

SNAP Missed Interview Procedure

4.204.C: When a client misses the first scheduled interview at application (including late RRRs that require an interview), two actions must be taken on the same day as the missed interview:

- 1) Mail the household a Notice of Missed Interview (NOMI)
- 2) Cancel Expedite benefits on the **Program Action** page using the application date as the **Effective Begin Date (EBD)**

If the client fails to complete an interview by the 30th day, then the application must be denied on the 30th day - not before or after. If the 30th day falls on a weekend or state holiday, do not deny the application prior to the 30th day; deny the application the next business day. As of December 18th, 2016 denials for failure to complete an interview are now an automated process in CBMS. Applications dated prior to December 19th, 2016 are not be affected by the automated process.

Mailing a NOMI {4.204.C}

Note: The fields required to trigger a NOMI mailing in CBMS are located on the **CDHS Interviews** page. This page is required for all initial applications and will prevent RRRs from closing if not completed. Once the case is authorized, the check box and date will be reset and the information will only be visible in history.

- 1) Go to the **CDHS Interviews** page.
- 2) Select the **Food Assistance** Tab.
- 3) Check the **'Client Missed FA Interview'** checkbox.
- 4) Enter the **Missed Interview Date**, this will be the date of the scheduled interview.
- 5) Under **FA Interview Required** select **'Missed'**.
 - This will allow the case to be automatically denied on the 30th day for not completing an interview.
- 6) Save the page.
- 7) A popup will appear in CBMS stating *"System will send a Notice of Missed Interview (NOMI) to the client and Food Assistance Interview fields will be locked down. Do you want to continue with the Save"* If missed interview data entry is correct, select **'Yes'**. The NOMI will be sent, and the **Missed FA Interview** fields will be locked down until RRR or when a new application (AI) is completed.
 - If the information is saved in error, the NOMI can be pulled out of the **Client Correspondence Queue**.
 - If **'No'** is selected, CBMS will return to the **CDHS Interviews** page without saving the data that was entered.
- 8) A pop up message will appear asking, *"Please Complete Data Entry Complete as Yes on Case Wrap Up"*. Ensure that **Data Entry Complete** is set to **'Yes'** on the **Case Wrap Up** page.

If a customer fails to attend their required interview at initial application they will forfeit their Expedite Benefits.

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For Initial Applications/Late RRRs Cancelling Expedite Benefits

- 1) Go to the **Program Action** page.
- 2) Highlight the **'Expedited Food Stamps'** program group under the **Summary** section.
- 3) Enter the date of application for the **Effective Begin Date**.
- 4) Select **'Cancel'** for **Status**.
- 5) Select **'No Show'** for **Reason**.
- 6) Save the page.

Initial Application/Late RRR

Denying an Application for Missed Interview

- 1) Go to the **CDHS Interviews** page on the day of the missed interview.
- 2) Generate a NOMI by selecting the **'Client Missed FA Interview'** checkbox.
- 3) Enter the **Missed Interview Date**, this will be the date of the scheduled interview.
- 4) **'Begin Date'** defaults to the date of application.
- 5) Under **FA Interview Required** select **'Missed'**.
- 6) Save the page.
- 7) A pop up message will appear asking, *"Please Complete Data Entry Complete as Yes on Case Wrap Up"*. Make sure that **Data Entry Complete** is set to **'Yes'** on the **Case Wrap Up** page.
- 8) On the 30th day of application, CBMS will automatically run the case and issue a denial for failure to complete an interview.
 - To authorize the denial for missed interview on the 30th day run EDBC, review wrap up to ensure the household is denied for the right reason, and authorize the case.

Enter a case comment, including the application date explaining why the case was denied.

Example 1

- Application submitted 03/01/2017.
- Client misses his scheduled interview on 03/03/2017.
- Worker checks **Client Missed FA Interview** and enters the date of the missed interview on the **CDHS Interviews** Page. NOMI is sent through CBMS.
- While on the same page, under **FA Interview Required** they select **'Missed'**.
- If applicable, Expedited is cancelled on the **Program Actions** page.
- Client fails to complete the required interview by 03/31/2017.
- CBMS automatically runs EDBC on 03/31/2017 and denies the case for failure to complete an interview.

SNAP Missed Interview Procedure

Recertification (RRR) 4.204.A

When a household misses their first scheduled interview at RRR, mail the household a NOMI the same day of the missed interview and deny the RRR for missed interview. The RRR can be denied the same day as the missed interview. In order to deny an RRR for missed interview, an interview must have been scheduled.

- An interview is required only once every twelve months. Check the **View RRR Detail Listing** page and review case comments to determine if an interview is required.
- Interviews can be required and scheduled sooner if information on the RRR needs to be clarified or the customer can't be reached. Case comments must clearly explain this.

Denying an RRR for Missed Interview

- 1) Go to the **CDHS Interviews** Page.
- 2) Check the box for '**Client Missed FA Interview**' to generate a NOMI.
- 3) For '**Missed Interview Date**' enter the date of the scheduled interview.
- 4) For **FA Interview Required** select '**Missed**'.
- 5) Save the page.
- 6) Make sure that **Data Entry Complete** is set to '**Yes**' on the **Case Wrap Up** page.
- 7) CBMS will automatically run the case that day and issue a denial for failure to complete an interview.
 - To authorize the denial for missed interview run EDBC, review wrap up to ensure the household is denied for the right reason, and authorize the case.
- 8) Enter a case comment explaining why the case was denied.

Example 2

- RRR received 03/03/2017 for 04/2017 benefits.
- Client misses his scheduled interview on 03/07/2017.
- Worker checks **Client Missed FA Interview** and enters the date of the missed interview on the **CDHS Interviews** page. NOMI is sent through CBMS.
- While on the same page, worker goes to **FA Interview Required** and they select '**Missed**'.
- Worker ensures that **Data Entry Complete** is set to '**Yes**' on the **Case Wrap Up** page.
- During batch, CBMS will deny the case for missed interview.

SNAP Missed Interview Procedure

Entering a Non-Compliance

- Below are the steps on how to manually close a case for failure to complete an interview.
Note: Always follow your county's internal process on how to treat missed interviews.
- If a case is not automatically denied, remember that initial applications can only be denied for missed interviews on the 30th day of the application and the denial cannot be issued sooner.
- For RRRs households that fail to attend an interview will be denied as of the first day of what would be considered their new certification period.

For Initial Application/Late RRR, and RRR

- 1) Go to the **Individual Compliance** page.
- 2) Select the Head of Household.
- 3) For Initial Applications/Late RRRs enter the Date of Application for the **Effective Begin Date**.
 - For RRRs enter the first day of what would be considered the new certification period.
- 4) Select '**FS- attend a scheduled appointment**' for **Type**.
 - Note: if another individual compliance reason is selected, an incorrect denial reason will be provided to the client and the case closure will be considered invalid by SNAP QA if pulled for review.
- 5) Select '**No**' for **Cure/Comply**.
- 6) Select '**No good cause**' for **Good Cause**.
- 7) Select '**Failure**' for **Type of Act**.
- 8) Save the page.
- 9) Enter a case comment including the application date, and the program denial.

SNAP Missed Interview Procedure

Curing a Non-Compliance

Initial Application/Late RRR

Client Completes an Interview 31-60 Days from the Original App. Date

- 1) Complete a new AI using the completed interview date.
- 2) Cure the non-compliance.
 - a. Go to the **Individual Compliance** page.
 - b. Select **'Yes'** for **Cure/Comply**.
 - c. Enter the Last Day of the Original Application Month for the **Cure/Comply/Regain Date**.
 - d. Save the page.
- 3) Go to the **CDHS Interviews Page**.
- 4) **'Begin Date'** defaults to the date of your AI.
- 5) For **FA Interview Required** select **'Yes'**.
- 6) Under **Attended FA Interview**, enter the **Interview Date**.
- 7) For **Interview Type** select the appropriate choice.
- 8) Save the page.

Note: Individual Compliance records will always override any eligibility outcomes in wrap up. Make sure to always review why a case is denied in wrap up to ensure old non-compliance records are no longer affecting eligibility.

Example 3

- Application submitted 03/01/2017.
- Client misses his scheduled interview on 03/08/2017.
- Worker checks **Client Missed FA Interview** and enters the date of the missed interview on the **CDHS Interviews** page. NOMI is sent through CBMS.
- Expedited is cancelled through **Program Action** page.
- Client fails to complete the required interview by 03/31/2017.
- CBMS does not automatically close the case due to **Data Entry Complete** not being set to **'Yes'**.
- A Non-Compliance is entered with an EBD of 03/01/2017 to deny the application.
- Client completes an interview on 04/05/2017. Case is re-AI'ed using the 04/05/2017 interview date.
- 03/31/2017 is used for the **Cure/Comply/Regain** date so that March benefits will not be issued and April benefits will be prorated.
- The worker goes to **FA Interview Required** and they switch it to **'Yes'**.
- Under **Attended FA Interview**, the worker enters the **Interview Date** and **Interview Type** before saving the page.

*After 60 days the client must re-apply

SNAP Missed Interview Procedure

Recertification (RRR)

Client Completes Required Interview Prior to the Start of the New Cert. Period

- 1) Cure the non-compliance.
 - a. Go to the **Individual Compliance** page.
 - b. Select **'Yes'** for **Cure/Comply**.
 - c. Enter the Last Day of the Month of the Current Certification Period for the **Cure/Comply/Regain Date**.
 - d. Save the page.
- 2) **Rescind** the case.
- 3) Go to the **CDHS Interviews Page**.
- 4) For **FA Interview Required** change it from **'Missed'** to **'Yes'**.
- 5) Enter the **Interview Date**.
- 6) For **Interview Type** select the appropriate choice.
- 7) Save the page.

Client Completes Required Interview the Month Following the End of the Cert. Period

- 1) **Do not rescind the case.** Complete a new AI using the interview date as the application date.
- 2) Cure the non-compliance.
 - a. Go to the **Individual Compliance** page.
 - b. Select **'Yes'** for **Cure/Comply**.
 - c. Enter the Last Day of the Month of the Current Certification Period for the **Cure/Comply/Regain Date**.
- 3) Go to the **CDHS Interviews Page**.
- 4) **Begin Date** will default to the date of your AI.
- 5) For **FA Interview Required** select **'Yes'**.
- 6) Enter the **Interview Date**.
- 7) For **Interview Type** select the appropriate choice.
- 8) Save the page.

Note: if the client does not complete the required interview by the last day of the month following the end of the certification period, the client must reapply for benefits.

SNAP Missed Interview Procedure

Example 4

- RRR is received 03/03/2017 for 04/2017 benefits.
 - Client misses his scheduled interview on 03/15/2017
 - Worker checks **Client Missed FA Interview** and enters the date of the missed interview on the **CDHS Interviews** page. NOMI is sent through CBMS.
 - Worker follows their county process to manually close the case for missed interview.
 - A Non-Compliance is entered with an EBD of 04/01/2017.
 - Client completes the required interview on 03/20/2017.
 - Case is rescinded.
 - The worker goes to the **CDHS Interviews** page and for '**FA Interview Required**' they select '**Yes**'.
 - The worker enters the **Interview Date** and **Interview Type** before saving the page.
 - 03/31/2017 is used for the **Cure/Comply/Regain** date so that as 04/01/2017 benefits will be issued.
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- If the client completed the interview on 04/04/2017 instead, the **Cure/Comply/Regain** date would still be 03/31/2017 so that prorated benefits would be issued as of 04/04/2017. The case would be AI'ed with a 04/04/2017 date instead of being rescinded.
 - The worker would go to the **CDHS Interviews** page and for '**FA Interview Required**' and select '**Yes**'.
 - The worker enters the **Interview Date** and **Interview Type** before saving the page.

Example 5

- RRR is received 03/04/2017 for 04/2017 benefits.
 - Client misses his scheduled interview on 03/15/2017. NOMI is sent.
 - Worker checks **Client Missed FA Interview** and enters the date of the missed interview on the **CDHS Interviews** Page. NOMI is sent through CBMS.
 - Worker follows their county process to manually close the case for missed interview
 - A Non-Compliance is entered with an EBD of 04/01/2017.
 - The client contacts the county on 05/02/2017 to completed the interview.
 - A new application will be required.
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- If the client completes a new application, and attends a scheduled interview the worker will need to cure the non-compliance to make sure the case is not incorrectly denied.