

Inquiry Tips

1

Use multiple identifiers when completing a search for a customer on the Inquire on Individual page.

2

Do not begin with the Gender or County fields selected, as these parameters limit the search results.

The screenshot shows the 'Inquire on Individual' page in the CBMS system. The page has a top navigation bar with links like Home, Applicant Information, Application Search, Inquire on Individual, Announcements, Calendar, Tasks, Add New User, Caseload Profiles, and Security Information. The main form contains several input fields: Last Name, First Name, Middle Name, Suffix (with a dropdown), Client ID, SSN, Gender (with a dropdown), State ID, Non-Citizen #, DOB (with a date picker), Display (with radio buttons for Active and All), and County (with a dropdown). A Search button is located at the bottom right of the form.

3

Best practice is to search by:

- **First Name, Last Name, DOB, SSN**
- **Maiden name** - Use to search if the customer declares ‘Married’
- **Dual Last names** - Search individually, reversed, and together
- **Nicknames** - For example, Katherine can be listed as Kate, Katie or Kathy

4

Investigate all potential matches before selecting the individual. The closer the Probability Factor (PF) is to 100, the more likely it is that this person is the customer on the application. Probability Factors (PF) - SIDMOD considers:

- 0 to 59: No match and assign the person a new ID
- 60 to 70: Possible match, more research is needed.
- 71 to 95: Likely a match, more research is needed to confirm.
- 96 to 100: Likely to be the same person

ACCESSIBILITY:

This document is designed to comply with the Web Content Accessibility Guidelines (WCAG) 2.1 AA standard. If you experience any difficulty accessing the content or have questions regarding the process, please contact SOC_StaffDevelopment@state.co.us for assistance.

