# Entering and Curing a Non-Compliance

CBMS | Process Manual | Revised: June 2025

## 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

    b. Refer to **Online Help** for assistance with which radio button to select

15. Although the **Comment** 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**

## Curing 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. 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 appropriate **Reason for Regain** (SNAP only)

11. Select *'Received'* from the **Verification** drop-down menu

12. Select the appropriate **Source** from the drop-down menu

    a. Although the **Comment** field is not required, the best practice is always to enter information describing the reasons for the actions you take on this page

13. Click **Save**

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## ACCESSIBILITY

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