


Completing the CDHS Interviews Page

Overview

This document provides step-by-step process for how to complete the data entry on the CDHS Interviews page in CBMS. This page must be completed if Food Assistance, Colorado Works, and/or Adult Financial is on the case.

Process

- 1) Navigate to the **Case** by entering the Case # in the Search bar or initiating the Interactive Interview (II) Queue.
- 2) From the **Members** tab, navigate to the **CDHS Interview** tab
- 3) Add a record by clicking on the **+** icon
- 4) Select the **Program Type** from the drop-down menu
 - a) If Food Assistance is selected, the Missed Interview Details section will appear
 - i) If the client missed an interview, check the box for **Client Missed FA Interview**
 - ii) Enter the **Missed Interview Date**
- 5) Enter the **Begin Date**
 - For intake, this should be the Application Date
 - For RRR, this should be the first day of the month *after* the RRR due month
- 6) For **Interview Required**, select the appropriate drop-down option
 - This field will reset the next time the case is in Intake or RRR mode.
- 7) Enter the **Interview Date** as date the interview was successfully completed. This date cannot be a future date.
- 8) In the **Interview Type** field, select whether the interview was performed over the 'Phone' or 'Face-to-Face'.
 - This field becomes required if 'Yes' has been selected for **Interview Required**.
- 9) Reason for Phone Interview
- 10) Good Cause
- 11) **Save** the page

For more details, refer to Online Help by clicking the  icon.

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