![Colorado Healthcare & Economic Security Staff Development Division logo]

Entering Child Support Referral and Good Cause

CBMS | Process Manual | Revised: January 2022

OVERVIEW

This document provides a step-by-step process for entering a referral for Child Support Services.

Note: A separate record will be entered for each Non-Custodial parent for CW cases.

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 **Child Support Referral** tab

7. Click the **plus (+)** sign in the blue detail header

8. Enter the **Effective Begin** Date

   a. Refer to **Online Help** for assistance with which date you should use

9. Select the appropriate **Child Support Primary Contact** from the drop-down menu

   a. **Note:** This would be the person on the case providing the information regarding the parent not in the home

10. Select the appropriate **Relationship of Child Support Primary Contact and Parent not in Home** from the drop-down menu

    a. **Note**: This would be the relationship of the person providing the information to the parent not in the home

11. Select the appropriate radio button for **Is the Absent Parent Known to CBMS**

    a. **Note**: "Known to CBMS" means that the Non-Custodial Parent is on this CBMS case

    b. If **'Yes'** is selected, choose the **Name** from the drop-down list

12. If **'No'** was selected in the previous step, enter the **Last Name** and **First Name** of the Parent not in home

    a. Note: If unknown, use **'Unknown'** for the Last and First Names

13. Select the appropriate (if known) **Gender of the Parent not in home** from the drop-down menu

14. Select the appropriate radio button for **In Home**

15. Enter the appropriate **Date**

16. Select the **Name of Child** of the Parent not in home in the left-hand box and click the **Right Arrow** to move the child to the right-hand box

    a. Repeat this step for all children of the Parent not in home

17. Select the appropriate **Good Cause** option from the drop-down menu

    a. If **'Granted'** is selected:

        i. Select the appropriate **Type of Good Cause** from the drop-down menu

        ii. Enter the **Good Cause Date**

            1. Refer to **Online Help** for assistance with which date you should use

18. Repeat steps 7-17 for each Parent Not in Home

19. Click **Save**

ACCESSIBILITY

This document is designed to comply with the Web Content Accessibility Guidelines (WCAG) 2.1 AA standard. If you experience any difficulty accessing the content or have questions regarding the process, please contact SOC_StaffDevelopment@state.co.us for assistance.