

User Guide: CBMS CHATS CCCAP Interface Changes Phase III



<p>Purpose</p>	<p>This project will improve the CCCAP Referral process and create a reverse interface from CHATS to CBMS. CBMS users will be able to view new CCCAP information in CBMS. Clients will also be able to search for CCCAP providers on the PEAK website and in the MyCOBenefits App.</p>
<p>Contents</p>	<ul style="list-style-type: none"> ● Changes to CBMS <ul style="list-style-type: none"> ● CCCAP Provider Search in CBMS ● Workforce Development / EF Home ● Workforce Development Plan ● CCCAP Referral ● Inbound CCCAP Screen ● PEAK Provider Search ● MyCOBenefits Provider Search
<p>Links</p>	<p>Navigate to colearn.csod.com and access the CBMS Build Training Playlist, and then choose CBMS Build Training August 2024, to learn about additional changes made with this project that impact eligibility.</p>



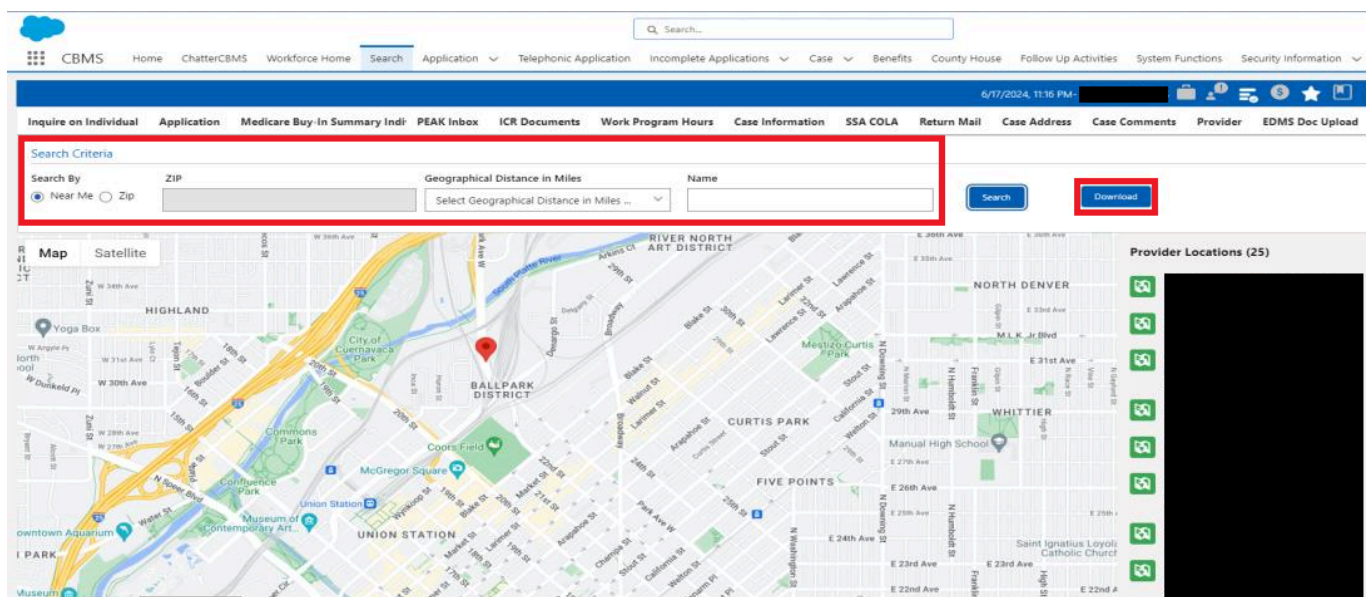
CCCAP Provider Search in CBMS

A new screen titled “Search CCCAP Provider” is available for workers to search for CCCAP Providers. This screen is searchable by location, zip code, or provider name and can be filtered by geographical distance. The search feature will display the following information in a list and on a map:

- Provider name
- Provider address
- Age groups served
- Care quality score

Clicking the “Download” button will allow users to download an Excel/CSV spreadsheet with the provider search information to provide to the client.

This functionality has been added to enhance the support workers are able to offer clients in finding child care when they are meeting for an eligibility interview or case management appointment.

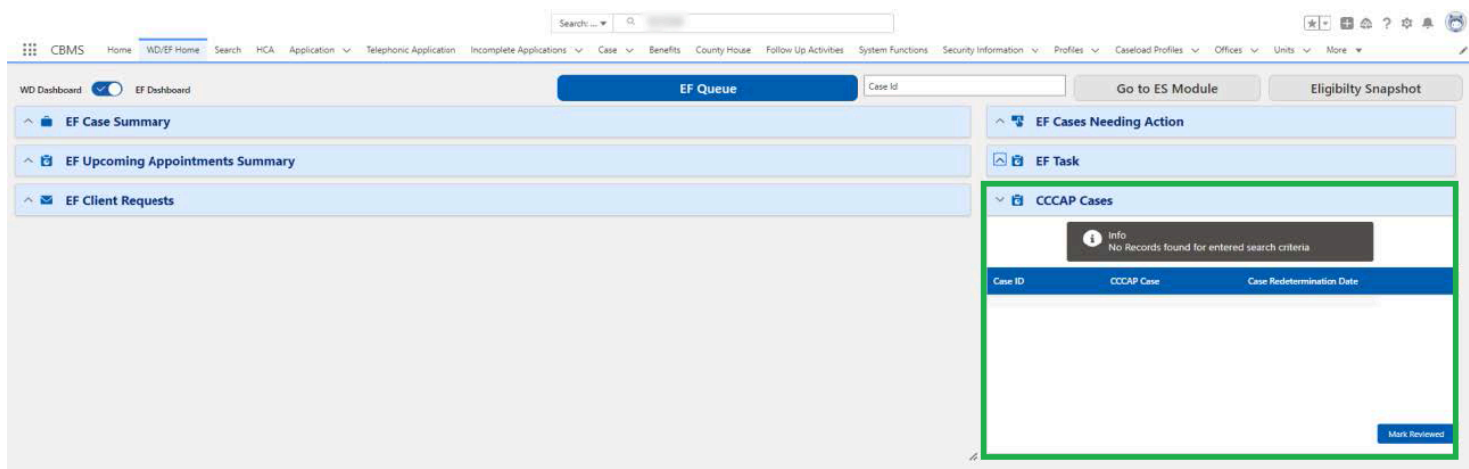




Workforce Development / EF Home

The WD/EF home page now displays a list of CCCAP cases within 30 days of redetermination. The cases are listed by Case ID, CCCAP Case Number, and Care Redetermination Date.

This reminder was added to help case managers ensure any changes needed to the client’s child care referral can be reported before the next CCCAP redetermination occurs. Case managers can dismiss this information by selecting “*Marked Reviewed*” if they have already sent updated information to CCCAP before the redetermination or if there are no updates to send.





Workforce Development Plan

A new “**Partner Information**” list has been added to the Workforce Development Plan page that will display the following CCCAP information:

- Delinquent Parent Fee information
- CCCAP authorization end date
- Name of provider
- Name of child(ren) in care

The screenshot shows a web application interface for the Workforce Development Plan. The main content area contains several form fields: Plan Start Date (09/22/2022), Extension Plan Indicator (Yes/No), Worker (Select Worker...), Client's Email, and English as a Second Language (ESL) (Yes/No). Below these are sections for My Story, Long Term Goals / My Life Goals, and Short Term Goals / My Short Objective. On the right side, there is a sidebar menu with a 'View All' toggle. The 'Partner Information' menu item is highlighted with a green border, and a large green arrow points from the main form area towards it. Below the 'Partner Information' menu item, a table header is visible with columns: Delinquent Parent F..., Authorization End D..., Name of Provider, and Name of Children.

What should a case manager do if the client has a delinquent parent fee?

- Consider this is a prompt to offer support
 - Talk to the client about what is happening with their childcare
 - Help the client to problem solve challenges with paying for care
 - Offer a supportive payment if needed

CCCAP Referral

The CCCAP Referral PDF Document has been updated to make it more precise and user-friendly. PDF referrals will now include the following:

- Whether the referral is initiated manually or by the system
- Reason for referral change

These changes will help CCCAP workers understand why they are receiving a referral from CBMS, and whether or not a CBMS worker sent it to them intentionally (which can distinguish between change referrals that happen automatically, for example, when an eligibility worker processes an income change to the CBMS case) that the CBMS worker named on the referral did not consciously trigger.





Inbound CCCAP Information

An Inbound CCCAP screen has been added as an option when you select CCCAP from the menu bar. This new screen will display the following information from the CHATS interface:

- Inbound info listed by Case ID and Date Sent
- Details of the Case
- CCCAP Case Information
- Parent Fee List.
- CCCAP Individual Information List
- CCCAP Child Care Information List

The screenshot shows the CHATS interface with the 'Inbound CCCAP' screen selected. The interface includes a navigation menu at the top with options like 'Members', 'Case Information', 'Case Questions', etc. The main content area is divided into several sections:

- Date Sent to CBMS:** A table with columns for Date Sent to CBMS and CCCAP Case ID.
- Detail:** A form with fields for Date Sent to CBMS, Referral Type, CBMS Referral ID, Referral Rejected Reason, HOH State ID, CBMS Case ID, CCCAP Referral Status, and Select CCCAP Referral Status.
- CCCAP Case Information:** A form with fields for Case ID, Case Status, Case Mode, Case Status Mode ID, Case Closure Reason, Case Status Effective Begin Date, Case Status Effective End Date, Program Type, County Name, Case Redetermination Date, Parent Fee Delinquency Amount, and Delinquency Indicator.
- CCCAP Parent Fee:** A table with columns for Parent Fee ID, Parent Fee, Effective Begin Date, and Effective End Date.
- CCCAP Individual Information:** A table with columns for Individual ID, First Name, Last Name, Effective Begin Date, and Effective End Date.
- CCCAP Child Care Information:** A table with columns for Authorization ID, Authorization Status Effective Begin Date, and Provider Name.

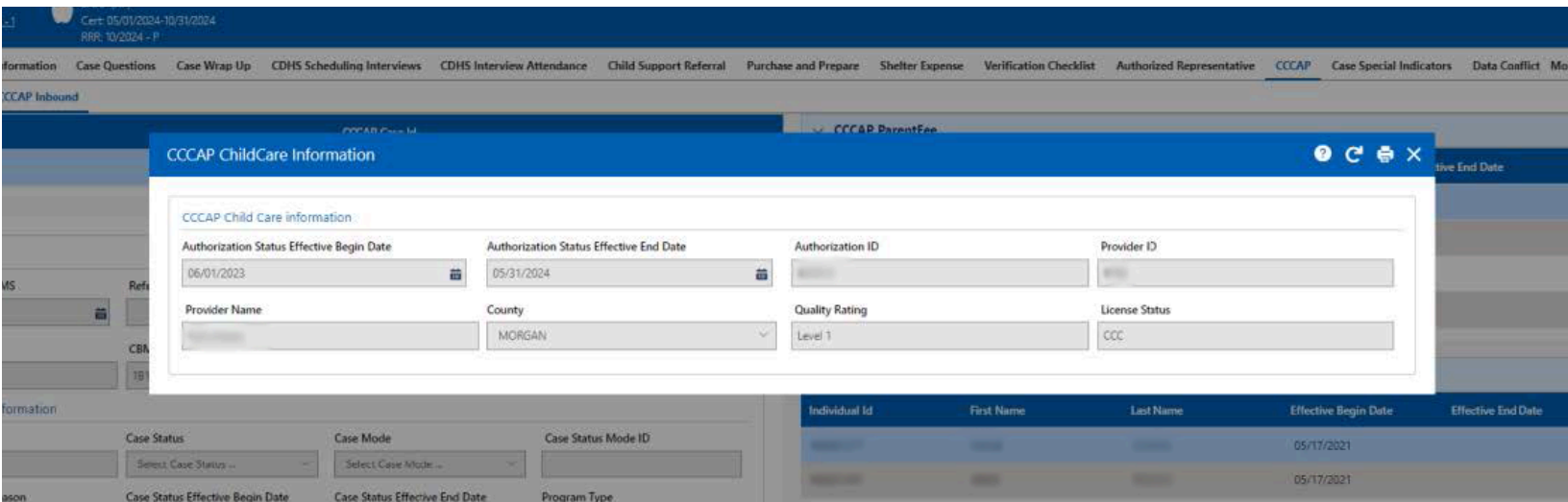
The CCCAP inbound information will help eligibility workers and case managers understand what is happening with the client's CCCAP case, minimizing the need for continued emails and calls to CCCAP partners for status updates.





CCCAP Child Care Information

You can select an Individual ID from the Individual Information related list and view details about that person. This includes information about a child’s care and provider information. If the child attends multiple childcare providers, each provider will have a record detailing the CCCAP Authorization.





CCCAP Provider Search in PEAK

Clients can now search for CCCAP Providers on the PEAK website. When searching for a CCCAP Provider, clients can navigate this by going to the dropdown labeled “*Find Resources*” and selecting “*Child Care Providers.*” This page allows clients to search for providers by name or address and toggle from the List view to the Map view to see provider locations on a map. Clients will have the option to filter search criteria by:

- Proximity to an address
- Care quality score
- Ages served

< Back to home

Child Care Providers

Search by name or address Filter by Map List

You may have a lower parent fee for choosing a provider with a care score of 3-5.

Address	Age groups	Care quality score
[Redacted]	Infant	3 ★★ ★
[Redacted]	Infant	3 ★★ ★
[Redacted]	Infant	3 ★★ ★
[Redacted]	Infant	3 ★★ ★

Showing 1-5 of 20 results View more





CCCAP Provider Search in PEAK (continued)

Clients can switch to the Map view, which will direct them to the map screen. The locations of providers are depicted on the map and in a list.

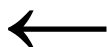
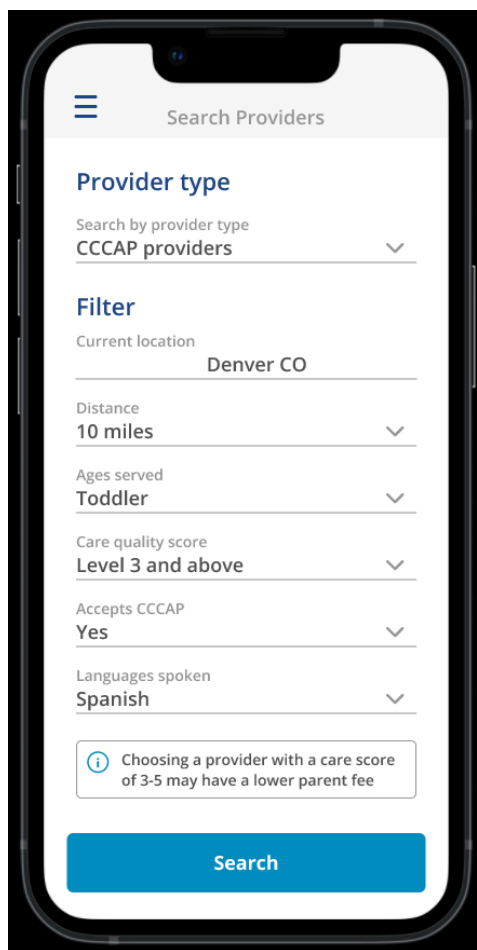
The screenshot shows the PEAK website interface for searching Child Care Providers. At the top, there is a navigation bar with links for Home, Explore benefits, Find resources, Get help, Español, and Sign in. The main heading is "Child Care Providers" with a search bar and a "Filter by" dropdown. A notification states: "You may have a lower parent fee for choosing a provider with a care score of 3-5." On the left, there is a list of provider cards, each showing a calendar icon, address, age groups (e.g., Infant), and care quality score (e.g., 2 stars). On the right, a map of Denver shows several provider locations marked with blue pins. The PEAK logo is in the bottom left, and footer links for Rights and responsibilities, Accessibility, Privacy notice, and Contact are in the bottom right. A small note at the bottom right says "An official website of STATE OF COLORADO".





CCCAP Provider Search in MyCOBenefits

Clients can now search for CCCAP Providers in the MyCOBenefits app.



The Search Providers page allows clients to search for CCCAP providers. CCCAP Providers must be selected as your Provider Type. Clients can also filter by criteria such as:

- Distance to location
- Care quality score
- Ages served



Results will be displayed on a map and a list. Clients can select a provider from the list, view the map, or adjust the filter criteria.

