

# Existing Case vs. New Case

## Overview

The scenarios in this document are provided as examples, so you can understand when to add an application for public assistance to an existing CBMS case or request a new CBMS case number. This document is not intended to provide answers to all possible scenarios that may arise.

A thorough **Inquiry** should be completed prior to acting on an application or adding an individual to an existing case.

If the individual is known to CBMS, the individual will be associated with one or more cases or an application. You must determine whether to add the individual to an existing case or create a new case. If there are multiple individuals in a case, you may or may not need to create a new case.

An existing CBMS case should be used whenever possible. Even if the household composition has changed in any way, or the case is closed, the existing case should be used to maintain history for the individual.

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# Use Existing Case

**1** A member or client is already receiving benefits for one HLPG (e.g., SNAP). They apply for benefits for another HLPG (e.g., Colorado Works). The case payee for both HLPGs will remain the same.

- Note: There is only one cash program in this scenario.

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A husband, wife, and children are on a closed case in CBMS with the husband listed as the Head of Household. The husband and wife get a divorce, and the husband applies for benefits with an application in his name.

- 2**
- The existing case should be used to maintain history in the case, even though the ex-spouse's name will still show in CBMS on dropdowns.
  - On the Case Individual page, the ex-spouse should be marked as **No** for Requesting Aid and **No** for In the Home.
  - The ex-spouse's information will not be included on future correspondence.
  - Companion Case reminder: Some actions in CBMS will follow the individual's profile to the other case. When action is taken on one case, it's important that you run, review, and authorize the Companion Case as well.

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A husband and wife receive SNAP benefits. The RRR is not due for several months when the Head of Household passes away. The wife wants to continue receiving benefits.

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- **Refer to Simplified Reporting rules before proceeding.**
  - The existing case can be used, but the Head of Household must be updated to continue receiving benefits.
  - The Effective Begin Date, Case Name on Case Information, Head of Household, and Case Payee related list must be reviewed and/or updated.
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A member or client is receiving benefits for one HLP (e.g., SNAP). The member or client applies for benefits for another HLP (e.g., Colorado Works). The case payee is different for each HLP.

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- Note: There is only one cash program in this scenario.
- CBMS will allow multiple case payees in the same case. Follow your county process for multiple payees.

The CBMS case for all HLPs is closed. The member or client reapplies for assistance, and the applicant is the same person as the previous application. Household composition is the same as it was when the case was closed.

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- The same case should be used whether or not the household composition has changed. The type of HLP applied for does not have any effect on the case.

The CBMS case for all HLPs is closed. The member or client reapplies for assistance for two individuals. When research is completed, both people applying for benefits have existing closed cases with no members.

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- One of the existing cases should be used. You may choose to use the case that matches the name on the application submitted.
- The existing Client IDs and State IDs should be used.

The CBMS case for all HLPs is closed. The member or client reapplies for assistance for two individuals. When research is completed, both people applying for benefits have existing closed cases with **other** members.

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- The existing case for the person identified as the Head of Household should be used to maintain history with the case.
- The existing Client IDs and State IDs should be used when the individual(s) is/are added to the case.

A member or client is receiving benefits. The client submits an application for the same benefits in your county, which is different than the county in which benefits are active.

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- Contact the other county to complete an inter-county transfer. If the case is due for RRR, use the application provided to complete the RRR.
- If the case is not due for RRR, use the information provided on the application as reported changes and update the case.



# Create New Case

A husband, wife, and children are on a case in CBMS with the husband as the Head of Household. The husband and wife get a divorce, and the wife applies for benefits with an application in her name.

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- Create a new case for the applicant. If the existing case is used, the case name and case payee details will be incorrect.
- The wife's existing Client ID and State ID should be used when the new case is created.
- Companion Case reminder: Some actions in CBMS will follow the individual's profile to the other case. When action is taken on one case, it's important that you run, review, and authorize the Companion Case as well.

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A member or client applies for assistance in their name. Research is done, and the applicant was a member in a closed CBMS case (they were not the Head of Household).

- A new case number should be requested with the applicant listed as the Head of Household. The existing Client ID and State ID should be used.

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A member or client applies for benefits, not Adult Protective Services (APS). Research is completed, and the only case found in CBMS is for APS.

- The same Client ID and State ID should be used when the new case is created.

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An individual in the case receives cash assistance for one HLPG. Another individual in the case applies for cash assistance under a different HLPG.

- CBMS has a requirement that there can only be one cash program per case. The existing Client ID and State ID should be used when the new case is created.

# It Depends...

A husband and wife receive SNAP benefits under the husband's name. The husband is the case payee when both apply for Old Age Pension (OAP).

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- Use the existing SNAP case for the husband's OAP application because he is the case payee. When Application Initiation is entered, Adult Financial is selected. Use the existing Client IDs and State IDs.
- On the Programs Requested page, Requesting Assistance for Adult Financial needs to show Y for the husband and N for the wife.
- The husband is left as the case payee.
- Create a new case for the wife as the HOH. When Application Initiation is entered, Adult Financial is selected. Use the existing Client IDs and State IDs.
- On the Programs Requested page, Requesting Assistance for Adult Financial needs to show Y for the wife and N for the husband.
- The wife is the case payee since she is the Head of Household on the new case.
- Companion Case reminder: Some actions in CBMS will follow the individual's profile to the other case. When action is taken on one case, it's important that you run, review, and authorize the Companion Case as well.

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The member or client applies for benefits. Research is completed and more than one case number is found for the client.

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Determine which case is appropriate to use:

- Are any of the cases active? Select the already active case for the HOH.
  - Is the household composition the same as the application? If not, a new case number may be created.
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An individual is receiving benefits as a member of a case, but the case is not in their name. The individual then moves out of the home and submits a new application for assistance in their own name.

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- Action needs to be taken to remove the individual from the existing household by indicating the individual is no longer in the home.
- If the existing case is in another county, contact the other county to remove the individual from the household.
- Refer to Online Help to make sure you have the correct use months.
- The same Client ID and State ID should be used when the new case is created.
- CBMS will determine if and when the client is eligible for benefits depending on when or if benefits were received in another case.

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The client and client's child, age 21, receive SNAP benefits. The child turns 22 and submits an application for their own benefits, but still lives in the same home as the client.

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- If the child declares they do not Purchase and Prepare food separately, the individuals should remain on the same case.
- If the child declares they do Purchase and Prepare food separately, action needs to be taken on the existing case to indicate the child, who has submitted the new application, is no longer purchasing and preparing with the parent.
- A new case would then need to be created for the child after the above steps have been taken.
- Refer to Online Help to make sure you have the correct use months.
- The same Client ID and State ID should be used when the new case is created.
- The Decision Tables will determine if and when the client is eligible for benefits in the new case.