

DEPARTMENT OF HUMAN RESOURCES FAMILY INVESTMENT ADMINISTRATION 311 W. Saratoga Street Baltimore, Maryland 21201	FIA INFORMATION MEMO
	EFFECTIVE DATE: November 27, 1996
ISSUANCE DATE: November 19, 1996	CONTROL NUMBER: 97-08

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

FROM: *Stephen Mahon*
KEVIN MAHON, EXECUTIVE DIRECTOR, FIA

TED MARTIN, CHIEF FINANCIAL OFFICER, DIVISION OF BUDGET
AND FINANCE

RE: EMERGENCY ISSUANCES DURING CONVERSION AND TRANSFER OF
CASES TO BALTIMORE COUNTY

ORIGINATING OFFICE: OFFICE OF QUALITY ASSURANCE

Conversion for Baltimore County begins at the close of business on Wednesday, November 27, 1996. During conversion, the CARES system will not be available on Friday, November 29. In Baltimore County only, AIMS and AMF transactions will not be able to be completed on November 27 and 29, therefore, the emergency procedure is effective in Baltimore County on November 27. Do not transfer any cases to Baltimore County between November 25 and November 29.

In order to ensure that the emergency needs of our customers are met, certain steps need to be taken. First, local departments should make every effort for a delayed payment arrangement with vendors. More often than not, landlords and utility companies will agree to this if assured by the LDSS that payment is forthcoming.

Expedited food stamps and emergency assistance situations not amenable to an informal solution, will need to have benefits issued by a designated AIMS jurisdiction as follows:

<u>Designated AIMS County</u>		<u>Corresponding CARES Counties</u>
Baltimore City	-	Garrett Washington Frederick Allegany Baltimore County
Prince George's County	-	Calvert Charles St. Mary's Howard Montgomery Carroll Cecil Harford

Anne Arundel County	-	Caroline	Dorchester
		Kent	Wicomico
		Talbot	Somerset
		Queen Anne's	Worcester

The following procedures are to be followed. If any AIMS department experiences problems in handling the issuance of emergency benefits, please contact Erna Yaker at (410) 767-7960. A list of contact people in each local department is attached.

A. Expedited Food Stamps

The designated AIMS county will receive the written request via FAX to create an AIMS case for the CARES county customer. The customer will be trained and have an EBT card issued by the originating CARES department in the normal fashion. The AIMS county will create a case using their case numbering sequence just as they would for one of their own customers, and will do an AIFO or AIFI/Admin terminal authorization as they would normally do for their own customers.

B. EA Situations not amenable to Informal Solution

1. When an EA requires immediate action in the form of a check, the CARES county will:
 - a. Assemble the necessary information, including the check number they will use to cut the manual issuance,
 - b. Fax this information to the assisting AIMS county.
2. The AIMS county will do the following.
 - A. FIA Staff:
 1. Create the temporary case.
 2. Do the AIPI.
 - B. Fiscal Staff:
 1. Complete the AICP transaction and record the information on the attached log.
 2. Notify the CARES county that the transaction is completed.
3. The CARES county fiscal office will issue the manual check to the client and record the information on the attached log.

4. The CARES County FIA staff will, when CARES is available, note in the AU narrative that an emergency assistance grant and/or expedited food stamps were issued.
5. The AIMS county will forward the attached completed log by Friday, December 6, 1996 to:

AIMS Fiscal Unit
311 W. Saratoga Street
Attn.: Aaron Moore

KM/dm

Attachments

cc: DHR Executive Staff
FIA Management Staff
Arnold Dixon

Local Department Contacts

Counties	Contact Person	Telephone	FAX
AIMS			
Anne Arundel	Margie Konka	(410) 974-5483	974-5076
Prince George's			
Hyattsville	Janice Causey	(301) 422-5087	422-5097
Emergency only	Jackie Christian	(301) 422-5087	422-5097
Baltimore City	Grace Feinglass	(410) 361-2808	361-2040
CARES			
Allegany	Nancy Darr	(301) 777-5530	777-5527
Baltimore Co.	Nancy Wegman	(410) 887-2522	887-6067
Calvert	Eileen Weems	(410) 535-8721	535-8799
Caroline	Nadia Caldwell	(410) 479-5900	479-5910
Carroll	Phyllis Seipp	(410) 857-6214	857-6313
Cecil	Jeanette Armor	(410) 996-0826	996-0605
Charles	Emma Curry	(301) 934-6640	870-3956
Dorchester	Betty Smith	(410) 228-5100	228-8923
Frederick	Chris Bickle	(301) 694-2405	694-4550
Garrett	Tom Rosser	(301) 334-5432	334-5449
Harford	Rick Walker	(410) 836-4730	836-4945
Howard	Debbie Douglass	(410) 872-4285	872-4222
Kent	Shirley Williams	(410) 778-0820	778-1497
Montgomery	Art Marcott	(410) 468-4010	468-4118
Queen Anne's	Beatrice Embry	(410) 778-5100	758-5155
St. Mary's	Robbie Loker	(301) 475-4709	475-4799
Somerset	Terry Jackson	(410) 651-5380	651-9264
Talbot	Joyce Alderman	(410) 820-6650	820-7067
Washington	Betty Lidstone	(301) 791-4999	791-6289
Wicomico	Cindy White	(410) 543-6889	543-6682
Worcester	Martha Daugherty	(410) 632-2705	632-3542

