

Entering Colorado Works Disaster Assistance

CBMS | Process Manual | Revised: June 2025

OVERVIEW

This document provides step-by-step instructions for Colorado Works disaster assistance data entry. Customers may be paid via diversion, supportive services, or case special needs.

PROCESS

Disaster Diversion Payment

Pay Disaster through Diversion to those who do not already have an ongoing Colorado Works case.

1. Add the special indicator to the case 'CW-State Declared Disaster'.
 - a. In Application Initiation (AI) on the first page, scroll to the bottom to locate the Special Indicators.
 - b. In the Functional Based section, select 'CW Check CW-State Declared Disaster' and press the right arrow to move it to the Selected list. Then move forward to complete the AI process.
 - c. If the case has already been AI'd, navigate to the Case Special Indicators page and add the special indicator 'CW Check CW-State Declared Disaster' to the case with the app date as the Effective Begin Date.
2. If it is a state or presidential declared disaster, complete the following windows normally. The system will accept client statement.
 - a. CDHS Interview

- b. Income
 - c. Child Support Referral (if a parent is not in the home)
 - d. Demographics
 - i. Identification
 - ii. Details related list
 - e. Case Individual
 - f. Household Relationship
 - g. Attributes
 - h. Residency
3. If approved by the County Director, override sanctions or disqualifications.
 - a. In the Case Special Indicators window once the Special Indicator of 'CW-State Declared Disaster' has been chosen, select 'Yes' for the Ignore Sanctions/Disqualifications radio button. This will allow a disaster payment to be issued to a household that would otherwise be ineligible for Colorado Works due to IPV, POI, or Sanction.
 4. Enter the Diversion Details window.
 5. Choose 'Disaster' on the Diversion Reason dropdown menu.
 6. Enter a date client understands and agrees to terms of diversion.
 7. New Incident: Yes
 8. Enter comments to indicate the need is related to the disaster.
 9. Enter Diversion/Need Amount and the Confirmed Diversion Amount Total fields.
 10. Enter 1 in the Number of Months field.
 11. Save.
 12. Run EDBC.
 - a. You should see a PASS for Colorado Works for the payment month.

13. Check CW Individual Eligibility for diversion.

- a. CW Financial Eligibility confirms the amount of diversion that is passing.

14. Authorize Eligibility Summary for Diversion.

Note: If the disaster level is state or presidential, the Colorado Works HLPG will not pend for verification.

Disaster Supportive Service Payment

Pay Disaster through Supportive Service to those who have an ongoing Colorado Works case with an adult who participates in Workforce Development.

1. Add the special indicator to the case 'CW-State Declared Disaster'.
2. Choose 'Disaster' as Service Type and Supportive Service Description on the View/Edit Supportive Services window.
 - a. Status should be 'Approved' on the View/Edit Supportive Services window.
3. After saving, a record will populate as Pending into the Authorize Supportive Services related list. This is where the status should be changed from Pending to Authorized to issue the payment.

Disaster Case Special Needs Payment

Pay Disaster through Case Special Needs to those who already have an ongoing Colorado Works case, where no adults participate in Workforce Development (such as a child only case).

1. Add the special indicator to the case 'CW-State Declared Disaster'.
2. Select 'Disaster' as Type on the Case Special Needs/Other Assistance page.
 - a. The Effective Begin Date, Request Date, and Date Reported should all be the date the client requested the disaster payment.
 - b. The Effective End Date and End Date should both be the last day of that same month.
 - c. Choose an eligible member as the Individual.

3. After saving the Case Special Needs record, return to the record to set the Status to Approved or Denied (enter a Denial Reason if Denied) and click Authorize.
 - a. You do not need to run EDBC.
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ACCESSIBILITY

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