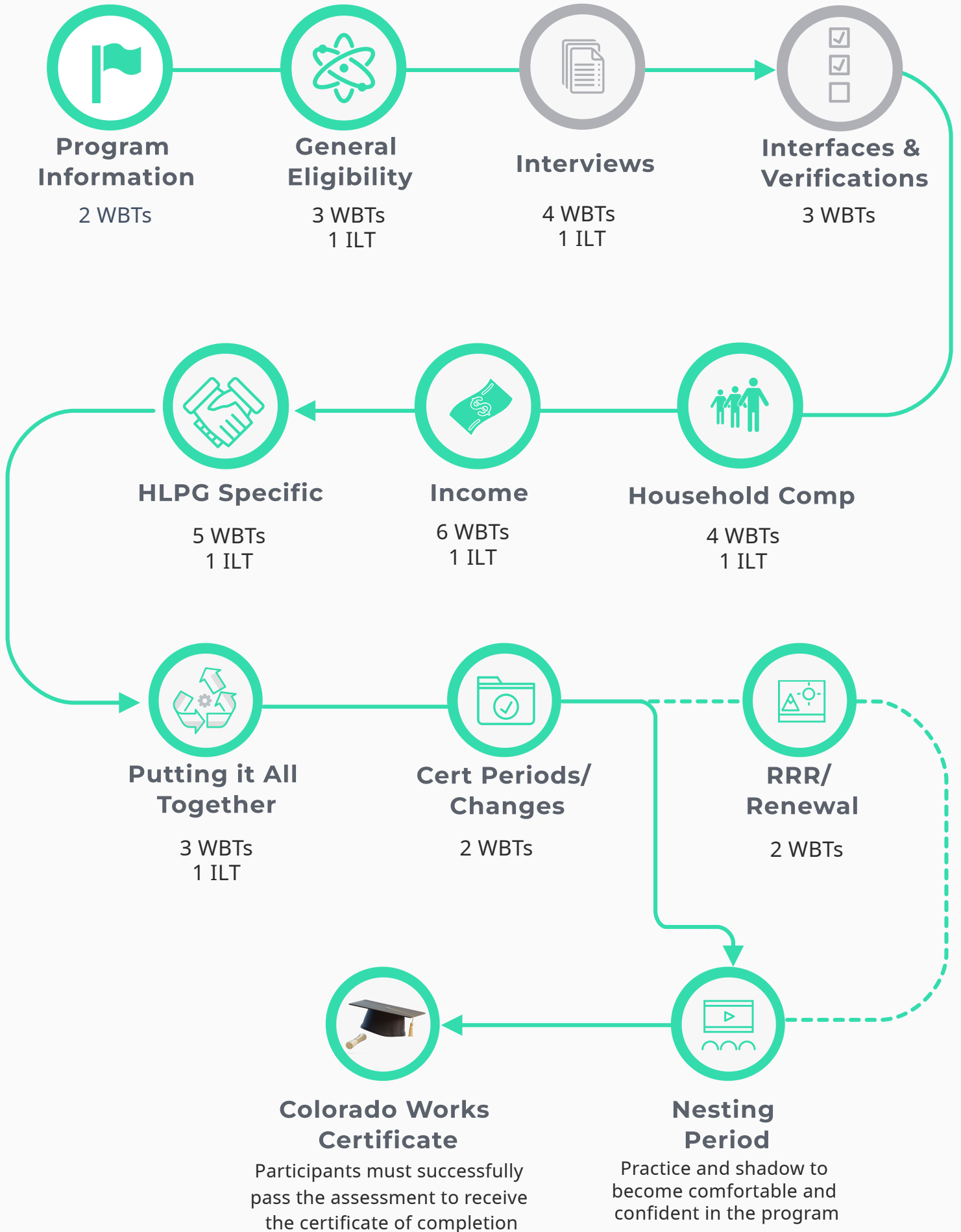




# Course Map for Colorado Works Certificate Plan

*\* Prerequisites: MAGI & SNAP Certificate Plans*



\*Note- Volumes in Grey are required for this Certificate Plan and may have been completed in a previous Certificate Plan



Estimated Total Time to Complete:  
~21 hours (WBTs + ILTs)



**COLORADO**  
Healthcare & Economic Security  
Staff Development Division

# Program Information

## For Colorado Works Certificate Plan



### Resources

There are several websites referenced in this volume, as well as where to find/locate information within Rules and Regulations.

### Reminders

Participants may have completed some of this volume in SNAP Certificate Plan. Remember, anything a participant completes carries over into other certificate plans where applicable. They will not have to repeat any completed training for each plan, unless they want to.

### Overview

This document is the lesson plan for the **Program Information** volume as it relates specifically to Colorado Works Certificate Plan. Details provided are what the participant is required to complete in order to successfully move on to their next phase in training. Additionally, seasoned workers may take the WBTs as stand-alone refresher training, and/or attend the ILT as a way to gain more data entry practice.

### Web-Based Trainings (WBT)

#### *Program Information and Navigating State Resources for CDHS*

Participants will learn how to find and use the resources they need for CDHS programs.

#### *Colorado Works Categories & Special Circumstances*

This training is designed to provide the purposes and principles of Colorado Works, benefit and payment types, and other special circumstances that are associated with it.

These WBTs are taken at the participant's own pace - estimated to take about 30 minutes total time to complete. Keep in mind, the total time to complete is all dependent on the learner.

# General Eligibility

## For Colorado Works Certificate Plan



### Resources

Important documents referenced in this volume: *(not limited to)*

- Citizen/Non-Citizen Desk Aid
- Non-Citizen Flowchart
- Non-Citizens Acceptable Documents and Class Codes
- Guide to Selected U.S. Travel and Identity Documents
- Sponsor Exceptions Desk Aid
- Entering a Non-Citizen PM
- Entering a Sponsor in CBMS PM
- Entering Identification Details PM

### Reminders

Remember, anything a participant completes carries over into other certificate plans where applicable. They will not have to repeat any completed training for each plan unless they want to.

### Overview

This document is the lesson plan for the **General Eligibility** volume as it relates specifically to the Colorado Works Certificate Plan. Details provided are what the participant is required to complete in order to successfully move on to their next phase in training. Additionally, seasoned workers may take the WBTs as stand-alone refresher training, and/or attend the ILT as a way to gain more data entry practice.

### Web-Based Trainings (WBT)

Participants should have already completed other required WBTs in the MAGI Certificate Plan. Refer to the MAGI Certificate Plan Course Summary for those details. In addition to the WBTs completed in the MAGI Certificate Plan, the following WBTs specifically for Colorado Works are:

#### **General Eligibility for Colorado Works**

- Discover the criteria that make Adult Financial eligibility requirements unique.

*These WBTs are taken at the participant's own pace - estimated to take about 20 minutes total time to complete. Keep in mind, the total time to complete is all dependent on the learner.*

### Instructor-Led Training (ILT)

Once the WBTs are complete, the participants will then move to the instructor-led component. This course is titled **General Eligibility Colorado Works**. During the ILT, participants will have hands-on data entry practice in CBMS through multiple scenarios, and will:

1. Recall eligibility requirements for Colorado Works
2. Apply non-citizenship and sponsor requirements to Colorado Works cases
3. Demonstrate accurate eligibility data entry for General Eligibility requirements

*This ILT component will take approximately 2 hours and is facilitated by an SDD Certified Trainer.*

# Interviews

## For Colorado Works Certificate Plan



### Resources

Important documents referenced in this volume: *(not limited to)*

- Interview Program Requirements Desk Aid
- Completing the CDHS Scheduling Interview Page Process Manual (PM)
- Completing the CDHS Interviews Attendance Page PM
- Interview Checklist

### Reminders

Participants who completed this volume with the SNAP Certificate Plan, will not need to complete it again. However, it will be available to them if they need a refresher.

## Overview

This document is the lesson plan for the **Interviews** volume as it relates specifically to CDHS programs. Details provided are what the participant is required to complete in order to successfully move on to their next phase in training. Additionally, seasoned workers may take the WBTs as stand-alone refresher training, and/or attend the ILT as a way to gain more data entry practice.

## Web-Based Trainings (WBT)

### **Program Requirements for Interviews**

- This training covers the interview requirements for eligibility workers. Each High Level Program Group (HLPG) has different interview requirements for eligibility determination.

### **Scheduling Interviews**

- Explore the CDHS Scheduling Interviews page and how it is used to track the date, time, and location of a scheduled interview

### **Interview Techniques**

- This training explores the goals, best practices, and techniques of interviewing.

### **Interview Attendance**

- Explore the CDHS Interviews Attendance page and how it is used to document a client's attendance of a scheduled interview

*These WBTs are taken at the participant's own pace - estimated to take about an hour total time to complete. Keep in mind, the total time to complete is all dependent on the learner.*

**\*\*Note: This Volume may have already been completed during the SNAP Certificate Plan\*\***

## Instructor-Led Training (ILT)

Once the WBTs are complete, the participants will then move to the instructor-led component. This course is titled **Interviews**. During the ILT, participants will have hands-on data entry practice in CBMS through multiple scenarios, and will:

1. Recall interview requirements that apply to CDHS programs
2. Practice Interview process and techniques using real-life client scenarios
3. Demonstrate data entry requirements for interview scheduling and attendance in CBMS

**Note: This Volume may have already been completed during the SNAP Certificate Plan**

# Interfaces & Verifications

## For Colorado Works Certificate Plan



### Resources

Important documents referenced in this volume: *(not limited to)*

- NDNH - Action Guide
- DRS IPV - Action Guide
- CLDE MyUI - Action Guide
- SSA Incarceration - Action Guide
- SVES - Action Guide
- Entering and Curing Non-Compliance
- Completing Rescind or Reinstate Function in CBMS
- IEVS research Flow Chart Desk Aid
- SVES SSN Code Map
- SVES Title II Code Map
- SVES Title XVI Code Map

### Reminders

Participants who completed this volume with the MAGI Certificate Plan, will not need to complete it again. However, it will be available to them if they need a refresher.

### Overview

This document is the lesson plan for the **Interfaces and Verifications** volume as it relates to all HLPG Certificate Plans. Details provided are what the participant is required to complete in order to successfully move on to their next phase in training. Additionally, seasoned workers may take the WBTs as stand-alone refresher training, and/or attend the ILT as a way to gain more data entry practice.

### Web-Based Trainings (WBT)

#### Verifications

- Identify the types of verifications, how they are used, and how to act on them.

#### Interfaces

- Identify the functions of both internal and external Interfaces and when to engage with them in CBMS.

*These WBTs are taken at the participant's own pace - estimated to take 40 minutes total time to complete.*

**\*\*Note- This Volume may have already been completed during the MAGI Certificate Plan\*\***

### Instructor-Led Training (ILT)

- No ILT requirement.

# Household Composition

## For Colorado Works Certificate Plan



## Resources

Important documents referenced in this volume: *(not limited to)*

- Household Composition Colorado Works Desk Aid
- Standards of Assistance Chart
- CW Stepparent Minor Parent Desk Aid

## Reminders

Remember, anything a participant completes carries over into other certificate plans where applicable. They will not have to repeat any completed training for each plan, unless they want to.

## Overview

This document is the lesson plan for the **Household Composition** volume as it relates specifically to the Colorado Works Certificate Plan. Details provided are what the participant is required to complete in order to successfully move on to their next phase in training. Additionally, seasoned workers may take the WBTs as stand-alone refresher training, and/or attend the ILT as a way to gain more data entry practice.

## Web-Based Trainings (WBT)

Participants should have already completed other required WBTs in the MAGI Certificate Plan. Refer to the MAGI Certificate Plan Course Summary for those details. In addition to the WBTs completed in the MAGI Certificate Plan, the following WBTs specifically for Colorado Works are:

### **Household Composition: Colorado Works**

- This training provides an overview of Assistance Units and Budgetary Units specific to Colorado Works.

*These WBTs are taken at the participant's own pace - estimated to take about 20 minutes total time to complete.*

## Instructor-Led Training (ILT)

Once the WBTs are complete, the participants will then move to the instructor-led component. This course is titled **Household Composition Colorado Works**. During the ILT, participants will have hands-on data entry practice in CBMS through multiple scenarios, and will:

1. Determine Household Composition for Colorado Works households
2. Demonstrate the ability to data enter required information in CBMS

*This ILT component will take approximately 3 hours and is facilitated by an SDD Certified Trainer.*

# Income

## For Colorado Works Certificate Plan



### Resources

Important documents referenced in this volume: *(not limited to)*

- Countable and Exempt Income
- Standards of Assistance Chart
- CW Initial Eligibility and Grant Calculation Desk Aid
- CW Sponsor Desk Aid
- Self-Employment Desk Aid
- Self-Employment Allowable Business Expenses Desk Aid
- S-Corp/LLC Desk Aid
- Entering Self-Employment PM
- Entering S-Corp/LLC Income PM

### Reminders

Remember, anything a participant completes carries over into other certificate plans where applicable. They will not have to repeat any completed training for each plan, unless they want to.

### Overview

This document is the lesson plan for the **Income** volume as it relates to the Colorado Works Certificate Plan. Details provided are what the participant is required to complete in order to successfully move on to their next phase in training. Additionally, seasoned workers may take the WBTs as stand-alone refresher training, and/or attend the ILT as a way to gain more data entry practice.

### Web-Based Trainings (WBT)

Participants should have already completed other required WBTs in previous Certificate Plans. Refer to the MAGI Certificate Plan Course Summary for those details. In addition to the WBTs completed in the MAGI Certificate Plan, the following WBTs specifically for Colorado Works are:

#### **Income Considerations: Colorado Works**

- This training is intended to be an explanation of how CBMS considers income for Colorado Works and any additional data entry requirements not already trained in Income Basics.

#### **Data Entry for Potential Income Pages**

- This training provides information on requesting Potential Income verification without negatively impacting other programs.

*These WBTs are taken at the participant's own pace - estimated to take about 60 minutes total time to complete.*

### Instructor-Led Training (ILT)

Once the WBTs are complete, the participants will then move to the instructor-led component. This course is titled **Income Colorado Works**. During the ILT, participants will have hands-on data entry practice in CBMS through multiple scenarios, and will:

1. Analyze Colorado Works cases for accurate Income Calculation
2. Demonstrate accurate data entry for different Income types

*This ILT component will take approximately 3 hours and is facilitated by an SDD Certified Trainer.*

# H LPG Specific

## For Colorado Works Certificate Plan



### Resources

Important documents referenced in this volume: *(not limited to)*

- Students Colorado Works Desk Aid
- Family Violence Option (FVO) Screening Desk Aid
- Domestic Violence Screening Tool
- Entering Colorado Works Diversion Details Process Manual (PM)
- Entering Individual Time Clock PM
- Entering Child Support Referral and Good Cause PM

### Reminders

Remember, anything a participant completes carries over into other certificate plans where applicable. They will not have to repeat any completed training for each plan, unless they want to.

### Overview

This document is the lesson plan for the **High Level Program Group (H LPG) Specific** volume as it relates to the Colorado Works Certificate Plan. Details provided are what the participant is required to complete in order to successfully move on to their next phase in training. Additionally, seasoned workers may take the WBTs as stand-alone refresher training, and/or attend the ILT as a way to gain more data entry practice.

### Web-Based Trainings (WBT)

#### **Colorado Works Time Clocks**

- This training covers the Federal time limits on the Temporary Assistance for Needy Families (TANF) program.

#### **Colorado Works Cooperation with Child Support**

- This training identifies Child Support cooperation requirements, exemptions, and record entries.

#### **Workforce Development Requirements for Colorado Works**

- This training covers the work activities requirement for adults participating in Colorado Works and the referral process for case management.

#### **Students Colorado Works**

- This training explores student information that is important for Colorado Works

#### **FVO Fundamentals**

- This training explores Colorado Works criteria that may be impacted due to domestic violence

*These WBTs are taken at the participant's own pace - estimated to take about 90 minutes total time to complete.*

### Instructor-Led Training (ILT)

Once the WBTs are complete, the participants will then move to the instructor-led component. This course is titled **H LPG Specific Colorado Works**. During the ILT, participants will have hands-on data entry practice in CBMS through multiple scenarios, and will:

1. Recall key case information that impacts Colorado Works eligibility
2. Apply time clock, child support, and family violence option requirements to Colorado Works cases
3. Demonstrate accurate data entry for Colorado Works categories in CBMS

*This ILT component will take approximately 2 -3 hours and is facilitated by an SDD Certified Trainer.*



# Putting It All Together

## For Colorado Works Certificate Plan



### Resources

Multiple desk aids and User Guides will be provided and discussed during this volume.

### Reminders

Remember, anything a participant completes carries over into other certificate plans where applicable. They will not have to repeat any completed training for each plan, unless they want to.

### Overview

This document is the lesson plan for the **Putting It All Together** volume as it relates to the Colorado Works Certificate Plan. Details provided are what the participant is required to complete in order to successfully move on to their next phase in training. Additionally, seasoned workers may take the WBTs as stand-alone refresher training, and/or attend the ILT as a way to gain more data entry practice.

### Web-Based Trainings (WBT)

Participants should have already completed other required WBTs in the MAGI Certificate Plan. Refer to the MAGI Certificate Plan Course Summary for those details. In addition to the WBTs completed in the MAGI Certificate Plan, the following WBTs specifically for Colorado Works are:

#### **Wrap Up: Colorado Works**

- This web-based training (WBT) will outline Colorado Works-specific information a worker must review for ensuring accurate eligibility determination and final steps.

*These WBTs are taken at the participant's own pace - estimated to take about 20 minutes total time to complete.*

### Instructor-Led Training (ILT)

Once all Volumes in the Colorado Works Certificate Plan are complete, participants will then move to the final instructor-led component. This course is titled **Putting It All Together Colorado Works**. During the ILT, participants will have hands-on data entry practice in CBMS through multiple scenarios, and will:

1. Analyze and data enter multiple realistic scenarios in CBMS\_TRN using applications and verifications
2. Practice data entry from start to finish with over the shoulder support, using critical thinking skills to ensure accurate eligibility determination

*This ILT component will take approximately 4-6 hours and is facilitated by an SDD Certified Trainer.*

# Cert Periods / Changes

## For Colorado Works Certificate Plan



### Resources

Important documents to reference in this series include but are not limited to:

- Colorado Works Changes Desk Aid

### Reminders

Remember, anything a participant completes carries over into other certificate plans where applicable. They will not have to repeat any completed training for each plan, unless they want to.

## Overview

This document is the lesson plan for the **Certification Periods & Changes** volume as it relates to the Colorado Works Certificate Plan. Details provided are what the participant is required to complete in order to successfully move on to their next phase in training. Additionally, seasoned workers may take the WBTs as stand-alone refresher training, and/or attend the ILT as a way to gain more data entry practice.

## Web-Based Trainings (WBT)

### ***Certification Periods and Changes: The Basics***

- This training will provide general information about Certification Periods for Public Assistance programs, as well as specific information as it relates to the various program areas and their Certification Periods.

### ***Colorado Works Adverse Action***

- This training provides information regarding Colorado Works Change Reporting requirements.

*These WBTs are taken at the participant's own pace - estimated to take about 30 minutes total time to complete.*

*\*\*Note: Some items in this Volume may have already been completed during the MAGI Certificate Plan.*

## Instructor-Led Training (ILT)

- No ILT requirement.

# RRR / Renewals

## For Colorado Works Certificate Plan



### Resources

Important documents referenced in this volume: *(not limited to)*

- Acceptable Forms for RRR/Renewal Desk Aid
- CW Child Support Pass Through Desk Aid
- AF & CW RRR Renewal Checklist Desk Aid
- AF/CW Late RRR/Renewal Late Verification & Missed Interview Related to Good Cause Desk Aid

### Resources

Remember, anything a participant completes carries over into other certificate plans where applicable. They will not have to repeat any completed training for each plan, unless they want to.

## Overview

This document is the lesson plan for the **RRR/Renewals** volume as it relates specifically to Colorado Works. Details provided are what the participant is required to complete in order to successfully move on to their next phase in training. Additionally, seasoned workers may take the WBTs as stand-alone refresher training.

## Web-Based Trainings (WBT)

### **RRR/Renewal Basics**

- This training will provide general information about RRR/Renewals for all Public Assistance programs.

### **Colorado Works RRR/Renewal**

- This training will provide general information specific to the Renewal process for Medical Assistance programs (MAGI, Non-MAGI), including the ex-parte process and actions needed when an MA Renewal packet is required.

*These WBTs are taken at the participant's own pace - estimated to take about 45 minutes total time to complete.*

**\*\*Note: Some items in this Volume may have already been completed during the MAGI Certificate Plan.**

## Instructor-Led Training (ILT)

- No ILT requirement.

# Nesting Period

## For Colorado Works Certificate Plan



### Resources

- [Printable Nesting Checklist](#)
- SDD Created Practice Scenarios

If your site would like assistance in creating a nesting plan that works for you, please email us at:  
[SOC\\_StaffDevelopment@state.co.us](mailto:SOC_StaffDevelopment@state.co.us)

We would be happy to work with you and help you create a plan.

### Reminders

Participants do not have to complete/pass their assessment before moving on to their next Certificate Plan, however it is strongly recommended that they do participate in a nesting period to become comfortable and confident in the information they have learned so far.

## Nesting Recommendation

The SDD strongly recommends a nesting period of 1-2 weeks in between each High-Level Program Group Certificate Plan. Nesting allows time for the participant to get comfortable with the information they learned in class, practice in a safe environment, and understand one program at a time to build on their knowledge. Providing support after the training is key to success.

## Nesting Checklist

Use this checklist as a guide to help participants be successful in their new role. It is important to provide as much support and guidance as possible.

- Complete the Curriculum (WBTs and ILTs)
- Practice Cases in CBMS TRN environment
  - 1-3 practice cases
  - Practice cases may be done with over-the-shoulder support or independently with walk-through case reviews, guiding the worker to the correct data entry/outcome and providing resources to find answers to questions
- Live Cases in CBMS PRD environment with 100% Supervisory Authorization
  - Worker will work with over-the-shoulder support, utilizing available resources to process cases with the help from a lead/supervisor/trainer to completion
    - Intake (1-3 cases)
    - Ongoing/Changes (1-3 cases)
    - Ongoing/RRR (1-3 cases)
- **Colorado Works Final Assessments**
- Live cases independently, 100% Supervisory Authorization
  - Worker will process cases independently, utilizing all available resources to completion with required Supervisory Authorization. Submit case review and Lead/Sup/Trainer will provide feedback
  - Complete minimum of 5 SNAP cases
- Remain on 100%, 75%, 50%, or 25% Supervisory Authorization/Case review as deemed by mentor/lead

# Colorado Works Assessment

## For Colorado Works Certificate Plan



### Resources

- TrainColorado.com
- CoLearn
- Rules & Regulations

You are able to go back and review any WBTs or desk aids that you feel would help you.

This is "open book" - please use your notes, desk aids, or any other tools you have to complete the assessment.

Please email the SDD if you have any questions or experience any issues accessing your assessment.

Questions?  
SOC\_StaffDevelopment@state.co.us

## Colorado Works Assessments & Certificate

### What is an Assessment?

Each of the High Level Program Groups' (HLPGs) plans has an accompanying Assessment. These Assessments gauge your learning by presenting you with a scenario similar to those you will encounter in live cases. In order to be successful with the Assessment, you will need to apply both your knowledge of policy and your CBMS Data-Entry skills. An Assessment must be completed in order to complete your training plan and access the accompanying Certificate. You need this certificate in order to gain the proper profile and access in CBMS.

### What can a new worker expect during the Assessment process?

In order to access your HLPG's Assessment, login to your COLearn profile and access the Assessment from your training plan. There you will find directions for uploading your completed case when finished. The scenarios will be provided on a Single Purpose Application (SPA) and will contain mock verifications. As a participant, you will follow the directions laid out in both COLearn and the first few pages of the Assessment. ***Please read these directions carefully*** as they will contain vital information, including guidance regarding interfaces, verifications, and application dates.

### How long does it take to complete?

While the time it takes to complete an Assessment varies from participant to participant, a good general rule is to set aside four hours. This time will include reading through the case directions, familiarizing yourself with the scenario, reviewing wrap-up results and making corrections where necessary, and uploading information regarding your final results to COLearn.

### How many attempts does a participant have?

By default, there are two attempts allowed for a participant to complete their Assessment. In the event a participant does not pass the Assessment after two attempts, next steps will be discussed with their leadership.

### What are the rules?

The Assessments ***must be completed in either the CBMS TRN or UPA*** environments. Exercise extreme caution when starting data-entry to ensure Assessment information is not being entered into Production CBMS as this could have serious real-world consequences. Make sure when reviewing the scenario you take extra time to review the descriptions and verifications that accompany the SPA, as well as thoroughly reviewing the application itself.