


<b>FAMILY INVESTMENT ADMINISTRATION</b> 	<b>FIA INFORMATION MEMO</b>
	<b>Effective Date: Immediately</b>
<b>Issuance Date: Aug. 22, 1997</b>	<b>Control Number: 98-02</b>

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

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

**RE: FIA EXPECTATIONS IN MANAGING THE WORKLOAD**

**PROGRAMS AFFECTED: ALL**

**ORIGINATING OFFICE: OFFICE OF CONTINUOUS IMPROVEMENT**

**Background:**

Action Transmittal OPSDS 92-45 dated May 26, 1992 identified priorities in managing the workload for Family Investment Programs. Federal and State mandates require that each workload task associated with Family Investment Programs be completed in a timely manner. In light of these mandates, Action Transmittal OPSDS 92-45 dated May 26, 1992 is **NO LONGER IN EFFECT.**

**Information:**

Local departments are responsible for the timely completion of each mandated task associated with Family Investment programs. These tasks include but are not limited to overpayment, application, redetermination and case maintenance processing. Since the timely completion of each task is mandated by Federal and State regulation, task prioritization is not appropriate.

The timely completion of each Family Investment task is vital to the successful operation of the local department's Family Investment programs. Consequently, each Family Investment task shares equal importance. Questions or comments should be directed to Jeannette Wallace, Administrator for Continuous Improvement at 410-767-8103.

**cc: DHR Executive Staff  
FIA Management Staff**