

/s/Belit Stockfleth

**Authorized Signature**

**Number:** SS-PT-08-012

**Issue Date:** 03/04/2008

**Topic:** Food Benefits

**Transmitting (check the box that best applies):**

- New Policy   
  Policy Change   
  Policy Clarification   
  Executive Letter  
 Administrative Rule   
  Manual Update   
  Other: \_\_\_\_\_

**Applies to (check all that apply):**

- All DHS employees                     
  County Mental Health Directors  
 Area Agencies on Aging                     
  Health Services  
 Children, Adults and Families                     
  Seniors and People with Disabilities  
 County DD Program Managers                     
  Other (please specify):

Policy/Rule Title:	Notice of Missed Interview, Food Benefit Program		
Policy/Rule Number(s):		Release No:	
Effective Date:	Immediately Upon Receipt	Expiration:	
References:	FS B.8		
Web Address:			

**Discussion/Interpretation:** The Food and Nutrition Service (FNS) has notified the state of an expansion in when the Notice of Missed Interview (DHS 411) must be sent to households applying for FS. This policy change is made because many states are streamlining their recertification process and sending both the application and an interview appointment date at the same time. FNS is asking states to make a final contact with clients if they do not return the application and appear at the scheduled interview for recertification.

Effective immediately, a Notice of Missed Interview (NOMI) is required in the following situations:

- The client leaves a filing page at the local office and is given a scheduled appointment date and time for the intake interview and does not appear for the interview.

- The client is given an application to complete along with a scheduled interview appointment. The client returns the completed application but does not appear for the interview.
- The client receives a scheduled appointment for recertification and will complete the application when they arrive at the local office. They do not appear for the appointment and there is no filing page.
- The client receives a scheduled appointment for recertification along with a scheduled interview appointment. They do not show for the appointment or turn in the application or set a filing date.

Note: Offices do not all use the same practice, therefore, several possible situations were listed.

No NOMI is required when an application is sent without an intake appointment, and the client does not return the application or appear for an interview.

There is no change in how the NOMI is given. The post card, notice writer version, or phone call may continue to be used. Quality Control is reviewing denial actions for both appointment dates and times and the NOMI. The absence of either can result in an error. Narration of the NOMI method used and the missed appointment date and time is essential to avoid an error.

There is also no change in which FS applicants are to receive the NOMI. The NOMI should be sent with all FS applications at certification or recertification when the applicant misses a scheduled intake interview appointment. This policy does not exempt those clients who apply for cash or medical programs along with the FS. This applies to the first appointment and not to any later missed appointments during the application period.

There is no change in the requirement to place all pending applications onto FCAS for new or closed cases when a filing page is received.

**Implementation/Transition Instructions:** Review this transmittal and ensure a process is in place for sending a NOMI on missed appointments — even when there is no filing page at recertification.

**Training/Communication Plan:** Review in a staff meeting and ensure all staff who administer the FS intake process understand the new requirement.

**Local/Branch Action Required:** Develop a process to ensure the NOMI is sent as required when a FS intake appointment is missed.

**Central Office Action Required:** The information in this transmittal will be located in the FS policy manual as of April 1, 2008.

**Field/Stakeholder review:**       Yes       No

**If yes, reviewed by:**

**Filing Instructions:**

*If you have any questions about this policy, contact:*

<b>Contact(s):</b>	(503) 945-6105	Anne Hilgers
	(503) 945-7018	Dawn Myers
	(503) 945-6220	Sarah Lambert
	(503) 947-5105	Eliza Devlin
	(503) 945-6092	Sandy Ambrose
	(503) 945-5826	Rosanne Richard