

Process Manual  
Unmarking an ACP Case

## Overview

This document provides a step-by-step process for removing a customer from the Address Confidentiality Program (ACP). Customers participating in ACP are marked as a confidential caseload in CBMS. Follow your agency's protocol for processing ACP participants.

## Process

In the Case, or Interactive Interview (II):

- 1) Enter the CBMS case number in the **Global Search** bar, then select your case
- 2) From the Members tab, hover over the **Actions** button
- 3) Select 'Change of Address' to initiate the mini queue
- 4) On the **Demographics** tab, navigate to the **Individual Address Details** button
- 5) Click the pencil icon to edit the address details
- 6) Enter the new **Effective Begin Date**
- 7) Select 'Home Address' from the **Type** drop-down menu
- 8) Select 'No' on the **ACP Program Participant** field
  - Selecting 'No' will automatically remove the ACP address that was previously entered.
- 9) Complete all required address fields with the customer's new address.
- 10) **Save** the page
- 11) Navigate to the **Case Special Indicators** tab
- 12) Enter the **Effective End Date** for the ACP special indicator
- 13) In the **Comments** section, explain why the ACP indicator was removed
- 14) **Save** the page
- 15) Continue in the queue, or run EDBC if no other data entry needs to be completed.

Note: It is not required to verify that the customer is no longer participating in the ACP program. However, best practice is to document the reason for removing the special indicator and ACP address in Case Comments. If you would like to verify participation status, you can contact ACP:

- a) Phone: (303) 866-2208
- b) ACP Website: [www.colorado.gov/acp](http://www.colorado.gov/acp)
- c) Email: [acp@state.co.us](mailto:acp@state.co.us)

The participant cannot unenroll from ACP by contacting the county. They need to contact the ACP to unenroll and then contact the county to notify them that they are no longer a participant.

*Do you have any questions or suggestions regarding this process? Please contact the SDC via email [SOC\\_StaffDevelopment@state.co.us](mailto:SOC_StaffDevelopment@state.co.us)*

