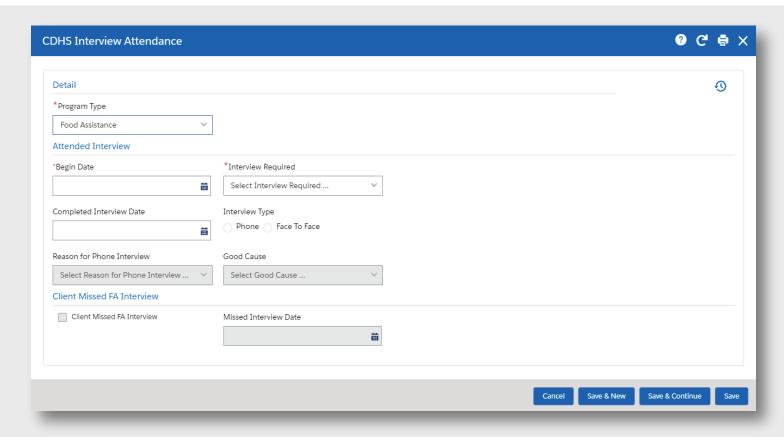
Project 14241

CDHS Interview Updates

February 2021



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



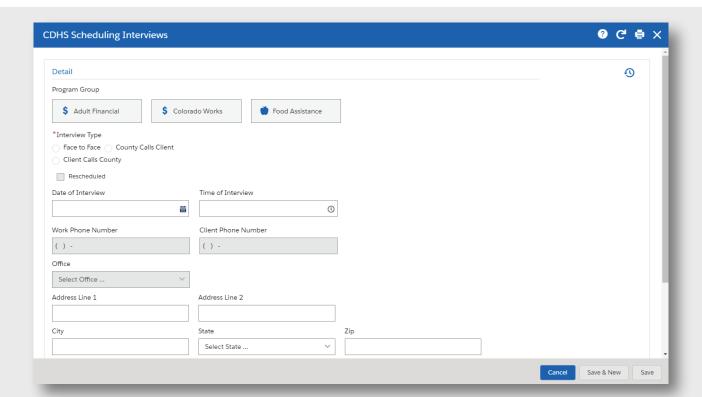




SNAP

Colorado Works Adult Financial





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:

- 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