



Department of Human Resources
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FIA INFORMATION MEMO

Issuance Date: June 13, 2002

Effective Date: UPON RECEIPT

Control Number: 02-82

**TO: DIRECTORS, LOCAL DEPARTMENTS OF SOCIAL SERVICES
DEPUTY/ASSISTANT DIRECTORS FOR FAMILY INVESTMENT
FAMILY INVESTMENT SUPERVISORS AND ELIGIBILITY STAFF**

FROM: CHARLES E. HENRY, EXECUTIVE DIRECTOR

RE: QUESTIONS AND ANSWERS FROM MARCH QUARTERLY BRIEFING

PROGRAM AFFECTED: ALL PROGRAMS

ORIGINATING OFFICE: OFFICE OF POLICY, RESEARCH AND SYSTEMS

This Information Memo includes questions that were raised at the March Quarterly Briefing.

1. Action Transmittal 02-48 addresses parole violators and fleeing felons. Both parole violators and fleeing felons are ineligible for TCA and food stamps. Does the parole violation have to be for a felony?

Answer: No, it does not matter if the parole violator committed a felony or a misdemeanor to be ineligible for both TCA and food stamps.

2. Must the case manager contact the fleeing felon prior to removing him or her from the case to be sure that the individual is aware that he or she is a fleeing felon?

Answer: No, when the local department has knowledge that a customer is a fleeing felon, the case manager can send Notice of Adverse Action. At the end of the adverse action period, the case manager will remove the person from the case or close the case, whichever is appropriate.

If the customer contacts the case manager and states that he or she did not know about the fleeing felon status, the case manager should send a 1052 to request verification and give the customer 10 days to clarify the situation (in the event that the courts made an error). If the customer does not provide verification that the fleeing felon status is incorrect, the case manager will remove the person from the case after proper notice of adverse action

3. If the local department does an overpayment for a customer who was unaware of his or her status as a fleeing felon, should it remove the overpayment?

Answer: Yes, there is no overpayment if the customer was unaware that he or she was a fleeing felon.

4. Action Transmittal 02-51 states that we must schedule interviews for customers when the local department can not see them on the day they file an application. If a customer leaves, rather than waiting to be seen, does the local department have to schedule an interview for that customer?

Answer: Yes. The federal rule says the local department must schedule an interview for all applicant households who are not interviewed on the day they submit their applications. The policy does not differentiate between applications submitted by customers who choose not to wait and customers whom the local department cannot see.

Reminder: Local departments must screen all customers for expedited food stamps the day they file an application.

5. If the local department cannot interview customers on the day they file their applications, is it acceptable to give all customers the same appointment time of 8:30 the next morning?

Answer: No, local departments must give customers specific individual appointments.

6. Is it acceptable to deny a case on the 29th day on CARES for failure to provide verification or failure to show up for a scheduled interview?

Answer: No, case managers must not deny these cases before the 30th day or it is an error.

7. When should approvals be done on CARES?

Answer: Case managers must approve cases no later than the 29th day so that the customer has the opportunity to participate in the Food Stamp Program no later than the 30th day after the application filing date.

INQUIRIES

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