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*