

SNAP Applications and Notices of Missed Interviews

Did the household submit an application?	Did the agency or the client schedule an interview?	Did the household participate in the interview?	Is a Notice of Missed Interview Required?	Why?	What should happen next?
	CM0005.12.12 and TE02.05.15		CM0005.12.12 TE02.05.15		
Yes	Yes	Yes	No	The household did not miss the interview.	Finish processing the application.
		No	Yes	The household missed the interview.	Send the Notice of Missed Interview for Applications using SPEC/LETR. TE02.05.15.
	No	Yes	No	The household did not miss the interview.	Finish processing the application.
		NA	NA	No interview scheduled.	Schedule an interview.
No	Yes	Yes	No	The household did not miss the interview.	Finish processing the application.
	No	NA	NA	No application submitted and no interview scheduled	No action required.

SNAP Recertifications and Notices of Missed Interviews

Did the household submit a recertification?	Did the agency or the client schedule an interview?	Did the household participate in the interview?	Is a Notice of Missed Interview required?	Why?	What should happen next?
	CM 009.06.06 TE02.05.15		CM 009.06.06 TE02.05.15		
Yes	Yes	Yes	No	The household did not miss the interview.	Finish the recertification.
		No	Yes	The household missed the interview.	Send the Notice of Missed Interview for Recertifications using SPEC/MEMO and language from TE02.05.15.
	No	Yes	No	The household did not miss the interview.	Finish the recertification.
		NA	NA	No interview scheduled.	Schedule an interview.
No	Yes	Yes	No	The household did not miss the interview.	Finish the recertification.
		No	Yes	The household missed the interview.	Send the Notice of Missed Interview for Recertifications using SPEC/MEMO and language from TE02.05.15.
	No	Yes	No	The household did not miss the interview.	Finish the recertification.
		NA	NA	The household did not submit a recertification and did not miss the interview.	MAXIS will auto close at end of certification. DHS recommends reminding the household of the need for an interview by phone or in writing.