

## 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: February 6, 2013	NEED RESPONSE BY: February 26, 2013
2. REQUESTOR NAME: Jean Keyes	6. COUNTY/ORGANIZATION: Shasta County	
3. PHONE NO.: 530-225-5022	7. SUBJECT: Notice of Missed Interview When Rescheduling	
4. REGULATION CITE(S): 63-300.46	8. REFERENCES: <i>(Include ACL/ACIN, court cases, etc. in references)</i> <b>NOTE: All requests must have a regulation cite(s) and/or a reference(s).</b>	

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

If a customer reschedules before actually missing the first scheduled interview, should the county send the customer the DFA 386 Notice of Missed Interview (NOMI)?

Scenario:

Customer applied May 1 and has telephone interview scheduled for May 6. The customer calls on May 5 and states he cannot make the interview and wants to reschedule. At his request customer is rescheduled for May 15. The customer calls on May 14 and states he cannot make the interview and wants to reschedule. At his request customer is rescheduled for May 27. The customer calls on May 26 and states he cannot make the interview and wants to reschedule. The first available interview slot is June 6, which is more than 30 days from the date of application. In this scenario, was the county required to sent the customer the NOMI and if so, at what point in the process?

10. REQUESTOR'S PROPOSED ANSWER:

The county should send the DFA 386 Notice of Missed Interview (NOMI) if the customer states he/she will miss the first scheduled interview so the customer will be informed of his/her rights and responsibilities.

11. STATE POLICY RESPONSE (CFPB USE ONLY):

The CWD is not required to send a NOMI until the customer actually misses a scheduled interview appointment. The Notice of Expiration of Certification (QR 377.2) notifies the household of the requirements for recertification. If the household repeatedly reschedules the interview and does not complete the process prior to the end of the certification period, since they have not actually missed a scheduled interview appointment, a NOMI should not be sent. However, since the recertification has not been completed, the certification period must end as stated in the QR 377.2.

### FOR CDSS USE

DATE RECEIVED:

DATE RESPONDED TO COUNTY/ALJ:

**CALFRESH (CF) PROGRAM  
REQUEST FOR POLICY/REGULATION INTERPRETATION (Continued)**

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	6. COUNTY/ORGANIZATION:	
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2. REQUESTOR NAME:		
3. PHONE NO.:		
4. REGULATION CITE(S):		