

 <b>FAMILY INVESTMENT ADMINISTRATION</b>	<b>INFORMATION MEMO</b>
	<b>Effective Date: Immediately</b>
<b>Issuance Date: June 24, 2002</b>	<b>Control Number: #02-86</b>

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

**FROM: CHARLES E. HENRY, EXECUTIVE DIRECTOR, FIA**

**RE: SUPERVISORY REVIEW SYSTEM**

**PROGRAMS AFFECTED: ALL**

**ORIGINATING OFFICE: OFFICE OF POLICY, RESEARCH, AND SYSTEMS**

The automated Supervisory Review System (SRS) is scheduled to be migrated into CARES the week-end of June 22. Training is scheduled for all local department staff identified as reviewers in the SRS. An overview of the system was provided to the district office managers and the assistant directors of local departments. During the overview session, several questions were asked. This document answers those questions.

1. Q. Is it possible to download case manager information from CARES for productivity purposes?
  - A. Yes, it is possible but the programming is not there. A work request has been submitted.
2. Q. Is Purchase of Care (POC) included in the SRS?
  - A. No. The local department must continue to use the current manual process for POC reviews. We will research how we can support at least some of the POC requirements.
3. Q. How does the local department handle case managers who traditionally do not work on CARES but are included in the SRS unit? What about part time case managers? Trainers?
  - A. Any exception to the SRS procedures or quotas, such as the part time case managers, must be requested and approved as part of your local department Action Plan.
4. Q. What will the local department send to the Bureau of Continuous Improvement (BCI) monthly?

- A. The manual POC reports using the same procedure you currently use. The 103D will be on-line. Also, send any changes to your local department Action Plan.
5. Q. Is it possible to keep the case manager's individual summary on-line?
- A. Due to the fact that the Office of Information Management (OIM) recycles worker Ids, the recommendation is for you to print out the case manager's page from the 103C, monthly, and place it in a folder.
6. Q. Can we have OIM stop recycling Ids?
- A. The DHR State Data Security committee guidelines dictate that we must recycle Logon ids. We will forward your concern to the Security Taskforce.
7. Q. Can the local department decrease the 21-day SRS processing time?
- A. No. The cycle is established by CARES. This is a statewide guideline. Local procedures can be implemented to shorten the time period but it cannot be supported by CARES.
8. Q. What are valid reasons for excluding a case from review?
- A. The same as today. i.e. transfers, appeals, overpayments, and anytime the case record is officially out of your office.
9. Q. Can a percentage of correct cases be added to reports?
- A. A work request has been submitted to request the change.
10. Q. Is there a system to keep security updated?
- A. Yes. Once the system is in place, the revised 9400.26 will be required. (see attached) Caseload reassignment will not run unless we are satisfied that the SRS cases will go to the appropriate reviewer. Updating the CARES security each time case managers change or units change has always been required. It is now imperative that the units are updated.
11. Q. How does clerical staff with case manager Ids affect the supervisor's quota?
- A. They will be treated as a case manager.
12. Q. Will there be any further enhancements/changes to the SRS design to accommodate specific agency needs?
- A. The SRS is a statewide system for the purpose of reducing errors. Most changes will be statewide but we will consider any reasonable suggestion. We may be able to code options that support the intent of the project.

13. Q. Will overdue SRS information be available by office/supervisor/unit/case manager? If so, who will be able to access this information?

A. Overdue information is available to the same staff who can review the case. The reviewer must have ACK in their security profile. If you find after using the SRS, that you cannot review what is needed, please contact us.

As the local departments become familiar with the automated SRS, we expect more questions to arise. These should be brought to the attention of the office manager who can forward the questions to:

J Sue Woolford, Manager  
DHRIS Center  
1100 Eastern Blvd  
Baltimore MD 21221  
(410) 238-1300 voice, (410) 238-1260 fax  
swoolfor@dhr.state.md.us

cc: FIA Management Staff  
DHR Help Desk  
RESI  
Constituent Services