

Adding and Managing a Colorado Works Time Clock Extension

CBMS | Process Manual | Revised: September 2025

OVERVIEW

The **Add Time Clock Extension** related list is located on the **Individual Time Limit Clock** related list. The **Add Time Clock Extension** related list will give users the ability to track Colorado Works (CW) extensions and extension requests in CBMS.

All extensions that are requested must be entered into the **Add Time Clock Extension** related list and the county must approve or deny the request. Extension months are not added to a client's count of countable months until the benefits are actually issued through **Benefit Issuance**.

The entire Colorado Works program will fail if ANY included household member has reached sixty months and an extension has not been approved. When an extension is requested and the extension request is manually data entered, the request should be entered for each adult household member who is nearing sixty months.

When extensions are "Approved" or "Denied", a required notice of the determination is automatically sent by CBMS.

PROCESS

PART 1

Add Time Clock Extension related list

1. From the **Individual Time Limit Clock** screen, select the **Add icon (+)** on the **Add Time Clock Extension** related list to open the **Add Time Clock Extension** edit pop-up screen.
2. On the **Add Time Clock Extension** screen, select the date the client submitted their request for an extension to the county department (verbally, in writing, etc.).
3. From the drop-down menu, the select the **Determination** of the Time Clock extension:
 - a. **Approved**
 - i. When you enter a **Determination** of “Approved”, CBMS will automatically determine the correct **Extension Begin Date** based on the expected 60th month of assistance, the end of a current extension, and the application date if the client has reapplied for Colorado Works after previously receiving 60 months. If you enter your own Extension Begin Date, CBMS will overwrite the date manually entered upon saving the page.
 - ii. From the drop-down menu, select the **Number of Months Requested** by the household for their Time Clock extension. You must select at least a value of 1 for **Number of Months Requested**. The maximum number of months that can be requested is 6.
 - iii. From the drop-down menu, select the **Number of Months Granted** to the household for their Time Clock extension. Required if **Determination** is “Approved” and you click the **Save** button to save the record. You must select at least a value of 1 for **Number of Months Granted**. The maximum number of months that can be requested is 6.
 - iv. From the drop-down menu, select the reason(s) the Time Clock extension was “Approved” or “Denied.”

- v. Using the left and right arrows, move the appropriate reason(s) from the list on the left to the list on the right. Required if **Determination** is “Approved” or “Denied.” The reasons available for selection in the Reason Extension Approved/Denied field will change based on whether the extension request is “Approved” or “Denied.”
- vi. In the free-form text field (maximum of 500 characters), enter a **Summary** of the reason(s) why the household’s Time Clock extension was “Approved” or “Denied.”
- vii. Click the **Save** button to save the Time Clock extension record. After saving the page, you will get a confirmation message. This is your last chance to notice and correct a mistake before the clock is updated and correspondence is mailed to the client. You cannot come back to edit the related list after confirming on the message, because the clock update and the correspondence trigger have already occurred.
- viii. On the **Individual Time Limit Clock** screen, if a Time Clock extension is approved on the **Add Time Limit Clock Extension** related list, CBMS will system-populate the extension in the **Summary Data Group**.
- ix. Months are not added to the client’s clock counts until Colorado Works is issued.

b. Denied

- i. Using the left and right arrows, move the appropriate reason(s) from the list on the left to the list on the right. Required if **Determination** is “Approved” or “Denied.” The reasons available for selection in the Reason Extension Approved/Denied field will change based on whether the extension request is “Approved” or “Denied.”
- ii. In the free-form text field (maximum of 500 characters), enter a **Summary** of the reason(s) why the household’s Time Clock extension was “Approved” or “Denied.”

- iii. Click the Save button to save the Time Clock extension record. After saving the page, you will get a confirmation message. This is your last chance to notice and correct a mistake before the clock is updated and correspondence is mailed to the client. You cannot come back to edit the related list after confirming on the message, because the clock update and the correspondence trigger have already occurred.

c. Pending

- i. If “Pending” is selected, eligibility determination mid-certification will not change, however you will not be able to complete processing an application or RRR without changing the Determination to “Approved” or “Denied.” Entering a “Pending” extension request will give your county the ability to monitor extension requests that are waiting for decisions to be made on the “EBD CW Time Clock Extension Report” in the Report Subscription platform.
- ii. If the case is discontinued (mid-certification) before the county has made a decision about the extension request, the county must take appropriate action (which may include rescinding the case) to ensure the client receives correspondence regarding the county’s decision within the required timeframes.
- iii. Households that contain disqualified members cannot receive CW extensions. The county should still enter approval or denial of an extension request submitted by a household with a disqualified member based on the hardship information identified. The denial related to disqualified members in the household will be completed by EDBC (Eligibility Determination and Benefits Calculation).

- 4. **Client correspondence will be triggered** when a worker approves or denies an extension request to notify the client of the county’s decision and their right to appeal.

PART 2

Manage an automated record received through PEAK/MyCOBenefits

1. On the PEAK Inbox Search screen, check the CW Extension to sort results based on whether the PEAK submission is a Colorado Works extension request.
 - a. Clients have the ability to request extensions through PEAK and MyCOBenefits when they have received 58 or more countable months.
 - b. A PDF will be visible in the inbox, but data is entered automatically.
 - c. For a CW household with more than one household member who has a CW Time Clock ticking, if one of the household members requests a Time Clock extension via PEAK or MyCOBenefits, the pending extension request will be system-populated on the Add Time Clock Extension related list for each client that is in the home and has 58 or more months of CW Time Clocks. The county must enter their determination for each client.
2. Select the **Edit icon (+)**.
3. CBMS will system-populate the date the client submitted their request for an extension to the county department (using PEAK or MyCOBenefits.)
4. CBMS will system-populate a Determination of Pending for the Time Clock extension.
5. From the drop-down menu, select the Determination of the Time Clock extension.
 - a. “Approved”
 - b. “Denied”
6. When a client applies for CW who has already received 60 months of assistance, this is considered to be an extension request (the application date will be used as the **Date Request Received**). CBMS will automatically enter an extension request in the same way PEAK would have, with the exception that **Number of Months Requested** and **Reason Extension Approved/Denied** will not be pre-populated with hardship reasons, so you must talk to the client and gather this information during your Colorado Works interview.

Note: Because they are not subject to the 60-month limit, CBMS will not create an automatic extension request at application initiation for the following individuals:

 - a. Not a parent to a child in the home
 - b. Not requesting aid
 - c. Are receiving SSI

7. The **Number of Months Requested** is auto populated with the number of months the household has requested for their Time Clock extension.
8. For **Number of Months Granted**, Reason Extension Approved/Denied, Additional reasons or comments, follow the same data entry steps in **Part 1**.
9. **Save** the page.
10. On the **Individual Time Limit Clock** screen, the extension will show in the **Summary Data Group** after approval, just as in **Part 1**.

Note: Workers can update **Add Time Clock Extension** records by modifying extension begin date and extension end date. However, the worker will not be able to delete or shorten the record when the extension has been approved, and the approval notice has already been sent. All modifications must have a reason selected. A case comment will be automatically created.

ACCESSIBILITY

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