

Process Manual

Acting on an ACP Case at RRR

Overview

This document provides a step-by-step process for data entry at RRR for a customer who is an active participant in the Address Confidentiality Program (ACP). Customers participating in ACP are maintained within the confidential caseload in CBMS. Follow your agency's process for ACP cases.

Process

- 1) Navigate to the Demographics tab for the Case
- 2) Review the **Individual Address Details** related list
 - a) If the customer is still reporting the ACP address, verification is not needed.
 - i) Check the ACP card for the expiration date.
 - ACP is valid for 4 years.
 - If the card is still valid, no further action is required.
 - If the card is expired, contact the ACP office to verify participation.



- b) If the customer is no longer reporting the ACP address, click the pencil icon to edit the address details
 - i) Enter the new **Effective Begin Date**
 - ii) Select 'Home Address' from the **Type** drop-down menu.
 - iii) Select 'No' on the **ACP Program Participant** field.
 - Selecting 'No' will automatically remove the ACP address that was previously entered.
 - iv) Complete all required address fields with the customer's new address.
 - v) **Save** the page.
 - vi) In the **Individual Special Indicator** related list, click the pencil icon to edit the record.
 - vii) Enter the **Effective End Date** for the ACP record and **Save** the page.
- c) Navigate to the **Case Special Indicators** tab
 - i) Enter the **Effective End Date** for the ACP record
 - ii) Enter in **Comments** as to why the Case Special Indicator is no longer in place
 - iii) **Save** the page.
 - iv)

Note: It is not required to verify that the customer is no longer participating in the ACP program. However, best practice is to document in Case Comments the reason for removing the special indicator and ACP address.



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If you need to contact the ACP State office:

- Phone: (303) 866-2208
- ACP Website: www.colorado.gov/acp
- Email: acp@state.co.us

Do you have any questions or suggestions regarding this process? Please contact the SDC email SOC_StaffDevelopment@state.co.us

