

**DEPARTMENT OF SOCIAL SERVICES**

744 P Street, Sacramento, California 95814



October 31, 2006

ALL COUNTY INFORMATION NOTICE NO. I-79-06

**REASON FOR THIS TRANSMITTAL**

- State Law Change
- Federal Law or Regulation Change
- Court Order
- Clarification Requested by One or More Counties
- Initiated by CDSS

TO: ALL COUNTY WELFARE DIRECTORS  
ALL FOOD STAMP PROGRAM COORDINATORS  
ALL QUALITY CONTROL PROGRAM COORDINATORS

SUBJECT: REQUIREMENT TO INCLUDE NOTICE OF MISSED INTERVIEW IN  
THE FOOD STAMP DENIAL CASES

REFERENCE: FOOD AND NUTRITION SERVICE (FNS), QUALITY CONTROL  
MEMORANDUM QC-06-4; ALL COUNTY LETTER 02-17; MANUAL  
SECTION 63-300.45(a), 63-301.32, 63-301.34; AND FIELD OF  
OPERATIONS BUREAU TRANSMITTAL 02-04 (FOOD STAMP)

The purpose of this letter is to inform County Welfare Departments (CWDs) of a new quality control (QC) requirement to include the Notice of Missed Interview (NOMI) in the case record of Food Stamp (FS) cases denied due to the applicant's failure to keep their initial application interview. One of the requirements included in the Noncitizen Eligibility and Certifications Provisions (NCEP) Act of 2002 (P.L. 104-193, amended by Public Laws 104-208, 105-33, and 105-185) is the use of the NOMI when the household misses its initial interview scheduled by the CWD. The NOMI advises that the household is responsible for scheduling another interview and must be issued to the household before an application for benefits is denied on the 30<sup>th</sup> day following the application date.

A QC error will be cited if a copy of the notice is not in the case file, or if a notice history that the NOMI was sent to the household cannot be found in an automated system. Failure to send the NOMI or have a notice history of the NOMI being sent will now result in an automatic determination by the QC reviewer that the case was incorrectly denied, thereby adding to the State's QC error rate for denied/suspended/terminated cases, also known as the negative action error rate.

Historically, most attention has been focused on the error rate for cases which receive benefits. This focus has resulted in a significant lowering of this error rate. Because California's negative action error rate is almost double the national average (ranked 46 of 53 states/territories), commensurate focus needs to be applied to negative action cases. A higher negative error rate will not only preclude enhanced or bonus funding from FNS, but can prevent qualified recipients from receiving benefits.

If you have any questions concerning the content of this letter, please contact Michael Bowman-Jones of the Field Operations Bureau at (213) 833-2260 or Rosie Avena, Food Stamp Program, Policy Implementation Unit at (916) 654-1514 or e-mail me at [rosie.avena@dss.ca.gov](mailto:rosie.avena@dss.ca.gov).

Sincerely,

***Original Document Signed By:***

RIGHTON YEE, Chief  
Food Stamp Branch