

Process Manual

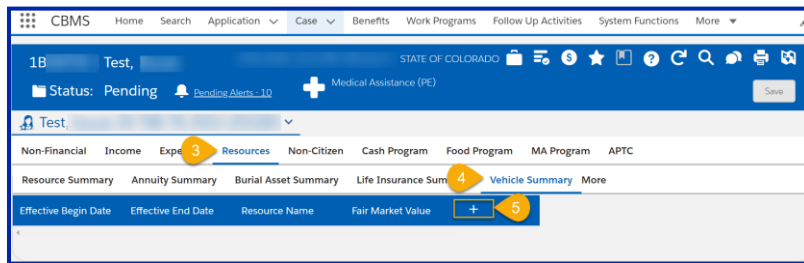
Entering Vehicle Value for Adult Financial

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.

A screenshot of the 'Vehicle Resource' form. The form is titled 'Vehicle Resource' and has a 'Detail' section. It contains several fields: 'Effective Begin Date' (with a callout 'a'), 'Effective End Date', 'FA Use Month' (format MM/YYYY), 'Leased' (radio buttons for Yes/No), '*Resource Name' (with a callout 'b'), '*Type' (dropdown menu with 'Car' selected, callout 'c'), 'Make' (dropdown menu with 'Select Make...' selected, callout 'd'), 'Model', and 'Model Year'.

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- 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.

The screenshot shows a 'Value Calculation' form with the following fields and callouts:

- 8**: Fair Market Value (text input field containing '\$400.00')
- 9**: Verification (dropdown menu showing 'Received')
- 10**: Source (dropdown menu showing 'Select Source ...')
- Exemption Reason (dropdown menu showing 'Select Exemption Reason ...')
- Verification (dropdown menu showing 'Select Verification ...')
- Source (dropdown menu showing 'Select Source ...')
- 11**: Date Reported (calendar icon)
- 12**: Date Verified (calendar icon)
- 13**: Save & Save buttons at the bottom right.

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