
Virtual Instructor- Led Training (VILT)

Colorado Works

Participant Guide for Transformation Phase II VILT

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COLORADO

Health Care & Economic Security
Staff Development Center

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Introduction

The Health Care and Economic Security Staff Development Center (SDC) presents this guide as a framework for the precision delivery of the Phase II Transformation instructor-led training.

In the spirit of the SDC's vision, which is to provide an efficient, non-duplicative, and responsive training array for staff that promotes an integrated and holistic service delivery system, we are offering this guide to standardize and formalize across Colorado the way county staff are trained. Standardization and precision delivery will assure that all staff receives and attains the same high standard of competency through training.



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Common Terms and Phrases

There are terms and phrases found throughout this Guide that have other common names associated with them. These terms and phrases are used based on accuracy, appropriateness, and general understanding to provide consistency. They are listed below with other associated common names.

- **CBMS:** Colorado Benefits Management System
- **Eligibility Worker or Public Assistance Professional:** User, eligibility technician, program specialist, eligibility professional.

Welcome

Course Modules

Group Expectations/Housekeeping

Introductions: Just the Facts

Participant Note:

- *Introduce yourself and state your experience in CBMS.*
- *What do you want to learn in this training?*

Notes:

Colorado Works

Objectives:

After this section, you will be able to:

- Use Global Search for a case.
- Navigate to the Colorado Works Specific page in the new CBMS.
- Review and explain all the pages under Colorado Works Specific pages.



What Do We Know?

Goal:

To navigate through Colorado Works Assistance pages in the new CBMS.

Global Search

Objectives:

After this section, you will be able to:

- Use Global Search for a case.

Using Global Search

Using Global Search: Here we have an overview of the **Home Page**.

- Log in to the practice environment with the help of **Process Manual** provided to you.
- Copy the URL link from the **Chat Pod**.
- Must use **Google Chrome** browser.
- Make sure you are logged in before moving forward.
- If there is a Resident Expert, he/she will provide support to you while logging in.
- Remember all this information is covered in more detail in the Phase I Transformation Training and in the General Navigation/Read Only Web-Based Training (WBT).
- You do not have to add actual data during this training. training but you are encouraged to do so in order to become familiar with the new look and feel of CBMS.

To use **Global Search**, follow the steps below:

1. Enter the **Case Number** that was assigned to you.
2. In the **Case Information section** of the results, click on the blue link for that Case.
3. Upon opening the case, you are automatically directed to the **Members page**.

Reminder: The F1 key no longer gives us CBMS online help. To access Online Help, click the question mark icon on the CBMS Toolbar.



Notes:

Colorado Works Specific pages

Objectives:

After this section, you will be able to:

- Navigate to Colorado Works Specific pages.
- Review all the pages in this queue.

Navigation to the Colorado Works Specific Pages

Navigation to the Colorado Works Specific Pages: Follow the steps below to navigate to the page:

1. Open your assigned case.
2. You will see the **Members** screen.

There are screens in multiple areas of CBMS that relate to Colorado Works. We'll first review the case-level screens. Open your assigned case. The Members screen will be displayed by default.

Let us review and add details to the following pages.

- **Child Support Referral:** Practice data entry on this screen. Click + to add details under this tab.

Child Support Referral

- Effective Begin Date
- Effective End Date
- Last Name
- First Name
- Reporting Individual Name



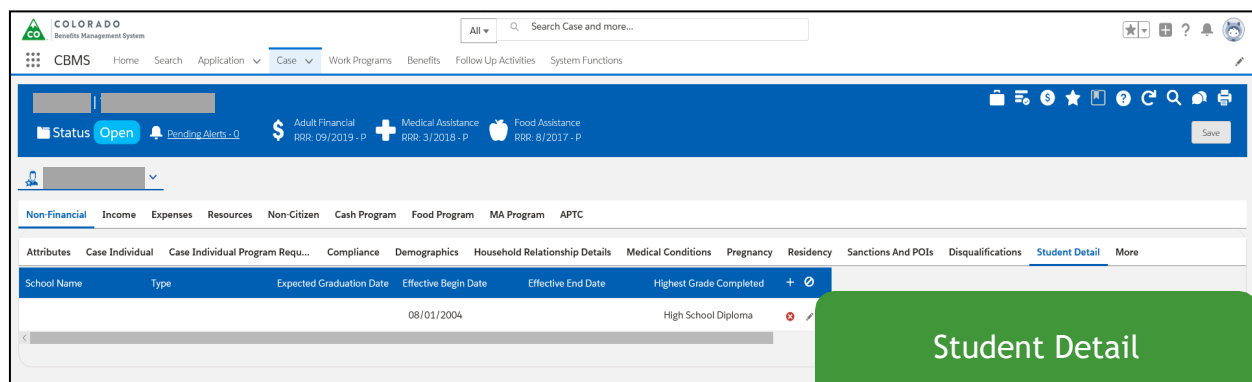
Notes:

- **Case Special Needs/Other Assistance:** Hover over the **More** tab and click **Case Special Needs/Other Assistance**. Click + to add details under this tab.
- **Diversion Details:** Hover over the **More** tab and click **Diversion Details**.

Now we'll review the individual-level screens that relate to Colorado Works. From the Members screen, click a **Member Card**. The **Attributes** screen, under **Non-Financial**, will be displayed by default.

We will review the following pages under **Non-Financial**:

- **Residency**
- **Student Detail:** Hover over the **More** sub-tab and click **Student Detail**: CW requires the 'last grade completed' for each household member over the age of 6. Practice data entry on this screen. Click + to add details under this tab.



Student Detail

- School Name
- Type
- Expected Graduation Date
- Effective End date
- Effective Begin Date
- Highest Grade Completed

Notes:

Now we'll review the **Time Limit Clock** screen. There are two **Time Limit Clock** screens:

- Under **Cash Program**
- Under **Food Program**

Select the appropriate program and then click the **Time Limit Clock** sub-tab. Review how to find specific information on the **Time Limit Clock** screen.

Lastly, we'll review the screens under **Interactive Interview** that relate to **Colorado Works**. Follow these steps to navigate to **CDHS Interviews**:

1. Open your assigned case.
2. On the Members screen, hover over the **Actions** button and click **Interactive Interview**.
3. Scroll the chevrons to the right to until you see **CDHS Interviews**.

CDHS Interviews: Practice data entry for a **CW** interview on this page. Click + to add details under this tab. You must enter the following details under **CDHS Interviews**.

Begin Date	Program	Interview Required	Interview Type	
09/12/2017		Yes	Face To Face	
05/01/2016		No		

CDHS Interviews

- **Begin Date**
 - **Program**
 - **Interview Required**
 - **Interview Type**
- (Mandatory fields to be entered)



Knowledge Check 1

Q2. How do you navigate to the CDHS Interviews screen?
Ans:

Additional Support

There will be an ongoing document for FAQs that you can reference at any time.

This document will be located on CO.Learn.

There are Process Manuals available to assist you in specific tasks you would complete in CBMS. Process Manuals are step-by-step guides that walk you through a specific process in CBMS. They can all be located on TrainColorado.com.

There are also additional WBTs they can take when the participants return to their desks that provide more detail for specific topics. Refer to CO.Learn for updated calendar on the upcoming sessions.

Summary

Summary

You have reached the end of the course. By now you should be able to:

- Use Global Search for a case.
- Navigate to the Colorado Works Specific page in the new CBMS.
- Review and explain all the pages under Colorado Works Specific pages.

