



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 AND CASE MANAGERS**

FROM: CHARLES E. HENRY, EXECUTIVE DIRECTOR

RE: COMPUTER BASED ENHANCEMENTS

PROGRAM AFFECTED: ALL PROGRAMS EXCEPT PURCHASE OF CARE (POC)

**ORIGINATING OFFICE: OFFICE OF ADMINISTRATIVE SERVICES AND
CONTINUOUS IMPROVEMENT**

I am writing to advise you that new computer based enhancements have been developed and will become effective June/July 2002. These enhancements include a Computer Based Training (CBT) system; a web based Food Stamp Kiosk system, and an automated Supervisory Review System (SRS). Two of these initiatives, the CBT and the Kiosk Project, were funded through Food Stamp Reinvestment Funds. The primary goal of all of these enhancements will be to improve payment accuracy. All of this information was discussed at the Food Stamp Payment Accuracy Summits that took place between October 2001 and January 2002.

The CBT system will provide the case manager the opportunity to voluntarily self-test his or her knowledge of the program anonymously. The individual's test results will be available only to the person taking the test. Non-identifying, aggregate results will be available on the district office, local department, and state level so that weaknesses and strengths are identifiable for program training purposes.

The Food Stamp Kiosk system will provide customers the opportunity to go to a centralized location, such as a mall, and report changes to the case managers via a secured e-mail line. A specified individual in the local department will receive the changes that come in via the e-mail and take the appropriate action. This will make it easier for the customer to

report changes and is especially helpful for employed customers. The kiosk will also provide general Food Stamp Program and nutritional information and also permit an individual to test his or her potential Food Stamp Program eligibility.

The SRS will enable supervisors to review the case managers' work on line and report the information and needed actions to the case manager. The case manager, in turn, can take the required action and report back to the supervisor on line. The new SRS is merely automating the manual CPRS process that currently takes place in every local department. The major difference is that the SRS process will provide automated assistance to the reviewer in completing the task. This assistance includes, but is not limited to, filling in all of the identifying information at the head of the household level and the assistance unit level, listing all of the household members and identifying information, and listing all of the AUs that must be reviewed.

The three "one pagers" attached to this memo provide more detailed information about each of these initiatives. If you have any questions, please contact Deborah McWilliams at (410) 767-7080 or Don Monahan at (410) 767-7951.

cc: FIA Management Staff
Constituent Services
DHR Help Desk
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