



FIA ACTION TRANSMITTAL

Control Number: 19-07

Effective Date: Immediately

Issuance Date: December 26, 2018

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

FROM: NETSANET KIBRET, EXECUTIVE DIRECTOR, FIA 

**RE: myDHR APPLICATION SUBMISSION DATE DURING A STATE
CLOSURE**

PROGRAM AFFECTED: ALL PROGRAMS

ORIGINATING OFFICE: OFFICE OF PROGRAMS

Summary

In general, if an application is submitted by 5:00 p.m. on a regular business day (Monday through Friday) that date is used as the application date for the purpose of determining program eligibility. If an application is submitted on a weekend, state observed holiday, during a special closure (e.g. weather-related or Governor-declared) or after 5:00 p.m., the Department of Human Services (DHS) applies the next business day as the application date.

The Governor declared Monday, December 24, 2018 a state holiday. Consistent with the above policy and practice, we will observe December 26, 2018 as the application date for all benefit applications submitted via myDHR, on December 24, 2018. There is one exception to this policy, which is stated below under the Action Required section.

Action Required

Application dates on myDHR cannot be changed. As a result, applications submitted via myDHR on Monday, December 24, 2018, cannot be changed to Wednesday, December 26, 2018. Case managers (and designees) must change the application filing date in CARES to December 26, 2018 and narrate in CARES the reason for the discrepancy between the myDHR and CARES application dates. The narration should include a statement that Monday,

December 24, 2018 and Tuesday, December 25, 2018 were state holidays and offices were closed.

Case managers must manually screen these applications to ensure that the application date reflects the first business day after the state closure. Case managers must screen the application in CARES from the AMEN screen using Option “J” as opposed to the VMEN. When registering the application via the J-Screening, the Case Manager can indicate the correct date of application when it is different from the submission date. The application should be processed following all mandatory processing requirements.

NOTE: If a case manager screens the application through VMEN, the application date will be the same as the submission date (in this case, Monday, December 24, 2018).

Exception: If a local office remains open during a state-declared holiday or closure and myDHR is operating and accepting applications, the application’s submission date is that date. For example:

Montgomery County’s Department of Health and Human Services offices were open Monday, December 24, 2018. Therefore, myDHR applications submitted by 5:00 p.m. will have a submission date of Monday, December 24, 2018.

Inquiries

For policy-related questions, please complete the [FIA Policy Information Request Form](#) found on Knowledge Base as shown in the screenshot below.

The screenshot displays the DHS Knowledge Base website. The header includes the DHS logo, navigation menus for Administrations, Tools, Resources, Links, and Local Offices, and a search bar. A sidebar on the left lists various categories, with 'Family Investment Administration' and 'Contact us with your FIA Program Eligibility Policy Question' circled in red. The main content area features a 'Contact us with your FIA Program Eligibility Policy Question' section, which includes a 'FIA Policy Information Request' form. The form contains instructions on how to submit a request, a deadline of 48 business hours, and contact information for the Bureau of Policy. On the right side, there are two contact cards: one for Labelle Hillgrove, FIA Ombudsman, and another for Yolanda M. Dockery, FIA Chief of Staff. Both cards provide their addresses, phone numbers, and email addresses.

For systems questions, please contact fia.bsdm@maryland.gov.

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