



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

Case ID Number: 12345A
Notice Date: September 10, 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.

Notice of Missed Interview

You Must Contact Us to Finish the Application Process

Dear [Name],

You applied for Supplemental Nutrition Assistance Program (SNAP) benefits. This letter is to let you know that you have not completed your SNAP interview as we requested. You need to contact us or come to our office to complete your interview.

Commented [IPR3]: 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

Commented [IPR4]: Policy Requirement
• Inform applicant that the household missed scheduled interview
• See 7 CFR 273.2(e)(3)
• See also NRT, policy requirements tab

When should you complete your interview?

Please complete your interview by **September 30, 2020**.

Commented [IPR5]: Policy Requirement
• Inform that they are responsible for contacting the State agency to reschedule the interview
• See 7 CFR 273.2(e)(3)
• See also NRT, policy requirements tab

What will happen if you do not complete your interview?

If you do not complete your interview by **September 30, 2020**, the State Department of Human Services (DHS) will **deny** your application for SNAP benefits. Please don't wait to complete your interview.

Commented [IPR6]: Communication Best Practice
• Use of subheadings, bullets, and bold technique strategically across the notice to help support navigation and understanding of the notice
• See NRT, comprehension and readability tab

How can you complete your interview?

You may complete your interview over the phone **or** in person:

- **Over the phone:** Please call us at 1-800-123-4567, Monday through Friday, 7:30 a.m.–7:30 p.m. Have this letter and your Case ID Number ready when you call. Your Case ID Number is 12345A.
- **In person:** Please stop by a DHS local office if you prefer an interview in person. The DHS local office closest to you is located at:

123 Main Street
Hometown, ST 12345-6789

Commented [IPR7]: 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

Commented [IPR8]: Consideration for this Notice
This reflects an on-demand or unscheduled interviewed waiver process. States should customize the notice to meet their policies and processes.

What to do if you need help?

If you need help to complete the interview or you have questions, please call us at 1-800-123-4567. **Please ignore this notice if you recently completed your SNAP interview.**

Sincerely,

State Department of Human Services
1-800-123-4567

Commented [IPR9]: Consideration for this Notice
Signature contact information, including website in footer of the notice, should be customized with appropriate State agency information.

www.dhs.st.gov

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 TDD (telecommunication device for the deaf).

Si lo solicita, podemos traducir esta información para usted. Por favor, llame al 1-800-123-4567.

Commented [IPR10]: 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

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.

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.

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.

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.