Overview

Effective March 1, 2020: When a vehicle value cannot be found in KBB or NADA, there is a standard $400 amount to be used for Adult Financial programs. This document provides a step-by-step process for entering the vehicle value in CBMS.

Process

1) Open the customer’s CBMS Case
2) Navigate to the Resource tab by either:
   a) Initiating the Interactive Interview (II) queue
   b) Clicking on the Member card who has the resource
3) Click on the Resources tab
4) Click on the Vehicle Summary tab
5) Click on the + icon to add a new record
6) Enter the customer’s declared vehicle information on the Vehicle Resource window
   a) Enter the Effective Begin Date
   b) Enter the Resource Name
      i) Choose something easily identifiable like 2004 Toyota, Customer’s Truck, etc.
   c) Select the appropriate Type of vehicle from the drop-down menu
   d) Make, Model and Year fields are not required, however if you have this information you should enter it here.
7) Query NADA or KBB for the vehicle valuation
   - www.nada.com
   - www.kbb.com
8) Enter the vehicle’s value in the Fair Market Value field
   a) If the vehicle is found in KBB or NADA, use the Fair trade-in condition value listed
   b) If the vehicle is not found on NADA or KBB and the declared value is not questionable, enter $400 for the vehicle value
   c) If the vehicle is not found on NADA or KBB and is questionable
      i) Request verification of appraised value based on written statements from
         (1) Assessor’s office
         (2) Local merchant, internet, or reliable source
9) Select the appropriate Verification from the drop-down menu
10) Select the Source from the drop-down menu
    • For situations using the standard $400, please use ‘Collateral Contact’ as the Source.
    • Add Case Comments that reference the standard amount was used.
11) Enter the Date Reported
12) Enter the Date Verified
13) Save the page.

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