



State Department of Human Services
123 Main Street
Hometown, ST 12345-6789

Case ID Number: 12345A
Notice Date: September 11, 2020
Program: Supplemental Nutrition Assistance Program (SNAP)

Commented [IPR2]: Consideration for this Notice
This model notice is intended to be customized by each State agency, adding the appropriate State agency's logo, address, contact information, and website address throughout. Client information, case ID number, and program name should also be edited accordingly to reflect the State's SNAP program conventions.

SNAP Interview Appointment

You Need to Complete an Interview to Apply for SNAP

Dear [Name],

You applied for Supplemental Nutrition Assistance Program (SNAP) benefits on September 10, 2020. This letter is to tell you that your household needs to complete an interview. We **must interview** someone in your household before you can get benefits.

When is your interview?

We have scheduled an interview for you:

Date: Monday, September 21, 2020

Time: 9:30 a.m.

Appointment type: Telephone

Phone number on file: 333-333-3333

If you have a telephone appointment, we will call you on the scheduled day and time at the number we have on file. You do not need to come into the office. If your telephone number has changed, or the date and time will not work, call us at 1-800-123-4567 as soon as possible.

If you prefer an in-person interview, please call us at 1-800-123-4567 or come into your local State Department of Human Services office before your scheduled appointment. We conduct interviews at our office Monday through Friday, 8 a.m.—3 p.m.

What do you need for your interview?

We will ask you questions about your application and your household. Your household is anyone who lives with you and who buys and prepares food with you. We will use this information to help us determine if you qualify for SNAP benefits and the amount your benefits would be.

Commented [IPR3]: Consideration for this Notice
This reflects a scheduled interview process as provided by Federal regulation. States with an on-demand or unscheduled interviewed waiver should customize the notice to meet their policies and processes. (See the SNAP Model Notice Toolkit Notice of Missed Interview [NOMI] Model Notice for sample language for on-demand interviews.)

Commented [IPR4]: Additional Policy Consideration

- Inform the applicant if they are scheduled for a face-to-face or telephone interview.
- See also NRT, policy requirements tab

Commented [IPR5]: Additional Policy Consideration

- Indicate the date, time, and place of the interview
- See also NRT, policy requirements tab

Commented [IPR6]: Consideration for this Notice
States should customize the notice to reflect the relevant appointment mode. For example, in-person interview notices should contain the full address of the interview location. Telephone interviews using a call center should list the call center telephone number and hours of operation.

Commented [IPR7]: Additional Policy Consideration

- Indicate how to reschedule the interview
- See also NRT, policy requirements tab

Either at your in-person interview or after your telephone interview, we will ask you for certain documents. If you decide to come in person for an interview, please bring:

- A form of identification, such as your driver's license.
- Documents to show any income or money you have in the bank. These may include paycheck stubs, a Social Security benefit letter, a Supplemental Security Income benefit letter (also known as "SSI" or disability benefits), and bank statements.
- Documents to show housing, utilities, and childcare costs. This may include your lease or mortgage, utility bills, or childcare or adult care bills.
- If someone in your household is elderly or disabled, bills for that person's medical, vision, or dental expenses that are paid out of pocket.

What will happen after the interview?

You may be asked to give us additional documents to check your information. These documents may include paycheck stubs, bank statements, or bills. We need these documents to determine if you qualify for SNAP benefits.

Commented [IPR8]: Communication Best Practice

- Simple design with use of white space and attention to how information is presented on the page
- See NRT, comprehension and readability tab

What happens if you miss the interview?

Please call us to reschedule. Our number is 1-800-123-4567. Your SNAP application may be delayed if you do not complete your interview before **October 1, 2020**. Your SNAP application may be denied if you do not complete your interview before **October 10, 2020**.

Commented [IPR9]: Additional Policy Consideration

- Provide consequences of missing the interview
- See also NRT, policy requirements tab

Commented [IPR10]: Additional Policy Consideration

- Provide how to reschedule the interview
- See also NRT, policy requirements tab

What if you need more help?

If you have questions or need more information, please call us at 1-800-123-4567, Monday through Friday, 7:30 a.m.–7:30 p.m. You may also visit our website (www.dhs.st.gov) for more information.

Commented [IPR11]: Additional Policy Consideration

- Provide contact information in case applicant has questions
- See also NRT, policy requirements tab

Sincerely,

State Department of Human Services
1-800-123-4567
www.dhs.st.gov

Commented [IPR12]: Consideration for this Notice

Signature contact information, including the website provided in the footer of the notice, should be customized with appropriate State agency information.

Please read on to find out more about your rights and responsibilities.

For notices in large print or another format, please call our helpline at 1-800-123-4567 or TDD 1-800-456-7890.

Commented [IPR13]: Additional Policy Consideration

Additional rights and responsibilities may apply. This includes relevant Federal, State, and local requirements regarding civil rights protections, program integrity, or other client rights and responsibilities.

Your Right to a Fair Hearing

Commented [IPR14]: Consideration for this Notice
State agencies should customize the information provided in this section with their own Fair Hearing Procedures.

What is a fair hearing?

If you disagree with a decision made on your SNAP application or case, you have the right to request a fair hearing. A fair hearing means that an official will review the facts of your case in a fair and objective manner as required by law.

Commented [IPR15]: Communication Best Practice
• Use of clear writing with simple sentences written in active voice, following the principles of plain language.
• See NRT, comprehension and readability tab

In what situations can you ask for a fair hearing?

You may ask for a fair hearing if any of the following apply to you:

- You applied for SNAP benefits and were denied.
- You disagree with a decision on your case.
- You believe your SNAP benefits were not calculated correctly.

When is the deadline to request a fair hearing?

- If you want a fair hearing because we closed your SNAP case or denied your request for SNAP benefits, you must request it by **[enter date 90 days from decision date]**.
- If you want a fair hearing about your current SNAP benefits, you may request a fair hearing any time before [enter certification period end date].
- If you request a hearing because we closed your case or decreased your SNAP benefits, you may choose to keep getting your benefits until a hearing decision is made. You may choose to continue receiving SNAP benefits only if your certification period has not ended. If you choose to do this, you may have to pay those SNAP benefits back if you lose the fair hearing. To continue your SNAP benefits, you must request a fair hearing by [enter date upon which action becomes effective].

How do you ask for a fair hearing?

To request a fair hearing:

1. [State can fill in specific procedures for requesting a fair hearing in-person, in writing, and over the phone in a numbered list]
- 2.

Commented [IPR16]: Communication Best Practice
• Simple design with use of whitespace and attention to how information is presented on the page
• See NRT, comprehension and readability tab

Can you get free legal help?

You may be able to get free legal help from [State Legal Aid Name] by calling 555-555-5555 or visiting www.statelegalaid.org for more information.

Commented [IPR17]: Consideration for this Notice
State agencies should customize the contact information for this section.

USDA Nondiscrimination Statement

In accordance with Federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, the USDA, its Agencies, offices, and employees, and institutions participating in or administering USDA programs are prohibited from discriminating based on race, color, national origin, sex, religious creed, disability, age, political beliefs, or reprisal or retaliation for prior civil rights activity in any program or activity conducted or funded by USDA.

Persons with disabilities who require alternative means of communication for program information (e.g. Braille, large print, audiotape, American Sign Language, etc.), should contact the Agency (State or local) where they applied for benefits. Individuals who are deaf, hard of hearing or have speech disabilities may contact USDA through the Federal Relay Service at (800) 877-8339. Additionally, program information may be made available in languages other than English.

To file a program complaint of discrimination, complete the USDA Program Discrimination Complaint Form, (AD-3027) found online at: http://www.ascr.usda.gov/complaint_filing_cust.html, and at any USDA office, or write a letter addressed to USDA and provide in the letter all of the information requested in the form. To request a copy of the complaint form, call (866) 632-9992. Submit your completed form or letter to USDA by:

1. mail: U.S. Department of Agriculture
Office of the Assistant Secretary for Civil Rights
1400 Independence Avenue, SW
Washington, D.C. 20250-9410;
2. fax: (202) 690-7442; or
3. email: program.intake@usda.gov

This institution is an equal opportunity provider.