

## From the Hotline

If you have any questions on this column or other policy and procedural material, please have your Hotline designee call the **Policy Hotline at 617-348-8478**.

- Q.** What are the required processing rules when a SNAP Application Appointment letter for a telephone interview is sent, but the client ends up missing his scheduled appointment?
- A.** SNAP regulations require that a Notice of Missed Interview (NOMI) be sent to an applicant who does not appear for the scheduled interview. The NOMI can be BEACON-generated for pending cases.
- Q.** How soon after the missed appointment should I send the NOMI?
- A.** The NOMI should be sent as soon as possible, but no later than two days after the date of the missed interview.
- Q.** What are the steps to generate a NOMI in BEACON?
- A.** To generate a NOMI for your applicant:
- Enter the SSN in the SSN field of the Client Search Page;
  - Click on the Letter Request icon located on the task bar;
  - Select NOMI from the dropdown list in the Letter field;
  - Generate and print the letter; and
  - Click on Save.

For more information on application processing and missed appointments, refer to Field Operations Memo 2006-30, *FS (NPA and PA) Application Processing Guideline*; Field Operations Memo 2007-16, *BEACON-Generated Food Stamp Application Appointment Letters and the Food Stamp Notice of Missed Interview*; Field Operations Memo 2007-39, *Food Stamp Program: Negative Errors*; and Field Operations Memo 2008-59, *SNAP Negative Errors and Application Processing*.

### Diversity Quote

**“If you don't like something, change it. If you can't change it, change your attitude.”**

**Maya Angelou**