



Department of Human Resources  
311 West Saratoga Street  
Baltimore MD 21201

Family Investment Administration  
**ACTION TRANSMITTAL**

Control Number: **12-28**

Effective Date: July 1, 2012

Issuance Date: June 6, 2012

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

**FROM: *Rosemary Malone*  
ROSEMARY MALONE, EXECUTIVE DIRECTOR, FIA**

**RE: NEW MAIL IN SIX MONTH BENEFIT REVIEW FORM**

**PROGRAM AFFECTED: FOOD SUPPLEMENT PROGRAM**

**ORIGINATING OFFICE: OFFICE OF PROGRAMS**

**SUMMARY:**

The Food Supplement Program (FSP) simplified reporting cases must have a 6 month review. They are only required to have an interview and full redetermination once in 12 months. We developed a new process for reviewing cases at the Food Supplement 6<sup>th</sup> month review. We have a twofold goal: less work for staff and a reduction in the FSP error rate. This process is a new way of thinking and processing work.

**We're Making it Simple and Doing it Right!**

The new Mail-In Benefits Review Form with just 6 questions follows federal requirements for the 6 month review. It was developed by a work group of many people including staff from the local departments, FIA, OTHS and the CARES contractor, DHR Communications, Central Distribution Center (CDC) and DHR Planning.

**ACTION REQUIRED**

The first cases to receive the new form and the notice are those FSP cases **with a mail-in redetermination scheduled to be mailed out at the end of July** (6-month certification period ending September 30). Attached to this AT is a copy of the notice and the form being sent to customers at the end of July advising that they only have to answer the 6 questions on the form and return proof for the questions indicated. The form and the notice are available in English and in Spanish. Each month after July, FSP cases coming due for their 6-month mail-in review (coded M on the MISC screen in the REDT Method field) will receive the notice and short form. At the 12-month recertification (coded F on the MISC screen) each FSP case will receive a Customer Information Form (CIF).

When the household's Temporary Cash Assistance (TCA) or Medical Assistance (MA) are due for review in the **same month as the FSP 6-month review**, the household will receive the new simplified form for all AUs. The case manager should review and make any changes necessary on all programs. Align the certification periods on all AUs so that at the next review, in 6 months, the 12-month recertification (when the customer receives a CIF form) happens at the same time for all programs. The coding on the CARES **MISC** screen determines which form the customer receives.

An "**M**" (mail-in) in the **REDET METHOD** field for the Food Supplement Program (FSP) means the customer will receive the new form for a 6 month review. If the code is "**F**" (face to face) the customer will receive the Customer Information Form (CIF) for a 12-month recertification. Non-FSP AUs that are due for redetermination at times other than at the time of the customer's FSP review will receive the CIF. The case manager needs to align the certification for the FS and the Temporary Cash Assistance (TCA) or Medical Assistance (MA) the customer may receive so the other programs' 12 month redetermination does not fall in the customer's FSP 6-month review cycle.

The only questions required by federal law to be asked for the FSP 6 month review:

1. Have you moved in the last 6 months?
2. Has anyone moved into or out of your home in the last 6 months?
3. Has anyone had a change in their hourly rate of pay, salary, or hours worked in the last 6 months?
4. Has anyone's earned income and/or employer changed in the last 6 months?
5. Has any other income changed by more than \$50 per month in the last 6 months?
6. Do you pay child support?

If the customer answers yes to any question, the case manager must act on the reported change. Screens such as MABS, SDX and the WORK Number do not have to be reviewed at the 6 month mail-in review **unless** the customer reports a change and does not provide required verification. If a change is reported, the case manager should use the appropriate systems to attempt to verify any information needed prior to contacting the customer.

Do not over-verify. Don't ask for more information than is required. In your narration, remember to include support for any decision you make to request additional verification.

### **We're Making it Simple and Doing it Right!**

The Bureau of Policy, Research and Training will provide training on the new form and notice and the 6 month review process. There will also be a self-directed training module on the DHR Training website.

## CARES Procedures

The CARES procedures have not changed.

### **Initiate the Redet-On the CARES AMEN SCREEN**

1. Enter the Client ID for the head of household
2. Select Option N-Press Enter
3. On the REDE screen type a "Y" next to each AU that should be initiated.  
Press Enter
4. Select Option "R" on the AMEN screen and press enter.
5. Start with the ADDR screen.
6. Did the address change? That's the 1<sup>st</sup> question.
  - Go through the CARES screens and update them as necessary.
  - Do not just = the yellow fields.
  - What does the mail-in benefits form say?

Remember the **Voter Reg fields** on the DEM2. If the customer is not registered to vote, send a voter registration form by mail to the household members age 16 and older. Code CARES "M" that the forms were mailed. Narrate your voter registration actions in CARES.

7. On the **MISC screen** "Y" will be in the CALC ELIG field
8. Enter a "Y" in the Redet Complete field.  
*If you don't put the "Y" in the Redet Complete field, the system does not update the AU. (You need to do this step for each AU you are updating.)*
9. While on the MISC screen, check the Redet Method code. The next FSP review should be coded "**F**" or "**T**".

**Remember** FSP requires an interview every 12 months. The "F" or "T" in the **Redet Method** field indicates the next review is a full redetermination with the customer receiving the CIF form.

10. Make sure you review the CARES **FSFI, CAFI and MAFI** screens to ensure the certification periods are aligned for the next 6 months so that programs with twelve month certification periods will no longer have their redeterminations fall on the 6 month FSP review month.

**ACTION DUE:** Upon receipt of the Mail-In Benefits Review Form in August.

**INQUIRIES:**

Food Supplement inquiries should be directed to Rick McClendon at 410-767-7307 or [rmcclend@dhr.state.md.us](mailto:rmcclend@dhr.state.md.us). Please direct TCA policy questions Mary Ellen Scalley at 410-767-7953 or [mscalley@dhr.state.md.us](mailto:mscalley@dhr.state.md.us). Please direct MA policy questions to the DHMH Division of Eligibility Policy at 410-767-1463 or 1-800-492-5231 (Select option 2 and request extension 1463).

**ATTACHMENTS:** [DHR/FIA 9712 Mail-In Benefits Review Form](#)  
[DHR/FIA 9712-A Mail-In Benefits Review Form Important Notice](#)

[DHR/FIA 9712SP Mail-In Benefits Review Form - Spanish](#)

[DHR/FIA 9712SP-A Mail-In Benefits Review Form Important Notice - Spanish](#)

cc: DHR Executive Staff,  
FIA Management Staff  
Constituent Services,  
Help Desk  
Policy Research and Training Staff