



Department of Human Resources  
311 West Saratoga Street  
Baltimore MD 21201

## FIA INFORMATION MEMO

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

**FROM: CHARLES E. HENRY, EXECUTIVE DIRECTOR, FIA  
LINDA HEISNER, EXECUTIVE DIRECTOR, CCA**

**RE: SEPTEMBER 2001 QUARTERLY BRIEFING QUESTIONS AND  
ANSWERS**

**PROGRAM AFFECTED: All PROGRAMS**

**ORIGINATING OFFICE: OFFICE OF POLICY, RESEARCH AND SYSTEMS**

### **Background**

FIA Policy and Training staff conducted Quarterly Briefings in September 2001 to provide local staff with information concerning newly released policy. The following are program questions with the answers and clarifications related to those questions.

#### **Food Stamps and Temporary Cash Assistance: Simplified Reporting:**

**Question:** If a customer who is receiving both TCA and Food Stamps finds employment, which change reporting policy is to be followed?

**Answer:** Effective January 1, 2002 food stamp customers follow TCA change reporting rules and report employment within 10 days of receiving the first pay.

Note: Workers must act upon all changes as soon as they are reported.

#### **Temporary Cash Assistance: Rent Subsidy**

**Question:** Will Quality Control charge the local department with an overpayment if the rent verification form (1130) does not indicate a housing type and the \$60 rent subsidy is not deducted from the grant?

**Answer:** Form (1130) asks for verification of housing type. Under new policy the case manager must try and verify the type of housing when the customer does not. According to Q.C., as long as adjustments are made timely there will be no error.

**Question:** If a customer is given the \$60 rent subsidy deduction and then verifies the housing type do we treat it as an underpayment?

**Answer:** No. New policy requires the customer, with the agency's assistance, to verify housing. If it cannot be verified the customer receives the rent subsidy deduction. If the customer submits the required verification at a later date, it becomes a reported change.

### **All Programs: Interpretation Services for Non-English Speaking Households**

**Question:** How can Quality Control arrange for an interpreter?

**Answer:** They will contact someone in MONA, the community, or church for an interpreter as soon as they receive a sample and identify the case manager and language needs.

**Question:** Can Quality Control use a child in the household as an interpreter?

**Answer:** No. We should not be using children interpreters.

**Question:** May we ask a child to tell the parent to bring an interpreter?

**Answer:** No. Federal law requires the agency to provide and interpreter.

**Question:** If Quality Control uses LDSS interpreters, who will pay the cost?

**Answer:** Quality Control has no budget for paying for this service. QC reviewers usually contact a community agency or MONA for this service.

**Question:** Is MONA the new service provider for interpretation services?

**Answer:** The Maryland Office of New Americans (MONA) is not a new service. It is a suggested resource and will provide a list of individuals who can act as interpreters or offer a referral to organizations providing these services.

### **All Programs: Overpayments**

**Question:** After receiving verification that an immigrant is illegal, do we go back and do an overpayment for the period we had them open?

**Answer:** Whenever a household receives more benefits than they are entitled to receive it is an overpayment.

## **Purchase of Care: Custodial Parents convicted of Drug Related Felony**

**Question:** If a TCA custodial parent is in a 30 day drug treatment program and the grandmother is caring for the children, is the grandmother entitled to the maximum 3 units of care from POC as an informal provider? Would they be eligible for 3 units traditional and 3 non-traditional units of care?

**Answer:** If a TCA recipient is in a 30 day **INPATIENT** drug treatment program, the household composition changes for POC. It becomes a grandmother as caretaker relative caring for the grandchildren. If grandmother is in an activity and her income is within POC scale, we will approve eligibility for her and assist her with the payments to her child care provider.

If a TCA recipient is in a 30 day **OUTPATIENT** drug treatment program, we will verify the days and hours of the treatment and approve eligibility for up to four months. We can pay the grandmother to be the informal provider.

A provider can be entitled to both a 3 unit traditional and non-traditional voucher simultaneously. However, you cannot exceed the 14 hour a day maximum care rule.

## **Refugee Cash Assistance: Immigrant victim of severe trafficking**

**Question:** If an RCA customer is a victim of severe trafficking and the 8 month certification ends, is that customer recertified for another 8 months of RCA?

**Answer:** A customer is only entitled to 8 months of RCA benefits and would need to be considered for other cash benefit programs at the end of the certification period.

## **INQUIRIES**

Please direct TCA questions to Jo-Ann Showalter at (410) 767-7956, Purchase of Care questions to Betsy Blair at (410) 767-7845, Overpayments questions to Juanita Brouwer at (410) 767-7683 and Refugee Cash Assistance questions to Rick McClendon at (410) 767-8513.

cc: FIA Management Staff  
CCA Management Staff  
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RESI