
CBMS Quarterly Update

Joint Technology Committee Update September 2024

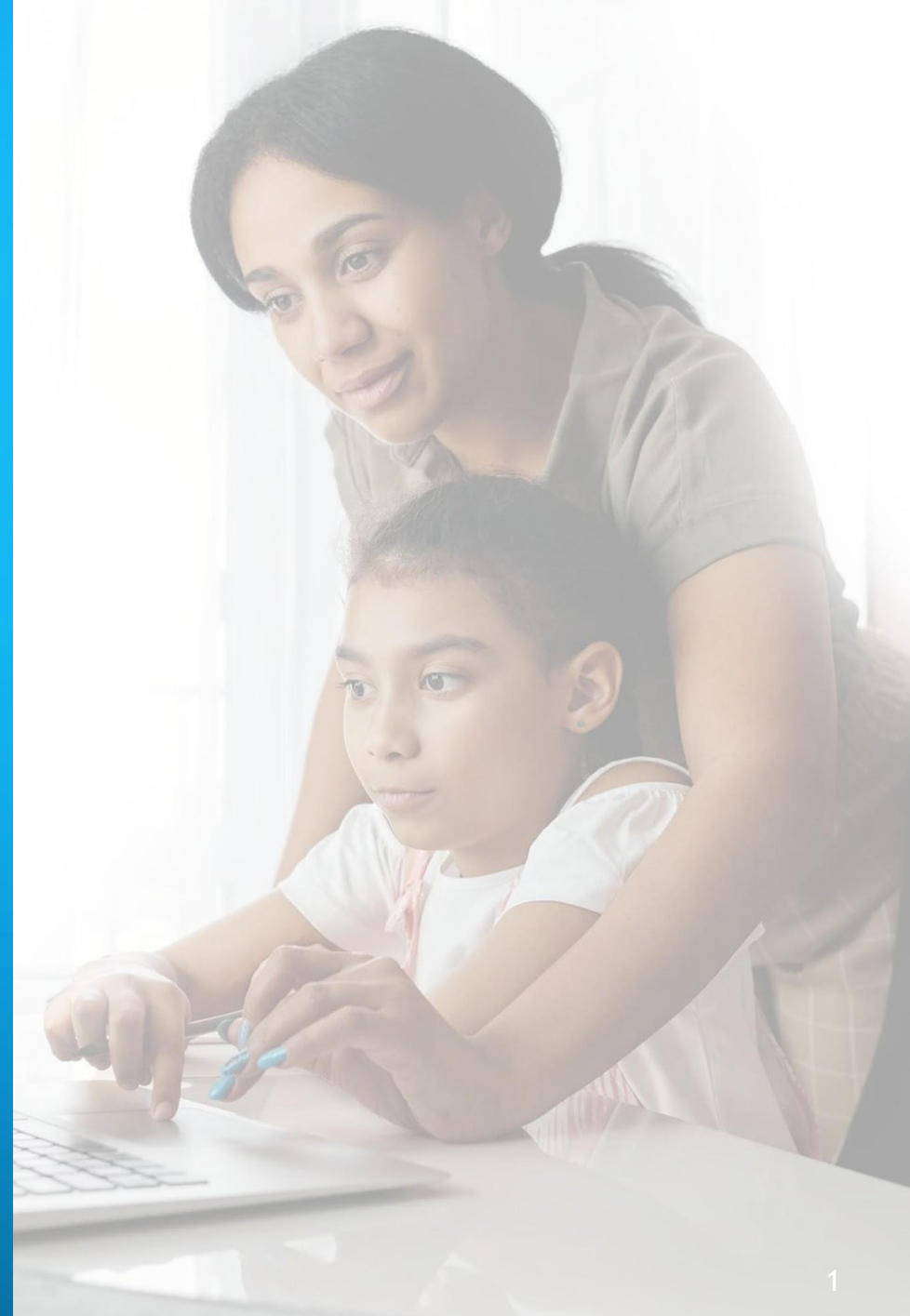
Presented by:

Kim Bimestefer, Executive
Director, HCPF

Ralph Choate, Chief
Operations Officer, HCPF

Michelle Barnes, Executive
Director, CDHS

Misgana Tesfaye, Director of
Business Innovation,
Technology & Security (BITS),
CDHS





Agenda Today

- Introduction
- Top 4 Takeaways
- Governance and Inclusivity
- County CBMS Concerns
- System Performance
- Cross Agency Collaboration
- Reprourement
- Conclusion



Top 4 Takeaways

1. CBMS is a modern system
2. Progress on Revising Governance Structure to allow for Additional Transparency & County Voice
3. Improving Collaboration & Coordination to address County Concerns
4. Planning for the Future - County Input in CBMS Reprocurement

A person is shown from the chest up, wearing a blue shirt and glasses, working on a laptop. The image is overlaid with a semi-transparent blue shape that contains white text. The text is arranged in a list-like structure, with the main title at the top and several bullet points below it.

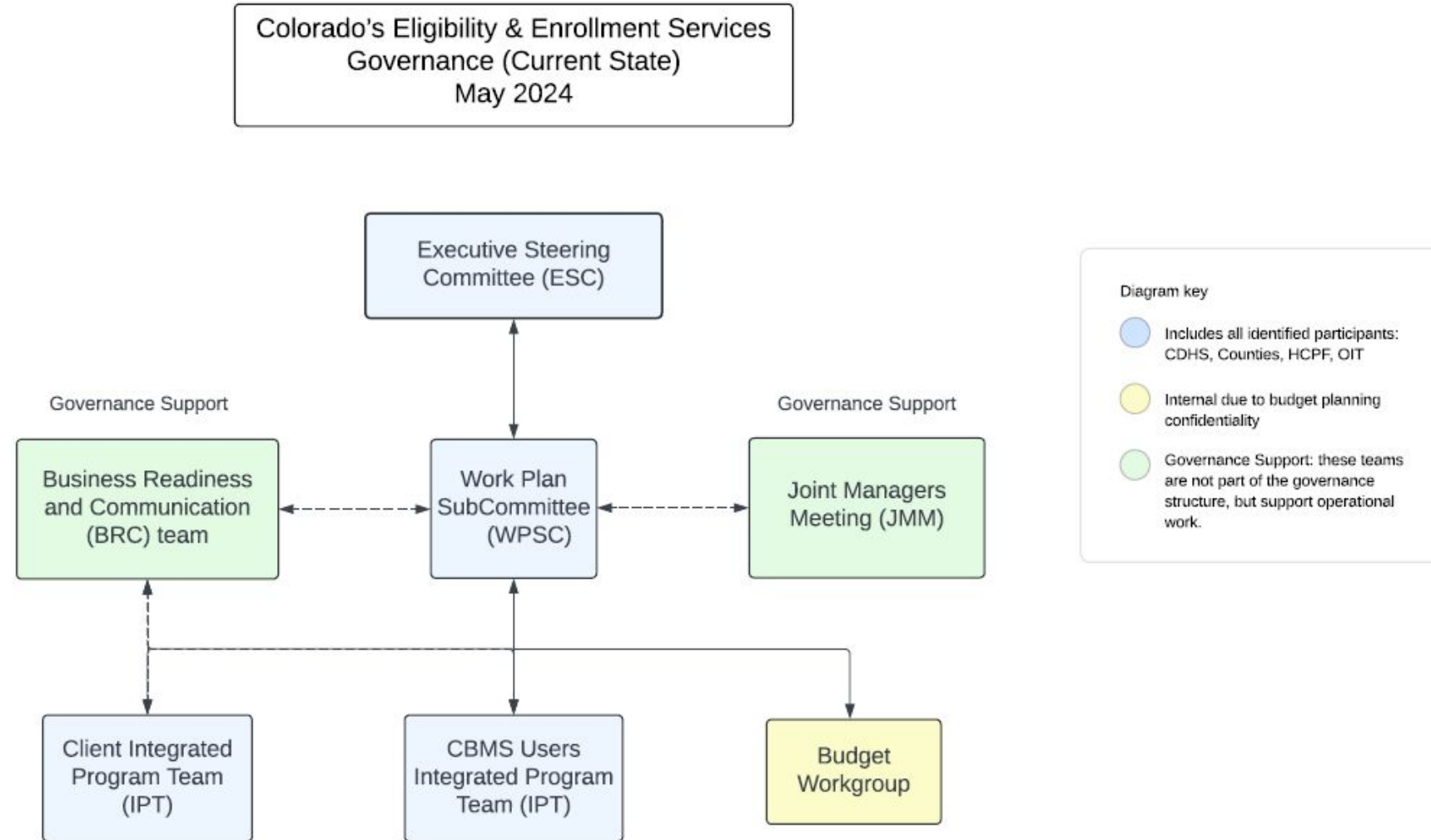
CBMS Ecosystem Modernizations

• CO's CBMS Ecosystem Uses Modern Infrastructure, Technology and Updates

- CBMS screens/interface are built on Salesforce. September 2024 migration to Hyperforce.
- CBMS eligibility determination uses Corticon rules engine, updated 2023. 2025 upgrade to Micro Services.
- Amazon Web Services (AWS) data storage in the cloud with a regular cadence of operation system and hardware upgrades.
- Member facing online application and benefits portals: PEAK uses Lightning, which is Salesforce's latest framework. 2023 update. MyCO/MyCOBenefits app to manage food and cash assistance benefits via mobile devices is built on React. Yearly updates.
- PEAKPro simplified eligibility functions. Enhancements in three phases 2023-2024.
- Mulesoft for systems integration upgraded 2024 to CloudHub 2.0.

Improving CBMS Governance

- CBMS Head of Product position
- Cross Agency teams (including OIT, HCPF, CDHS, Counties) reviewing CBMS Governance charters
- CBMS Charter reviews & updates 80% complete
- Doubling down on CBMS ESC meeting and communications disciplines post PHE unwind





County CBMS Concerns

- **System
Performance**

What we are doing to support continuous improvement?

- System configuration changes to improve system performance
 - Shelter Expense Homeless Summary screen slowness fix completed Sept 2024, improving screen load time from 18 seconds to 1 second
 - Proof of Concept (POC) for Kafka Connect to reduce 237 errors in Dec 2024
- Data Governance
 - Creation of dashboards for system performance and impact on service delivery

Outcomes

- County partners reported improvements in system performance and transparency

CBMS Uptime

- Performance Issue Hours
- System Outage Hours

Performance Issue Hrs		
Year	Core Hrs	Total Hrs
2022	208.24	317.65
2023	112.67	138.42
2024	101.08	101.08

System Outage Hrs		
Year	Core Hrs	Total Hrs
2022	9.00	18.00
2023	7.39	20.67
2024	8.89	20.47

*Core hours 6am-6pm M-S

What we are doing to support continuous improvement?

- Senior CBMS architect starts October 1, 2024
- State and County collaboration on common language for outages and downtime

County CBMS Concerns

- Slowness after 3pm
- Additional Discoveries

What we are doing to support continuous improvement?

Initial Visits		Follow-up Visits	
County	Date	County	Date
Denver	7/15/2024	Boulder	8/8/2024
Costilla	7/16/2024	Douglas	8/19/2024
Boulder	7/17/2024	Rio Blanco	8/28/2024
Douglas	7/18/2024	Weld	Scheduling

Outcomes
<ul style="list-style-type: none">● Deloitte attended onsite visits and performed real-time troubleshooting, fixes identified for CBMS issues● OIT attended onsite visits to troubleshoot network connectivity issues, working to resolve identified issues● County workers identified an enhancement based on an alert received during the visit, it was added to the project backlog



County CBMS Concerns

What we are doing to support continuous improvement?

Counties with 1.5 mbps network connection:

Eagle
Garfield
Sedgwick
Routt
Washington
Saguache
Chaffee

Kit Carson
Adams
Jackson
Summit
Cheyenne
Elbert
Alamosa

Kiowa
Clear Creek
Ouray
Park
Cripple Creek- Teller
Rio Blanco

Outcomes

- OIT attended onsite visit to Rio Blanco to troubleshoot network connectivity concerns
- OIT reported that Rio Blanco, along with the Counties listed above, are using 1.5 mbps connections to access CBMS
- OIT working with vendors to upgrade connections to fibre


Major HCPF-CDHS County Initiatives

Joint Agency Interoperability (JAI)

CBMS Strategy and Vision

What we are doing to support continuous improvement?

- Joint Agency Interoperability (JAI)
 - Unified County System (UCS) for document and workflow management
 - JAI Partnerships include OIT, HCPF, CDHS, CDEC, Counties
 - Federal approval received
 - ITN posted - September 6, 2024, the ITN will be posted for 5 weeks then the selection process begins
- CBMS Strategy and Vision
 - Partnership includes HCPF, CDHS, Colorado Digital Service (CDS), OIT
 - Next step - Whiteboarding sessions with stakeholder groups to understand priorities
 - Pending onboarding of Head of Product position



Cross Agency Collaboration

- Inclusion

What we are doing to support continuous improvement?

- Ongoing performance/compliance collaboration meetings across HCPF, SNAP and DEWS
- Bi-weekly executive level meetings between agencies to align on budget, strategy, and collaboration opportunities
- HCPF & CDHS Project Prioritization Working Session
- CBMS Cross-Agency Portfolio of Projects - under development
- Onsite county visits with Deloitte, OIT, Istonish
- CHSDA and CBMS governance process alignment - under development



CBMS

Re-Procurement

- Member Experience
- Governance
- Automation

What we are doing to support continuous improvement?

- Improve “one stop shop”
 - Modular procurement
 - Client Correspondence
 - Consumer Applications
 - Core (M&O)
- Ensure right collaborators & stakeholders are involved
 - Each team consists of stakeholders from CDHS, HCPF, OIT, Managers, Supervisors, Frontline staff, County representatives



CBMS Re-Procurement

- Project
Milestones

What we are doing to support continuous improvement?

Task	Date	Status
Research, interviews		
Interviews with seven (7) states	5/31/24	Complete
Researched 22 states' procurement costs & state contracting best practices	5/31/24	Complete ³
Correspondence Module		
Kickoff	12/23/24	Complete
Requirements Drafting	1/24-9/24	Complete
ITN Development	9/24-3/25	Active
CBMS Core and Consumer Applications Modules (Maintenance and Operations only)		
Kickoff	6/24	Complete
Requirements Drafting	7/24-5/25	Active
ITN Development	6/25-12/25	Pending



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