Completing the Scheduling Interviews Page

CBMS | Process Manual | Revised: February 2021

OVERVIEW

This document provides step-by-step instructions for completing the CDHS Scheduling Interviews page in CBMS. CBMS will use the information entered here to trigger the SNAP Notice of Missed Interview (if applicable) and complete the appointment letter (if opted-in).

PROCESS

Navigation

1. In the Application Initiation queue, navigate to the CDHS Scheduling Interviews page which will appear after the case number has been established, or

2. In the Interactive Interview queue, navigate to the CDHS Scheduling Interviews page, or

3. From the 'Edit RRR Details' page when the RRR has been received, navigate to the CDHS Scheduling Interviews page, or

4. Navigation to this page will also be available from the Map Icon.

Scheduling Interviews

1. From the Program Group options, select all the programs (Food Assistance, Colorado Works, and/or Adult Financial) that the client is applying for.

2. For the Interview Type options, select County Calls Client, Client Calls County, or Face to Face. This is determined by county process and client need.

   a. If the client is rescheduling their interview, create a new record with new information for the interview and make sure to mark the 'Rescheduled' check box.

      i. If the county has opted-in to the Appointment Letter, there will be the ability to trigger a new letter.

    b. If the 'Client Calls County' radio button is selected, the Worker Phone Number field will be enabled. Complete the field with the worker's contact information.

    c. If the 'County Calls Client' radio button is selected, the Client Phone Number field will be enabled. Complete the field with the client's contact information.

    d. If the 'Face to Face' button is selected, the Office field will be enabled to select the location of interview

      i. Once selected, CBMS will auto-populate the address of the county office.

3. Enter the Date of Interview

4. Enter the Time of Interview

ACCESSIBILITY

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