



CPPM-7440 Supportive Payments for Pending SNAP

Purpose:

- To allow clients to sign into the MyCOBenefits application when no CDHS programs are approved but Supplemental Nutrition Assistance Program (SNAP) is pending.
- To allow clients to request a supportive payment through Employment First if their SNAP benefits are pending.

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

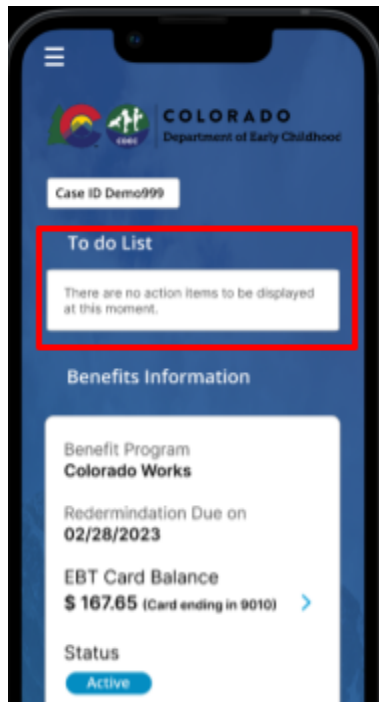
CLIENT FACING PLATFORMS

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.

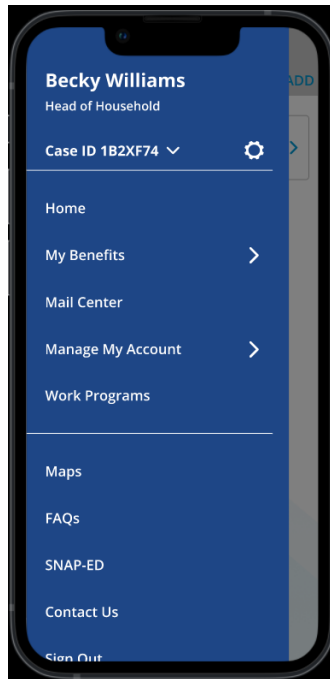
The following new functionality has been added to the MyCOBenefits home screen after the client signs into the application:

Electronic Benefits Transactions (EBT) To-Do List



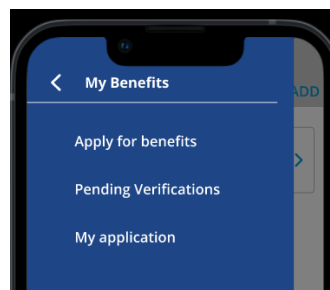


On the landing page left navigation tool, a client will find information regarding their program benefits, notifications, account information, and other helpful information, as shown below.



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



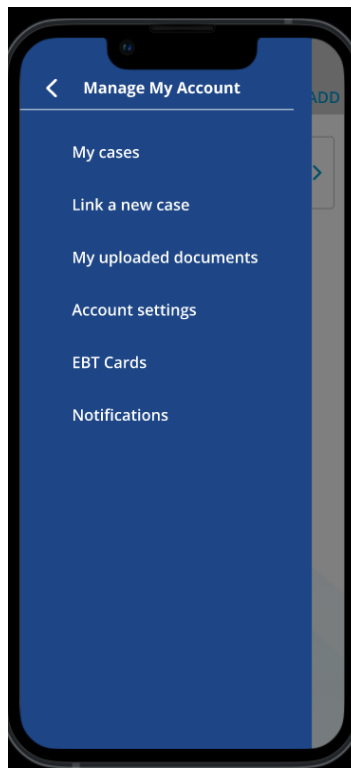
3. My Application





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



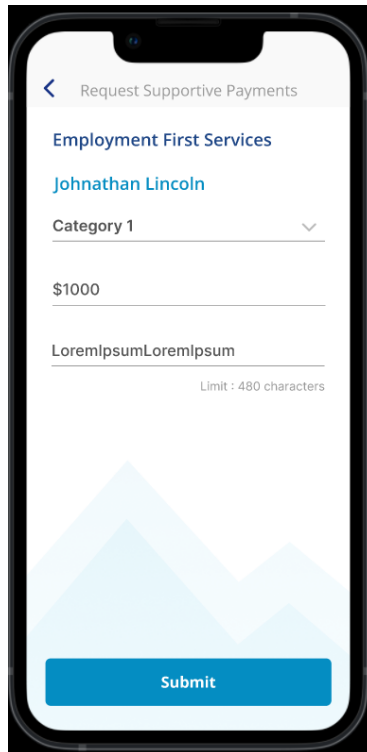


Requesting Supportive Payments by MyCOBenefits:

In MyCOBenefits, SNAP clients will be able to request Employment First supportive payments when their SNAP program is pending.

Although the SNAP Program is pending, these payment requests will be processed/mapped into CBMS as all other current supportive payments and processed by the county worker as follows:

1. Category (Type)
2. Amount Requested (Amount requested)
3. Describe your situation (Notes)






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





New Overview Page:


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

[← Back to Dashboard](#)

🏠 Household: Household details

Overview of SNAP benefits

CASE ID: 387892

See below for details about SNAP. 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 SNAP benefits

Individual(s)	Status	Current month's benefits	Renewal due date
Emily (15 yrs)	Under review	N/A	N/A

Check EBT card balance

History of SNAP benefits


See the past 12 months of SNAP benefits.


Benefit history

Request Supportive Payments

You are not registered for Work Programs, but you can request supportive payments for child care, transportation and other expenses while your SNAP benefits are under review. You can still request supportive payments for additional assistance.

Request supportive payment

 CHAT

 TOP





Requesting Supportive Payments by PEAK:

In PEAK, SNAP users will be able to request Employment First supportive payments when their SNAP Program is pending through SNAP Benefit Overview for Head of Household.

Although the SNAP program is pending, these payment requests must be processed/mapped into CBMS as all other current supportive payments and processed by the county worker as follows.

1. Who is requesting the Payment (Individual in context at individual level)
2. Individual who payment is for (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 the PEAK logo and links for Dashboard, Manage my benefits, Find Resources, Get Help, Upload documents, Mailbox (1), 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 buttons: "Request supportive payments" 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 with "Select individual" selected)
- Who is this supportive payment for? (Dropdown menu with "Select individual" selected)
- *Category [Learn more](#) (Dropdown menu with "Select" selected)
- *Amount requested (Text input field with "\$0.00" entered)
- *Why do you need these service(s)? (Text area with "Enter your text here" placeholder and a character count of 0/100)

At the bottom of the form, there are two buttons: "Cancel" and "Next". On the right side of the form, there are two circular icons: "CHAT" and "TOP".





COUNTY FACING PLATFORM

What changes will a worker see in the Colorado Benefits Management System (CBMS):

1. The Authorize Supportive Service screen will be modified to allow a record to be authorized when SNAP is in pending status.
2. The record will be authorized if SNAP is pending irrespective of the individual status (active/inactive).

