

DEPARTMENT OF HUMAN RESOURCES FAMILY INVESTMENT ADMINISTRATION	TEMPORARY CASH ASSISTANCE MANUAL	
NARRATION 210	COMAR 07.03.03.04	Application 200

210.1 REQUIREMENTS

- A. Complete a narrative each time a case is touched
 - 1. The screener begins the narrative during the screening process
 - 2. The case manager continues it at:
 - a. Application interview
 - b. Case decision determination
 - c. Recertification
 - d. Interim change
 - e. Telephone calls or other contacts
- B. Use the “ADDR” (address) screen for all narrative entered on CARES

Note: Narrative entered behind other CARES screens is not permanent. Always narrate from the ‘ADDR’ screen

- C. At the top of each page of narration enter the head of household’s name and client ID number
- D. At each narration enter:
 - 1. Date of the narrative
 - 2. Full last name and first name initial of the individual entering the narrative
 - 3. Enter narration in paragraph format
- E. The narrative should state facts and not personal opinion:
 - 1. Document a detailed and concise explanation of the eligibility decision
 - 2. Explain specific decisions/actions taken on each program
 - a. State which individuals are requesting assistance
 - b. Who is in the assistant unit and associated programs
 - c. Explain the relationship between individuals living in the house with the applicant
 - d. Source and types of earned or unearned income

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- e. Types of resources/assets
 - f. How resources/assets are verified
 - g. When adding or removing an individual, be clear as to who is in and who is out of the unit and the reasons for the change
 - h. When the Food Stamp or MA unit is not the same as the TCA unit, clearly state the differences and who is in each unit
- F. When correcting an error, the narration should include the:
- 1. Reason for the error
 - 2. Verification used
 - 3. Action taken
- G. Use abbreviations that are acceptable across the board. For examples:
- 1. See the list of acceptable abbreviations in the Appendix
 - 2. Do not use abbreviations that do not make sense to anyone else. Remember, customers move around and their cases are assigned to different workers in different parts of the State.

210.2 EXAMPLES

BERTHA BALTIMORE CLIENT ID# 515000009

4-1-07 S. Johnson 034 Ms. Baltimore is applying for assistance for herself and 2 children (Mary, age 3 and John, age 8). Ms. Baltimore and her husband separated because he was physically abusive to her and the children. Ms. Baltimore has a black eye and a bruise on her arm that she said Mr. Baltimore caused. Mr. Baltimore has been paying her \$75 per week for the children since they separated last month. She reports no other income. Ms. Baltimore stated that she previously worked at a grocery store but she missed so much time because of the abuse she was fired. She stated that Mr. Baltimore would go to her job and cause problems and he also threatened the babysitter. She has a restraining order to keep him away from her and the children until they go to court in 3 months. (MS. Baltimore to return copy of restraining order.)

Ms. Baltimore stated she has no resources- no checking, savings etc and the children do not have any bank accounts etc.

Ms. Baltimore is being referred to the Family Violence Expert (FVE) in the office today for assistance. She is mandatory for work participation (20 hours per week, since she

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has a child under 6) but the referral to work programs is not being made until after she meets with the FVE. Ms. Baltimore will also meet with the Child Support worker today. She does not want to claim good cause for non-cooperation with at this time.

Ms. Baltimore stated she is behind in the rent and electric. She has not received an eviction notice or turn off notice, but she has not paid the bills since her husband left. The rent is \$450 per month and the electric is \$60, the heat is gas and is around \$100 per month in the winter. Her water bill is \$90 quarterly. She also pays a phone bill of \$35 per month. Ms. Baltimore's expenses exceed her income. Her mother stated that she will help Ms. Baltimore pay the balance of her bills every month. Ms. Baltimore has a note written by her mother. Her mother said she will pay the bills directly to the utility companies. Ms. Baltimore said that one of her neighbors told her she would need to have that statement. That's why her mother wrote it for her.

All rights and responsibilities discussed and agreed to. Ms. Baltimore provided birth certificates for Bertha, Mary and John, Social Security numbers for all three, and her marriage license. She had her current lease and utility bills with her. She needs to provide a copy of the restraining order which is due by 4/11/07. No other information needed. Exp. Food Stamps authorized. Explained that her EBT card will be issued through the mail and she should have it no later than 4/3. Ms. Baltimore is to call me if she does not have her card in order to access her food stamp benefits.

4/5/07 S. Johnson 034 The FVE advised me Ms. Baltimore is being referred to a family violence counseling service. At this time, she does not need additional FV services from the LDSS.

4/20/08 S. Johnson 034 Ms. Baltimore returned a copy of the restraining order against her husband. All factors of eligibility met and all verification provided. Ms. Baltimore is now in subsidized housing. The \$60 housing allowance deducted. TCA, FS and MA approved 4/1/07 through 3/31/08. TCA benefits for 4/08 prorated.

3-12-08 R Smith – 034- (TCA redet) Ms. Baltimore continues to request TCA and FS and MA, for herself and 2 children (Mary age 4 and John and 9). She provided a school form for John to verify school attendance and health forms for all 3. She is eligible for \$25 health OTO for herself and for John. John is meeting 80% school attendance as required by PPI policy. The family lives in subsidized housing paying \$45 per month rent plus all utilities. They pay for heat, air conditioning, water and phone.

Ms. Baltimore indicated Mr. Baltimore was abusing her and she had to get a restraining order against him. She stated, "He slaps me when he visits the kids every other weekend." Ms. Baltimore and the children attend family violence counseling twice a week. She does not need to see the in-house family violence expert. (Statement from counselor who is a licensed social worker received.) Although Ms. Baltimore is exempt

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from work participation, Ms. Baltimore requested to be in a work program and attends 20 hours per week.

Citizenship and Identity verified (Birth certificates and family military ID). Mr. Baltimore was in the army while they were married.

Ms. Baltimore and children are recertified from 6/1/08 through 5/31/09.

5/8/08 G. George –034

Ms. Baltimore called to report she and children moved to a new address. Mailed her a change report form (491) immediately with a return date of 5/18/08.

5/10/08 R. Smith –034- rent form rec'd with new address. Utilities now included in the rent. No change in household members. Changed address in the system. Removed utility costs. FS will decrease effective June. System generated notice of adverse action sent. 1130 filed in section 4. Case is being transferred to district 033. Given to supervisor to review this day.