

CDHS Interviews in CBMS

CDHS Interview Attendance

Detail

*Program Type
Food Assistance

Attended Interview

*Begin Date
[Calendar Icon]

*Interview Required
Select Interview Required ...

Completed Interview Date
[Calendar Icon]

Interview Type
☐ Phone ☐ Face To Face

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

Good Cause
Select Good Cause ...

Client Missed FA Interview

☐ Client Missed FA Interview

Missed Interview Date
[Calendar Icon]

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

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COLORADO
Healthcare & Economic Security
Staff Development Division

CDHS Interviews in CBMS | Version 1 |
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CDHS Scheduling Interviews

Detail

Program Group

Adult Financial Colorado Works Food Assistance

*Interview Type

Face to Face County Calls Client Client Calls County

Rescheduled

Date of Interview Time of Interview

Work Phone Number Client Phone Number

Office

Select Office ...

Address Line 1 Address Line 2

City State Zip

Select State ...

Cancel Save & New 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.

