13951 CBMS Supportive Services Reports

This project aims at providing the Employment First (EF) workers a tool to assist with monitoring and addressing supportive services requests. Also, this project will implement supportive services requests for EF to be requested through PEAK and MyCOBenefits.

PEAK

PEAK will now allow clients with active EF participation and an EF plan status as "Referred" or "Enrolled" to request Supportive Services. This functionality will also be available for Colorado Works (CW) clients to request Supportive Services through their PEAK account.

 PEAK will capture the following client information:

Household Member (drop-down)

Category (drop-down)
• Education/Training
• Employment Support
• Medical Needs
• Transporation

Amount Requested (data entry)

Describe Your Situation (data entry)

COLORADO
Health Care & Economic Security
Staff Development Center

MyCOBenefits

CW clients have been able to request supportive services through MyCOBenefits for the past year. MyCOBenefits allows clients with active EF participation and an EF plan status as "Referred" or "Enrolled" to request Supportive Services.

The Request Supportive Services screen will display the information below for EF clients to enter:

Category (drop-down)
Education/Training
Employment Support
Medical Needs
Transporation

Amount Requested (drop-down)

Situation Description (data entry)

This information will be removed from the current Request Supportive Services screen:

Reason (data entry)

COLORADO
Health Care & Economic Security
Staff Development Center

CBMS - PEAK Inbox

Requests for supportive services that are made through PEAK or the MyCOBenefits application appear in the CBMS PEAK Inbox.

To Access Requests in the PEAK Inbox:

STEP 1	STEP 2	STEP 3	STEP 4	STEP 5
From the CBMS home page, click "Search" in the navigation bar	Click on "PEAK Inbox"	Select the county and any other search information needed	For Application Type, select "Work Program Applications"	Click the "Search" Button

Outstanding requests in the PEAK inbox will appear in the table below the search fields. To view a specific request:

STEP 1 — Scroll to the right on the table to view the client's name and case number.

STEP 2 — Select the line of the request you would like to view.

STEP 3 — Clicking on the pencil icon will open the "View/Edit Supportive Services" pop up. This is a snapshot, and edits will need to be made on the Supportive Services Screen.

STEP 4 — Click the "View PDF" button to open a printable PDF of the request.

STEP 5 — Clicking on the "Process Supportive Service" Button will take you to the Supportive Services page to process the request.

To make the PDF more effective, this project is adding the client's case number, a tracking number, and the date and time that the client submitted the request. This should save time when researching the request for approval on the Supportive Services page.

COLORADO
Department of Human Services

Supportive Service Request

Person :

Case ID :

Category	Education/Training
Amount Requested	$100
Situation Description	Test Situation
PEAK Tracking #	
Submit Date and Time	4/13/2020 6:29 AM

Cognos Reports

Two Cognos reports, the Processed Supportive Services report and the Processed Services report will be available to CW and EF workers.

The Unprocessed Supportive Services report is generated in real-time and EF and CW workers will be able to pull this report at any time after August 2020. To pull this report EF workers must access the EF Reports folder and CW workers must access the TANF - Work Program Reports folder in Cognos. Once in the folder, the program worker will select their county from the county prompt screen. Once their county is selected, the program worker can view the Unprocessed Supportive Services report.

Unprocessed Supportive Service Requests
Report run date 04/06/2020

County	Case Manager Name	Case #	PEAK Tracking #	Customer Name	Request Date	Program	Category	Amount of Request
Denver		xxxxx		xxxxx	1/1/2020	Employment First	BusPass	$123.00
Denver		xxxxx		xxxxx	1/3/2020	Work Program	Bus Tokens	$75.00
Weld		xxxxx		xxxxx	1/5/2020	Employment First	BusPass	$349.00

Date Created: 04/06/20 5:34 AM

The Processed Supportive Services report will be available and updated on the first of every month with requests that were made in the month prior. This report differs from the Unprocessed Supportive Services report in three ways, it includes the following additional columns:
- Date Action Taken
- Action Taken
- Amount Authorized

The action taken column includes the specific action that was applied to the Supportive Service request in the prior month, which may include:
- Approved
- Denied
- Supervisor Reject Authorization
- Supervisor Authorization Pending
- Cancelled
- Authorized

Processed Supportive Services Request
Report run date 04/06/2020

County	Case Manager Name	Case #	PEAK Tracking #	Customer Name	Request Date	Program	Category	Amt. of Request	Date Action Taken	Action Taken	Amt. Auth
Denver		xxxxx		xxxxx	1/1/2020	Employment First	Bus Pass	$123.00	4/1/2020	Approved	$123.00
Denver		xxxxx		xxxxx	1/3/2020	Work Programs	Bus Token	$75.00	4/3/2020	Sup Reject Au	$0
Totals								$198.00			$123.00

Date Created: 04/06/20 5:34 am