CALFRESH PROGRAM
QC REGULATION INTERPRETATION REQUEST

1. REQUESTOR NAME:	5. COUNTY: **Kern**
2. PHONE NO.:	6. SUBJECT: **Recertification – Missed Interview**
3. REGULATIONS CITE(S): **Section 63-504.6**	7. REFERENCES: **FS 29 and ACL 11-70 and 08-20**
4. DATE OF REQUEST: **May 10, 2012**	8. DATE RESPONSE NEEDED: **ASAP**

CASE SCENARIO:
TCF Recertification, CWD schedules a phone interview based on case information that included a contact phone number. CWD calls the household on their scheduled phone interview date and time and discovers the phone has been disconnected. CWD issues a NOMI and discontinues the TCF case at the end of the cert period for failing to participate in a Recert. interview.

QUESTION:
Does a disconnected phone number constitute a Missed Interview and failure of the household to participate in an interview?

PROPOSED COUNTY RESPONSE:
To complete the Recertification process the household must participate in a face-to-face interview, FNS has allowed counties to waive the face-to-face interview requirement and allow phone interviews. If the household does not have access to a phone then a face-to-face interview must be scheduled.

The newly developed FS 29 (Recert Appt. Letter) has the following statement:

"We will call you at the number above. If the number is not correct, you must call us and provide a number where you can be reached for your interview. It is very important that we are able to reach you.

You may also want to provide an alternative phone number where you can be reached. County phone numbers may be blocked. If your phone does not accept blocked numbers, you may miss the phone call for your telephone interview, and your benefits may be delayed. You will have to reschedule your interview.

Call your worker at the number above or go to the above office to reschedule your interview."

This implies that they have missed their interview, if they didn't advise us that they don't have a phone or that the CWD has the wrong number and the scheduling of a face-to-face interview requirement is not necessary.

12. CDSS FSP POLICY RESPONSE (FSPIU USE ONLY):
Yes, the disconnected phone number constitutes a missed interview and failure of the household to participate in a CalFresh interview to recertify for benefits in a timely manner. The *FS 29 CalFresh Recertification Appointment Letter* was revised to include the statements mentioned above on the FS 29 to ensure that households that wish to have their interviews conducted by telephone, must following the terms and conditions stated in the statements in order for both the household to comply with recertification requirements to continue to receive uninterrupted CalFresh benefits.

CONSULT: Rosie Avena **DATE:** June 5, 2012