Department of Human Services 311 West Saratoga Street Baltimore MD 21201	FIA INFORMATION MEMO
	Effective Date: UPON RECEIPT
Control Number: # 24-18	Issuance Date: October 4, 2023

TO:DIRECTORS, LOCAL DEPARTMENTS OF SOCIAL SERVICESDEPUTY/ASSISTANT DIRECTORS FOR FAMILY INVESTMENT, FAMILYINVESTMENT SUPERVISORS AND ELIGIBILITY STAFF

FROM: AUGUSTIN NTABAGANYIMANA, ACTING EXECUTIVE DIRECTOR August

RE: RETRIEVAL OF FIA FORMS ON THE DEPARTMENT OF HUMAN SERVICES (DHS) WEBSITE AND KNOWLEDGE BASE (KB)

PROGRAM IMPACTED: SUPPLEMENTAL NUTRITION ASSISTANCE PROGRAM (SNAP), TEMPORARY CASH ASSISTANCE (TCA), TEMPORARY DISABILITY ASSISTANCE PROGRAM (TDAP)

ORIGINATING OFFICE: OFFICE OF PROGRAMS

SUMMARY

The purpose of the Information Memo is to provide guidance on retrieving Family Investment Administration (FIA) Forms, Manuals, Action Transmittals (AT) and Information Memos (IM) from the Department of Human Services (DHS) <u>website</u> and Knowledge Base (KB). It is important to note that the DHS website is accessible to the public and Local Department of Social Services (LDSS) staff while KB access is available for DHS Employees only.

All forms are in English and Spanish, in addition the Application form 9711A request for assistance are translated in following languages, Amharic Arabic, Burmese, Farsi, French, Haitian, Korea, Nepalese, Russian, Spanish, Swahili, Tigre, Traditional Chinese, and Vietnamese. These updated forms can be located online at the KB and the <u>DHS website</u>.

<u>Retrieving FIA Forms, Manuals, Action Transmittals and Information Memos from Knowledge</u> <u>Base (For DHS Employees Only)</u>

To access forms on the KB, use the following steps:

 Type <u>https://kb.dhs.maryland.gov</u> in your search engine bar, and it will take you to the Knowledge Base homepage. Once you are on the homepage select Administration from the top center of the page.

Note: When teleworking you must be signed into your Virtual Private Network (VPN) to access Knowledge Base.



2. From the Administration dropdown list select Family Investment Administration.



Retrieving FIA Forms on KB

Follow Retrieving FIA Forms, Manuals and AT-IM Steps 1 and 2. From the Family Investment Administration (FIA) web page left navigation bar select Forms.



2

On the FIA forms web page all the available forms will be listed. Select the appropriate FIA form needed.



Retrieving FIA Manuals on KB

➤ Follow *Retrieving FIA Forms, Manuals and AT-IM* Steps 1 and 2. From the FIA web page left navigation bar select Manuals.



On the FIA Manual web page select the appropriate FIA program manual needed. For example, Supplemental Nutrition Assistance Program (SNAP) can be selected and reviewed.



On the FIA SNAP manual web page select the appropriate FIA SNAP manual section needed. For example, Section 100 Household Composition can be selected and reviewed.

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Program Eligibility Policy Question	SUPPLEMENTAL NUTRITION ASSISTANCE PROGRAM (SNAP) 000-Table-of-Contents-7-19-17.ry-edits-doc.doc	DHS
Eligibility & Enrollment (E&E) Resources	100 Household Composition.docx	Renita Young Office Novagae, Office of Statewise Pulicy Compliance and Container Stretce Performance
RA Appreciation Month	Root August 10 2020	311 M Sanataga Street Proce 413 367 7708 Baltimore MD 21201-3500
FIA Data at a Glance	102-Students-rev-JULY-2020.docx	Email: renita.young@maryland.gov
A Training on The Hub	103-Resident-of-Shelter-rev-8-2020-2-final.docx	
	104 Self-employed rev JULY 2020.doc	
Forms	105-Households-with-Boarders-rev-JULY-2020.doc	Tools
Manuals 🔸	106-ABAWDS-JULY-2020.docx	
Medical Assistance Information	107-ESAP-and-MSNAP_7.15.2020.docx	DHS Branding Document Center
National Directory of State	108-HH-with-Nonmembers-rev-JULY-2020.doc	
Contacts	109-Other-Special-Households-rev-JULY-2020.doc	E 💭
Office of Home Energy	110-Residency-rev-JULY-2020.doc	Request Submit a Communications Technical Services Subsection
Programs	111-Minimum-State-Supplement-JULY-2020.docx	
Plans	115 CATEGORICAL ELIGIBILITY.docx	Q 🖨

<u>Retrieving FIA Action Transmittals/Information Memos (AT-IM) from KB</u> To access Action Transmittals on KB website use the following steps:

Follow Retrieving FIA Forms, Manuals and AT-IM Steps 1 and 2 and then from the FIA web page left navigation bar select Action Transmittals-AT/Information Memo-IM (AT-IM).



On the FIA Action Transmittals-AT/Information Memo-IM web page select the appropriate year the AT-IM was published. For example, any AT-IM published in Fiscal Year 2023 select AT-IM 2023.



After selecting the appropriate year such as AT-IM 2023, all Action Transmittals and Information Memos published for that fiscal year will be listed. Select the appropriate AT-IM needed.



Steps to Retrieve FIA Forms, Manuals and AT-IM from DHS Website

To access forms on DHS website, use the following steps:

- 1. Type <u>https://dhs.maryland.gov</u> in your search engine bar and it will take you to the DHS website home page.
- 2. On the DHS website select Business Center from the upper right corner shown in the image below.



3. On the Business Center webpage select the Document tab.



Retrieving FIA Forms on DHS website

Follow Retrieve FIA Forms, Manuals and AT-IM from DHS Website Steps 1, 2, and 3, and then select DHS forms to access FIA forms.



From DHS Forms drop down select FIA forms, and then a drop down will appear that list all the languages that the FIA forms are in to access the needed form. For example, select English to access all of the forms in English.

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After selecting the needed Language then select the type of form needed. There are three options for FIA forms, which are OHEP, Other-Forms, and To-Apply-for-Assistance. Select one of the three options and another dropdown list will appear. For example, select To-Apply-for-Assistance and then select Fill-Out-App-for-Assistance. All the forms related to applying for benefits will be listed.



Retrieve FIA Manuals from DHS Website

➤ Follow *Retrieve FIA Forms, Manuals and AT-IM from DHS Website* Steps 1, 2, and 3, then from the Document webpage select Manuals.

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➤ From FIA Manual drop down scroll down and select the appropriate program Manual needed like Supplemental Nutrition Assistance Program (SNAP).

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From FIA SNAP Manual drop down scroll down and select the appropriate SNAP section needed. For example, section 100 Household Composition.



Retrieving FIA Action Transmittals/Information Memo-(AT-IM) from DHS Website

➤ Follow Retrieve FIA Forms, Manuals and AT-IM from DHS Website Steps 1, 2, and 3, then from the Document webpage select FIA.

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Citizens Review Board COVID-19 CSA Data and Reports DHR Forms FA For Public Neview and Foster Care Hotline Outreach	es for Children			Tools	istance	

 On the FIA web page left navigation bar select Action Transmittals-AT-Information Memo-IM.

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DHR Forms FIA FIA Cation Transmittals-AT - Information Memo-IM	© Tools
Action Transmittals Archive Appreciation	Apply for benefits at myMDTHINK Am Leligible for free health care? Continuing Journey Resource
State Plans For Public Review and Comment	Manual Estimate your Child Support Obligation
Foster Care Hotline Outreach	Maryland Community Services Locator Notification of Petition for
C Initiatives	Guardianship and Adoption Online Child Support Information
Inspector General Legal Services	Safety and Protection

➤ On the FIA AT-IM web page select the year the AT-IM was published. For example, any AT-IM published in Fiscal Year 2023 select AT 2023. See example below.



After selecting the year, the AT-IM was published, a list will be displayed. Select the AT-IM needed.



INQUIRIES:

Please direct policy questions to FIA Policy by completing the <u>FIA Policy Information Request</u> <u>Form</u> found on Knowledge Base or via email at <u>fia.policy@maryland.gov</u> for Montgomery County only.

cc: DHS Executive Staff FIA Management Staff Constituent Services DHS Help Desk Office of Administrative Hearings