that improve the safety, independence, and well-being of the people of Colorado.

VISION:
The people of Colorado are safe, healthy, and prepared to achieve their greatest aspirations.

VALUES:
The Colorado Department of Human Services will:
• Make decisions with, and act in the best interests of, the people we serve because Colorado's success depends on their well-being.
• Share information, seek input, and explain our actions because we value accountability and transparency.
• Manage our resources efficiently because we value responsible stewardship.
• Promote a positive work environment to support and develop employees, because their performance is essential to Colorado's success.
• Meaningfully engage our partners and the people we serve because we must work together to achieve the best outcomes.
• Commit to continuous learning because Coloradans deserve effective solutions today and forward-looking innovation for tomorrow.
At the Colorado Department of Human Services, we are **People Who Help People:**

To thrive in the community of their choice

To achieve economic security through meaningful work

To prepare for educational success throughout their lives

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**CDHS at a Glance**

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<tr>
<th>CDHS Owned &amp; Active</th>
<th>CDHS Leased</th>
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<tbody>
<tr>
<td>• 343 buildings that are owned and operated:</td>
<td>11 Properties Leased:</td>
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<tr>
<td>➢ 52 vacant buildings (43 dry-closed, 9 wet-closed)</td>
<td>➢ 1 Disability Determination Services Office</td>
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<td>➢ 30 tenant/contract operated buildings</td>
<td>➢ 1 Child Welfare Training Office</td>
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<td>➢ 291 CDHS occupied/operated</td>
<td>➢ 1 CDHS Headquarters (1575 Sherman St.)</td>
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<td>• Examples of the various uses of buildings include:</td>
<td>➢ 1 LEAP/Refugee Services Office</td>
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<td>➢ 2 Mental Health Hospitals</td>
<td>➢ 5 Administrative DYC Offices</td>
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<td>➢ 3 Regional Centers, including 40 Group Homes</td>
<td>➢ 1 Office of Economic Security Training</td>
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<td>➢ 12 Youth Services Centers</td>
<td>➢ 1 Developmental Disabilities Council</td>
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<tr>
<td>➢ 5 Veterans Community Living Centers (4 state-operated)</td>
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<td>• Office of State Architect identifies current replacement value of nearly $774 million</td>
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<td>• Average Facility Condition Index score for CDHS buildings is 68.6% compared to statewide target of 85%</td>
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CDHS at a Glance

Community Programs

☑ County Programs  ☑ Early Childhood Councils
☑ Community Behavioral Health Providers  ☑ Area Agencies on Aging
☑ Refugee Services  ☑ Tony Grampsas Youth Services
☑ Domestic Violence Program  ☑ Ombudsman Programs
☑ 66 Boards and Commissions

CDHS Technology Snapshot

• Over 106 IT systems delivering critical services for 80+ lines of business
• Providing case management, financial management, and healthcare management
• More than 12,000 users access the Department’s IT systems
  - 5,000 CDHS employees
  - 6,000 county users
  - 1,000 community providers (e.g. substance use treatment, child care, case managers, etc.)
• The Governor’s Office of Information Technology (OIT) and multiple vendors maintain the infrastructure and systems on behalf of the Department
Interoperability, Phase 5 of 5

What is the problem?

- People receiving services from DHS have disconnected experiences across service systems
- Families are burdened with coordinating their services
- Workers don’t have timely access to information in other systems
- Counties struggle to manage casework that crosses multiple systems
- Departments cannot easily aggregate information to align services

Interoperability, Phase 5 of 5

What is the solution?

Connection With a Purpose

Improves exchange of information across multiple state systems, resulting in:

- Faster access to services
- More accurate eligibility determination
- Casework simplification
- Improved safety through coordination
- Better continuity of care
- Improved ability to measure outcomes
- Fraud reduction
Colorado Crisis System Enhancements
GF $1,590,225
What is the problem?

Patient safety and care is currently compromised by:

- Fragmented record systems that prevent easy and timely care coordination
- Clinical decisions occurring across multiple providers and systems that are not interconnected or visible in real time
- Inconsistent data collection preventing robust program oversight and evaluation
- A lack of timely or immediate access to health records for use by emergency responders and crisis responders to use in making clinical decisions and coordinating appropriate interventions
Colorado Crisis System Enhancements
GF $1,590,225
What is the solution?

Establishing a single electronic behavioral health record tool for the Colorado Crisis System will:

- Connect the Crisis System behavioral health records to the Health Information Exchanges to improve clinical decision making and patient safety
- Eliminate duplicate assessments currently conducted by both Crisis Hotline providers and Community Crisis providers
- Coordinated first responder and Community Crisis provider dispatch efforts to ensure patients receive appropriate interventions
- Establish consistent outcome measures and standard data collection on mobile devices
- Add real-time documentation and GIS mapping to improve safety

FY 2019-20 CDHS General Fund Requests:

Colorado Crisis System Enhancements
$2,499,592 (GF)

$1,514,500 GF
Capital

$985,092 GF
Operating
Joint Technology Committee Hearing

Questions?