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**
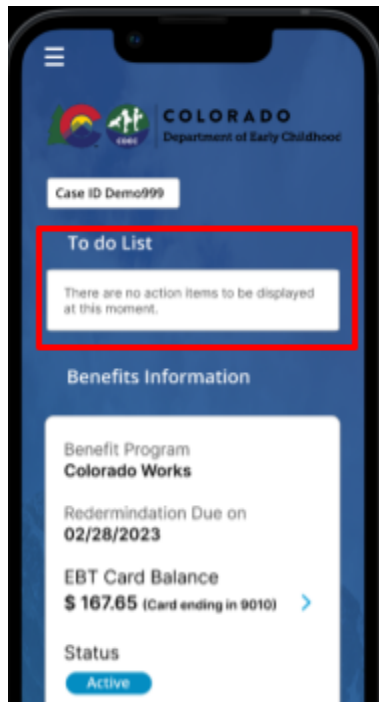
CLIENT FACING PLATFORMS

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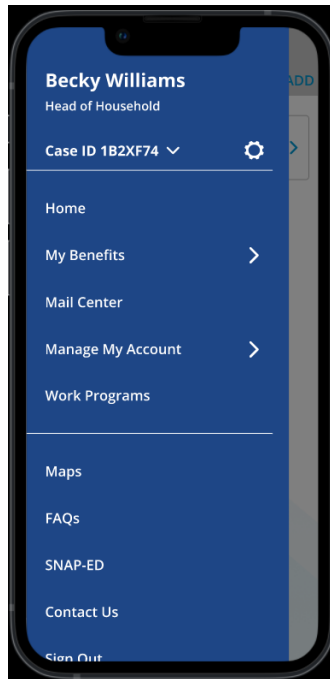
The following new functionality has been added to the MyCOBenefits home screen after the client signs into the application:

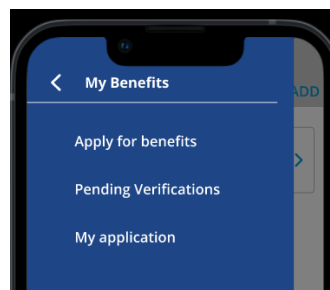Electronic Benefits Transactions (EBT) To-Do List

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
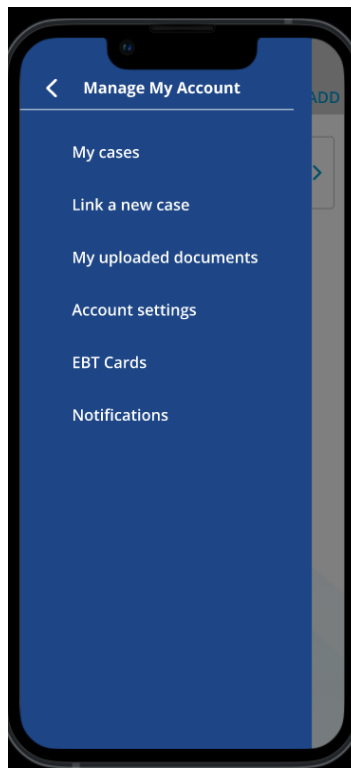2. Pending Verifications

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
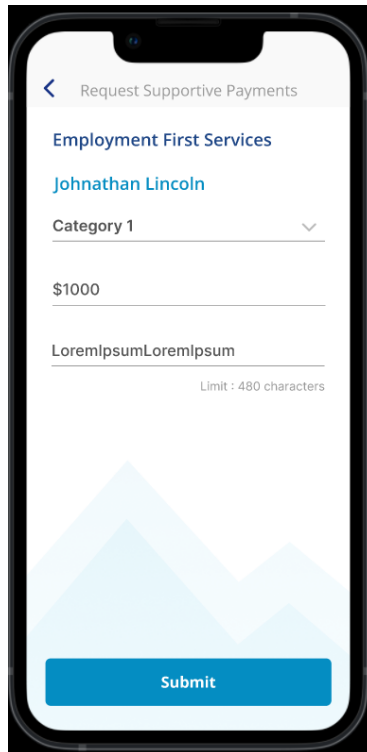5. EBT Cards
6. Notifications

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)

4

1575 Sherman St., Denver, CO 80203   P 303.866.5700   cdhs.colorado.gov
Jared Polis, Governor | Michelle Barnes, Executive Director

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

5

1575 Sherman St., Denver, CO 80203   P 303.866.5700   cdhs.colorado.gov
Jared Polis, Governor | Michelle Barnes, Executive Director

New Overview Page:

6

1575 Sherman St., Denver, CO 80203   P 303.866.5700   cdhs.colorado.gov
Jared Polis, Governor | Michelle Barnes, Executive Director

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)

7

1575 Sherman St., Denver, CO 80203   P 303.866.5700   cdhs.colorado.gov
Jared Polis, Governor | Michelle Barnes, Executive Director

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).