

State & County Commissioner Districting Conversations: Meeting #1

January 16, 2026



COLORADO
Department of Health Care
Policy & Financing

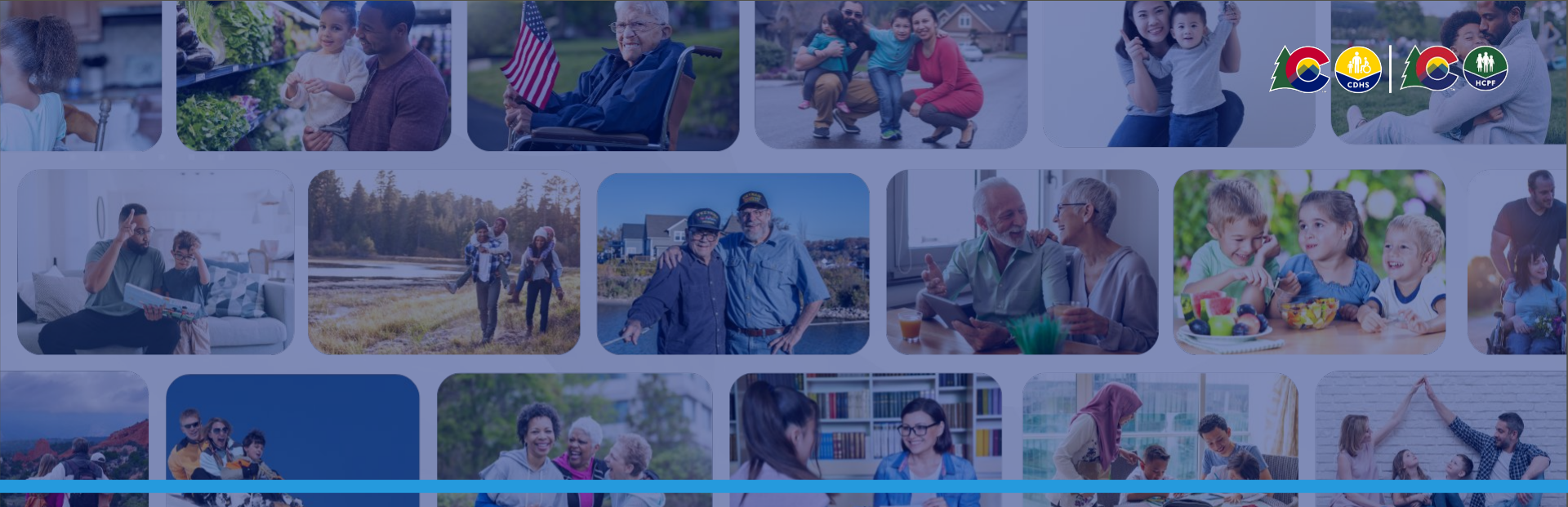


COLORADO
Department of Human Services

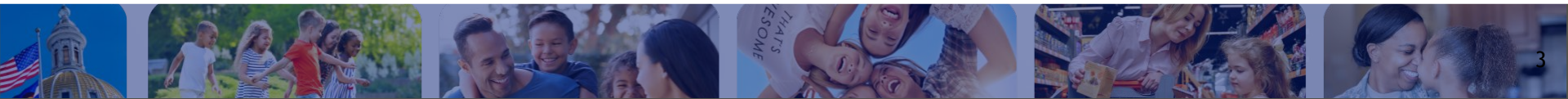


Agenda

- Welcome
 - CCI Opening Remarks
 - Welcome from Executive Directors Barnes & Bimestefer
- The Client Journey
- Business Process for Work Flow
- Timeline with Technology
- Next Steps & Plan for Meeting #2

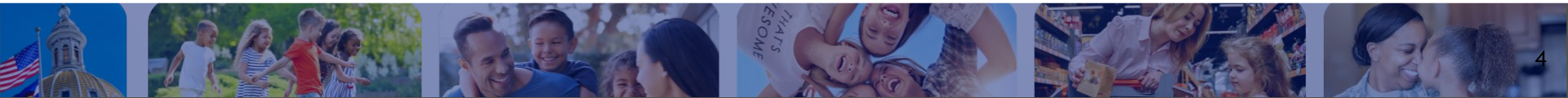


Opening Remarks





The Client Journey



Districts and Shared Services for Benefit Programs

Legend

Color Key

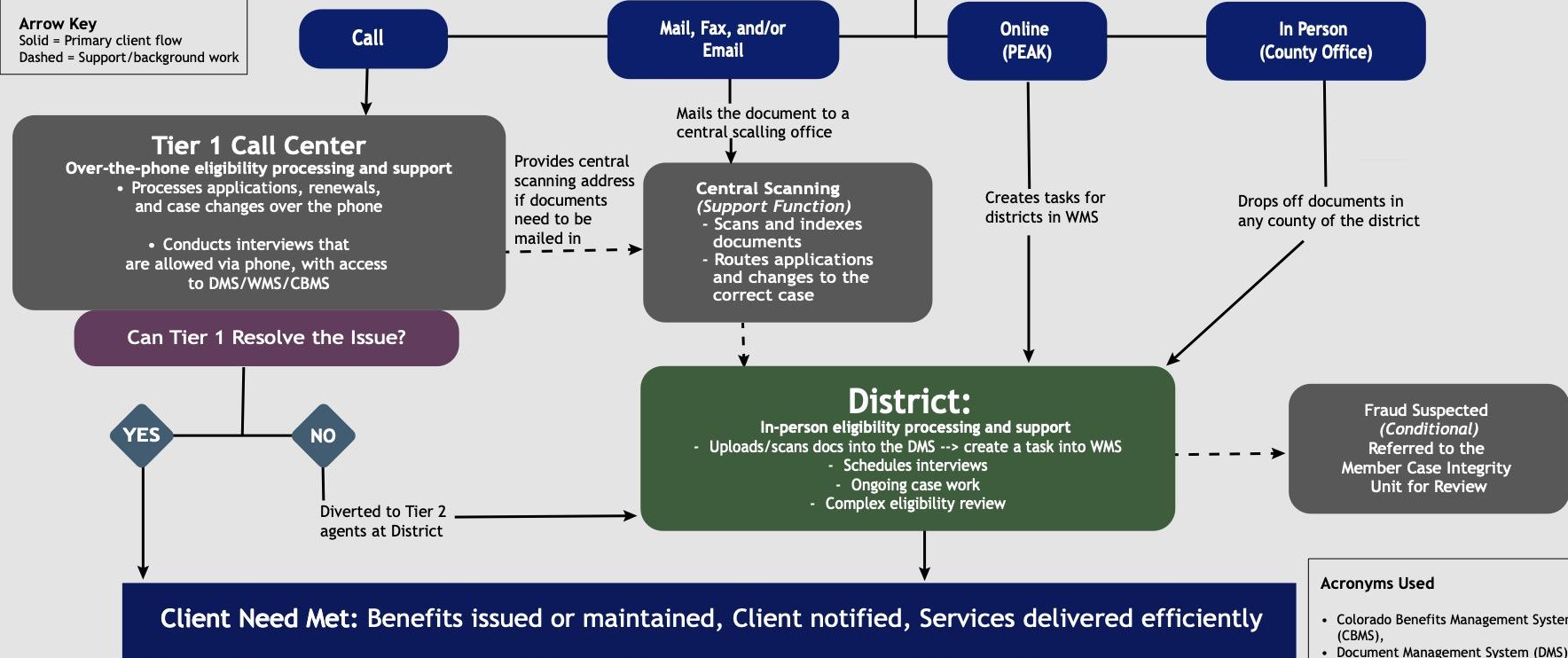
- Client journey
- County / District Hub
- Shared Services

Arrow Key

- Solid = Primary client flow
- Dashed = Support/background work

Client Needs Help Applying, renewing benefits, reporting a change or a question about a case

How Does the Client Contact us?



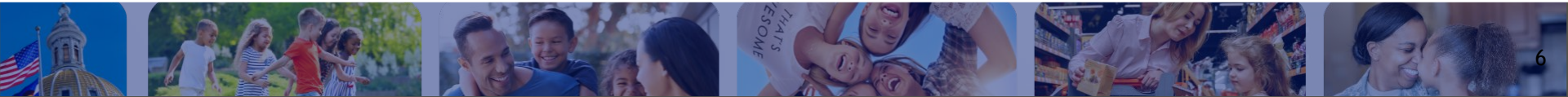
Acronyms Used

- Colorado Benefits Management System (CBMS)
- Document Management System (DMS)
- Workflow Management System (WMS)





Business Process for Work Flow



Preparing for Implementation

Understanding the multiple, concurrent policy and ecosystems challenges we're working through together, HCPF and CDHS were intentional about requesting resources to support implementation of Shared Services:

- Dedicated project managers
- Change management contractors
- Business process mapping contractors

These resources are term-limited through June 2028.

Business Process Mapping

To retain county best practices and innovative ideas that have been implemented locally each of the Shared Services will be assigned a business process mapping contractor. Each business process mapping contractor will be responsible for:

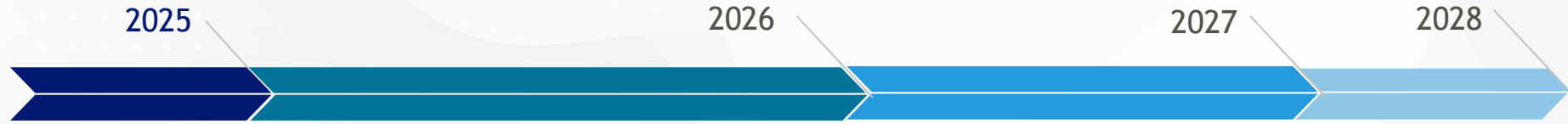
- Conducting onsite sessions documenting the business process used by counties
- Documenting the technological systems used by counties for the business processes
- Capturing best practices and innovative approaches that the Shared Services can implement statewide



Timeline for Implementation



Proposed District Timeline - Revised December 2025



2025		2026		2027	2028
Tech		Jan-April 2026: Contracting and design		May 2026 - June 2027: <ul style="list-style-type: none"> Design and implementation of document management and workflow management, PEAK replacement, and Phase 1 CBMS replacement 	July - Dec. 2027: <ul style="list-style-type: none"> Rollout and implementation of document management, workflow management, and scheduler with phased district launch
Shared Services		Jan-June 2026 <ul style="list-style-type: none"> Shared Services Workgroups Shared Services Procurement, Contracting, and Set Up 			July 2028: <ul style="list-style-type: none"> Shared Services fully operational
Districts	Dec. 2025: <ul style="list-style-type: none"> Advisory Group Fiscal Workgroup Budget Amendment (BA) revisions 	Jan. 2026: <ul style="list-style-type: none"> Budget Amendment is public 	Jan. - May 2026: <ul style="list-style-type: none"> Policy decisions (training, staffing, fiscal, legal, etc.) via Leg Session Workgroups established Develop Performance Based Contracts 	July 2026 - June 2027: <ul style="list-style-type: none"> Draft and negotiate Hub Agreements Change- management, stakeholder engagement, operational readiness, eligibility business processes 	July - Dec. 2027: <ul style="list-style-type: none"> Phased district launch; roll out July (2), Sept.(5), Dec. (4).
					July 2028: <ul style="list-style-type: none"> Districts fully operational



Technology Alignment



Technology Alignment

As we develop and refine the plan for technology implementation to support centralization and districting, the State commits to:

1. Developing an integrated county worker portal for document management, workflow management, scheduling, and eligibility processing all within a single system.
2. Targeting the implementation of document management, workflow management, and scheduling to support a centralized document processing center and districts.
3. Sharing early ideas, concepts and designs to get feedback from counties. Keeping counties aware of plans, roadmaps, technology and design decisions. Ensuring county technology needs are captured and reflected in plans.

Technology Alignment cont.

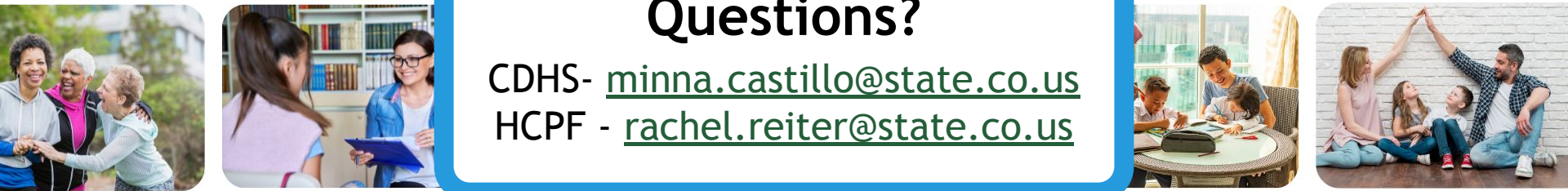
As we develop and refine the plan for technology implementation to support centralization and districting, the State commits to:

4. Avoiding requiring counties to move to one system and then to another system within the same year (unless counties agree that the benefits outweigh the difficulties).
5. Aligning operational phases to technology implementation phases, and identifying ways to unblock operationalization through tools such as mock-ups and training environments that can provide early access to designs and workflows before implementation is fully complete.
6. Providing an updated timeline for technology implementation, given these new requirements, by end of January. Initial estimates indicate that document management, workflow management, and scheduling can be operational by July - Dec 2027.



Next Steps & Plan for Meeting #2





Thank you!
Questions?
CDHS- minna.castillo@state.co.us
HCPF - rachel.reiter@state.co.us

