



State Department of Human Services
123 Main Street
Hometown, ST 12345-6789

Case ID Number: 12345A
Notice Date: September 10, 2018
Program: Supplemental Nutrition Assistance Program (SNAP)

Notice of Missed Interview

You Must Contact Us to Finish the Application Process

Dear [Name],

You applied for Supplemental Nutrition Assistance Program (SNAP) benefits. This letter is to let you know that you have not completed your SNAP 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 **September 30, 2018**.

What will happen if you do not complete your interview?

If you do not complete your interview by **September 30, 2018**, the State Department of Human Services (DHS) will **deny** your application for SNAP benefits. Please don't 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 1-800-123-4567, Monday through Friday, 7:30 a.m.–7:30 p.m. Have this letter and your Case ID Number ready when you call. Your Case ID Number is 12345A.
- **In person:** Please stop by a DHS local office if you prefer an interview in person. The DHS local office closest to you is located at:
123 Main Street
Hometown, ST 12345-6789

What to do if you need help?

If you need help to complete the interview or you have questions, please call us at 1-800-123-4567. **Please ignore this notice if you recently completed your SNAP interview.**

Sincerely,

State Department of Human Services
1-800-123-4567

Comment [IPR1]: Considerations for This Notice

This model notice is intended to be customized by each State agency, adding the appropriate State agency's logo, address, contact information, and website address throughout. Client information, case ID number, and program name should also be edited accordingly to reflect State's SNAP program conventions.

Comment [IPR2]: Considerations for This Notice

This notice was developed to model Federal SNAP notice requirements for this notice type and communication best practices. In developing and revising SNAP notices, State agencies should carefully consider the range of Federal, State, and local requirements that may apply, including civil rights disclosures, limited English proficiency requirements, and others. State agencies are advised to consult their FNS Regional Offices for help determining the implications of Federal requirements, policy and administrative options, and waivers on the content of their notices.

Comment [IPR3]: Communication Best Practices

Simple design with use of whitespace and attention to how information is presented on the page. See NRT, comprehension and readability tab

Comment [IPR4]: Policy Requirement

Inform applicant that the household missed scheduled interview
See 7 CFR 273.2(e)(3)
See also NRT, policy requirements tab

Comment [IPR5]: Policy Requirement

Inform that they are responsible for contacting the State agency to reschedule the interview
See 7 CFR 273.2(e)(3)
See also NRT, policy requirements tab

Comment [IPR6]: Communication Best Practices

Use of subheadings, bullets, and bold technique strategically across the notice to help support navigation and understanding of the notice. See NRT, comprehension and readability tab

Comment [IPR7]: Communication Best Practice

Use of clear writing with simple sentences written in active voice, following the principles of Plain Language. See NRT, comprehension and readability tab

Comment [IPR8]: Consideration for This Notice

This reflects an on-demand or unscheduled interviewed waiver process. States should customize the notice to meet their policies and processes.

Comment [IPR9]: Consideration for This Notice

Signature contact information, including website in footer of the notice, should be customized with appropriate State agency information.

www.dhs.st.gov

Please read on to find out more about your rights and responsibilities.

For notices in large print or another format, please call our helpline at 1-800-123-4567 TDD (telecommunication device for the deaf).

Si lo solicita, podemos traducir esta información para usted. Por favor, llame al 1-800-123-4567.

Comment [IPR10]: Additional Policy Considerations

Additional rights and responsibilities may apply. This includes relevant Federal, State, and local requirements regarding civil rights protections, program integrity, or other client rights and responsibilities.