



Department of Human Resources
311 West Saratoga Street
Baltimore MD 21201

FIA ACTION TRANSMITTAL

Control Number: #05-15
Obsoletes AT #02-53

Effective Date: UPON RECEIPT
Issuance Date: December 2, 2004

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

FROM: KEVIN M. MCGUIRE, EXECUTIVE DIRECTOR

**RE: OUT OF STATE CONTACTS FOR INFORMATION ON
CUSTOMERS WHO MOVED FROM ANOTHER STATE**

PROGRAM AFFECTED: TEMPORARY CASH ASSISTANCE (TCA)

ORIGINATING OFFICE: OFFICE OF PROGRAMS

SUMMARY

Action Transmittal #02-53 contained a TANF Information Contact List. **This AT provides an updated contact list and additional instruction for handling information received from other states.** All other procedures remain the same. Local departments must continue to count any months that TANF benefits were received in other states, as well as in Maryland, toward the sixty-month time limit on all TCA cases.

ACTION REQUIRED

Case managers must take the following steps to ensure proper application of this policy.

- Explain the 60-month time limit to each customer.
- Ask customers if they have been on assistance in other states.
- Contact the other states to verify the Temporary Assistance to Needy Families (TANF) case status and determine the number of months TANF benefits were received. **Paper documentation from other states is not required. Accept the information received from the state's liaison.**

Document in the narration who was spoken to and the number of months the customer received TANF in the other state

- The supervisor must adjust the time limit counter on CARES to reflect the number of months the customer received TANF benefits from the other states. The adjustment must be made **before the case is finalized**.
- For your convenience, we have attached a TANF Information Contact List that includes telephone numbers and other TANF information for each state.

CARES PROCEDURES

- Case managers must complete the interview and process the TCA application.
- In processing, enter the customer's previous out-of-state addresses on the CARES "Previous Household Address" **PREV** screen by entering a "Y" in the "Previous Address in Last 2 Years" field on the CARES **ADDR** screen. Also, enter dates of residence at the out-of-state address in the "from-to" fields on the **PREV** screen for each address listed.
- Once the case has been processed, the supervisor must adjust the time limit counter (TLE) by adding to any existing count the number of months the Temporary Assistance to Needy Families (TANF) benefits were received in the prior states in the "TCA Ctr" field on the **DEM2 01** screen. The supervisor should count all applicable months when adjusting the counter.
- Finalize the case.

INQUIRES

Please direct policy questions to Marilyn Lorenzo at 410-767-7333, Gretchen Simpson at 410-767-7937 or Juanita Brouwer at 410-767-7683. Direct systems questions to Sarah Haygood at 410-767-5054.

Attachment

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

TANF INFORMATION CONTACT LIST

STATE	TIME LIMITS	TANF START DATE	CONTACT PHONE NUMBER	MONTHLY FREQUENCY	CONTACT PERSON
Alabama	60 Months	12/1/96	334-242-1950	Once	Kathryn Hunt
Alaska	60 Months	7/1/97	907-465-4946	Once	Monica Mitchell
Arizona	No time limit	10/1/96	602-542-3451 Fax -602-269-6868	Varies	Customer Service Unit
Arkansas	24 Months	7/1/98	800-482-8988	Once	Customer Service
California	60 Months	1/1/98	916-657-2361	Varies by county	Laurie Christenson
Colorado	60 Months	7/1/97	303-866-5398 303-866-5169	Once	David Powell Joe Hernandez
Connecticut	21 Months: 6 Months extension	1/1/96	860-424-5010	Once	Call will be transferred to worker
Delaware	48 Months	3/10/97	302-255-9659	Once	Josephine Uniatowski
District Of Colombia	No time limit	3/1/97	202-698-3953	Once	Erica Hinton
Florida	48 Months	10/1/96	305-377-7552 www.myflorida.com under Dept of Children & Families	Once	Miami Dade County All other counties
Georgia	48 Months	1/1/97	404-657-3750 800-869-1150	Once	Call Center
Hawaii	60 Months	2/1/97	808-586-5733	Once	Linda Tsark
Idaho	24 Months	7/1/97	208-334-5606	Once	Patty Wentz
Illinois	60 Months	7/1/97	312-793-2342	Once	Tracey Scruggs
Indiana	24 Months	6/1/97	260-724-9169	Once	Rebecca Archer
Iowa	60 Months	1/1/97	515-281-3959	Once	Vicki McInroy
Kansas	60 Months	10/1/96	785-368-8129 785-296-3349	Once	Karen Dindios
Kentucky	60 Months	10/18/96	502-564-7050	Once	Call will be transferred to worker
Louisiana	24 Months	1/1/97	225-342-4057	Once	Lisa Trayham
Maine	60 Months	11/1/96	207-287-2826	Once	Marlyn Doak
Maryland	60 Months	1/1/97	410-767-7944	Once	Yvette Lawrence-Hood
Massachusetts	24 Months in a 5 year period.	12/1/96	617-348-5502	Once	Recipient Services Hot Line
Michigan	No time limit	10/1/96	517-373-3908	Twice	Inquiry office
Minnesota	60 Months	7/1/97	651-297-4727 651-215-1357	Once	Kathy Hamer
Mississippi	60 Months	10/1/96	601-359-4821	Once	David Noble
Missouri	60 Months	7/1/97	573-751-8957	Once	Linda Duncan - Correspondence & Information Unit

TANF INFORMATION LIST

STATE	TIME LIMITS	TANF START DATE	CONTACT PHONE NUMBER	MONTHLY FREQUENCY	CONTACT PERSON
Montana	60 Months	2/1/97	406-444-9291	Once	Carol Carpenter
Nebraska	24 Months without earned income	7/1/97	402-471-9517	Once	Roxy Lundgren
Nevada	60 Months	1/1/97	775-684-0615	Twice	Tia Cordele
New Hampshire	60 Months	10/1/96	603-271-4238	Twice	Cheri Poire
New Jersey	60 Months	4/1/97	609-588-2454	Once	Paul Spinelli
New Mexico	60 Months	7/1/97	505-827-7250	Once	Jorge Montes
New York	60 Months	12/2/96	FAX only 518-4747-8090	Twice	Anthony Morrison
North Carolina	24 Months	1/1/97	919-733-7831	Once	Help Desk
North Dakota	60 Months	7/1/97	701-328-4008	Once	Carol Cartlege
Ohio	60 Months	10/1/97	614-466-4815	Once	Anyone
Oklahoma	60 Months	10/1/96	405-521-4403	Once	Tammy Zumwalt
Oregon	24 Months	7/1/96	503-945-6116	Once	Anyone
Pennsylvania	60 Months	3/3/97	1-800-692-7462	Twice	Anyone
Rhode Island	60 Months	5/1/97	401-462-5300	Every two weeks	Anyone
South Carolina	60 Months	10/1/96	605-773-4678	Once	Anyone
South Dakota	60 Months	12/1/96	605-773-4678	Once	Anyone
Tennessee	18 Months; lifetime of 60 months	10/1/96	615-313-5652	Once	Anyone
Texas	60 Months	10/99	512-438-3280	Once	Information Hotline
Utah	36 Months	1/1/97	801-526-9760	Once	Cathie Pappas – Department of Workforce Services
Vermont	60 Months	9/20/96	802-863-7404	Twice	Anne McBee
Virginia	24 /24/12 Months	10/1/97	804-726-7386	Once	Stephanie Napper
Washington	60 Months	8/1/97	360-725-4763	Once	Anyone
West Virginia	60 Months	1/11/97	304-558-8290 304-558-2400	Once	Ron Gilmor
Wisconsin	60 + Months	10/1/96	608-261-6378	Once	Anyone
Wyoming	60 Months	1/1/97	307-777-6313 307-777-7290	Once	Coleen Collins Ellen Sevall