

Process Manual
Adding an ISM to a case

Overview

This document provides a step-by-step process for how to enter an In-Kind Support and Maintenance (ISM) on an Adult Financial case. ISMs must be addressed for Aid to the Needy - Colorado Supplement (AND-CS) and Old Age Pension (OAP) customers.

Process

- 1) Navigate to the Adult Financial ISM page by one of the following ways:
 - a) Using the Left Navigation Panel, click on the Case Information Link.
 - b) Initiate the Interactive Interview (II) Queue for the case.
- 2) From the **Name** drop-down menu, select the customer that requires an ISM.
- 3) In the ISM Detail data group, enter the **Begin Date** of the ISM.
- 4) Select the appropriate radio button for 'Full ISM Amount Applied?'
 - a) Select 'Yes' if...,
 - i) The maximum ISM amount will be applied to the case.
 - ii) The current maximum ISM will auto-populate in the **ISM Amount Applied** field.
 - b) Select 'No' if...,
 - i) An ISM amount less than current maximum amount will be applied to the case.
 - ii) The **ISM Amount Applied** field will become enabled where you will be required to enter the ISM amount.
- 5) Save the page.
 - a) The ISM amount selected will display in the ISM Summary data group.
 - b) The Maximum ISM Amount data group provides the current and previous Maximum ISM amounts that can be applied. This data group will be updated each year there is a new Maximum ISM Amount. This data group is for reference only.

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



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Release October 2018	Version 1
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