

**Policy Clarifications - Food Stamp
PFS13622576**

Submitted: 3/07

Agency: CAOs

Citations: [FSH 576.4](#)

Subject: NOMI Language

OPS-07-02-14 - Notice of Missed Interview - provides language to be used in the letter sent to our clients who have missed their recertification interview. The second sentence reads "It is your obligation to call and ask for another interview no later than _____." If we use the last day of the certification period in the above sentence, the client will most likely suffer a delay in receiving their benefits should they wait to call for another appointment on that day. We feel a more effective sentence would be, It is your obligation to call to reschedule your interview as soon as possible. To avoid a possible delay in your benefits this should be no later than _____. (This date would be at the IMCWs discretion, 7-10 days from the missed interview date.)

If you fail to keep an interview appointment by _____ (last day of certification period), your food stamps will close because the certification period will expire.

May the CAO change the NOMI(Notice of Missed Interview)?

Response By: Denise Hoffman

Date: 4/11/07

Yes, the CAO may change the Notice of Missed Interview language. This language was proposed to give CAOs an idea of what to say when sending the notice. Until the language becomes automated, CAOs are permitted to use their own language and your suggestion reflected the message we wish to convey to the applicant/recipient. We can make NOMI language even more generic, such as "You did not keep your interview appointment on _____. It is your obligation to call and ask for another interview. If you fail to keep an interview appointment, your application will be denied."