

 <b>FAMILY INVESTMENT ADMINISTRATION</b>	<b>CARES BULLETIN</b>
	<b>Effective Date: IMMEDIATELY</b>
<b>Issuance Date: 1/07/11</b>	<b>Control Number: 11-02</b>

**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](mailto:fhill@dhr.state.md.us).

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