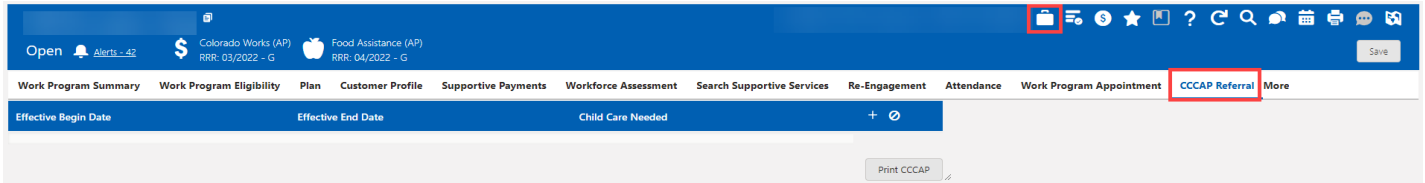


# CHATS Interface

This is an interface between CBMS and the Colorado Child Care Assistance Program (CCCAP). This Child Care Automated Tracking System (CHATS) interface sends referrals for Colorado Works (CW) clients to CCCAP directly from CBMS. This page is available for Workforce Development (WD) workers and CW eligibility workers.

The **CCCAP Referral** page is located in the Employment Service Module.



When the “+” icon is selected, the **CCCAP Referral window** will appear with these fields:

1. **Child Care Needed** - Yes (Y) or No (N)
2. **Effective Begin Date** - Date of application, date of change (on-going case), or first day of new certification (RRR)
3. **Effective End Date** - System-populated when Effective Begin Date is updated
4. **Primary Caretaker** - Drop-down will be active when Child Care Needed = Y
5. **Available Child/Referred Child** - Select all children that will need care by selecting each name in the left column and moving them to right column. A new record for each child does not need to be created here. A CBMS user can update the page if child care is no longer needed for a child or if a new child is added to the home and needs care.
6. **Notes for Updates** - A CBMS user can note changes to the CCCAP Referral screen. This field will be prompted for any change to Child Care Referral related list.

A screenshot of the 'CCCAP Referral' window. The window has a blue header with the title 'CCCAP Referral' and several icons. Below the header, there is a 'Detail' section. The 'Detail' section contains several fields: '\*Child Care Needed' with radio buttons for 'Yes' and 'No' (labeled 1); '\*Effective Begin Date' with a date input field showing '02/01/2022' (labeled 2); 'Effective End Date' with a date input field (labeled 3); '\*Primary Caretaker' with a drop-down menu (labeled 4); and '\*Available Child / Referred Child' with two columns and arrows for moving items between them (labeled 5). At the bottom of the 'Detail' section, there is a 'Notes for updates' text area (labeled 6). At the bottom of the window, there are three buttons: 'Cancel', 'Save & New', and 'Save'.

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# CHATS Interface

The CCCAP Referral page will include these types of system referrals:

Referral Type	Trigger Type (System/Manual)	Details
New/Initial	Either	This referral can be triggered automatically in the nightly batch or a user can request it.
Change	Either	<p>There are four conditions that trigger CBMS to send this referral to CHATS when Child Care Needed is "Y" and CW program is active (approved or pending) for the case.</p> <ol style="list-style-type: none"> <li><b>1. Inter-County Transfer Change</b></li> <li><b>2. Net Earned Income Change</b> - A decrease in the CW household's net income for the latest eligibility month.</li> <li><b>3. Contact Information Change</b> - Adding/deleting/updating a mailing address, email address, or phone number.</li> <li><b>4. Child Care Schedule Change</b></li> </ol>
Transition (Transitional Child Care)	Either	<p>This referral will be triggered when CW closes. The referral is sent the first day of the month after the month of the closure.</p> <p>For example, a CW case is closed as of 4/30/2021. The referral will be sent to CHATS on 6/1/2021.</p> <p>This allows time for a rescind or reopen in the month after closure.</p>
CCCAP Withdraw	Manual	This referral is manually triggered. It is used when the client requests to withdraw from child care.
CCCAP Renewal	Manual	This referral is manually triggered. Users select this referral when CCCAP requests a renewal of child care authorization.

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# CHATS Interface

1. The **Child Care Referral related list** *must* be completed by the CBMS user. If this is not completed, no referral is sent to CCCAP.
2. The **Referral button** is used for manual referrals and is only enabled *after* the Child Care Referral related list is completed. It is not required and CBMS users are encouraged to allow the system to complete the referral process. The Referral button should only be used for the following types of referrals:
  - A. **Closure** – A client/family has requested to withdraw from childcare or no longer needs childcare.
  - B. **Renewal** – CCCAP has requested a renewal of childcare or case manager becomes aware a renewal is due.
  - C. **Change** – This should only be used if a client currently has an active CCCAP case and the user is entering data on the CCCAP Referral page for the first time. Users need to select the “Change” type of referral to override the system trigger. If “Change” is not selected, the referral will go to CHATS as a New/Initial referral.

**In all other circumstances, users should rely on CBMS to identify the correct referral type.**
3. The **Print CCCAP button** will enable a CBMS user to provide the client a copy of the referral details.

The screenshot displays the CHATS interface. At the top, there is a table with columns: Effective Begin Date, Effective End Date, Child Care Needed, and action icons. Below the table is a 'Detail' form with fields for Child Care Needed (Yes/No), Effective Begin Date, Effective End Date, Primary Caretaker, and Available Child / Referred Child. A 'Referral' button is located at the bottom of the form. To the right of the form is a 'Print CCCAP' button. Red circles with numbers 1, 2, and 3 highlight the 'Child Care Referral' header, the 'Referral' button, and the 'Print CCCAP' button, respectively.

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# CHATS Interface

When **Child Care Referral** window is open:

1. The **Child Name** field must be completed. All other fields are optional. Workers are encouraged to complete as much as they are able.
2. In the optional **Care Needed** section, enter the number of hours for each day the child needs care and if those hours are evening and/or overnight.

Child Care Referral

Detail

Care Start Date  Care End Date  Change in Provider  Yes  No

\*Child Name  Provider Name  Provider ID Number  Date with last provider

School Age Care Needs  FT Non-School days/Summer?  Yes  No Disabled and needs special care?  Yes  No

School District  Grade

Care Needed

Day	Hours	Evening	Overnight
Monday	<input type="text"/>	<input type="checkbox"/>	<input type="checkbox"/>
Tuesday	<input type="text"/>	<input type="checkbox"/>	<input type="checkbox"/>
Wednesday	<input type="text"/>	<input type="checkbox"/>	<input type="checkbox"/>
Thursday	<input type="text"/>	<input type="checkbox"/>	<input type="checkbox"/>
Friday	<input type="text"/>	<input type="checkbox"/>	<input type="checkbox"/>
Saturday	<input type="text"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sunday	<input type="text"/>	<input type="checkbox"/>	<input type="checkbox"/>

Cancel Save & New Save

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# CHATS Interface

The **CCCAP Referral History realted list** is for reference only. CBMS users can view the details (date, type of referral, etc.) of each referral that has been sent to CHATS.

The screenshot shows the CHATS interface with a navigation menu at the top. The main content area displays a table of referrals:

Effective Begin Date	Effective End Date	Child Care Needed	
03/06/2021		Yes	
04/01/2021		Yes	

Below the table is a 'Detail' section with form fields for 'Child Care Needed', 'Effective Begin Date', 'Effective End Date', 'Primary Caretaker', and 'Available Child / Referred Child'. On the right sidebar, the 'Child Care Referral' menu is expanded, and 'CCCAP Referral History' is highlighted with a red box. Below it, a table shows two entries:

Referral Type	Referral Date	
Change	03/05/2021	
Change	03/05/2021	

The screenshot shows the 'CCCAP Referral History' detail form with the following fields:

- Referral Type: Change
- Referral Sent Date: 05/28/2021
- Created By: [Empty]
- Begin Date: 08/21/2020
- Child Care Required: Yes (selected)
- Referred Child: [Empty]
- Case: [Empty]
- Referral ID: [Empty]
- Manual/Systematic Trigger: Systematic
- Referral Request Date: [Empty]
- Referral Status: Pending

Buttons at the bottom: Cancel, Save & New, Save.

For more information, click the **Online Help icon** in the upper right corner of the page.

