

Completing the Scheduling Interviews Page

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).

Navigation

- A. In the Application Initiation queue, navigate to the **CDHS Scheduling Interviews** page which will appear after the case number has been established, or
- B. In the Interactive Interview queue, navigate to the **CDHS Scheduling Interviews** page, or
- C. From the 'Edit RRR Details' page when the RRR has been received, navigate to the **CDHS Scheduling Interviews** page, or
- D. Navigation to this page will also be available from the Map Icon.

Process for 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**

Process Manual

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CDHS Scheduling Interviews

Detail

Program Group **1**

Adult Financial Colorado Works Food Assistance

*Interview Type **2**

Face to Face County Calls Client
 Client Calls County

2a Rescheduled

Date of Interview **3** Time of Interview **4**

2b Work Phone Number **2c** Client Phone Number

2d Office

Select Office ...

Address Line 1 Address Line 2

City State Zip

Select State ...

Cancel Save & New Save

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