
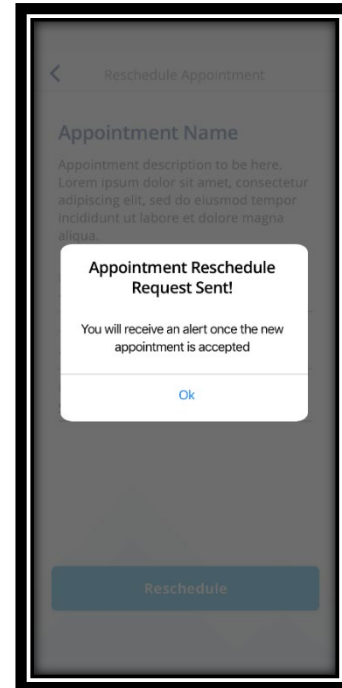



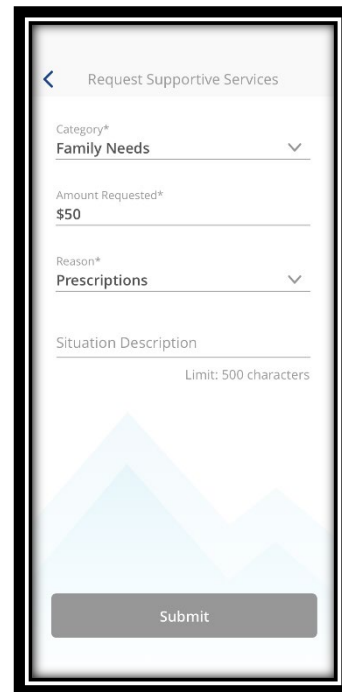
MyCOBenefits App Enhancements

With this enhancement, Colorado Works customers will experience upgrades to their Mobile App. Case Managers/Coaches will see additional communication from their customers via the Mobile App due to these enhancements.

 Customers will have the ability to request to reschedule an appointment. Case managers/coaches will receive an email when the customers initiate a request through their **MyCOBenefits App**. Case managers/coaches should follow their counties' established business process for those email requests.



 Customers can now request Supportive Services through their **MyCOBenefits App**. This request will prompt a PDF submission, with the customer's information, to the **PEAK Inbox** in CBMS. Case managers/coaches should check the **PEAK Inbox** on a regular basis for these additional submissions and respond accordingly.



Version 1
Release Date: August 2019