

CDHS Interview Updates

February 2021

CDHS Interview Attendance

Detail

*Program Type
Food Assistance

Attended Interview

*Begin Date
[Date Picker]

*Interview Required
Select Interview Required ...

Completed Interview Date
[Date Picker]

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
[Date Picker]

Cancel Save & New Save & Continue Save

Colorado Department of Human Services (CDHS) streamlined the process for interviews. This project created a way for CDHS programs to schedule interviews in CBMS. Counties will now also have the ability to opt in to a standardized appointment letter.

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

Impacted Programs



SNAP



Colorado Works



Adult Financial



COLORADO

Health Care & Economic Security
Staff Development Center

Scheduling Interviews

The CDHS Scheduling Interviews page was added to 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:

1. CoLearn to take the Scheduling Interviews web-based training
2. TrainColorado to view the Scheduling Interviews Process Manual

Interview Attendance

The CDHS Interviews page is now the “CDHS Interview Attendance” page. Data entry on this 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:

1. CoLearn to take the Interview Attendance web-based training
2. TrainColorado 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 a new Interview Appointment speed letter. County Leadership may choose to have their county use the CBMS generated letter.

For more information on the page, go to:

1. TrainColorado to view the Application Letter for County Leadership Infographic