



CPPM-7440 Supportive Payments for Clients who are Not Work Eligible

PURPOSE:

- To allow clients to sign into their MyCOBenefits application and/or PEAK website when no Colorado Department of Human Services (CDHS) programs; Supplemental Nutrition Assistance Program (SNAP), Colorado Works (CW), Adult financial (AF), are approved.
- To allow approved Colorado Works (CW) Child-Only cases to request supportive payments on behalf of the child.
- To allow CW clients who are not work eligible to request supportive payments through PEAK and MyCOBenefits.

Please note all screenshots are from testing environment and may have lower resolution compared to the final build

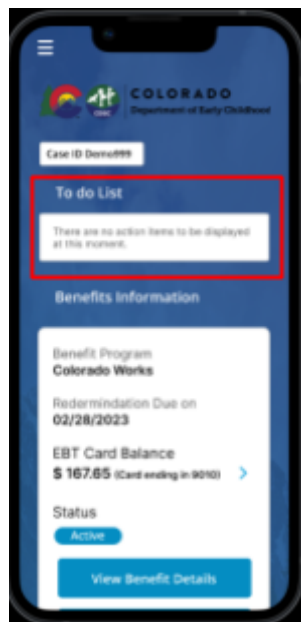
CLIENT FACING PLATFORMS

What changes will a client see in the MyCOBenefits Application:

If there are no approved CDHS programs (SNAP, CW, AF) on a case, but at least one of those programs is pending, clients will be able to sign into a linked case in MyCOBenefits.

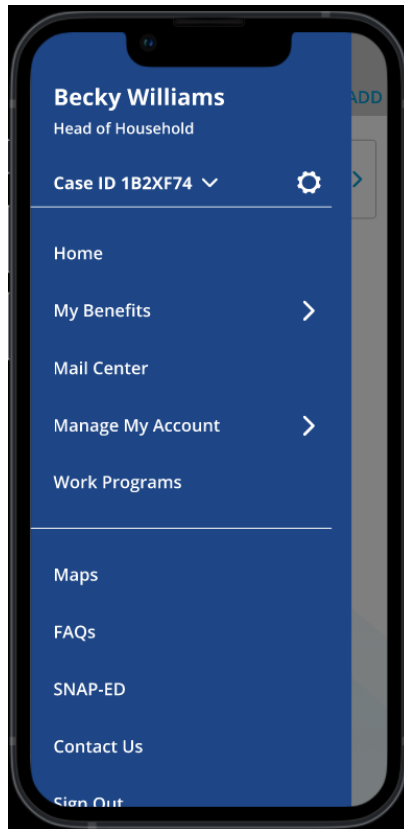
The following new functionality has been added to the MyCOBenefits home screen after the client signs into the application:

Electronic Benefits Transactions (EBT) To-Do List



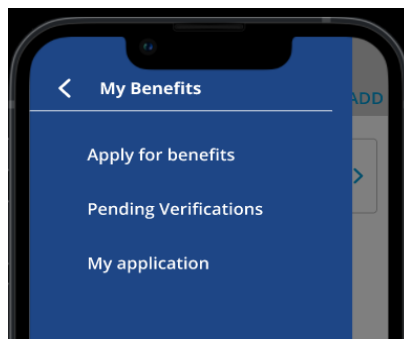


On the landing page left navigation tool, a client will find information regarding their program benefits, notifications, account information, and other helpful information, as shown below.



When a client selects “My Benefits” from the landing page, they will be directed to the following client options:

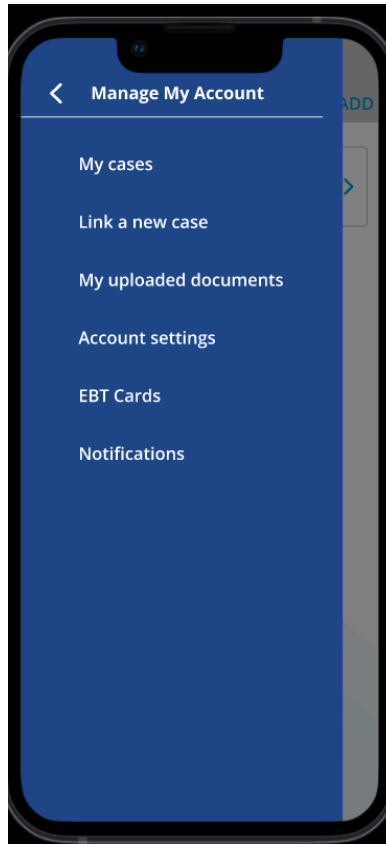
1. Apply for Benefits
2. Pending Verifications
3. My Application





When a client selects “Manage My Account” from the landing page, they will be directed to the following client options:

1. My Cases - clients will be able to create a new account from MyCOBenefits with a CDHS pending program and no approved CDHS programs
2. Link a new case - clients will be able to link a case from MyCOBenefits
3. My Uploaded Documents
4. Account Settings
5. EBT Cards
6. Notifications



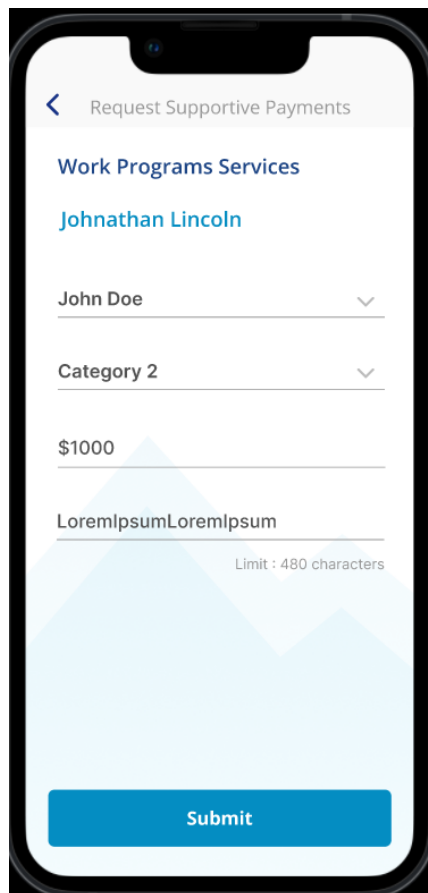


Requesting Supportive Payments by MyCOBenefits:

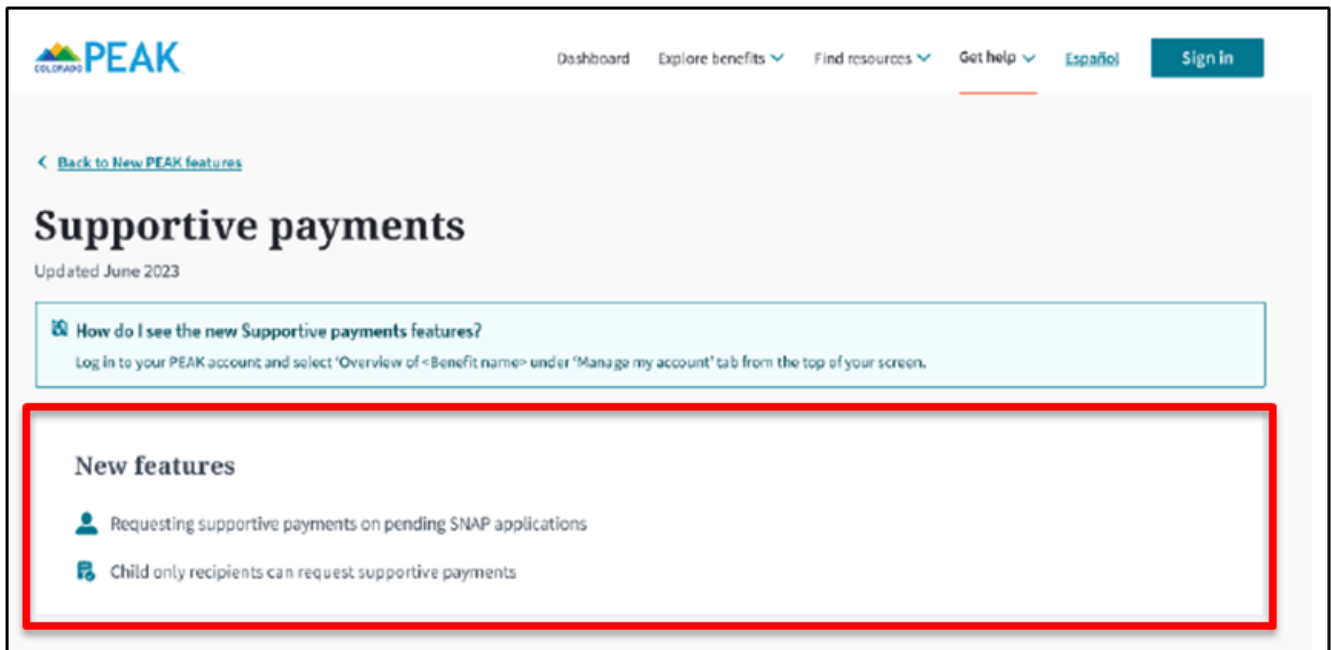
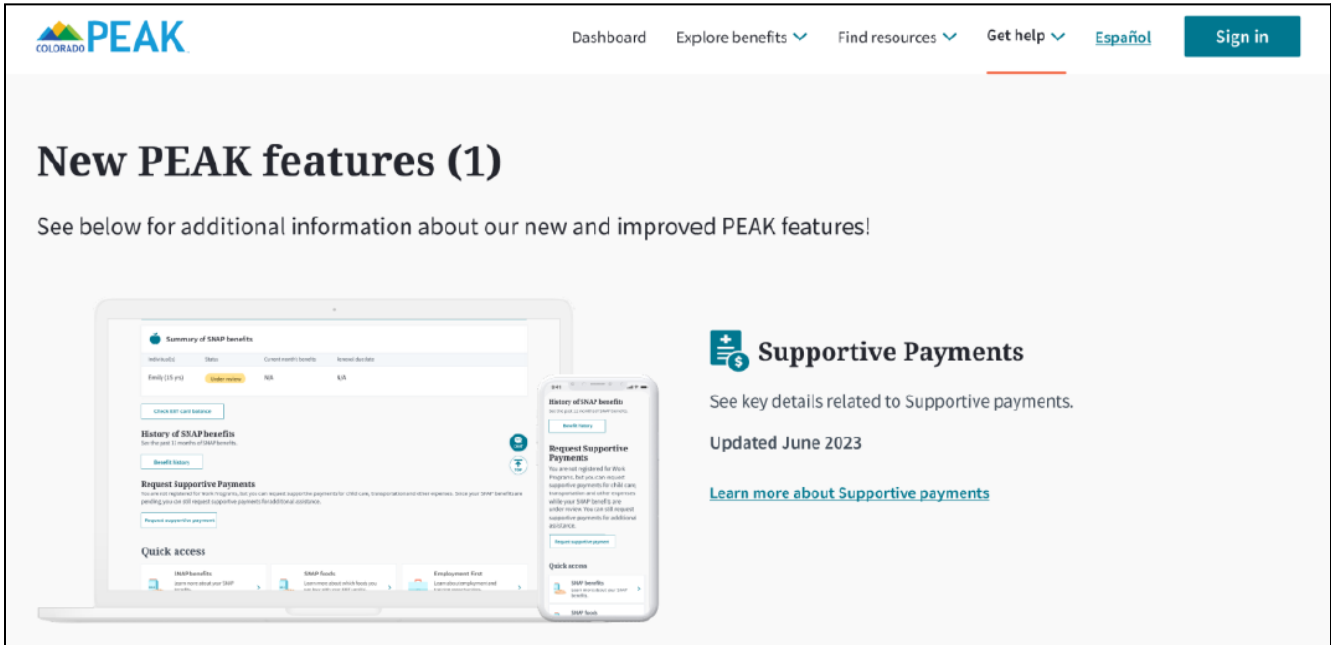
In MyCOBenefits, non-work eligible Colorado Works clients (Parent/ Exercising Responsibility) will be able to request Supportive Payments for a child when their Colorado Works program is Approved (Child only cases).

These payment requests will be processed/mapped into CBMS as case Special Needs to be processed by the county worker as follows:

1. Individual who payment is for (Child- Individual name)
2. Category (Type)
3. Amount Requested (Amount requested)
4. Describe your situation (Notes)



New PEAK Features page with a new section for the changes:





New Overview Page:

PEAK Dashboard Manage my benefits Find Resources Get Help Upload documents Mailbox (1) Account settings Español

[Back to Dashboard](#)

Household: Household details

Overview of Colorado Works benefits

CASE ID : 387892

See below for details about Colorado Works. To see information about other benefits, go to your [Dashboard](#). Go to "Learn more" for more information about each benefit status. [Learn more](#)

The benefits below are the amount your household is approved for each month. It does not show supplements such as additional benefits or deductions such as claim repayments.

Summary of Colorado Works benefits

Individual(s)	Status	Current month's benefits	Renewal due date
Emily (20 yrs)	Under review	N/A	N/A

[Check EBT card balance](#)

TANF: Federal / State CW Timeclock

Some members of your household may be eligible to extend your CW benefits by up to six months. [Learn more](#)

TANF: Federal / State CW Timeclock summary

Individual(s)	Federal TANF months	State CW months	Remaining CW months
Emily (20 yrs)	24	35	1

[Request CW extension](#)

History of Colorado Works benefits

See the past 12 months of Colorado Works benefits.

Request Supportive Payments

You can request supportive payments for child care, transportation and other expenses to support the child receiving Colorado Works.

[Request supportive payment](#)





How to Request Supportive Payments by PEAK:

In PEAK, non-work eligible Colorado Works clients (Parent/ Exercising Responsibility) will be able to request supportive payments for a child when their CW program is approved (Child only).

These payment requests must be processed/mapped into CBMS as Case Special Needs and be processed by the eligibility worker as follows:

1. Who is requesting the Payment (Parent/ Exercising Responsibility- Individual in Context at individual level)
2. Individual who payment is for (Child- Individual name)
3. Category (Type)
4. Amount Requested (Amount requested)
5. Why do you need these services (Notes)

The screenshot shows the PEAK web application interface. At the top, there is a navigation bar with links for Dashboard, Manage my benefits, Find Resources, Get help, Upload documents, Mailbox (2), Account settings, and Español. Below the navigation bar, there is a breadcrumb link: Back to Overview of:. The main heading is "Request supportive payments". Below the heading, there are two tabs: "Request supportive payments" (active) and "Sign and Submit". The form area is highlighted with a red border and contains the following fields:

- *Who is requesting this supportive payment? (Dropdown menu: Select individual)
- Who is this supportive payment for? (Dropdown menu: Select individual)
- *Category [Learn more](#) (Dropdown menu: Select)
- *Amount requested (Text input field)
- *Why do you need these service(s)? (Text area: Enter your text here)

At the bottom of the form, there are two buttons: "Cancel" and "Next".





As in current process, eligibility workers must ensure payment requests from the PEAK in-box that are based on client requests from MyCOBenefits and PEAK as Case Special Needs/Other, as follows:

1. Who is requesting the the payment on behalf of the child
 - Example - A parent who is exercising responsibility
 - Field Name - Requested by Individual
2. Individual who the payment is for
 - Example - The child
 - Field Name: Individual Name
3. Category
 - Field - Type
4. Amount Requested
 - Field Name
5. Description of the client situation
 - Field Name - Notes

Associated Disaster	Disaster Limit Amount Remaining
Select Associated Disaster ...	
*Frequency	
Select Frequency ...	
Notes	
Expense Details	
Amount Requested	Amount Authorized
<input type="button" value="Cancel"/> <input type="button" value="Save & New"/> <input type="button" value="Save & Continue"/> <input type="button" value="Save"/>	

