

Executive Summary - CBMS Work Plan Status

Updated 3/18/2014

Project Highlights

- CBMS presented 93 priorities to the JBC, which at that time included 102 projects. 86 of those original 102 projects have been completed. The remaining 16 projects will be completed in the CBMS April and June 2014 releases. CBMS has defined an additional 75 sub-projects which will play a role in completing the remaining priorities between January and June 2014. Roughly 30 percent of these additional sub-projects have been completed.
- Additional new projects that are not tied to the original 93 priorities and are funded outside of the HB12-1339 request have been added to this report in order to provide a complete picture of the current work plan. There are 37 projects that fall into this category and have not appeared on prior reports that were limited to the original priorities.
- With total funding of \$37,781,435 appropriated via HB12-1339, the Work Plan budget is on track with an additional \$5,081,775 invoiced since the last report for a total of \$25,656,247 **invoiced to date**.
- **Performance of the benefits system** continues to be above targets. As of March 2014 the system is at the 95.8 percent mark of all transactions completed in less than 4 seconds (see graphic, page 5).
- **Timeliness of benefits** eligibility determination at HCPF the timeliness numbers register above the 90 percent mark mark. CDHS has dropped, but is above 90% for Expedited Food Assistance new applications and above 90% for Food assistance new applications. Colorado Works is above the 95 percent mark for timeliness. (see graphics, page 6).
- **The September build** to the Colorado Benefits Management System was the most significant modification to the system in its history. Significant builds were also deployed in December and February 2014. There are **high client impact projects that will be deployed in April 2014**. One of these projects will provide clients with the ability to log into PEAK and see their correspondence and notices online. Applicants will also be able to see the status of their application in PEAK, which will reduce frustration and calls to the call centers and counties. Additionally, if a client application is pending due to missing information the client will be able to see what is needed and update that information in PEAK without waiting or requiring assistance.

Project Elements (HB12-1339)

- A. Overview of the Project Management Structure** – The Work Plan governance structure continues to work very well. The Executive Steering Committee meets regularly, and the Work Plan Sub-Committee is prioritizing projects and working to maintain the project timeline. The Integrated Project Teams (IPTs) are meeting and each has put together a Charter document as well as a written execution plan for their subject of expertise. Additionally, the WPSC is looking at a proposal to further enhance the collaboration across IPTs with a broader scope and focus on users and clients. The *Finance and Legislative IPT* continues to track project finances while monitoring any legislation with a potential impact to the Work Plan. The *Communications IPT* has focused on getting critical information regarding the build into the hands of system users as well as Community Partners who support applicant use of PEAK. The *Training IPT* is creating a training curriculum that will address the multiple needs of users across the state. The *Help Desk IPT* is addressing an inventory of issues given them from users in the field.
- B. Overview of the CBMS Work Plan** – The CBMS Work Plan includes 93 priorities, representing 336 projects. We are pleased to report that as of this submission the Work Plan timeline remains intact. The CBMS Project Dashboard and Dashboard Key, which are included in the full report, provide detailed information about specific projects.
- C. A List/Description of Changes to the Project** – In the quarter from December 1, 2013 to March 1, 2014, there have been 8 (eight) ***project scope changes to existing projects***, detailed in Attachment B on Page 9 of this Executive Summary. All of these changes required additional funding, which was absorbed through existing funding sources.
- D. Status Indicators for Each Project** – The project status indicators report forward movement on each project. At the time of this report, 7 (seven) projects have an overall status of “Yellow”, indicating that we have identified a risk and have a mitigation plan in place for the projects. In all seven cases the schedule is the primary issue and the team is working to get the projects back on track. The schedule is red on one project, but additional mitigations are underway to complete that project. Details on individual projects can be found within the report.
- E. Detailed Update for Projects that are Completed, In Progress, or Scheduled to Commence this next quarter** – (full detail inside report)

Projects Completed This Reporting Period - 35

Projects In Progress - 57 (28 tied to the original 93 priorities)

Projects Scheduled to Complete Next Qtr – 57 (est.)

The Work Plan Sub-Committee continues to utilize the “On-Boarding Process”, prioritizing projects and taking into account the cost, functionality, timeliness, and urgency of the projects being proposed.

Historical Caseload Growth

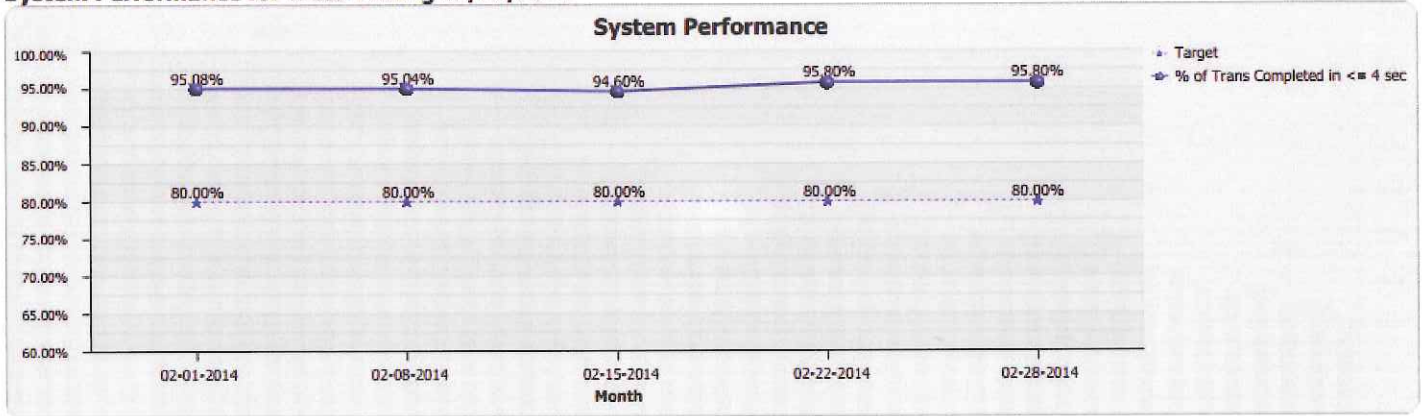


The above graphic shows monthly active caseload growth in Colorado since May 2009

System Timeliness

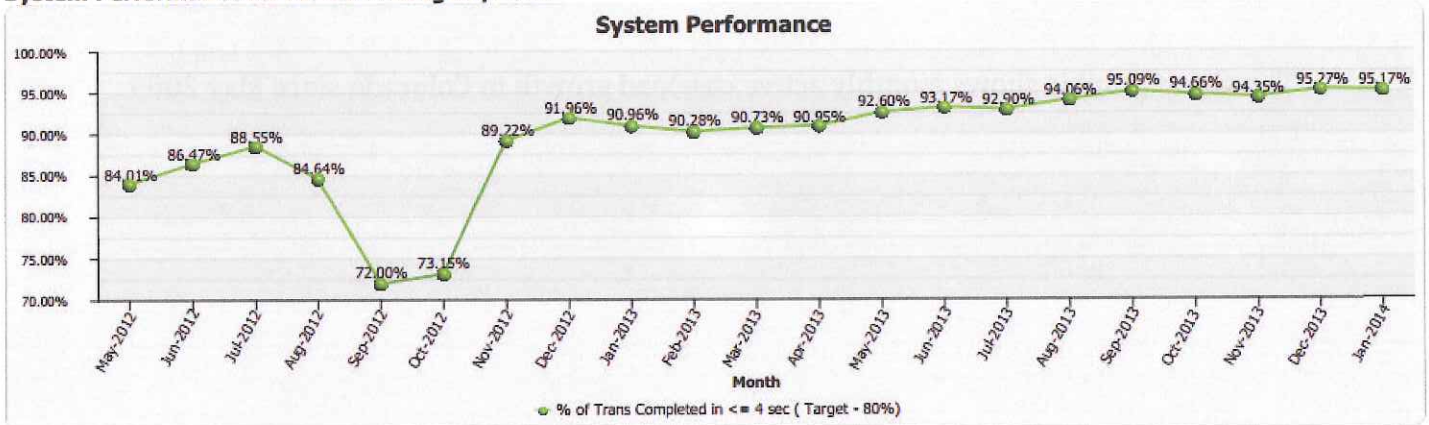
A major build for CBMS went into production on February 23, 2014. There was no degradation to the user experience as a result of the build and the system performance actually increased.

System Performance for Week Ending 02/28/2014



Below is the monthly performance for the past 21 months.

System Performance for Month Ending 01/2014

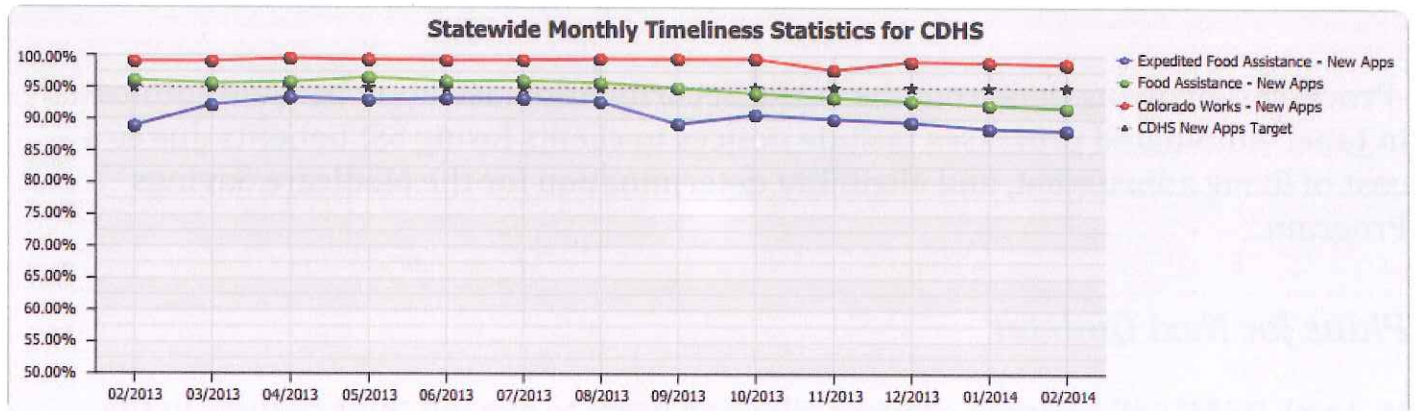
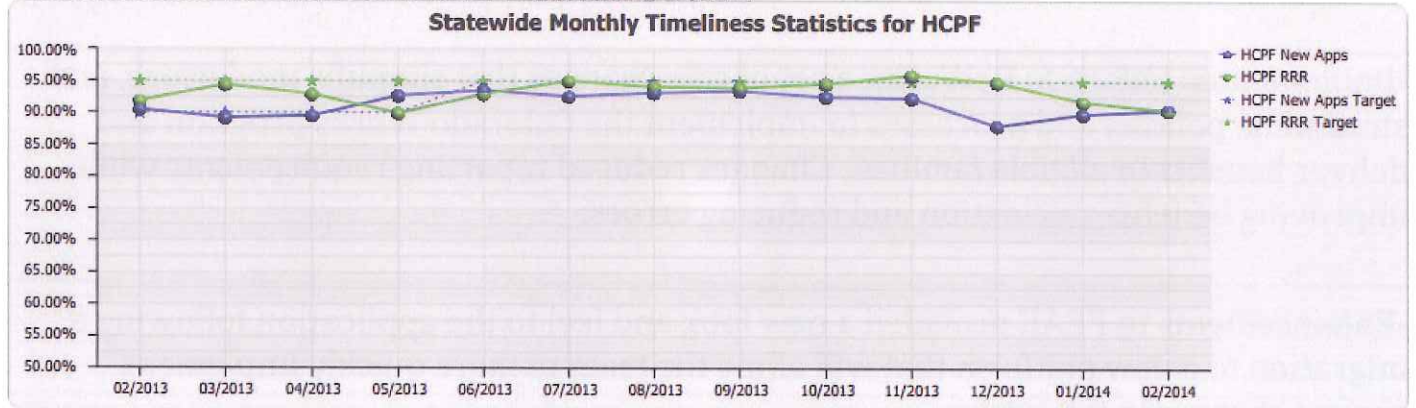


The above graphic shows the quarterly performance of the system itself from May 2012 to January 2014, measured by the percentage of transactions completed in 4 seconds or less. During February, the system was performing at an average of over 95%, with the last two weeks at the highest level experienced to date of 95.8%.

Program Timeliness

Court Order Based Timeliness Report-monthly - Summary

Statewide Monthly Timeliness Statistics for Month Ending 02/2014



The top graphic shows the historical timeliness of benefits eligibility determination at HCPF for New Applications, and Redetermination, Reassessment, and Reapplication (RRR). The HCPF timeliness is improving after a dip in December. The second graphic shows the historical timeliness of benefits eligibility determination at the Colorado Department of Human Services in two programs, Food Assistance and Colorado Works. Both Food Assistance at 91.79% and Expedited Food Assistance at just below 90% have dipped in the last quarter, but efforts are underway to regain the timeliness targets. Colorado Works is at 98.71% timely.

Highlighted Accomplishments This Reporting Period

-Implemented 34 Colorado CBMS Users Group (CCUG) suggestions; 10 others in process.

-Implemented Colorado ReWorks, a set of rule changes that simplify, modernize, and streamline policies and processes to implement the Colorado Works program and deliver benefits to eligible families. Changes reduced reporting requirements while improving benefits calculation and reducing errors.

-Enhancements to PEAK provided a new look and feel to the application following a migration to a new platform that will allow the team to more quickly implement system changes in the future.

-Processes involving data from the Social Security Administration became automated in June. Automated processes include notices to clients losing SSI benefits due to a cost of living adjustment, and eligibility determination for the Medicare Savings Program.

Plans for Next Quarter

In April, PEAK will undergo changes allowing users to expand their options in the PEAK including the ability to view client notices and to see the status of an application. This change will reduce call center volume and allow clients to understand their benefit status through self service and resolve issues due to missing information online. In June, the rules for the Department of Human Services programs will be converted to the same new rules engine that supports the rules for the HCPF Medical Assistance programs.

Community Voices

CBMS County Workers expressed the following views in the last quarter (June – August, 2013):

“EPIC! Congratulations everyone! That 100% goal is so close! Keep up the incredible work.”

-El Paso County

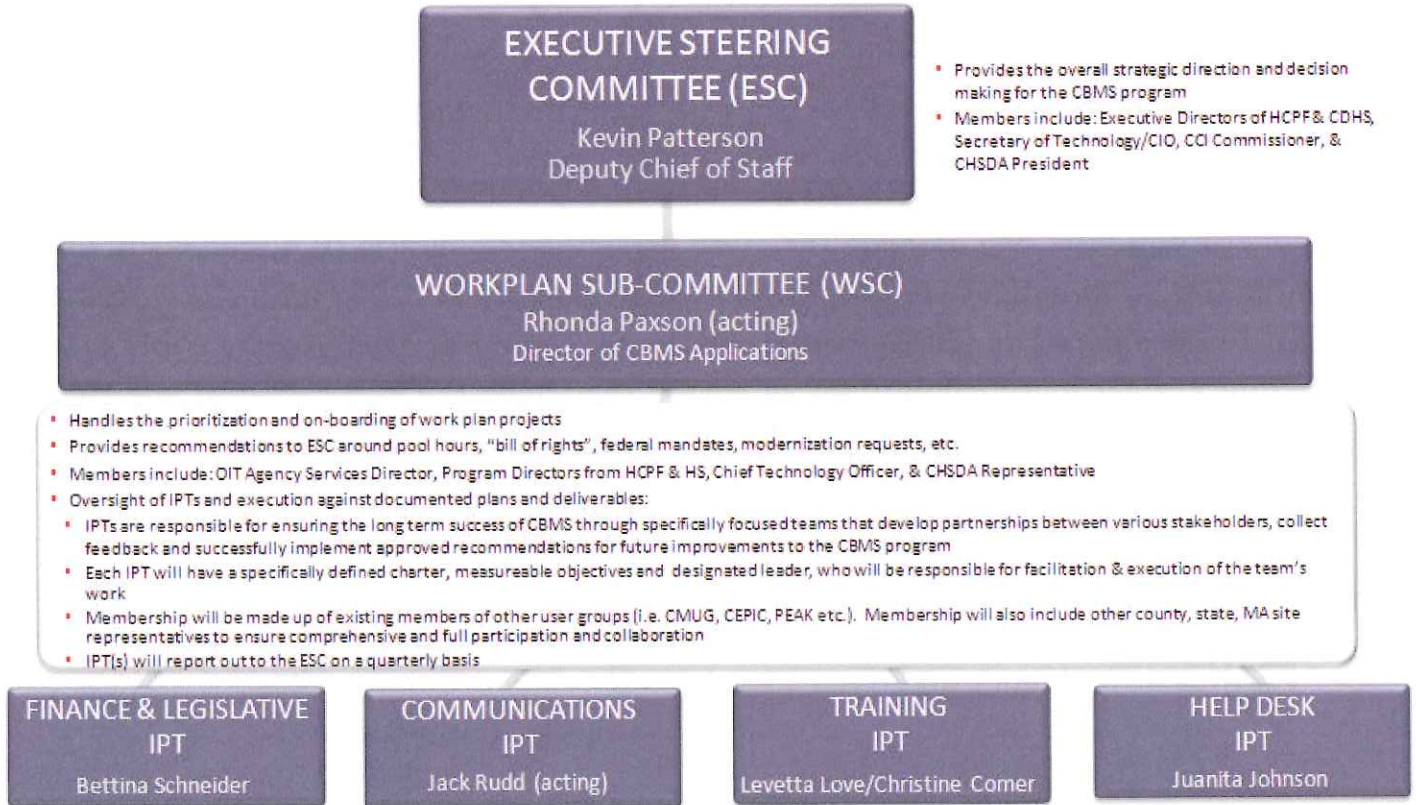
“I have seen greater cooperation among the state departments and the counties around the financials and how this impacts the state departments’ efforts to manage the money flow and better communicate to programmatic decision makers any financial parameters that must be considered as CBMS change continues. There has been greater effort to work with various state/county committees to ensure they have the best financial information possible to make good decisions around CBMS change and implementation.”

-Jefferson County

“PEAK is now cleaner and more user friendly. The process is clear.”

-Boulder County Worker

CBMS Governance Structure



Attachment B - Colorado Benefits Management System (CBMS) Project Change Requests (CHG)



Change Request (CHG) List

Colorado Benefits Management System							
Project Name	Project ID	Change Request ID	CHG Title	Expected Results	Cost of CHG	% of Approved Budget	Note
CBMS MA Pend for Level of Care (LOC) - Non-MAGI Phase II	PROJ006242	CHG000369	Make Start Date Conditionally required and add new value	Necessary to pend for Level of Care	\$964.00	2.00%	This change was approved to be included as part of the project. This project will be deliver to the production environment as part of the December 2013 release.
CBMS Redetermination Logic Updates	PROJ004362	CHG000373	CBMS Redetermination Logic Updates	Compliance with Policy; prevent clients from having to do unnecessary RRs	\$4,130.00	11.01%	This change was approved to be included as part of the project. This project will be deliver to the production environment as part of the February 2014 release.
CBMS Express Lane Eligibility Selection Criteria	PROJ006386	CHG000374	Updates to ELE Speed Letters	Update ELE Speed Letter to meet current policy	\$872.00	2.23%	This change was approved to be included as part of the project. This project will be deliver to the production environment as part of the February 2014 release.
CBMS MA Benchmark Identifier Updates Phase II (6445)	PROJ006832	CHG000383	Remove Miss Update requirement, Change Hierarchy and correct Benchmark Code Description	Remove duplication, Implement correct hierarchy and correct the Benchmark Code description.	\$2,802.00	4.20%	This change was approved to be included as part of the project. This project will be deliver to the production environment as part of the February 2014 release.
CBMS Completion of AF SVES & SOX Interface Correction for IAR Process	PROJ006837	CHG000392	Message rewrite for IAR Breakdown page	Correct processing of IAR request records, update to eliminated confusion and Help Desk Tickets for the IAR breakdown, and provide clarification as requested by development team.	\$2,250.00	5.40%	This change was approved to be included as part of the project. This project will be deliver to the production environment as part of the April 2014 release.
CBMS MA HCBS PLWA Walker Transition	PROJ006898	CHG000399	Modifying requirement to include individuals with June 2014 birthdays	The correct LOC Type will be given to these individuals	\$236.00	0.37%	This change was approved to be included as part of the project. This project will be deliver to the production environment as part of the April 2014 release.
CBMS MA Former Foster Care	PROJ006447	CHG000400	FFC Med Spans Codes	To ensure that FFC clients will be able to update correctly in MMIS.	\$1,180.00	0.51%	This change was approved to be included as part of the project. This project will be deliver to the production environment as part of the April 2014 release.
CBMS CDHS Client Correspondence Redesign	PROJ005580	CHG000406	Add NOA changes from Project 6836	To ensure that all changes to Food Assistance NOAs are included in the new template	\$236.00	0.20%	This change was approved to be included as part of the project. This project will be deliver to the production environment as part of the June 2014 release.