

DEPARTMENT OF SOCIAL SERVICES

744 P Street, Sacramento, CA 95814



November 13, 1990

ALL COUNTY INFORMATION NOTICE No. I-87-90

SUBJECT: Scheduling Second Interviews

Reference: Food Stamp Coordinators Letter, dated August 31, 1990.

This letter is to provide County Welfare Departments (CWDs) with clarification of a policy interpretation given relative to the scheduling of the second interview after the household fails to attend the first scheduled interview.

Specifically, the issue concerns the requirement contained in Manual Section 63-300.45 that: "If a household fails to appear for the first interview, the CWD shall attempt to schedule another interview." In response to a policy inquiry, an interpretation was given indicating that if the household was provided written notification of the need to contact the County by the 30th day for a second interview appointment, such notification would be considered an "attempt" to reschedule. A decision was made to pursue the issue with the Food and Nutrition Service (FNS).

FNS has concurred with the interpretation given relative to M.S. 63-300.45. Therefore, effective upon receipt of this letter, Counties have the option of either initiating the rescheduling of the second interview, or providing written notification to the household of the need to request another appointment by the 30th day. (enclosed is a sample letter developed by Sacramento County).

However, Counties need to be aware that in order to send a denial notice before the 30th day based on failure to complete the interview process, two interviews must have been scheduled (M.S. 63-301.3). If the County chooses to notify the household of the need to request a second appointment, the denial notice can only be sent on the 30th day (as a result of no contact), unless the County reschedules (before the 30th day) per the household's request and the household subsequently fails to attend the rescheduled interview.

Example #1

Household misses first interview. The County provides written notification to the household of the need to request a second appointment by the 30th day from the application date. Household does not contact the County by the 30th day.

The County can send the denial notice on the 30th day based upon the inability to complete the application process due to the fault of the household (M.S. 63-301.42).

Example #2

Same as above, except the household contacts the County prior to the 30th day and is given a second appointment on the 25th day. The household fails to appear for the rescheduled interview.


The County can send the denial notice on the 25th day as a result of the household missing two scheduled interviews in accordance with M.S. 63-301.3.

Example #3

Household misses first scheduled interview. The County provides written notification to the household of the need to request another appointment by the 30th day. The household contacts the County on the 30th day and requests another interview. An interview cannot be scheduled that day.

The household met its responsibility by contacting the County by the 30th day. Therefore, if the County cannot schedule the second interview that same day, the application must be pended in accordance with M.S. 63-301.43. If later determined eligible, the household would receive benefits retroactive to the date of application.

If you have any questions, please contact Michael Papin of the Welfare Policy Implementation Bureau at (916)324-6584.



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Deputy Director

Enclosure