



Department of Human Resources
311 West Saratoga Street
Baltimore MD 21201

FIA
ACTION TRANSMITTAL

Control Number: 14-15

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

FROM: ROSEMARY MALONE, EXECUTIVE DIRECTOR

RE: REQUEST FOR ASSISTANCE (9711-A)

**PROGRAM AFFECTED: FOOD SUPPLEMENT PROGRAM (FSP), TEMPORARY
CASH ASSISTANCE (TCA), TEMPORARY DISABILITY
ASSISTANCE PROGRAM (TDAP), REFUGEE CASH
ASSISTANCE (RCA)**

ORIGINATING OFFICE: OFFICE OF PROGRAMS

SUMMARY:

The Family Investment Administration (FIA) is introducing a new short application form, The Assistance Request form (DHR-FIA 9711A). This shorter application form will address barriers to program access for customers who find the Application for Assistance Form (DHR FIA 9701) to be complicated or difficult to complete. The 9711A is available in 14 different languages and is available on both DHR's Knowledge Base intranet site and on the agency's public website; www.dhr.state.md.us.

ACTION REQUIRED:

Customers may complete either the 9701 application or the 9711A short form to initiate an application for assistance. The customer has the option to complete the form at the office or they may take the form to complete and submit at a later time.

Staff may download the form from the DHR Knowledge Base and print copies as needed. Supplies will be available upon request.

When working with a Limited English Proficient (LEP) customer, the Local Department of Social Services (LDSS) staff must show the customer the language access card.

Allow the customer to identify his or her individual language and provide the applicant with a copy of the short application form in the customer's language.

The form has been translated into 14 different languages:

Spanish
Mandarin
French
Amharic
Korean
Vietnamese
Russian
Arabic
Farsi
Cantonese
Nepali
Burmese
Haitian Creole
Tingrinya

In the event a customer completes the 9711A form in their native language, the case manager must scan the application using On-Base and send an electronic copy to Schreiber Document Translation Services for translation. Case managers should refer to their LDSS Standard Operating Procedures (SOP) for instructions on how to submit documents for translation.

INQUIRIES:

All FSP inquiries may be directed to Rick McClendon (rick.mcclendon@maryland.gov), 410-767-7907 or Fatmata Khella-Mahoney (Fatmata.khella@maryland.gov) 410-767-7953.

cc: FIA Management Staff
Constituent Services
DHR Help Desk