

DEPARTMENT OF HUMAN RESOURCES FAMILY INVESTMENT ADMINISTRATION 311 W. Saratoga Street Baltimore, MD 21201	FIA INFORMATION MEMO EFFECTIVE DATE: JANUARY 24, 1997
ISSUANCE DATE: January 22, 1997	CONTROL NUMBER: 97- 09

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

**FROM:** KEVIN MAHON, EXECUTIVE DIRECTOR, FIA  
TED MARTIN, CHIEF FINANCIAL OFFICER, DIVISION OF BUDGET  
AND FINANCE

**RE:** EMERGENCY ISSUANCES AND CASE TRANSFERS DURING PRINCE  
GEORGE'S COUNTY CONVERSION

**ORIGINATING OFFICE: OFFICE OF QUALITY ASSURANCE**

Conversion for Prince George's County will begin at the close of business on Thursday, January 30, 1997. During conversion, the CIS/CARES system will not be available on Friday, January 31 and Monday, February 3, 1997.

In Prince George's County ONLY, AIMS/AMF cut-off is close of business Wednesday, January 29, 1997. Therefore, the emergency procedure will be effective in Prince George's County January 30, 31, and February 3. Do not transfer any cases to Prince George's County from January 24 until February 4, 1997.

In order to ensure that the emergency needs of our customers are met, certain steps must be taken. First, local departments must make every effort to convince a vendor to accept delayed payment. Vendors will usually 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 require more work to resolve. In these situations, the CIS/CARES jurisdiction will need to have an assigned AIMS jurisdiction issue the necessary benefits as follows:

**AIMS JURISDICTION**

Baltimore City

**ASSIGNED CARES COUNTIES**

Garrett	Dorchester
Frederick	Howard
Baltimore Co.	Cecil
Washington	Carroll
Allegany	Harford

**AIMS JURISDICTION**

Anne Arundel County

**ASSIGNED CARES COUNTIES**

Caroline	Prince George's
St. Mary's	Wicomico
Talbot	Somerset
Queen Anne's	Worcester
Calvert	Montgomery
Kent	

The procedures outlined below 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 manner. The AIMS county will create a case using their case numbering sequence just as they would for one of their own cases. The AIMS county will do an AIFO or AIFI/Administrative terminal authorization as they would normally.

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 and
  - b. Fax this information to the assisting AIMS county.
2. The AIMS county will do the following:

FIA STAFF WILL:

  - a. Create the temporary case and
  - b. Do the AIPI.

FISCAL STAFF WILL:

- a. Complete the AICP transaction and record the information on the attached log and,
  - b. 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. When CARES is available, the CARES county FIA staff will 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 Monday, February 10, 1997 to:

AIMS Fiscal Unit  
311 W. Saratoga Street  
**ATTN: Aaron Moore**  
Baltimore, MD 21201

KM/kv

Attachments

c: 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

