



Department of Human Resources
311 W. Saratoga St.
Baltimore, MD. 21201-3521

FIA INFORMATIONAL MEMO

Issuance Date: September 5, 1997

Effective Date: Immediately

Control Number: 98-01 REVISED

TO: DIRECTORS, LOCAL DEPARTMENTS OF SOCIAL SERVICES
DEPUTY/ASSISTANT DIRECTORS FOR FAMILY INVESTMENT
FAMILY INVESTMENT SUPERVISORS
Charles E. Henry for

FROM: KEVIN MAHON, EXECUTIVE DIRECTOR, FIA

RE: VOLUNTARY REQUEST TO CLOSE CASE FORM (DHR/FIA 1810)

PROGRAM AFFECTED: TEMPORARY CASH ASSISTANCE (TCA) PROGRAM,
FOOD STAMPS, TRANSITIONAL EMERGENCY,
MEDICAL, AND HOUSING ASSISTANCE (TEMHA),
PUBLIC ASSISTANCE TO ADULTS (PAA)

ORIGINATING OFFICE: ADMINISTRATIVE SERVICES AND CONTINUOUS
IMPROVEMENT

BACKGROUND

This FIA Information memo has been revised to include the form number for the Voluntary Request to Close Case Form.

In our attempt to reduce errors and make it convenient for customers to close a specific benefit or their entire case, we are initiating a Voluntary Request To Close Case Form procedure. The usage of this form by local departments is completely voluntary. However, other states have used this form with a degree of success and this technique has been shared at several training conferences including conferences sponsored by USDA/FCS.

SUMMARY/RECOMMENDATION

The attached form entitled **VOLUNTARY REQUEST TO CLOSE CASE (DHR/FIA 1810)** is to be given to your customers at all applications and reconsiderations. Caseworkers must explain to the customer that they may close a specific benefit(s) or the entire case at anytime by completing and signing this form. The completed form may be mailed or delivered to the respective caseworker. It is designed to assist customers in voluntarily closing a specific benefit or the entire case. Once the completed form is received, please follow your regular procedures for benefit(s) or case closure.

These forms may be obtained by filling-out the **Request For Warehouse Supplies (DHR-553, Revised 9/95)**. Please mail your request to:

Jerome Robinson
DHR Forms Warehouse
311 West Saratoga Street
Baltimore, Maryland 21201

Please direct your inquires to John Murray at (410) 767-7940.

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



STATE OF MARYLAND • DEPARTMENT OF HUMAN RESOURCES

FAMILY INVESTMENT ADMINISTRATION

VOLUNTARY REQUEST TO CLOSE CASE

If you would like your case closed **immediately**, please place an "X" next to the benefit(s) you want stopped. Then PRINT your name, phone number, address, Social Security number, sign and date the form. You may return this form by mail or bring it into your caseworker. Please tell us why you want your case closed: _____

____ I REQUEST THAT ALL MY BENEFITS BE STOPPED.

____ I REQUEST THAT MY CASH ASSISTANCE BE STOPPED.

____ I REQUEST THAT MY FOOD STAMPS BE STOPPED.

____ I REQUEST THAT MY MEDICAL ASSISTANCE BE STOPPED.

Print Name: _____ Phone #: _____

Address (Number and Street): _____

City: _____ State: _____ Zip: _____

Signature: _____ Date: _____

THIS SECTION FOR OFFICE USE ONLY

Case#: _____ HOH Name: _____ Dist. Off: _____

Local Dept: _____ Date Closed: _____

Months Left in Certification Period: _____

Other: _____

DHR/FIA 1810