Policy Clarifications - Food Stamp
PFS15221504

Submitted:04/06/10   **Agency:CAOs**

                                          Citations:

Subject: SNAP Interview Appointment

The note in Operations Memorandum 070214-Notice of Missed Interview states that "based on 7 CFR 273.2(e)(3), the CAO must schedule a specific date and time to interview all applicant households who are not interviewed on the day they submit their applications. " Can we schedule the appointment without a specific time ?

Response By: Div of Federal Programs and Program Mgmt   **Date:04/06/10**

Food and Nutrition Service (FNS) clarified that the scheduled initial interview appointment must include a specific date but the time for the interview can be within a time range rather than a specific time. For example, the county assistance office (CAO) may schedule an appointment for March 29, 2010 between the hours of 10:00 a.m. and 12:00 p.m.

Establishing a specific date and minimal time range for the interview appointment guarantees that both the caseworker and the applicant know when they need to be available for the interview.

FNS further clarified that it is not acceptable to schedule an interview:

- For a date range. For example an interview cannot be scheduled for September 18-22 between 8-11 AM; or
- For a specific day with no hours given. For example an interview cannot be scheduled for April 6 and no hours given or hours of 8 AM to 4 PM. The time range of hours for the interview should be limited to between 2 to 4 hours.

The appointment notice:

- Must list the appointment date and time or a date time range.
- May also contain a list of pending items needed to determine eligibility.

NOTE: An interview must occur even if the household has not provided al the verification items prior to the interview appointment. The SNAP interview is to resolve any unclear or incomplete information and to discuss any assistance the client may need in gathering that information. See SNAP Handbook 504.42. If the client does not complete the scheduled interview, the CAO must send a Notice of Missed Interview (NOMI) (refer to SNAP Handbook 504.43, Notice of Missed Interview).