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Memo

To: Reggie Bicha, Executive Director, Colorado Department of Human Services
From: Colorado Human Services Directors Association
CC: Sue Birch, Executive Director, Department of Health Care Policy and Finance
Date: 8/5/2011
Re: Two page application to replace the 26 page single purpose application

The Colorado Human Services Directors Association (CHSDA) applauds CDHS for its efforts to simplify the application process for low income families who are trying to access critical support services by developing a simplified, two page application for benefits to replace the current 26-page single purpose applications (SPA). As you know, counties have been vocal advocates for simplifying the application for more easeful access for consumers for years. While we agree that a simplified application will clearly benefit our consumers, CHSDA strongly recommends a thorough testing/feedback process and a well-coordinated and thoughtful rollout schedule to insure successful consumer outcomes.

CHSDA recommends that the new two page application be sufficiently tested prior to being deployed statewide. We are concerned that prematurely rolling this application out could result in process delays which could keep a family from being able to access the critical support services they need. While we understand that CDHS has solicited feedback from a number of counties, the application thus far has only been piloted in one small county on a limited basis (1-2 days). We feel that further testing, especially in one of the larger counties, is needed.

For these reasons, CHSDA requests the following:

- **The 2-page application** redesign process should continue to gather necessary input and feedback. This should include testing in multiple counties and extensive consumer focus groups.
- This application should be **tested for at least 30 days in at least 1 Big 10 county prior to statewide implementation.**
- **Any implementation should be postponed until October 1. In addition to**

soliciting county and consumer feedback, this timing will allow counties to continue with their process improvement plans and targeted efforts related to the court settlement performance benchmarks for timeliness. New practices at this time will only divert our necessary and focused attention to meeting the statewide performance goals.

Again, we applaud CDHS' efforts to simplify the application process for clients and look forward to deploying the new application after it has been sufficiently vetted and tested by both counties and consumers. In the end, the simplified application will be better for consumer, we just want to ensure that it is designed, tested, and thoughtfully rolled out, so it does not complicate matters, rather than simplifying them.

We look forward to working with you on this exciting initiative and would be happy to meet with you anytime to discuss this further. Please feel free to contact us if you need any additional information. Thank you for all that you do to insure economic stability and health and human services benefits enrollment for all Coloradans