

Process Manual

Marking an ACP Case

Overview

This document provides a step-by-step process for data entry on a customer who is a participant in the Address Confidentiality Program (ACP). Customers participating in ACP are treated as a confidential caseload in CBMS. Follow your agency's protocol for processing ACP participants.

Although the ACP address is located in Adams County, the customer should apply in the County in which they actually reside.

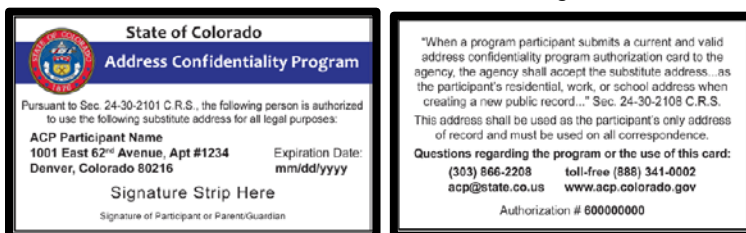
Process

Intake Mode:

- 1) In Application Initiation (AI):
 - a) On the **Applicant Information** page, enter the **Home Address** and **Mailing Address** that is provided on the customer's ACP card in the Address section.
 - All participants will have an ACP card.
 - ACP will provide the individual a letter of actual County residence. You only need to view the letter, not copy it or place it in the customer's case file.
 - b) Scroll down to the **Special Indicators**.
 - Select 'ACP' as the indicator in the **Miscellaneous** card.
 - c) **Save** and continue in the queue.

Ongoing Mode:

- 2) In the Case, or Interactive Interview (II):
 - a) Enter the CBMS Case Number in the **Global Search** bar and select your case.
 - b) From the Members tab, hover over the Actions button
 - c) Select 'Change of Address' to initiate the mini queue.
 - d) On the **Demographics** page, navigate to the **Individual Address Details** related list.
 - e) Click the pencil icon to edit the address details
 - f) Enter the **Effective Begin Date**.
 - g) Select 'Home Address' from the **Type** drop-down menu.
 - h) Select 'Yes' on the **ACP Program Participant** field.
 - i) Enter the ACP Authorization Number (9 digits found on the back of the card).



- Entering the number will auto populate the address used for ACP customers.
 - You will need to finish filling out the **Unit #** and the **User Entered County** fields.
- j) Complete the **Verification** and **Source** fields appropriately.
 - k) Continue in the queue, or run EDBC if no other data entry needs to be completed.
 - l) Complete the above steps (e through j) again for the **Mailing Address**.



Process Manual

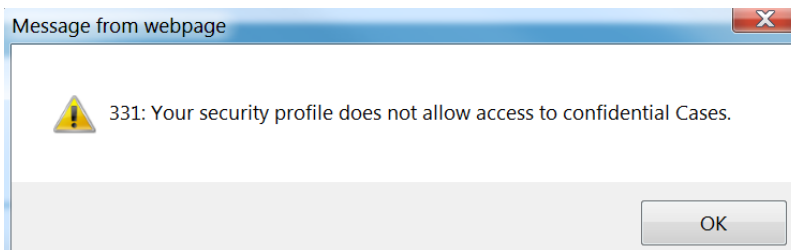
Marking an ACP Case

- 3) If a customer does not have an ACP card or Residency Letter from ACP, you can contact ACP where they will be able to guide you on how to obtain participation status if the customer gives their consent.

The Colorado Address Confidentiality Program
1001 East 62nd Avenue
Denver, Colorado 80216

Metro area: (303) 866-2208
Toll free: (888) 341-0002
ACP Website: www.colorado.gov/acp
E-mail: acp@state.co.us

- 4) Once these steps are completed in CBMS, only the users with the ACP Security Profile will have access to these cases.
- If you do not have the security access, you will be unable to authorize the customer's case.



Note: A participant is within their right to refuse to show the County Residency Letter, but then the county would have to go through a long process outlined in the ACP laws to obtain the county from the program. This would also delay services. By having counties not keep the letter and not require a copy, then it is a minimal, voluntary release process.

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

