Entering CW Diversion Details

Overview

This process manual provides data entry guidance for a Diversion. Follow your County guidance on administering Diversion programs.

The Diversion Details window should be data-entered each time a client requests a Diversion, so that the client can receive an approval or denial notice when the county makes a decision. The window should always be entered before running EDBC, regardless of the client's income level.

Process

1) Log into **CBMS**
2) Navigate to the Case by entering the Case Number in the **Global Search** bar on the Home Page
3) Click on Case Number in the results table to access the **Members** page
4) From the Members page, hover over the **Actions** button
5) Select **Begin Interactive Interview** to initiate the II queue
6) Navigate to the **Diversion Details** page
7) Enter the **Effective Begin Date (EBD) -** refer to **Online Help** for which date to use
8) Enter the **Payment Begin Date** - this is the first day of the month in which the diversion payment will be paid (this can be a future date)
9) Select the appropriate **Diversion Reason** from the drop-down menu
10) Enter the appropriate date for the **Date client understands and agrees to terms of diversion**
11) Select the 'Yes' radio button if this is a **New Incident** for the family
12) Enter the client's explanation in the **I do not need ongoing assistance at this time because** field
    a) Note: This text will be printed on the client's Diversion Agreement and should be written in the client's preferred language
13) Enter all amounts requested in the **Diversion Need Amount** fields
14) The **Total** field is system populated and will show the total of all the needs entered
    a) Enter the same total dollar amount in the **Confirmed Diversion Amount Total** field to confirm that this payment is correct
    b) If the **Confirmed Diversion Amount Total** does not match the **Total**, you will not be able to save the page
15) Enter the **Number of Months** associated with the customer's Period of Ineligibility (POI) - refer to the County policy to determine the duration as needed
16) Select the applicable **Frequency**
    a) 'One Time Only' will pay the Total Diversion Amount all at once
    b) 'Monthly' will pay the Total Diversion Amount monthly for the duration of months entered in the **Payment Begin Date** and **Payment End Date** fields

17) The **POI Begin Date** and the **POI End Date** will automatically update - refer to Online Help for guidance on updating these dates
18) Select the appropriate radio button for **Good Cause** for Overriding Diversion POI
    a) Select the appropriate option from the **Reason** drop-down menu
    b) Enter **Comments** as appropriate
19) Select the appropriate radio button for **Good Cause for Excess Payment:**
    a) Select the appropriate **Reason** from the drop-down field
20) Select the appropriate radio button for **Diversion Request Denial**
    a) Select the appropriate **Reason** from the drop-down field
21) Click **Save**

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