

Artificial Intelligence & Automation at CDLE

A Department Overview for the
Joint Technology Committee

September 8, 2026



COLORADO
Department of
Labor and Employment

An aerial photograph of a city skyline, likely Denver, Colorado, featuring numerous skyscrapers and buildings. The image is framed by a thin yellow border. The text '01' is prominently displayed in the center, with 'Systems That Are Live' written below it.

01

Systems That Are Live



FAMLI Shield

Status: In Production

Problem: Before Shield, investigators manually reviewed every FAMLI claim for fraud indicators by hand, taking about an hour per entity. That pace made consistent screening across all cases impossible.

What It Is: FAMLI Shield is CDLE's internal fraud-detection system, scanning FAMLI claims, employers, providers, and representatives every day to flag high-risk cases. It relies entirely on traditional **machine learning and statistical models** — **no generative AI**, and no public-facing interface — evaluating each case against 166 distinct risk indicators such as duplicate accounts, shared bank details, and anomalous timing patterns.

Human Oversight: No claim is ever slowed, blocked, or approved automatically. Every case Shield flags is routed to CDLE's Cyber Investigation Team, who make the final call.

Impact: Investigation time per entity has **dropped from about an hour to roughly 15 minutes**. Shield now flags about 1,000 high-risk records a month — nearly 12,000 a year — at 95%+ indicator accuracy, with no outage lasting more than two business days.



Eightfold AI Interviewer

Status: Pilot — Launches in September

Problem: Job seekers on Connecting Colorado had no low-stakes way to practice for a job-specific interview before the real one, so most walked in without structured preparation or feedback.

What It Is: A practice-interview tool built into Connecting Colorado, the state's job-seeker platform. It runs a structured, role-specific mock interview tailored to the job seeker's target position, then scores and summarizes performance so they can improve before the real interview.

Human Oversight: Use is entirely optional — the job seeker chooses whether to try it. It never makes a hiring or eligibility decision, and a workforce representative remains part of the process.

Status Detail: Currently in pilot testing, with **full launch planned for September 11, 2026.** No outcome data exists yet.



UI Virtual Agent – Gravyty

Status: In Production

Problem: UI's call center fields about 1 million calls a year, more than staff could handle alone.

What It Is: Gravyty is the AI chat and voice assistant that's the first point of contact across every UI phone line. It's built as a retrieval-based chatbot, restricted to state website content and staff-uploaded material. Any claim-specific answer — like a payment date — comes from a separate, non-AI, scripted lookup against MyUI+ that the AI itself never sees or generates.

Human Oversight: Gravyty makes no benefit determinations and takes no action on a claim. Every transcript is reviewable and correctable by UI staff, and claimants can flag a bad answer directly with a thumbs up/down.

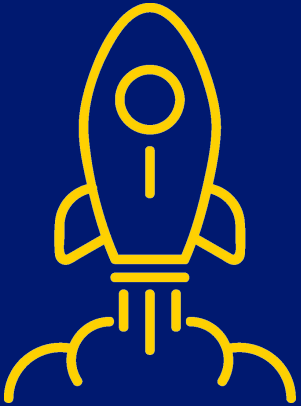
Impact: Handles about **1 million calls a year** — volume the call center couldn't absorb alone, including workload from a discontinued \$30,000/month external vendor. Claimants with account access self-serve about 50% of the time, versus roughly 10% for employers without that access.

An aerial photograph of a city skyline, likely Denver, Colorado, featuring numerous skyscrapers and a clear blue sky. The city is surrounded by mountains in the distance. The image is framed by a yellow border.

02

**Systems in Development or
No Longer Being Pursued**

UI Virtual Agent – Next-Generation



Status: Under Vendor Evaluation

Problem: UI's phone, chat, and support tools are separate systems, so staff have no single view of a caller's history. The division fields about 4,000 calls a day but can only staff roughly 1,500.

What It Is: A planned upgrade to current virtual agent that would unify phone, chat, and analytics into a single system — replacing today's separate tools, including Gravyty on the previous slide. The goal is one connected view of each caller rather than several disconnected systems.

The Gap It Targets: UI fields **about 4,000 claimant calls a day but can only staff roughly 1,500 of them,** and new staff take about six weeks to train — a gap the current setup can't close.

Status Detail: Still under vendor evaluation only — not yet contracted or built. Data retention, security, and cost details are all TBD, pending vendor selection.

Discovery Navigator (Legacy)



Status: Discontinued

Problem: Workers' Compensation handles about 3,000 DIME medical packets a year, and staff had to organize and de-duplicate every record by hand before a case could move to review.

What It Was: A vendor tool from Verisk, piloted to organize and de-duplicate medical records for Workers' Compensation Independent Medical Exams (DIMEs) — a process CDLE handles about 3,000 times a year. It was limited to organizing and chronologically ordering records using OpenAI, and never activated the generative-AI component the vendor had planned.

Why It Ended: CDLE discontinued Discovery Navigator because it never met the department's needs and underperformed relative to the vendor's stated expectations.

Lesson Learned: Rather than continue with a tool that wasn't delivering, **CDLE ended the contract within the first year** and replaced it with an in-house design, CoComp, built with tighter human control and in-state ownership.

CoComp Medical Packet Consolidation

Status: Future Development — Not Scheduled

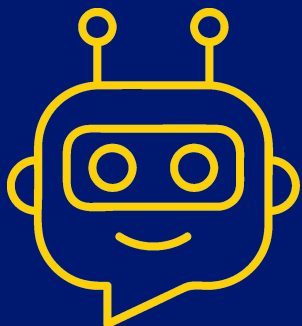
Problem: The same 3,000 DIME packets a year still need records classified, dated, sorted, and checked for duplicates by hand before a specialist can finalize the packet.

What It Is: The planned in-house replacement for Discovery Navigator, built on the CoComp platform. It combines OCR (AWS Textract) with Claude, accessed through Amazon Bedrock, to classify and chronologically sort medical records for the same DIME packet process — **roughly 3,000 packets a year.**

Human Oversight: AI only classifies documents by type, date, and confidence level, and flags possible duplicates — it never removes or finalizes anything. A human specialist reviews every category and duplicate flag and must click "Finalize Packet" before anything is assembled.

Status Detail: Planned, but not yet scheduled into a development sprint. It will be built under CDLE's existing fixed-price CapTech contract and the resulting code will be state-owned with no vendor lock-in risk.





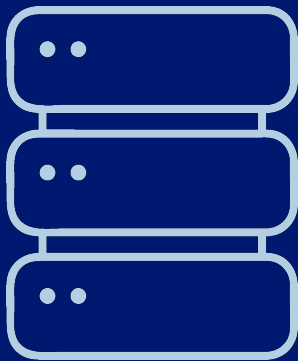
CoComp Chatbot

Status: Future Development — Not Scheduled

What It Is: A planned public-facing chatbot inside the CoComp portal for injured workers, insurers, and employers — letting them check claim status, find forms, and get routed to the right help without waiting on a customer service agent.

Human Oversight: Read-only by design: it cannot write or change any CoComp data. It automatically escalates to a human agent for complaints, legal deadlines, or distressed language, and its system prompt is kept fully separate from anything a user types, preventing prompt-injection concerns.

Status Detail: **Planned, but not yet scheduled into a development sprint.** Like the Medical Packet Consolidation tool, it's built under CDLE's existing fixed-price contract — state-owned, with no vendor lock-in risk.



Snowflake Cortex

Status: Not in Production

Problem: Staff who need answers from CDLE's data generally have to know how to query a database, or route the request through someone who can.

What It Is: AI capability using Large Language Models built into the Snowflake data platform that CDLE is exploring as part of its broader data infrastructure. For example, it can enable use of plain English questions into database queries.

Current State: **There's no live deployment today** — early, testing taking place within the UI and FAMLI divisions on the department's snowflake environment.

Status Detail: No specific use case has been defined yet; this remains exploratory at this time.

Questions & Discussion

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