



COLORADO

Department of Health Care
Policy & Financing

1570 Grant Street
Denver, CO 80203

Preferred Projects List

FY 2023-24 County Grant Program

The purpose of the Preferred Projects List is to identify opportunities for grant funding that align with the Department of Health Care Policy and Financing's [Strategic Pillars](#).

Cybersecurity and Compliance with the Colorado Information Security Policies (CISP)

Goal: Assess and work towards county compliance with cybersecurity standards such as the CISPs to ensure that data protection and privacy safeguards are enacted.

Project Examples (including, but not limited to):

- Contractor/auditor/IT Professional assistance for in-person assessment of risk and building remediation efforts
- Contractor/auditor/IT Professional assistance for assessing and/or writing county IT policy, procedure, and business process related to cybersecurity efforts
- Compensation for IT Staff from other counties/entities to assist with cyber security efforts
- Physical Security Devices: badge readers, CCTV, etc.

Note: These projects will require cost allocation methodology to be applied.

Customer Service that is provided in a timely, respectful and culturally appropriate manner

Goal: To determine gaps in written policies, procedures, and systems with implementing guidelines and expectations to meet customer service and county call centers operational expectations, targets and benchmarks.

Project Examples: (including, but not limited to)

- Contractor/consultant to review and update existing customer service documentation and processes



- Contractor/consultant support to assess staff for Privacy Act, Knowledge Skills, and Customer Skills and development of culturally-appropriate customer service training
- Staff training as identified through professional assessment to include customer service skills to increase member satisfaction
- Consultant to assess phone systems, including staffing processes, are meeting timely, respectful and culturally appropriate
- System improvements to improve call center and/or phone service functionality to meet published targets and benchmarks such as Average Speed of Answer (seconds), Average Talk Time (minutes), Completion Rate, IVR Handle Rate, IVR Transactions, etc.
- Staff training as identified through professional assessment to include customer service skills to increase member satisfaction

Note: These projects will require cost allocation methodology to be applied.

Accessibility in compliance with the Code of Colorado regulations

Goal: To determine and close gaps in written policies and procedures specific to accessibility as mandated in CCR 10 CCR 2505-5.

Project Examples: (including, but not limited to)

- Consultant and/or attorney fees to develop a member Civil Rights Plan outlining how to ensure member, potential members, employers, and others that county programs and services are provided without regard to race, color, ethnic or national origin, ancestry, age, sex, gender, sexual orientation, gender identity and expression, religion, creed, political beliefs, or disability;
- Consultant support to set up compliance processes in administering Medical Assistance programs and practices in accordance with the CCR referenced civil rights laws and investigation of discrimination;
- Costs associated with requirement to post the State Department's Nondiscrimination Statement (or substantially similar notice) in a conspicuous place and in appropriate languages (at minimum both English and Spanish).
- Project may require flexibility on meeting shifting timelines, or is this required to be done by start of FY23-24 term.

Note: These projects will require cost allocation methodology to be applied.



Health Needs of Persons in Criminal Justice System

Goal: In accordance with SB 22-196, county eligibility coordinates with the county jail to facilitate Health First Colorado applications or re-enrollment upon release from jail.

Project Examples: (including, but not limited to)

- Development of collaboration and coordination with the county jail on outcomes and measures, including member and provider outreach, development of policies and processes, and support of community collaborations.
- Consultant or staff time for establishing or improving business process between the county jail and the county human services;
- Use of, or investment in, technology that would facilitate information sharing between the county jail and county human services;
- Staff time for establishing eligibility technician 'out stationing' at county jail;
- Developing quality metrics and quality assurance processes for HFC applications/re-enrollments from county jail to county human services

