



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

**Case ID Number:** 12345A  
**Notice Date:** October 17, 2018  
**Program:** Supplemental Nutrition Assistance Program (SNAP)

**Comment [IPR1]: Considerations 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 State's SNAP program conventions.

## Notice of Denial

### You Are Not Eligible for Benefits

Dear [Name],

You applied for Supplemental Nutrition Assistance Program (SNAP) benefits on September 17, 2018. This letter is to let you know that we made a decision regarding your application.

#### What is our decision?

We have **denied** your request for SNAP benefits because **you did not complete your interview**. You need to complete an interview during your application process to help us decide if you can get SNAP benefits.

#### What can you do?

**Act now.** Please complete your interview by **November 16, 2018**. If you do, we can use the application you already submitted. If you do not, you will have to submit a new application. Please do not wait to respond.

#### 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 State Department of Human Services (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

#### What else do you need to know?

- Please tell us if you are approved to receive Supplemental Security Income (SSI), Temporary Assistance for Needy Families (TANF), or [State] General Assistance Program. If you are approved for one of these programs, you may be able to get SNAP.

**Comment [IPR2]: Considerations for This Notice**

This notice was developed to model Federal SNAP notice requirements for this notice type and communication best practices. In developing and revising SNAP notices, State agencies should carefully consider the range of Federal, State, and local requirements that may apply, including civil rights disclosures, limited English proficiency requirements, and others. State agencies are advised to consult their FNS Regional Offices for help determining the implications of Federal requirements, policy and administrative options, and waivers on the content of their notices.

**Comment [IPR3]: Communication Best Practices**

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

**Comment [IPR4]: Communication Best Practices**

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

**Comment [IPR5]: Policy Requirement**

Explanation for the basis for denial. See 7 CFR 273.10(g)(1)(ii) See also NRT, policy requirements tab

**Comment [IPR6]: Policy Requirement**

If a State agency has chosen to use a notice of denial when the household fails to take action to complete the application process, the notice shall advise the household of action it must take to reopen its application; that the case will be reopened without a new application if the action is taken within 60 days of the date of the application date; and that failure to do so means the household must file a new application to participate. See 7 CFR 273.10(g)(1)(ii) See also NRT, policy requirements tab

**Comment [IPR7]: 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.

**Comment [IPR8]: Policy Requirement**

For households potentially categorically eligible, request the household notify the SNAP office if it is approved for public assistance or SSI benefits.

- You may request a fair hearing. If you disagree with this decision, you have the right to ask us to do a more formal review of this decision. We call this a fair hearing. Read the section on “Your Right to a Fair Hearing” below.
- You may qualify for free legal help. Call [State Legal Aid Name] at 555-555-5555 for more information.

### What to do if you need help?

If you have trouble scheduling an interview or you have questions, 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](http://www.dhs.st.gov)) for general information.

Sincerely,

State Department of Human Services  
1-800-123-4567  
[www.dhs.st.gov](http://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.

### 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 can ask for a fair hearing if:

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

**Comment [IPR9]: Policy Requirement**  
Right to request a Fair Hearing  
See 7 CFR 273.10(g)(1)(ii)  
See also NRT, policy requirement tab

**Comment [IPR10]: 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

**Comment [IPR11]: Policy Requirement**  
Name and contact information for organization that provides free legal services if available  
See 7 CFR 273.10(g)(1)(ii)  
See also NRT, policy requirement tab

**Comment [IPR12]: Consideration for This Notice**  
Signature contact information, including website in footer of the notice, should be customized with appropriate State agency information.

**Comment [IPR13]: Additional Policy Considerations**  
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.

**Comment [IPR14]: Considerations for This Notice**  
State agencies should customize the information provided in this section with their own Fair Hearing Procedures.

### 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 benefits, you may request a fair hearing anytime before your case closes. Your case will close [enter certification period end date].
- If you request a hearing because your case was closed or your benefits went down, you may choose to keep getting your current benefits. You may only choose to continue receiving benefits if your certification period has not ended. If you choose to do this, you may have to pay those benefits back if you lose the fair hearing. To continue your benefits, you must request a fair hearing by [enter date upon which action becomes effective].

For TANF or Medicaid decisions, you must request a hearing by [enter date].

### How do you ask for a fair hearing?

To request a fair hearing:

1. [State can fill in specific procedures 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](http://www.statelegalaid.org) for more information.

**Comment [IPR15]: Considerations for This Notice**  
State agencies should customize the contact information for this section.