



SNAP Updates to Notice of Missed Interview (NOMI)

Project 13749



Why?

After receiving guidance from **Food and Nutrition Service (FNS)**, SNAP needs to make updates to the **SNAP Notice of Missed Interview (NOMI)** language and format to **be in compliance** with FNS noticing requirements.



What?

When a SNAP customer misses an interview, the new NOMI that will be mailed to them will include **UPDATED** language on a template provided by FNS. All workers should familiarize themselves with the **new NOMI** to be prepared to answer any questions customers may have.



Rule Reference

SNAP Policy (Volume 4B)

A “notice of missed interview” must be mailed to a SNAP household if the household fails to attend their scheduled interview.

4.204 Interviews C. Missed Interviews

If the household fails to attend its scheduled interview, the local office shall mail the household a notice of missed interview, informing the household that it missed the scheduled interview and that the household is responsible for rescheduling the interview.



CO L O R A D O

**Health Care & Economic Security
Staff Development Center**

STATE OF COLORADO



TO : [Individual Name]
[Case Number]
Food Assistance Program

FROM : [Primary Worker Name]
[Primary Worker Phone]

DATE : [Current Date]

Notice of Missed Interview
Please Contact Us to Finish the Application Process

You applied for Food Assistance benefits. This letter is to let you know that you have not completed your Food Assistance interview as we requested. You need to contact us or come to our office to complete your interview.

When should you complete your interview?

Please complete your interview by [Application Date + 30 calendar days].

What will happen if you do not complete your interview?

If you do not complete your interview by [Application Date + 30 calendar days], the DHS county office will **deny** your application for Food Assistance benefits. Please do not wait to complete your interview.

How can you complete your interview?

You may complete your interview over the phone **or** in person:

- Over the phone: Please call us at [County Telephone Number]. Have this letter and your Case ID number ready when you call. Your Case ID number is: [Case Number].
- In Person: Please contact your DHS county office if you prefer an interview in person. The DHS county office closest to you is located at:
[County Address Line1]
[County Address Line2]
[County Address Line3]

What to do if you need help?

If you need help to complete the interview or you have questions, please call us at [County Telephone Number]. **Please ignore this notice if you recently completed your Food Assistance interview.**

Sincerely,
[Primary Worker Name]
[Primary Worker Phone]

Visit www.Colorado.gov/PEAK or the MyCOBenefits mobile app to apply for assistance or view case information.

[user name]
[Case Id]/[correspondence id]

NOMI-1
NOMI Intake Letter2



COLORADO

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