

Entering and Curing a Non-Compliance

Overview

This document provides a step-by-step guide for how to enter a cure a non-compliance as it relates to when an individual refuses or fails to comply with the requirements of the applicable programs for benefits eligibility.

Entering Non-Compliance 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) Select **Begin Interactive Interview** to initiate the II queue
- 5) On the **Case Questions** page, be sure the *Sanctions/Non Compliance* box is marked in the *Does anybody have/received/need* section
 - a) If left unmarked the Compliance page will not populate in the II queue
- 6) Navigate to the **Compliance** page
- 7) From the **Name** drop-down, select the person with the Non-Compliance
- 8) To add a new record, click the plus (+) sign in the blue detail header
- 9) Enter the **Effective Begin Date**
 - a) Refer to **Online Help** for assistance with which date you should use
- 10) Select the appropriate choice from the **Program** drop-down menu
 - a) This will populate the applicable types per program in the next field
- 11) Select the appropriate choice from the **Type** drop-down menu
- 12) Select the 'No' radio button for **Cure Compliance**
 - a) For some Program or Type choices, **Good Cause** will become a requirement
 - i) Select the appropriate choice from the drop-down menu.
- 13) Select 'Received' from the **Verification** drop-down menu
 - a) This field will become mandatory for some programs
- 14) Select the appropriate **Source** from the drop-down menu
 - a) **Type of Act** is only used for Colorado Works
- 15) Refer to **Online Help** for assistance with which radio button to select
 - a) Although the **Comments** field is not required, best practice is always to enter information describing the reasons for the actions you take on this page
- 16) Click **Save**



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Curing Non-Compliance Process

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- 3) Click on Case Number in the results table to access the **Members** page
- 4) Select **Begin Interactive Interview** to initiate the II queue
- 5) Navigate to the **Compliance** page
- 6) From the **Name** drop-down, select the person with the Non-Compliance
- 7) Click on the **pencil icon** to edit/add details of the record needing to be cured
- 8) Change the radio button for **Cure Compliance** to 'Yes'
- 9) Enter the appropriate **Cure/Comply/Regain Date**
 - a) Refer to **Online Help** for assistance with which date you should use
- 10) Select '*Received*' from the **Verification** drop-down menu
- 11) Select the appropriate **Source** from the drop-down menu
 - a) Although the **Comments** field is not required, best practice is always to enter information describing the reasons for the actions you take on this page
- 12) Click **Save**

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

