CDHS Interviews in CBMS

CDHS Interview Attendance

Detail

*Program Type
Select Program Type ...
Select Program Type ...
Adult Financial
Colorado Works
SNAP

*Interview Required
Select Interview Required ...

Completed Interview Date

Interview Type
◯ Phone ◯ Face To Face

Reason for Phone Interview
Select Reason for Phone Int...

Good Cause
Select Good Cause ...

Cancel   Save & New   Save & Continue   Save
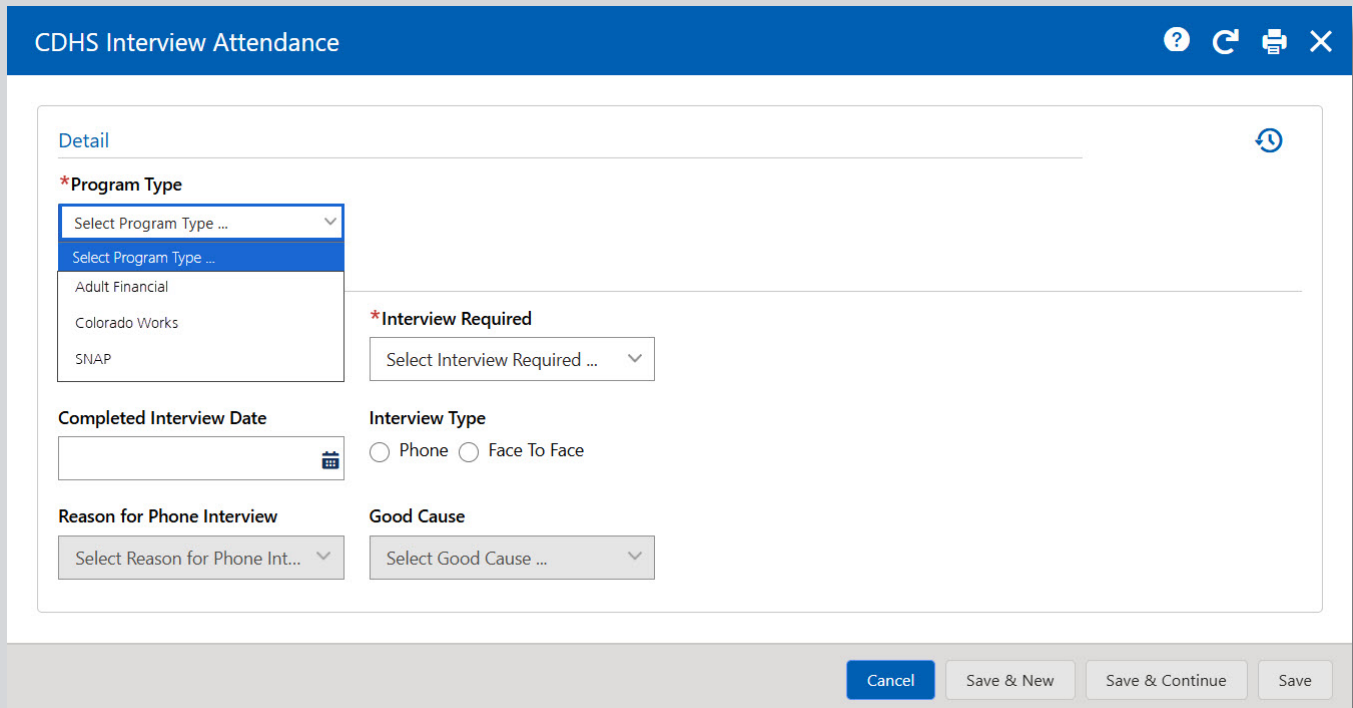
Colorado Department of Human Services (CDHS) streamlines the process for interviews. CDHS programs can schedule interviews in CBMS, and counties have the ability to opt in to a standardized appointment letter.

For the Supplemental Nutrition Assistance Program (SNAP), the Notice of Missed Interview (NOMI) is triggered by the system when a missed SNAP interview occurs. This provides standardization of the process for counties and results in a reduction of SNAP errors in the NOMI process.

Impacted Programs

SNAP

Colorado Works

Adult Financial

CDHS Scheduling Interviews

Detail

Program Group

| Adult Financial | Colorado Works | SNAP |

*Interview Type
- Face to Face
- County Calls Client
- Client Calls County

☐ Rescheduled

*Date of Interview

*Time of Interview

Worker Phone Number
( ) -

Client Phone Number
( ) -

Phone Number for Client to Reschedule
( ) -

Office
Select Office ...

Address Line 1

Address Line 2

Cancel   Save & New   Save & Continue   Save

Scheduling Interviews

The CDHS Scheduling Interviews page is available in Application Initiation (AI), Interactive Interview (II), and Edit RRR Details to provide the ability to schedule interviews in CBMS. This page is located before the Interview Attendance page in the II queue.

For more information on the page, go to:
• CoLearn to take the Scheduling Interviews web-based training.
• Training.Colorado.gov to view the Scheduling Interviews Process Manual.

Interview Attendance

Data entry on the CDHS Interview Attendance page is critical when a client has attended an interview. Not entering completed interviews can result in errors for sending incorrect SNAP NOMIs.

For more information on the page, go to:
• CoLearn to take the Interview Attendance web-based training.
• Training.Colorado.gov to view the Interview Attendance Process Manual.

Opt In to the Appointment Letter

In order to standardize the appointment letter across the state, there is an Interview Appointment speed letter. County Leadership may choose to have their county use the generated letter.

For more information on the page, go to:
• Training.Colorado.gov to view the Application Letter for County Leadership Infographic.