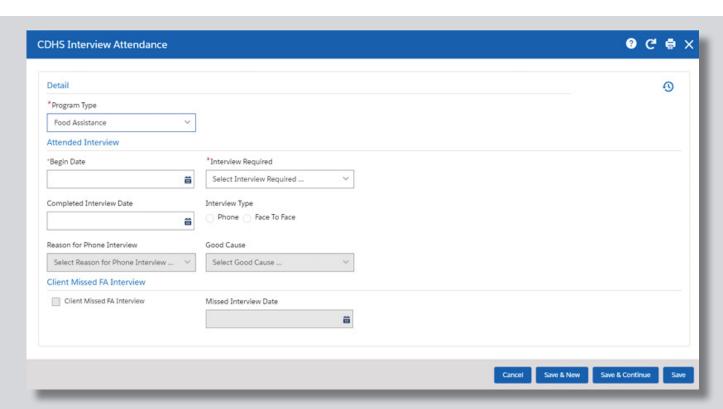
# **CDHS Interviews in CBMS**



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.

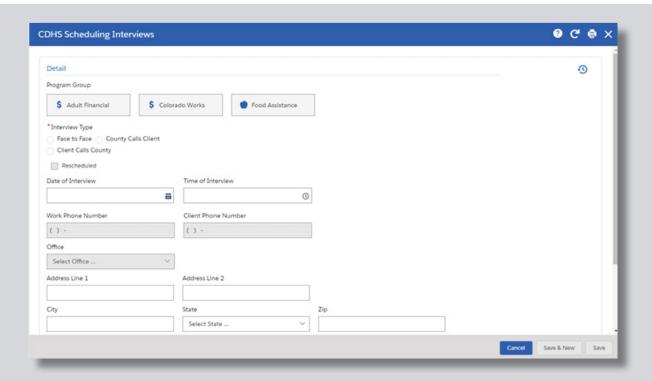
For the Supplemental Nutrition Assistance Program (SNAP), the Notice of Missed Interview (NOMI) is triggered by the system when a missed SNAP interview occurs. This provides standardization of the process for counties and results in a reduction of SNAP errors in the NOMI process.

# Impacted Programs



Accessibility: This document is designed to comply with the Web Content Accessibility Guidelines (WCAG) 2.1 AA standard. If you experience difficulty accessing the content or have questions regarding the process, please contact SOC\_StaffDevelopment@state.co.us for assistance.





#### **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 webbased 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 webbased 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.

