

# Entering Colorado Works Diversion Details

CBMS | Process Manual | Revised: January 2022

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## OVERVIEW

This process manual provides data entry guidance for State and County Diversion. (Follow your County guidance on administering diversion programs).

Note: County Diversion data entry occurs after Colorado Works BCA has been denied. State Diversion data entry occurs during BCA determination.

## PROCESS

1. Log in to **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)**.
  - a. Refer to **Online Help** for which date to use.
8. Enter the **Payment Begin Date**.
  - a. This is the first day of the month in which the diversion payment will be paid - this can be a future date.
9. Select 'Diversion' from the **Pay As** dropdown menu.

10. Select the appropriate **Diversion Reason** from the dropdown menu.
11. Enter the appropriate date for IP Diversion Signed Date.
12. Select the 'Yes' radio button if this is a **New Incident** for the family.
13. Select the appropriate **County**.
14. Enter the client's explanation in the 'I do not need ongoing assistance at this time because' field.
15. Enter all amounts requested in the Diversion Need Amount fields.
16. Update the **Total Diversion Amount** using the amount listed in the **Total** field - these two amounts must match.
17. 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.
18. 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.
19. The **POI Begin Date** and the **POI End Date** will automatically update.
  - a. Refer to **Online Help** for guidance on updating these dates.
20. Select the appropriate radio button for **Good Cause** for Overriding Diversion POI.
  - a. Select the appropriate option from the **Reason** menu.
  - b. Enter **Comments** as appropriate.
21. Select the appropriate radio button for **Good Cause for Excess Payment**.
  - a. Select the appropriate **Reason** from the dropdown field.
22. Select the appropriate radio button for **Diversion Request Denial**.
  - a. Select the appropriate **Reason** from the dropdown field.
23. Click **Save**.

24. Click **Print Roadmap** to generate a copy of the Diversion IP/Roadmap.

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## ACCESSIBILITY

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