



**State of Florida
Department of Children and Families**

Rick Scott
Governor

Mike Carroll
Interim Secretary

DATE: July 31, 2014 **TRANSMITTAL NO.:** P-14-07-0016

TO: Economic Self-Sufficiency Operations Managers
Economic Self-Sufficiency Program Offices

FROM: Dianna Laffey, Chief, Program Policy (**Signature on File**)

SUBJECT: Standardized Scheduling of Application and Review Interviews

EFFECTIVE: Upon Receipt

This memorandum notifies staff of a change in the application and review standardized scheduling of interviews. This new scheduling procedure applies to all applications requiring an interview except expedited Medicaid applications requiring a disability determination.

Standardized Procedure

Effective upon receipt, allow applicants or recipients ten days from the date staff generate the appointment letter to complete their initial or review interview. The interview appointment notice must set and provide a specific date by when the applicant/recipient must complete the interview. Use the next business day if the tenth day falls on a holiday or weekend.

Note: If a customer completes an application at a local service center or storefront, staff must offer a same day interview while the applicant is in the service center or storefront.

This change does not affect the Department's responsibility to notify food assistance applicants of a missed interview by sending a Notice of Missed Interview (NOMI) when the applicant misses an appointment. It also does not remove the Department's obligation to wait until the 30th day after the date of application before denying an application for a missed interview.

If there are policy questions, Region offices may contact Connie Mathers at (850) 717-4121.

cc: Director (Nathan Lewis)
Customer Call Center (Pat Badland, Liesta Sykes, Irene Hill, Hyung Kim, Georgina Santana)
EBT and Technology (Debbie McLemore, Michael Pogue, Florence Hollinghead)
FLORIDA Help Desk (Anthony Gaston)

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Standardized Scheduling of Application and Review Interviews

Page 2

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