This desk aid will assist with the data entry on the Child Support Referral page, remember to also use F1 if needed. The Recently Referred List (RLL) will be updated once you add a new record or make changes to an existing record and the Colorado Works program is approved. You must complete a new record for each parent not included on the case.

1) **Effective Begin Date (EBD):** Enter the date of application, or date of change. Changes may include the birth of a newborn or addition of a new dependent.

2) **Child Support Primary Contact:** Select the person providing the information or HoH.

3) **Relationship of Child Support Primary Contact and Parent not in the Home:** Select the relationship between the customer listed as the Child Support Primary Contact and the parent.

4) **In Home:** Indicate if the parent is in the home by selecting Yes. If the parent is not in the home, select No.

5) **Date:** Enter the date of application, or the date of change. Use this field instead of the Effective End Date (EED) at the top of the page, and creating a new record when a parent returns and or leaves the home.

6) **Parent Information:** Enter the parent's Last Name, First Name, and Gender. If this information is not available, enter 'Unknown' for both the First and Last Name.

1) **Effective Begin Date (EBD):** This field auto-populates with the EBD entered at the top of the screen.

2) **Name of Child:** Select the child, who is related to the parent listed in the Parent Information detail.

3) **Add:** Click the + Add button, when adding another child(ren), who is also related to the same parent.
1) **Effective Begin Date (EBD):** This field also auto-populates with the EBD entered at the top of the screen.

2) **Good Cause:** Select the radio button which reflects the customer’s circumstances. If **No** is selected, a referral is sent and the customer must cooperate with CSS. If **Yes** or **Pending**, is selected, a referral is not sent to CSS. When **Yes**, is selected additional fields are enabled and must be completed.

   a) **Type of Good Cause:** Select the applicable option from the drop down menu that best matches the customer’s request.
   
   b) **Good Cause Date:** Update this field with the date the customer is granted good cause.
   
   c) **Good Cause Reason:** Select the appropriate good cause reason from the drop-down field based on rule.
   
   d) **Status:** Complete this field after you have followed the County’s procedure for assessing the customer’s circumstances and determining if they granted good cause.

   **Family Violence Option (FVO) Screening Tools** are located on the CDHS Portal>>EBD Tab>>Templates & Tools>>CW County Forms>>FVO

   **Note:** It is important to encourage families to work with Child Support Services (CSS). The purpose of the CSS Referral is to assure all children receive financial and medical support from both parents. When good cause is present it is important to work with families holistically to ensure their wellbeing.

   **Colorado Works and Child Support Services 3.604.2.0**

   Cooperation with CSS is an eligibility requirement, unless good cause is granted. The data entry on the Child Support Referral page, in CBMS, has been designed to not only meet these eligibility requirements for Colorado Works, but also ensure our customer's and their families are kept safe.