
Virtual Instructor- Led Training (VILT)

Food Assistance

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.

Contents

Contents

- Common Terms and Phrases..... 4
- Welcome 4
 - Course Modules..... 4
- Food Assistance Specific pages..... 4
 - What Do We Know? 5**
- Global Search 5
 - Using Global Search 5**
- Food Assistance Specific pages..... 6
- Logout 8
- Knowledge Checks..... 9
 - Knowledge Check 1 9
 - Knowledge Check 2 9
- Additional Support 9
- Summary 10



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:

Food Assistance Specific pages

Objectives:
<p>After this section, you will be able to:</p> <ul style="list-style-type: none"> ■ Use Global Search for a case. ■ Navigate to the Food Assistance Specific pages in the new CBMS. ■ Review and explain all the pages under Food Assistance Specific pages.



What Do We Know?

Goal:

To navigate through Food Assistance pages in the new CBMS.

Global Search

Objectives:
After this section, you will be able to: <ul style="list-style-type: none"> ■ 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:

Food Assistance Specific pages

Objectives:

After this section, you will be able to:

- Populate information in Related Lists under Food Assistance Specific pages.
- Review all the tabs under this queue.

Navigate to the Food Assistance specific pages

Navigate to and explanation of the Food Assistance specific pages: Follow the steps below to navigate to the page:

1. Open your assigned case.
2. On the Members screen, click a **Member Card** to navigate to individual-level screens.
3. Click the **Food Program** tab.

Let us review and go through each of the pages. There are 6 tabs under **Food Program**. On each screen, click the + to add details.

- Employment Details
- Employment Training Details
- Ethnicity
- Time Limit Clock
- Voluntary Striker
- Other Food Assistance Information

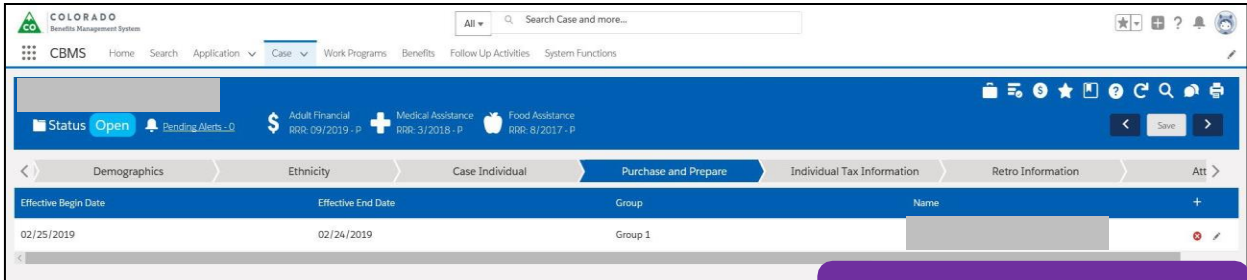
- Click the **Non-Financial** tab (on the same level as **MA Program** to the far left). Click the **Medical Conditions** sub-tab.



- There are two screens in Interactive Interview that relates to **Food Assistance**, which are **Purchase and Prepared** and **CDHS Interview**. Follow these steps to navigate to the **Retro Information** screen:

- Open your assigned case.
- On the **Members** screen, hover over the **Actions** button and click **Interactive Interview**.
- Scroll the chevrons to the right to find the correct screens.

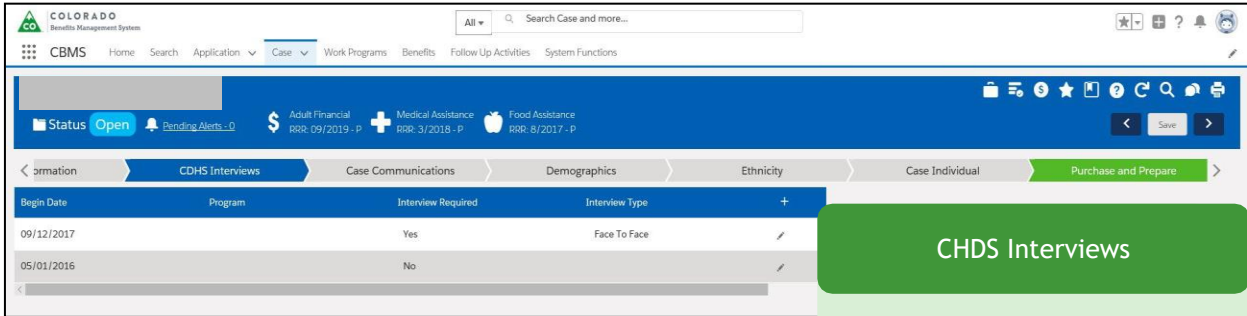
- Purchase and Prepare:** Practice entering a Purchase and Prepare group. Click + to add details under this tab. You must enter the following details under **Purchase and Prepare**. There are mandatory fields to be filled on this page, they are indicated with a *.



Purchase and Prepare

- Effective Begin Date
- Effective End Date
- Group
- Name

- CDHS Interviews:** Complete data entry for a **FA Interview** on this page. Click + to add details under this tab. You must enter the following details under **CDHS Interviews**. There are mandatory fields to be filled on this page, they are indicated with a *.



CDHS Interviews

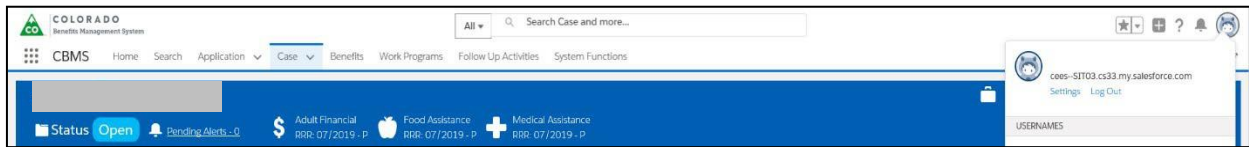
- Begin Date*
- Program
- Interview Required
- Interview Type

Notes:

Logout

Before we log out from the tool, let's;

Revisit the learning before logging out.
Any questions that you might have before logging out.



What Did We Learn?

Knowledge Checks



Knowledge Check 1

Q1. How do you navigate to the Medical Conditions tab?
Ans:



Knowledge Check 2

Q2. Under what module or section is the Purchase and Prepare screen located?
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
<p>You have reached the end of the course. By now you should be able to:</p> <ul style="list-style-type: none">■ Use Global Search for a case.■ Navigate to the Food Assistance Specific pages in the new CBMS.■ Review and explain all the pages under Food Assistance Specific pages.



