

DEPARTMENT OF HUMAN RESOURCES FAMILY INVESTMENT ADMINISTRATION	TEMPORARY CASH ASSISTANCE MANUAL	
CASE RECORD 215	COMAR 07.03.03.04	APPLICATION 200

215.1 Requirements

- A. Local departments must ensure that customer information, including verification received from customers at application, interim changes and redetermination are kept in the case record at all times. These documents are physical evidence of what is documented in the narrative.
- B. In general, the case record contains non-CARES documents and those stored within CARES which require a signature
- C. The local department determines the layout of the record
 - 1. Each Family Investment case manager follows the local department's prescribed layout to facilitate locating materials
 - 2. Each local department may require specific documents to be in the record
- D. Remove documents which no longer apply to current eligibility from the current case record and put them in a retired case record folder
 - 1. Retain retired case information in the local department for one year
 - 2. After one year, retired case folders may be shipped to the Jessup warehouse
 - 3. Retain all case record information for 3 years after the case closes or after the last appeal decision related to that record

215.2 DOCUMENTS – NEVER RETIRED – ACTIVE CASE

- A. The following documents are signed and dated at initial application and are kept in the active case record until the case closes
 - 1. **DHR/FIA CARES 9700** – Assistance Request Form
 - 2. **DHR/FIA CARES 9707** – Rights and Responsibilities
 - 3. **DHR/FIA 1176** – MCO Consent for Release of Confidential Alcohol/ Drug Treatment (if the applicant screens positive)
- B. The forms listed in 'A' above must be signed again if the case closes and reopens at a later date

DEPARTMENT OF HUMAN RESOURCES FAMILY INVESTMENT ADMINISTRATION	TEMPORARY CASH ASSISTANCE MANUAL	
CASE RECORD 215	COMAR 07.03.03.04	APPLICATION 200

Note: At local department discretion a new Form 9707 may be signed at each recertification and the former one retired or the original 9707 may be reviewed with the customer and initiated at each recertification.

C. Verifications that do not change may be copied and kept in the case record

1. Examples include:

- Social Security Card
- Birth Certificates

2. If the case closes and re-opens, keep these verifications in the current record. They do not have to be verified again.

At local department discretion use the original case record folder when a case reopens and retire information that is no longer pertinent to current eligibility or set up a new folder and move information from the closed record that is still applicable.

215.3 DOCUMENTS – RETIRED AT REDETERMINATION OR ANNUALLY

A. Retain the following documents in the case record until the next redetermination

1. **DHR/FIA CARES 9701** Eligibility Determination Document (EDD) or CARES printout
 - a. Retire the previous EDD at redet
 - b. A new EDD is needed at each redetermination
2. Review the following verification and request new ones at each redetermination:
 - a. Earned income verification
 - b. Unearned income verification, except when changes are known and predictable
 - c. Unemployment insurance verification,
 - d. Social Security Benefits are mass changed annually and then verified at the first redetermination after the change

DEPARTMENT OF HUMAN RESOURCES FAMILY INVESTMENT ADMINISTRATION	TEMPORARY CASH ASSISTANCE MANUAL	
CASE RECORD 215	COMAR 07.03.03.04	APPLICATION 200

- e. Some unearned income may be verified by the case manager through MABS and SVES

B. Retire the following documents from the case record annually

1. DHR/FIA 1130 – Verification of Rent and Living Arrangements

- Request verification of rent and living arrangement annually
- New verification of rent and living with is required if there is a change
- Customers do not have to verify housing type.
 - Use the customer’s statement that they live in subsidized housing or they don’t live in subsidized housing.
 - Do not verify unless it is questionable.

2. DHR/FIA 1131– Preventive Health Care Form (PPI)

- Required annually if child is 6 or younger in the calendar year
- Maintain in file if all individuals are 7 and older and health bonuses were paid in the calendar year

3. DHR/FIA 604 School Verification Form

4. DHR/FIA 604A – School Attendance Form, or alternate proofs

5. Unearned income verification that changes annually

6. Other alternative verifications and locally required verifications

215.4 DOCUMENTS – RETAINED UNTIL NO LONGER APPLICABLE TO CURRENT CASE SITUATION

A. Some documents do not have a specific retirement schedule because the information affects eligibility for varying periods

B. Some examples are:

1. Medical verification of disability

- a. Require new medical proof at the end of the specified disability period, but at least annually
- b. If the individual is pending SSI, retain medicals, **Form 402Bs** and all other supporting documentation until the SSI decision is made

DEPARTMENT OF HUMAN RESOURCES FAMILY INVESTMENT ADMINISTRATION	TEMPORARY CASH ASSISTANCE MANUAL	
CASE RECORD 215	COMAR 07.03.03.04	APPLICATION 200

2. Correspondence with the Employment Team
3. Conciliation letters
 - o Case managers may want to retain these permanently since only one conciliation period is allowed for non-compliance with child support, work, SSI compliance, and substance abuse requirements
4. Supervisory Review System findings
5. Quality Control findings
6. Individualized letters
7. **DHR/FIA 1176** – Screening Referral
 - a. Retain until treatment is completed
 - b. Retain all other substance abuse treatment information in the record for 6 months – 1 year after the treatment is completed
8. The 340, Interim Reimbursement Assistance (IAR) form signed by the customer
9. All other pertinent documents, such as referrals or documentation related to overpayments or fraud

ADDITIONAL INFORMATION

- Case record transfer
- Administrative Operations Manual