

## CALFRESH (CF) PROGRAM REQUEST FOR POLICY/REGULATION INTERPRETATION

**INSTRUCTIONS:** Complete items 1 - 10 on the form. Use a separate form for each policy interpretation request. If additional space is needed, please use the second page. Be sure to identify the additional discussion with the appropriate number and heading. Retain a copy of the CF 24 for your records.

- Questions from counties, including county Quality Control, must be submitted by the county CalFresh Coordinator and may be submitted directly to the CalFresh Policy analyst assigned responsibility for the county, with a copy directed to the appropriate CalFresh Policy unit manager.
- Questions from Administrative Law Judges may be submitted directly to the CalFresh Policy analyst assigned responsibility to the county where the hearing took place, with a copy of the form directed to the appropriate CalFresh Bureau unit manager.

1. RESPONSE NEEDED DUE TO: <input checked="" type="checkbox"/> Policy/Regulation Interpretation <input type="checkbox"/> QC <input type="checkbox"/> Fair Hearing <input type="checkbox"/> Other:	5. DATE OF REQUEST: APRIL 9, 2013	NEED RESPONSE BY: ASAP
2. REQUESTOR NAME: MARTHA JUE	6. COUNTY/ORGANIZATION: FRESNO	
3. PHONE NO.: 559-600-2762	7. SUBJECT: SCHEDULING THE APPOINTMENT AND NOMI	
4. REGULATION CITE(S):	8. REFERENCES: <i>(Include ACL/ACIN, court cases, etc. in references)</i> NOTE: All requests must have a regulation cite(s) and/or a reference(s).  LISTED ON THE LAST PAGE	

9. QUESTION: (INCLUDE SCENARIO IF NEEDED FOR CLARITY):

Question 1: In past Management Evaluations the county was cited for not having an appointment letter. In addition, state QC reviewers look for the appointment letter when reviewing Negatives. According to the CFR, there is no requirement for the scheduled appointment to be provided in writing. Does the State regulation require the scheduled appointment to be provided in writing? If yes, what is the regulation?

Question 2: When the applicant (intake) or a client (recertification), calls to rescheduled their interview, is the Notice of Missed Interview (NOMI) issued?

More questions on last page...

10. REQUESTOR'S PROPOSED ANSWER:

Answer 1: The scheduled appointment does not have to be provided in writing. Management Evaluation staff have been misinforming counties. QC staff should not be reviewing for the letter.

Answer 2: Yes, a NOMI would be issued. Rescheduling the appointment constitutes the same action as missing the scheduled interview. Without the NOMI the county would be unable to deny the application at the end of 30 days for failure to complete the application process.

More answers on the last page...

11. STATE POLICY RESPONSE (CFPB USE ONLY):

### FOR CDSS USE

DATE RECEIVED: April 23, 2013	DATE RESPONDED TO COUNTY/ALJ: May 17, 2013
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**CALFRESH (CF) PROGRAM  
REQUEST FOR POLICY/REGULATION INTERPRETATION (Continued)**

1. RESPONSE NEEDED DUE TO: <input type="checkbox"/> Policy/Regulation Interpretation <input type="checkbox"/> QC <input type="checkbox"/> Fair Hearing <input type="checkbox"/> Other:	5. DATE OF REQUEST:	NEED RESPONSE BY:
2. REQUESTOR NAME:	6. COUNTY/ORGANIZATION:	
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Question 3: If the NOMI should not be issued when the applicant/recipient reschedules the interview, and they continue to do so several times, what action should the county take on the application if the 30 days for processing is up for an intake application and recertification?

Question 4: If the county is in the middle of conducting the interview and the applicant/client states they have something else to do and unable to finish the interview, is it appropriate to send out the NOMI?

Question 5: Does the rescheduled interview have to be provided to the household in writing?

Answer 3: The applicant/client would be sent a notice to let them know that their application is pending and what they must do in that 2nd 30 days or the application will be denied. When the applicant/client complies, the benefits will begin from the date they comply, unless it was the county's fault for the delay.

Answer 4: Send out the NOMI since the client did not complete the interview and the appointment has to be rescheduled. See response 2.

Answer: No. However, the case documentation must clearly establish what was the applicant's/client's appointment date and time.

**REFERENCES:**

<https://www.partnerweb.usda.gov/communities/fsp/FSP%20Policy/02%20FY%202013%20SNAP%20Policy%20Issued/SNAP-%20Policy%20Guidance%20-%20Questions%20and%20Answers%20Part%201%20-%20FY%202012%20Negative%20Review%20Procedures.pdf>