

DEPARTMENT OF HUMAN RESOURCES FAMILY INVESTMENT ADMINISTRATION 311 W. Saratoga Street Baltimore, MD 21201	FIA INFORMATION MEMO EFFECTIVE DATE: MARCH 24, 1997
ISSUANCE DATE: March 24, 1997	CONTROL NUMBER: 97- 15

**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 ANNE  
ARUNDEL COUNTY'S CONVERSION TO CIS**

**ORIGINATING OFFICE: OFFICE OF QUALITY ASSURANCE**

Conversion for Anne Arundel County will begin at the close of business on Friday, March 28, 1997. During conversion, the CIS/CARES system will not be available on Monday, March 31, 1997.

In Anne Arundel County ONLY, AIMS/AMF cut-off is close of business Thursday, March 27, 1997. Therefore, this emergency procedure will be effective in Anne Arundel County from Thursday, March 27, through Monday, March 31, 1997. Do not transfer any cases to Anne Arundel County from March 24 until Tuesday, April 1, 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 will need to have benefits issued by an AIMS jurisdiction. With the effective date of this memo, the only remaining AIMS jurisdiction is Baltimore City (BCDSS). It will be necessary to follow the procedure outlined below:

AIMS JURISDICTION

Baltimore City

ASSIGNED CARES COUNTIES

Garrett	Dorchester
Frederick	Howard
Baltimore Co.	Cecil
Washington	Carroll
Allegany	Harford
Caroline	Prince George's
St. Mary's	Wicomico
Talbot	Somerset
Queen Anne's	Worcester
Calvert	Montgomery
Kent	Charles

If the Baltimore City DSS experiences problems in handling the issuance of emergency benefits, please telephone Kathryn Volpini at (410) 767-8494. A list of contact people in each local department is attached.

A. EXPEDITED FOOD STAMPS

1. The CARES jurisdiction which needs to issue expedited food stamps will telephone the contact person at BCDSS on the attached list and tell them to expect a fax regarding the issuance of expedited food stamps. Once the fax is received, the BCDSS worker will create an AIMS case for the CARES county customer using their own case numbering system.
2. Immediately upon identifying the AIMS case number, the BCDSS worker will inform the CARES jurisdiction, via fax or telephone, of the case number. Upon receipt of the case number, the CARES jurisdiction will issue an EBT card using this case number and train the customer.
3. Next, the BCDSS worker will complete an AIFO and issue the expedited food stamp benefit. Please remember- this is an OTO issuance with no continuing eligibility.
4. Both jurisdictions are responsible for completing the attached log, "Log of Emergency Issuances".
5. Once the CARES system is up, the CARES worker will have the case pended on CARES using the original and correct application date. The CARES worker will process the case normally, remembering to deny the first month with worker code 570 and to update the narrative screen. A new EBT card will need to be issued, under the CARES ID number.

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 BCDSS- after first telephoning the contact person so the fax will be expected and immediately acted upon.
2. BCDSS will do the following:

FI 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 FI staff will note in the AU narrative that an emergency assistance grant and/or expedited food stamps were issued.
5. Both the BCDSS and the CARES jurisdiction needing AIMS issuances will forward copies of their completed logs by Monday, April 7, 1997 to:

CARES 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 EMERGENCY ISSUANCE TELEPHONE LIST

COUNTY	CONTACT PERSON	TELEPHONE	FAX
<b>AIMS</b>			
Baltimore City	Grace Feinglass	(410) 361-2808	361-2040
<b>CARES</b>			
Allegany	Nancy Darr	(301) 777-5530	777-5527
Anne Arundel	Vesta Kimble	(410) 269-4613	974-5076
Baltimore Co.	Rodney Palmer	(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 Armour	(410) 996-0463	996-0605
Charles	Sue Hance	(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 Marcotte	(301) 468-4010	468-4118
Prince George's	Charlene Gallion	(301) 422-5086	422-5097
Queen Anne's	Beatrice Embry	(410) 758-5100	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	Chris Long	(301) 791-4999	791-6289
Wicomico	Cindy White	(410) 543-6889	543-6682
Worcester	Martha McGee	(410) 632-2705	632-3542

