



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

FIA ACTION TRANSMITTAL

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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: UPDATED PROCEDURE FOR CASE TRANSFERS

PROGRAM AFFECTED: ALL PROGRAMS

ORIGINATING OFFICE: OFFICE OF PROGRAMS

SUMMARY:

We have updated the procedures for transferring cases when a household moves from one jurisdiction to another, which we previously described in AT 00-34 "Case Transfer Process." This Transmittal issues guidance to local FIA offices to ensure that all documents are scanned into On-Base prior to a case transfer. In addition, please be sure to follow the "No Wrong Door" policy for customer service. This policy helps us provide an efficient, high quality service to our customers.

ACTION REQUIRED:

All outstanding work on the case must be complete and **all** case record information **must** be scanned into On-Base **before** the case is transferred to the requesting jurisdiction. Supervisors, leads, clearinghouse workers or case reviewers **MUST** complete an assessment of case record readiness for transfer, before the clearinghouse worker completes the transfer. Documentation and narration in the record must support the eligibility decision.

An exception to our policy of transferring complete records occurs when a client with an active case applies for benefits in a new jurisdiction after an unreported address change. The new jurisdiction will apply the No Wrong Door policy and will process the customer's application. The new jurisdiction will also request the case transfer in an "as is" condition. **Do not** send the client back to the previous local department for assistance.

For additional information please see the ECMS Retrieval User Guide & ECMS Input User Guide found on FIPNet at this link: <http://fipnet1.dhr/Manuals/>.

INQUIRIES:

Please direct FSP questions to Vera Lynch vera.lynch@maryland.gov or 410-767-7953.
Direct TCA and TDAP questions to Fatmata Khella at fatmata.khella@maryland.gov or 410-767-7956.

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