



**FAMILY
INVESTMENT
ADMINISTRATION**

INFORMATION MEMO

Issuance Date: April 1, 2003

Effective Date: UPON RECEIPT

Control Number: #03-41

**TO: DIRECTORS, LOCAL DEPARTMENT OF SOCIAL SERVICES
DEPUTY/ ASSISTANT DIRECTORS FOR FAMILY INVESTMENT
FAMILY INVESTMENT SUPERVISORS AND CASE MANAGERS**

FROM: CHARLES E. HENRY, EXECUTIVE DIRECTOR

RE: NOTICE OF MISSED INTERVIEW

PROGRAM AFFECTED: FOOD STAMPS

ORIGINATING OFFICE: OFFICE OF POLICY, RESEARCH AND SYSTEMS

SUMMARY:

Some typographical errors that could cause confusion were discovered in a recent CARES Bulletin. Replace Page 2 of CARES Bulletin 03-08, Notice of Missed Interview, with the revised Page 2 that is attached.

Please direct any questions regarding this memo to Gina Roberts at (410) 238-1297.

cc: FIA Management Staff
Edith Saunders
Constituent Services
DHR Help Desk
RESI

CARES PROCEDURES

There is no action required for the new Notice 49 Notice of Missed Interview. CARES will automatically generate this notice when an applicant household fails to appear for a scheduled interview (**Option “O”** has not been initiated).

Before scheduling an interview appointment the screener must first check the assigned case manager’s appointment schedule. On **SCDI** screen, **PF14** to display the appointment schedule for the case manager. Once an available appointment date and time is found, the screener would enter this information on the **SCDI** screen under **APPT Date and Time**. If the screener fails to check for an available appointment date/time and schedules an appointment that conflicts with an appointment previously scheduled the case returns to **AMEN** and the **AU Number** with the error message “**SCREENING COMPLETE BUT SCHEDULING CONFLICT EXISTS, RESCHEDULE VIA “MISC”** will appear.

To reschedule the appointment from the **AMEN** screen the screener must:

- Select **Option “R”** (Interim/Hist Change) using the **AU Number**
- Press **Enter**
- Fastpath to **MISC**
- Enter the new appointment date and/or time
- Press **Enter**. Final edits will return you to the **ERRO** screen.
- From the **ERRO** screen **PF3** to exit out of the case. The appointment date and/or time change will commit on **MISC**.

Please direct any questions regarding this bulletin to Gina Roberts at (410) 238-1297.

cc: FIA Management Staff
Constituent Services
DHR Help Desk
RESI

NOTICE OF MISSED INTERVIEW

GARRETT COUNTY
DEPARTMENT OF SOCIAL SERVICES
12578 GARRETT HIGHWAY
OAKLAND MD 21550

District: GARRETT LDSS
Customer ID: 001006613
Case Manager: B. COSNER
Telephone: (301) 533-3000
Date: 08/29/02

Insert in Return Envelope with
the Address Below Showing

Mr. ALLEN J. PARKER
6519 SPRING LICK DR
SWANTON MD 21561

GARRETT COUNTY
DEPARTMENT OF SOCIAL SERVICES
12578 GARRETT HIGHWAY
OAKLAND MD 21550

Dear Xx. Xxxxxx,

NOTICE OF MISSED INTERVIEW

You were scheduled to appear for a food stamp application interview
on _____ . You did not keep this appointment.

You must call to schedule another interview if you still want to
apply for benefits. To schedule another interview please call
the telephone number listed above.

Sincerely,

Case Manager