



FAMILY INVESTMENT
ADMINISTRATION

CARES BULLETIN

Effective Date: IMMEDIATELY

Issuance Date: August 5, 2004

Control Number: 05-02

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

**FROM: KEVIN M. MCGUIRE, EXECUTIVE DIRECTOR, FIA
JOSEPH E. DAVIS, EXECUTIVE DIRECTOR, OOEP, DHMH**

RE: CASE INFORMATION FORM (CIF)

**PROGRAMS AFFECTED: ALL PROGRAMS IN THE MAIL-IN REDETERMINATION
CYCLE**

ORIGINATING OFFICE: OFFICE OF POLICY RESEARCH AND SYSTEMS

Summary:

As part of workload reduction, local departments have begun to rely more on the mail-in redetermination process. In an effort to streamline and further automate the redetermination process and reduce costs, a new abbreviated application form (Case Information Form – CIF) will be generated by CARES. The new CIF will be generated for all programs of assistance that are currently in the mail-in redetermination cycle

except:

- the entire MA E-track, G-track, H-track, L-track, T-track, X-track, and
- MA Coverage groups P02, P03, P11, P12, S02, S99, and F99.

These programs will continue to receive the same applications currently in use at redetermination. Department of Juvenile Justice (DJJ) AU's (F05, F98, F99) will continue to receive the DHR/DHMH 1158B when properly identified on the CARES **ADDR** screen. All other F-track AU's will receive the CIF at redetermination.

Action to be taken:

Beginning in July 2004, the Case Information Form (CIF) will be mailed to all customers in the mail-in redetermination cycle that have a redetermination due date of 9/04. This form will be sent in lieu of current mail-in redetermination applications.

The New CIF will have the following features:

- It will be populated with the latest data that is stored on CARES. The initial productions of the CIF will only print information that is required for the programs of assistance that have mail-in redeterminations.
- Customers will need to review only the information provided on the CIF and indicate that the information supplied has not changed or supply new and/or changed information. This will eliminate the need for customers to supply information that is already known to CARES.
- The Redetermination Notice, CIF and Rights and Responsibilities will be printed in Spanish when the Primary Language indicator on the **ADDR** screen is populated with an **"S."** **Note:** Information that is printed on the CIF from the data stored on CARES will always appear on the CIF in English.
- The Mail-in Redetermination Notice has also been revised to give customers a better understanding of the types of verifications needed to establish continued eligibility.

These changes were designed to streamline the redetermination process for both customers and case managers. It will also generate less paper, reduce the cost of postage and eliminate the need for the Central Distribution Center (CDC) staff to manually stuff redetermination packets.

A workgroup of local department representatives will be convened in October 2004 to examine the effectiveness of the new CIF after customers and local department staff have utilized it for an entire redetermination cycle. At that time, we will examine ways to further improve this application.

Please direct any questions, or comments concerning the CIF to Fern Parson at 410-767-7064, or by email to fparson@dhr.state.md.us, or to Cathy Sturgill at 410-238-1247, or by email to csturgil@dhr.state.md.us.

cc: FIA Management Staff
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