

Desk Aid:
CPPM 8514-EF Client
Request Updates



<p>Purpose</p>	<p>This project aims to streamline the process for clients to request Employment First (EF) services through PEAK and the MyCOBenefits app. Previously, the contact information would revert to the contact information of the Head of Household whenever EF services were requested. Additionally, it will involve updating the EF Dashboard in CBMS to provide EF workers with the necessary information to contact clients for services.</p>
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Employment First Services Requests in PEAK

On the Employment First Services screen, following the Household member selection page, there is a new dropdown for contact information.

The Contact information field is mandatory.

Users can select “Email Address” or “Phone Number” as their preferred contact method and enter the appropriate information in the following text box. Users can choose only one preferred contact method.

The screenshot shows the PEAK web interface. At the top, there is a navigation bar with the PEAK logo and links for Dashboard, Manage my benefits, Mailbox, Manage my documents, Find resources, Get help, and Account. Below this is a breadcrumb link for 'Back to Dashboard'. The main heading is 'Employment First services', followed by a descriptive paragraph. A progress bar shows 'Household member selection' as the current step, with a 'Sign and submit' button at the end. The form area contains a list of household members: 'Hannah (39yrs)' with a checked checkbox and 'John (44yrs)' with an unchecked checkbox. Under the selected member, there is a section for '*Preferred contact information' with radio buttons for 'Email Address' and 'Phone Number'. Below this is a text input field labeled 'Enter contact information'. A 'Cancel' button is located at the bottom of the form.



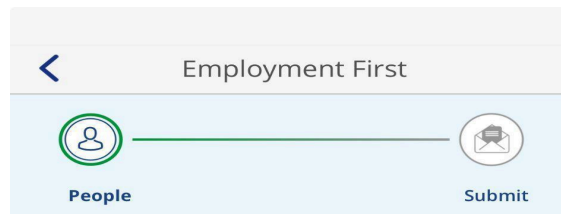


Employment First Services Requests in MyCOBenefits

On the Employment First page, users must select Request Employment Services. Once selected, the user should navigate to and select the correct household member. From there, the preferred contact information section will be displayed.

The “Preferred contact information” field is mandatory.

Users can select “Email Address” or “Phone Number” as their preferred contact method and enter the appropriate information in the following text box. Users can choose only one preferred contact method.



Employment First Services

All individuals that are applying and/or currently receiving SNAP Benefits over the age of 18 years old (no age cap—anyone over the age of 18) can participate.

Select the members who have not yet applied for EF Services

John Owens

Preferred Contact Information*

Email Address

Phone Number

Enter contact information*

Hannah Owens





Employment First Services Dashboard in CBMS

When viewing the EF Client Requests section, there will be a new column, “Preferred Contact Information,” after the Submission Date column. This column will display the Primary Contact Information entered by the client in either PEAK or MyCOBenefits.

