

# Entering Child Support Referral and Good Cause

## 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 Colorado Works 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 dropdown 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**

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## Relationship to Child

- 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

## Good Cause

- 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**

*Do you have any questions or suggestions regarding this process? Please contact the SDC via email [SOC\\_StaffDevelopment@state.co.us](mailto:SOC_StaffDevelopment@state.co.us)*