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

FROM: ROSEMARY MALONE, INTERIM EXECUTIVE DIRECTOR, FIA

RE: CASE INFORMATION FORM (CIF) EXPANSION

PROGRAMS AFFECTED: ALL

ORIGINATING OFFICE: OFFICE OF PROGRAMS

BACKGROUND:
As you are aware, the Case Information Form (CIF) is currently used for all programs of assistance in the mail-in redetermination cycle except E-track, G-track, H-track, L-track, X-track, and T-track project categories. Also excluded from this process are medical coverage groups P02, P03, P11, P12, S02, S99, and F99. The CIF prints only the information that is required for the program(s) being redetermined, and the customer level data only prints what is applicable for the redetermination. This eliminates the need for customers to supply information already known to CARES, or that is not relevant to the program(s) being redetermined. This form requires that customers either state that the information provided has not changed, or to supply the new and/or changed information. This streamlines the process for both customers and case managers.

CARES CHANGE:
Effective with redetermination appointments that will be scheduled during the month of January 2011 with February 2011 end dates, the Case Information Form (CIF) will be generated and mailed to customers that are scheduled for face-to-face and telephone interviews in addition to mail-in redeterminations. This change will further streamline the redetermination process, and will allow customers and case managers more options for conducting redeterminations.

INQUIRIES:
Questions concerning the contents of this bulletin can be directed to Fern Hill at fhill@dhr.state.md.us.

cc: DHR Executive Staff
    FIA Management Staff
    Constituent Services
    DHR Help Desk