

General Information Memorandum

ISD GI 17-22

TO: ISD Employees

FROM: Shanita Harrison, Deputy Director, Income Support Division 

RE: Notice of Missed Interview-NOMI

DATE: July 31, 2017

This job aide is being issued provide guidance to the policy, procedures and ASPEN functionality for the Notice of Missed Interview.

A recent Food and Nutrition Services review indicated a finding of several cases in which the Notice of Missed Interview was not sent. The Notice of Missed Interview is a CFR requirement

7CFR 273.2(e)(3) "...The State agency must notify each household that misses its interview appointment that it missed the scheduled interview and that the household is responsible for rescheduling a missed interview."

Attached, please find Job Aide 36, Issuing a NOMI. This job aide contains Best Practices and is to be utilized to ensure that the Notice of Missed Interview (NOMI) is sent out correctly.

If there are any questions or comments, please contact Shanita Harrison, Deputy Director of Field Operations at 827-7265 or email at Shanita.Harrison@state.nm.us.

Thank you for your continued dedication to the Citizens of New Mexico.

Attachment

Job Aid 36: How to Issue a NOMI

Purpose

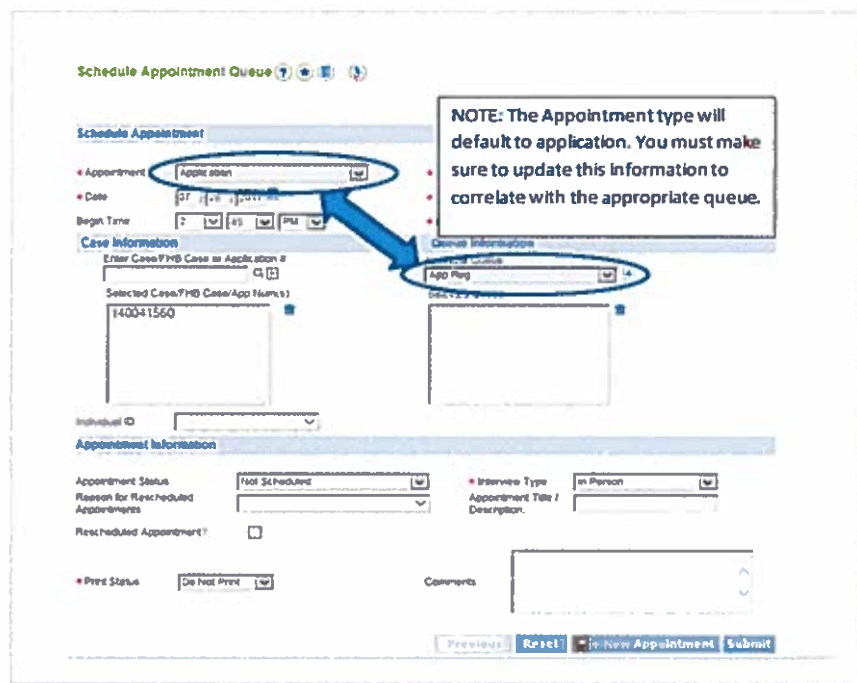
The purpose of this Job Aid is to assist you in understanding how to issue a Notice of Missed Interview (NOMI). You will also understand the purpose of the notice, the steps of how to schedule an appointment, how to generate a correct NOMI, and how to issue a manual notice to the recipient if one was not generated correctly.

Scheduling the Appointment

When an applicant/recipient cannot be reached during the cold call an interview must be scheduled within 10 working days from the date of application. ISD offices will utilize the queue calendars in ASPEN to schedule the appointment. When scheduling the appointment it is vital to ensure both the appointment type dropdown as well as the queue calendar dropdown boxes are selected correctly. When the interview is scheduled in the incorrect calendar the Notice of Missed Interview will remain in pending correspondence. Use the following chart to determine how to appropriately select each dropdown.

How to Schedule an Appointment		
Case Status	Appointment Type	Calendar Queue
Intake- Pending	Application	Application Reg
Expedite Approved- Ongoing months pending	Application	Application Reg
Recertification- Packet Received	Recertification	Recertification

For step by step instructions on how to schedule an appointment, please refer to Module 10 IR/Recertification in ASPEN training.



The ISD 127 Notice of Appointment will generate with the Appointment dropdown selected. This should be checked before letting the notice go out to ensure it has the correct type of appointment scheduled. This could help alleviate errors with the NOMI if the applicant misses their appointment.

NOTICE OF APPOINTMENT

You are scheduled for a In Person Appointment This appointment is regarding

Application
 Recertification
 NMW Assessment


NMW Individual Responsibility Plan
 NMW Work Participation Agreement
 NMW Other

Your appointment is scheduled for		
Date: DECEMBER 2, 2016	At: 4 15 PM	If you are not available at this time or need to re-schedule please call (505) 827-7252. If you would like to receive your benefits sooner, you may come to the office any time prior to your scheduled interview.
Place: ISD Central Office 2009 S PACHECO ST SANTA FE, NM 87505		

If you can't come to the interview, you can send someone in your place. This person should be an adult who knows about your household. If there is no one you can send, we may be able to schedule a Telephone Interview. Please contact your


Missed Interviews

If an applicant misses the scheduled interview, the office will notify them of the missed appointment via the Notice of Missed Interview. It is the applicant's responsibility for rescheduling the interview. If a second interview is requested and attended before the 30th day after the application was turned in, the office will issue benefits back to the original date of application if the household is determined eligible.

	<p>8.139.110.11 H NMAC Missed Interviews</p> <p>HSD shall notify a household that it missed its first interview appointment and that the household is responsible for rescheduling a missed interview. If the household contacts the caseworker within the 30-day application-processing period, the caseworker shall schedule a second interview. When the applicant contacts the local ISD office, either orally or in writing, the caseworker shall reschedule the interview as soon thereafter as possible within the 30-day processing period, without requiring the applicant to provide good cause for failing to appear. If the applicant does not contact the office or does not appear for the rescheduled interview, the application shall be denied on the 30th day (or the next work day) after the application was filed.</p>
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When an appointment is marked as **No Show**, ASPEN automatically generates an **ISD 130 Notice of Missed Interview (NOMI)** for the applicant. If the interview is not completed or rescheduled within the 30-day timeframe the application should be denied.

Note: An interview must be scheduled in ASPEN in order for a NOMI to be generated.

	<p>7 CFR 273.2 (e) (3) The State agency must notify each household that misses its interview appointment that it missed the scheduled interview and that the household is responsible for rescheduling a missed interview. If the household contacts the State agency within the 30 day application processing period, the State agency must schedule a second interview.</p>
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ASPEN Process for Marking an Appointment Missed


1. From **Left Navigation**, click **Scheduling** to expand.
2. Click **Search for Appointments**.

The **Search for Scheduled Appointments** page displays.

3. Click **Search**.
4. In the **Search Criteria** section, click the **Case#** or **App#** or **Vendor#** field and enter the **applicant's case number**.
5. In the **Search Results** section, click the **Edit** icon for the appointment.

The **View and Maintain Scheduled Appointment** page displays.

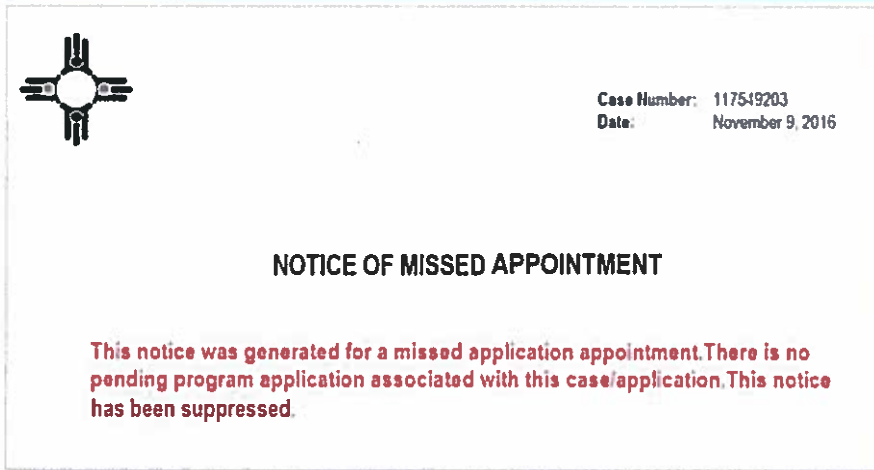
1. In the **Appointment Information** section, click the **Appointment Status** dropdown list, and select **No Show**.
2. Click **Submit**.

 Student Note	<p>It is procedure with the Customer Service Call Center to wait to mark an interview as Show/Waived or No Show until after the interview is complete. This practice is due to the unforeseen circumstance of the call being dropped prior to completing the interview.</p>
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Recognizing an Incorrect NOMI


When the interview is scheduled using the incorrect appointment type the Notice of Interview will remain in pending correspondence. When a notice remains in pending correspondence, and does not show up in the correspondence history, this is an indication that the recipient did not receive that notice and may be unaware of the miss appointment. To avoid this from happening we will discuss how to recognize an incorrect NOMI, and lastly how to generate the manual NOMI to make sure we are communicating with our recipients accurately.

The following image is what you will see when a NOMI is generated and has remained in pending correspondence instead of moving to historical correspondence.



This warning is the product of overlooked scheduling information in the **Schedule Appointment Queue** section in ASPEN in the following image.

NOMI Warning Reasons		
Application Type Application	Calendar Queue	Warning on NOMI
	Recertification	There is not a renewal due in the prior or future three months
Recertification	Application	There is no pending program application associated with this case
When a warning notice appears on the NOMI in pending correspondence, you will have to generate a manual NOMI.		



Always check the Pending and/or Historical Correspondence to ensure the ISD 130 Notice of Missed Interview is being generated to the applicant. Review the form for accuracy.

Generating a Manual NOMI

If at this point the corrected NOMI is not populating, you will need to send the recipient a manual NOMI to ensure the recipient is aware of the missed appointment. Below are the instructions on how to generate a Manual NOMI.

Generate Manual NOMI

1. On Left Navigation, click **Correspondence** to expand.
2. Click **Generate Manual**.

The Search Case Information page displays.

1. Verify the case number populates in the **Case #** text box.
2. Click **Search**.
3. Verify household members populate under **Search Results**.
4. Click the **check box** next to **HOH for SNAP**.
5. Click **Next**.

The **Search Document Information** page displays.

1. Under the **Document Search** section, click in the **Document Name** text box and type **ISD 130**.
2. Click **Search**.
3. Click the **ISD 130 – Notice of Missed Appointment** hyperlink.
4. You will fill out the correct date and time of the missed appointment

The **Additional Info** page displays.

4. Click **Preview**.
5. Close the **Document**.
6. Click on **Central Print** to mail the **Notice of Missed Appointment** to the recipients mailing address.