



Colorado Benefits Management System (CBMS) Transformation

JTC Update by OIT with HCPF and CDHS
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Information Technology
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CBMS Transformation Impact

The modernized CBMS application aims to manage cases more effectively- allowing case workers to administer benefits more quickly and accurately for vulnerable Coloradans than before.

Transforming CBMS...

Phase I: The system now resides in a cloud infrastructure that removed the need for CBMS to be housed in the State data center.

Phase II: Redesign of the existing user experience / user interface to take advantage of enhanced workflow and UI capabilities. The impacts will be measured through collection of county user data and monitoring post-Transformation, as detailed in the Impact Assessment Plan

Key Transformation Impacts



Efficiency

Reduced processing time of eligibility applications through:

- Less manual data entry
- Fewer navigational clicks
- Improved technical performance



Infrastructure Costs

- Reduced infrastructure costs from migrating out of the State data center
- Reduced cost of scaling cloud services up or down to meet demand
- More accurate costing forecasts from more predictable cost model



Accuracy

- Fewer manual data entry errors
- Improved data validations



Robustness

- Modularized system utilizing web/cloud services increases reliability
- Enhanced security profile
- Decreased application downtime
- Faster implementation of changes, fixes, and enhancements



Experience

- Improved user experience using and navigating the application
- Easier data entry on simplified screens



Compliance

- Improved security to protect sensitive and personal information
- Met federal/state security and privacy compliance requirements

Organizational Change Management

Preparing the 4800 CBMS users for Transformation

Training available 60 business days before going live

11 Web Based Trainings (WBT)

9 Virtual Instructor Led Trainings (VILT)

250 Local Resident Experts

Survey of County Readiness

Additional supports for 11 counties concerned about readiness

In collaboration with CDHS, HCPF, C4H, Counties, Gov Office, and OIT (unanimous decision),

CBMS Transformation Phase 2 went live August 26, 2019

Challenges Post Go-live

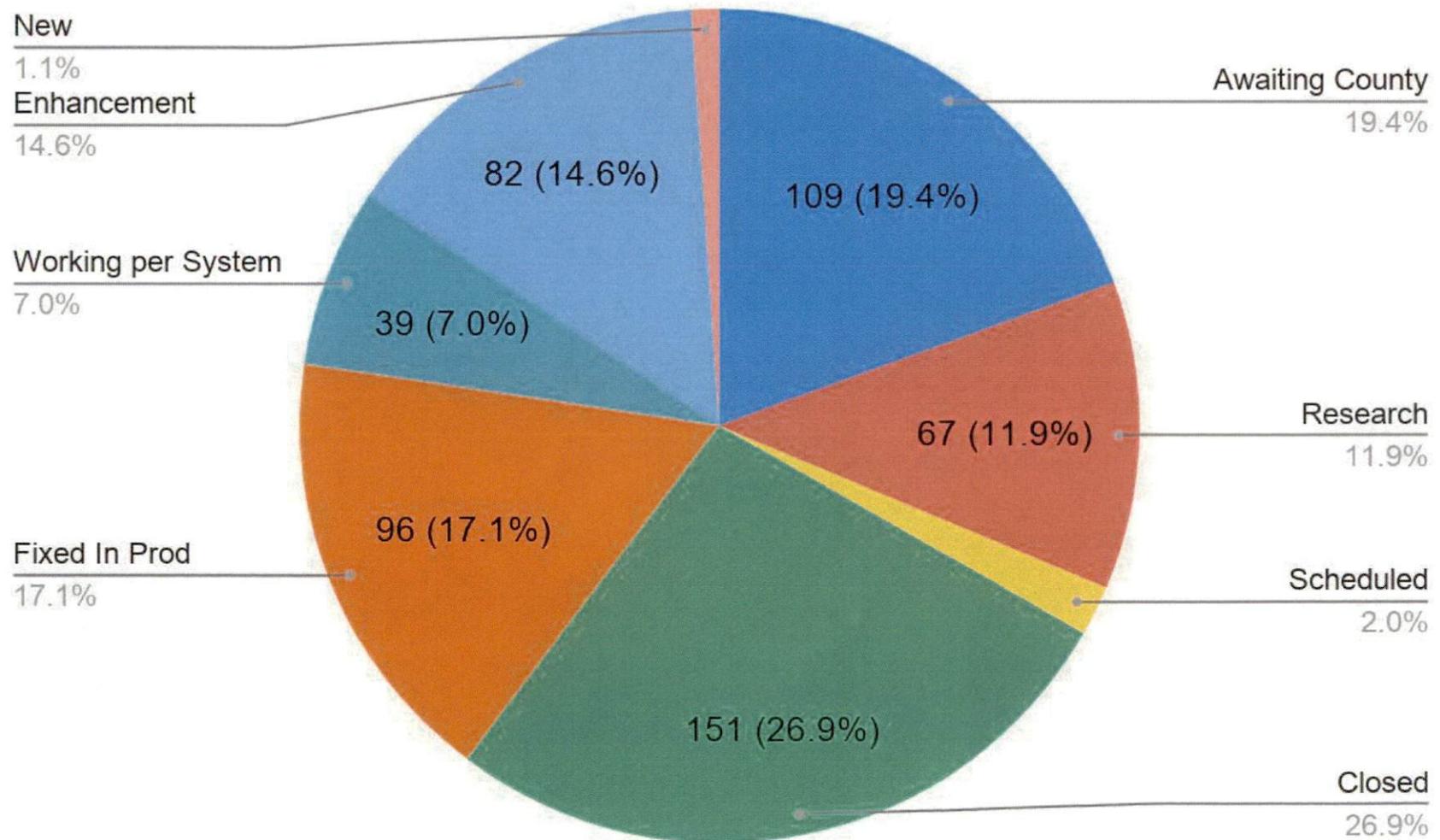
- Two additional unplanned days of downtime at go-live
- Poor system performance for the first two weeks
- Significantly longer case processing times for September and October
- Fall increased workloads
 - Back to School
 - Open Enrollment
 - Annual Cost of Living Allowance (COLA) adjustments and exceptions
- Training environment stability and availability
- Improving processing times starting in November
- Continuing reports that new CBMS remains less efficient than previous CBMS

EDBC Runs & Authorizations - Weekly



County Visits Summary

There were 30 county visits and follow-ups post go-live. The teams collected feedback on a total of 561 items. The chart below identifies which category the items are in.



CBMS/PEAK Build Information

Since going live on August 26, 2019, there have been more than 500 fixes and enhancements implemented in the new system. Enhancements via Help Desk Ticket (HDT) builds are implemented approximately weekly.

Upcoming Builds:

1/5/20 - CBMS/PEAK HDT Build - Sunday Outage 6am - 12pm

- 25 HDT Enhancements and Fixes

1/16/20 - CBMS/PEAK HDT Build - Thursday Outage 6pm - 12am

- Currently 28 HDT Enhancements and Fixes

1/26/20 - CBMS/PEAK HDT Build - Sunday Outage 6am - 12pm

- Number of HDT Enhancements TBD

CBMS User Survey of CBMS Processes in December

Total Responses - 442

64 Counties reporting
30 responses from MA, PE Sites, and Other

Findings

Survey respondents ranked the processes that have the highest impact on their efficiency while using CBMS.

The team will facilitate focus groups to:

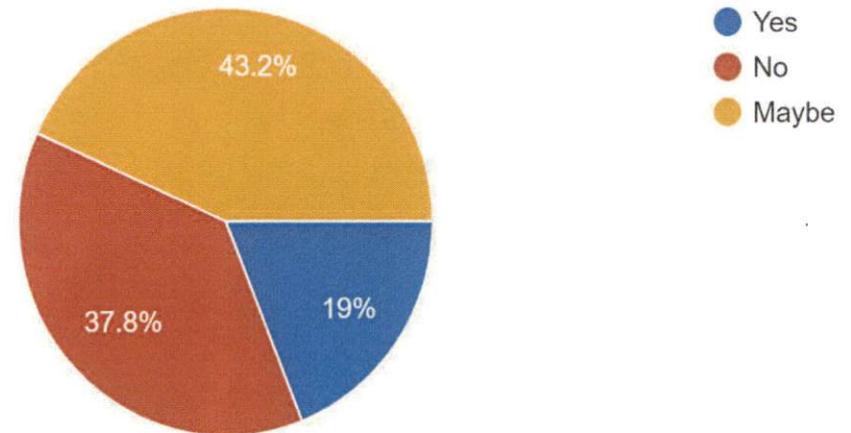
- Gain additional context on survey results
- Compare identified pain points to enhancements already in development (income screens, interfaces, etc.)

Focus group results will inform prioritization of processes for design enhancements

Focus Group Participation

83 individuals from 23 Eligibility Sites stated **yes** they would like to participate
191 individuals from 33 Eligibility Sites stated **maybe** they would like to participate

Percentage of individuals who indicated they would participate in a Virtual Focus Group (pre-JAD session)



Continuing Improvements

Holding weekly Executive Steering Committee Meetings
Create project plan and timeline for continued enhancements
Communicate survey results and project objectives to end users
Identify participants and schedule focus groups
Analyze focus group results and develop recommendations on areas for design enhancements
Present recommendations to WPSC and ESC
Plan and facilitate Joint Application Design (JAD) sessions to review each area selected for design enhancement

Questions and Answers

Thank you!

Herb Wilson, Director Health Information Services & CBMS, OIT

Herb.Wilson@state.co.us

Ki'i Powell, Director Office of Economic Security, CDHS

Ki'i.Powell@state.co.us

Marivel Klueckman, Director Eligibility Division, HCPF

Marivel.Klueckman@state.co.us