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**DEPARTMENT OF SOCIAL SERVICES**  
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ARNOLD SCHWARZENEGGER  
GOVERNOR

REASON FOR THIS TRANSMITTAL

- State Law Change
- Federal Law or Regulation Change
- Court Order
- Clarification Requested by One or More Counties
- Initiated by CDSS

June 4, 2008

ALL COUNTY LETTER NO. 08-20

TO: ALL COUNTY WELFARE DIRECTORS  
ALL FOOD STAMP PROGRAM COORDINATORS  
ALL QUALITY CONTROL PROGRAM COORDINATORS

SUBJECT: NOTICE OF MISSED INTERVIEW WHEN A HOUSEHOLD HAS NOT  
SUBMITTED AN APPLICATION FOR RECERTIFICATION

REFERENCE: FOOD AND NUTRITION SERVICE, ADMINISTRATIVE NOTICE 08-08  
AND 08-12; ALL COUNTY INFORMATION NOTICE I-79-06 AND  
I-05-08, MANUAL OF POLICIES AND PROCEDURES  
SECTION 63-300.461; FEDERAL GUIDANCE 7 CFR 273.14 (a); AND  
NONCITIZEN ELIGIBILITY AND CERTIFICATIONS PROVISIONS OF PUBLIC  
LAW 104-193, ACT OF 2000

The purpose of this letter is to clarify the policy of sending a Notice of Missed Interview (NOMI) at recertification. When the County Welfare Department (CWD) schedules a recertification interview and the household misses the interview, the CWD must send a NOMI. In All County Information Notice (ACIN) I-05-08, counties were instructed to send a NOMI to the household only if they returned a completed application to their worker but missed their scheduled interview. This letter clarifies that CWDs are required to send a NOMI to the household if they miss their scheduled interview regardless of whether the household mails back a completed application. This procedure replaces procedures stated in ACIN I-05-08 regarding the NOMI process at recertification. Implementation of this new policy must be completed by counties no later than August 1, 2008.

**BACKGROUND**

One of the requirements included in the Noncitizen Eligibility and Certifications Provisions (NECP) of Public Law 104-193, Act of 2000 and Manual of Policies and Procedures (MPP) Sections 63-300.464 and 63-301.32 is the use of the NOMI when the household misses an interview scheduled by the CWD. At the time, whenever a CWD scheduled interviews, households were sent a food stamp application to complete prior to the interview. If the household did not file the application form and missed the interview, it was logical for the CWD to conclude that the household did not want to continue its participation in the Food Stamp Program (FSP); therefore, there would not be a reason to send a NOMI. CWDs were not sending the NOMI if the household did not return a completed recertification application to their worker which, given prior guidance, would have been an acceptable assumption made by the CWD. This policy has now changed.

## **NEW POLICY**

Based on clarification received from Food and Nutrition Service (FNS), most CWDs have adopted streamlined procedures for households to use when they re-apply for benefits. For example, an interactive application where the act of completing an application is combined with the interview. With streamlined application processing, it is uncertain whether a household would want to continue benefits if they missed their scheduled interview.

Therefore, in such systems, a NOMI is appropriate and must be sent when the household misses the scheduled recertification appointment. This may result in more eligible households recertifying and not needing to file a new application after termination.

The following are some examples of questions and answers that will clarify the new NOMI policy:

### **Examples:**

Question A: A CWD sends a Notice of Expiration of Certification (NEC), a blank re-application form, and the date and time of a scheduled appointment. **The household mails the re-application form back but does not attend the interview.** Does the CWD send a NOMI?

Answer A: Yes. This household missed its appointment, so the CWD would send a NOMI.

Question B: A CWD sends a NEC, a blank re-application form, and the date and time of a scheduled appointment. **The household never contacts the County nor does the CWD receive a completed application.** Must the CWD send a NOMI?

Answer B: Yes. If the household fails to submit an application for recertification, the CWD must still send the NOMI because it missed its scheduled appointment. (The answer given in ACIN I-05-08 indicated that a NOMI would not be required. This is a revision of the response given to this question in the ACIN.)

Question C: A CWD sends a NEC and the date and time of a scheduled telephone interview. **The CWD calls the household at the time of their scheduled recertification interview and the head of household participates in an interactive interview with their worker. The worker enters the information gathered during the interview and makes a print of the information and sends it to the head of household for his/her signature. The head of household never returns the completed form with his/her signature.** Must the CWD send a NOMI?

Answer C: No. The CWD has conducted the scheduled recertification interview with the head of household.

Question D: A CWD sends a NEC and the date and time of a scheduled face-to-face interview. The CWD does **not** send the household a blank re-application form. **The household misses the face-to-face interview and never contacts the County.** Must the CWD send a NOMI?

Answer D: Yes. The CWD must send a NOMI because the head of household failed to show for his/her scheduled interview.

## **QUALITY CONTROL HOLD HARMLESS**

There is no hold harmless period.

## **FORMS**

The NOMI form (DFA 386) was revised and is attached. The second sentence was changed to inform the applicant and/or recipient that their interview must be completed by the specific date indicated in that sentence.

## **CAMERA-READY COPIES AND TRANSLATIONS**

For a camera-ready copy of English language version, contact the CDSS Forms Management Unit at (916) 657-1907. If your office has internet access, you may obtain this form from the CDSS web page at:

[http://www.dss.cahwnet.gov/cdssweb/FormsandPu\\_271.htm](http://www.dss.cahwnet.gov/cdssweb/FormsandPu_271.htm).

When all translations are completed per MPP 21-115.2, including Spanish forms, they will be posted on an ongoing basis on our web site. Copies of the translated forms and publications can be obtained at:

[http://www.dss.cahwnet.gov/cdssweb/FormsandPu\\_274.htm](http://www.dss.cahwnet.gov/cdssweb/FormsandPu_274.htm).

For questions on translated materials, please contact Language Services at (916) 651-8876.

If you have any questions regarding this letter, please contact Rosie Avena at (916) 654-1514.

Sincerely,

### ***Original Document Signed By:***

CHARR LEE METSKER  
Deputy Director  
Welfare to Work Division

Attachment