



Department of Human Services  
311 West Saratoga Street  
Baltimore MD 21201

## FIA INFORMATION MEMO

Control Number: # 24-18

Effective Date: UPON RECEIPT

Issuance Date: October 4, 2023

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

**FROM: AUGUSTIN NTABAGANYIMANA, ACTING EXECUTIVE DIRECTOR** *Augustin*

**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) [website](#) 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.

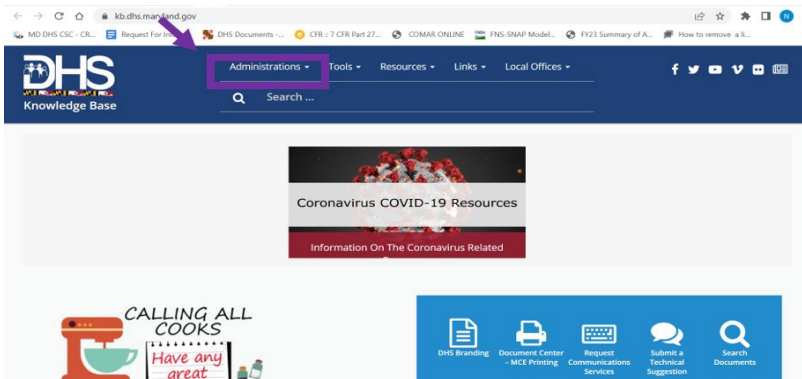
All forms are in English and Spanish, in addition the Application form 9711A request for assistance are translated in following languages, Amharic Arabic, Burmese, Farsi, French, Haitian, Korea, Nepalese, Russian, Spanish, Swahili, Tigre, Traditional Chinese, and Vietnamese. These updated forms can be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

## Retrieving FIA Forms, Manuals, Action Transmittals and Information Memos from Knowledge Base (For DHS Employees Only)

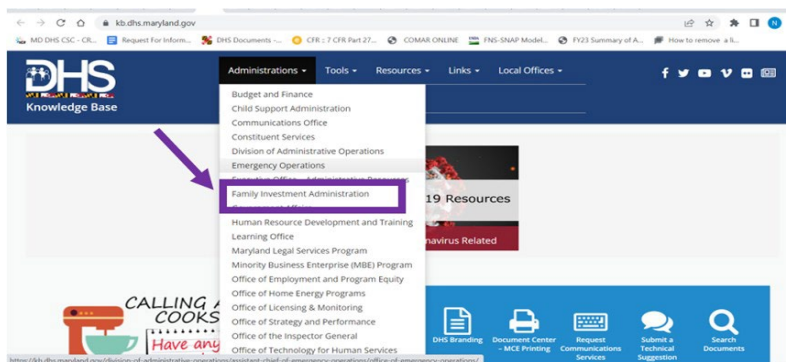
To access forms on the KB, use the following steps:

1. Type <https://kb.dhs.maryland.gov> 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.



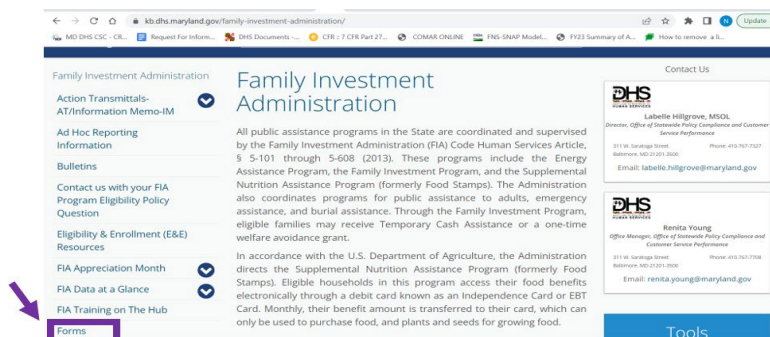
2. From the Administration dropdown list select Family Investment Administration.



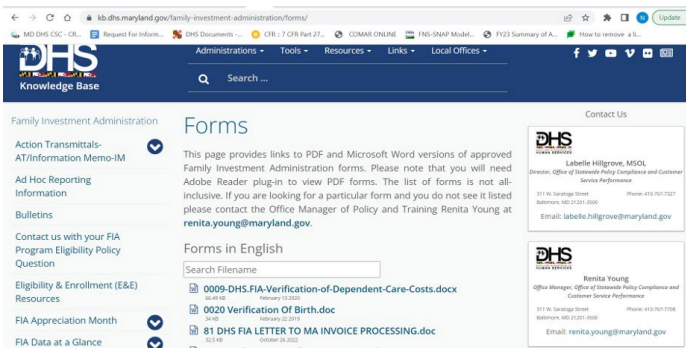
### Retrieving FIA Forms on KB

- 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

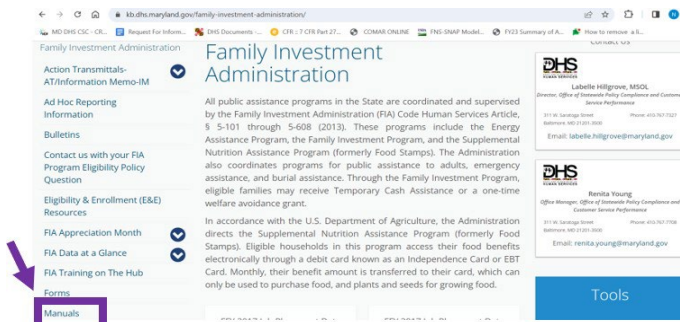


- On the FIA forms web page all the available forms will be listed. Select the appropriate FIA form needed.

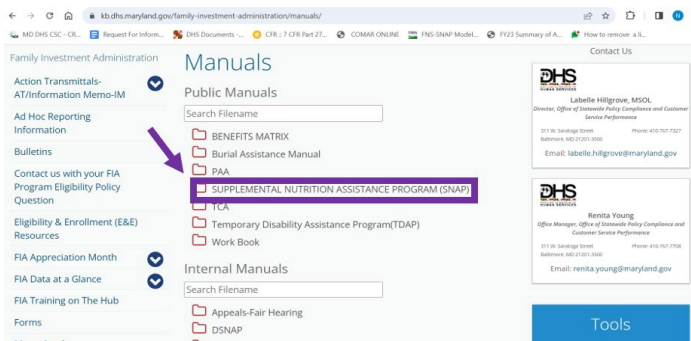


### Retrieving FIA Manuals on KB

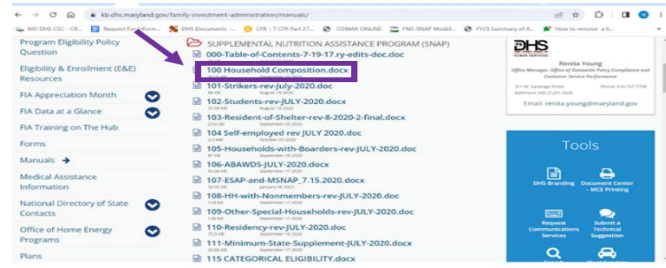
- Follow *Retrieving FIA Forms, Manuals and AT-IM* Steps 1 and 2. From the FIA web page left navigation bar select Manuals.



- 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.

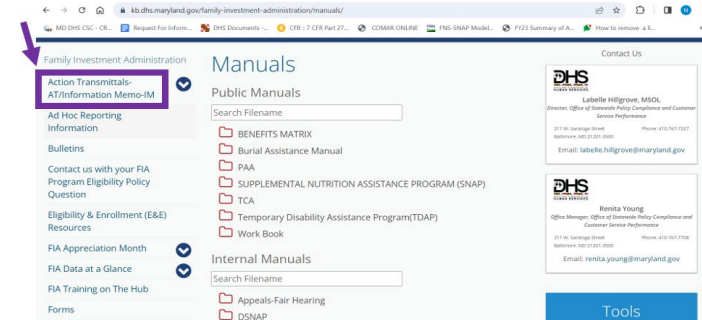


- On the FIA SNAP manual web page select the appropriate FIA SNAP manual section needed. For example, Section 100 Household Composition can be selected and reviewed.

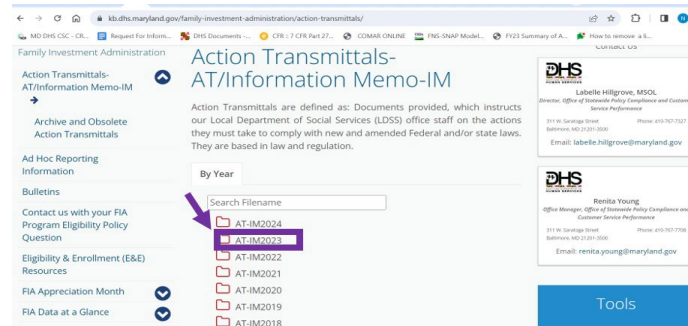


**Retrieving FIA Action Transmittals/Information Memos (AT-IM) from KB** To access Action Transmittals on KB website use the following steps:

- 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.



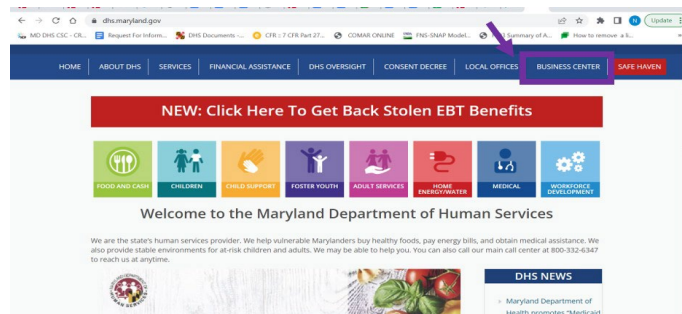
- After selecting the appropriate year such as AT-IM 2023, all Action Transmittals and Information Memos published for that fiscal year will be listed. Select the appropriate AT-IM needed.



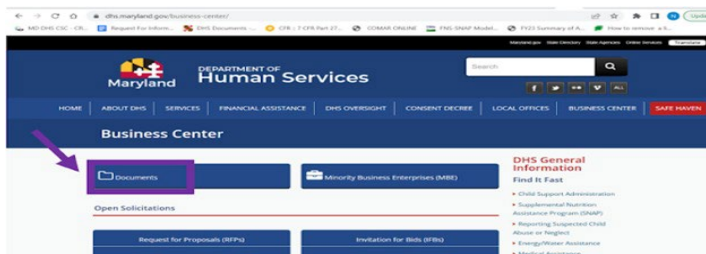
### **Steps to Retrieve FIA Forms, Manuals and AT-IM from DHS Website**

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

1. Type <https://dhs.maryland.gov> 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.

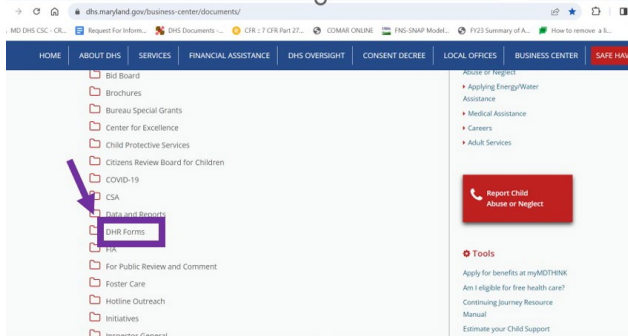


3. On the Business Center webpage select the Document tab.

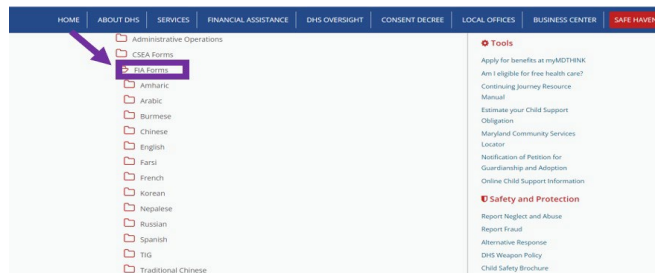


## Retrieving FIA Forms on DHS website

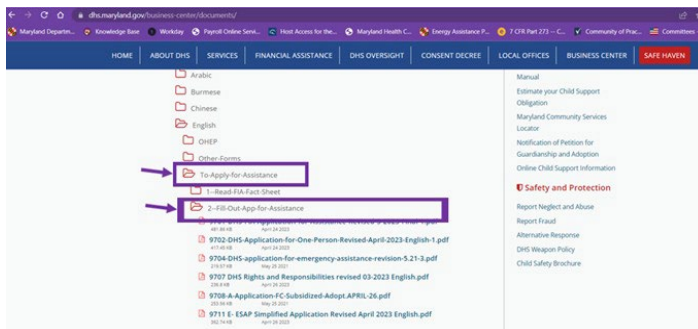
- Follow *Retrieve FIA Forms, Manuals and AT-IM from DHS Website Steps 1, 2, and 3*, and then select DHS forms to access FIA forms.



- 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.

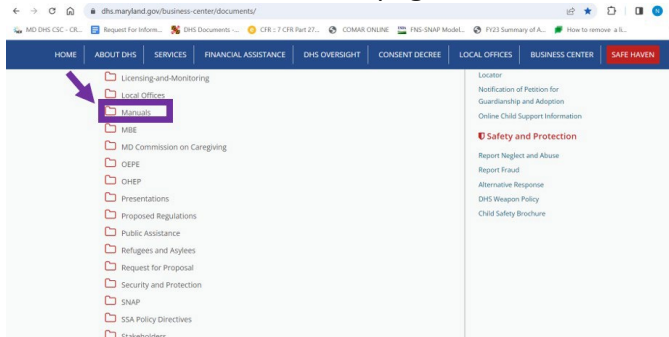


- After selecting the needed Language then select the type of form needed. There are three options for FIA forms, which are OHEP, Other-Forms, and To-Apply-for-Assistance. Select one of the three options and another dropdown list will appear. For example, select To-Apply-for-Assistance and then select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

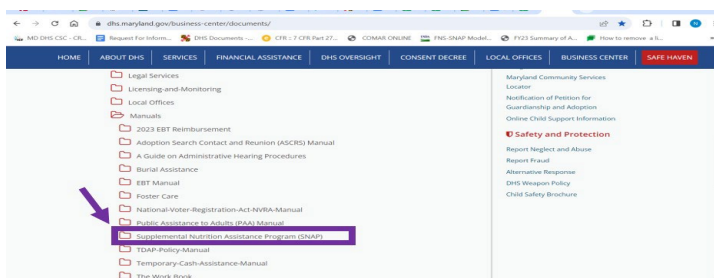


## Retrieve FIA Manuals from DHS Website

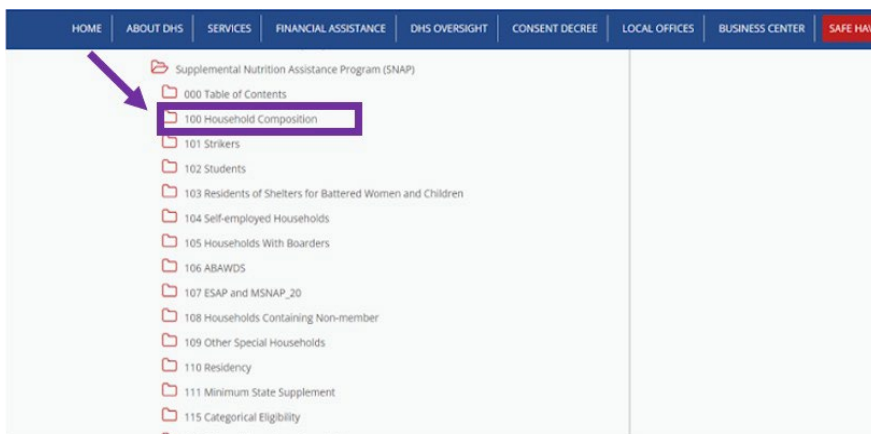
- Follow *Retrieve FIA Forms, Manuals and AT-IM from DHS Website* Steps 1, 2, and 3, then from the Document webpage select Manuals.



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

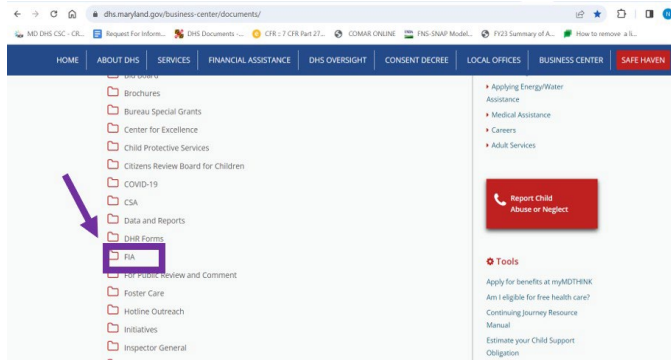


- From FIA SNAP Manual drop down scroll down and select the appropriate SNAP section needed. For example, section 100 Household Composition.

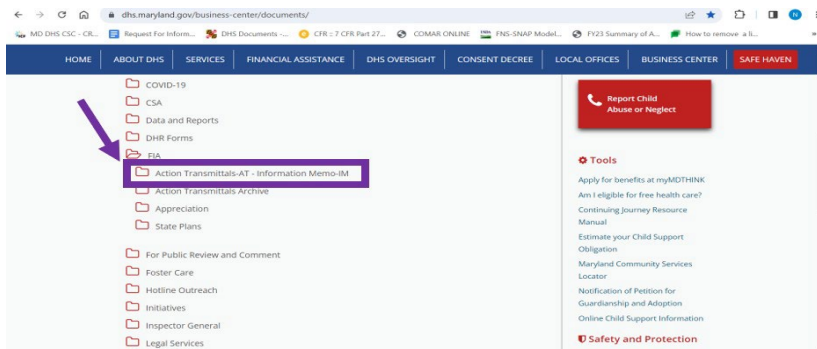


## Retrieving FIA Action Transmittals/Information Memo-(AT-IM) from DHS Website

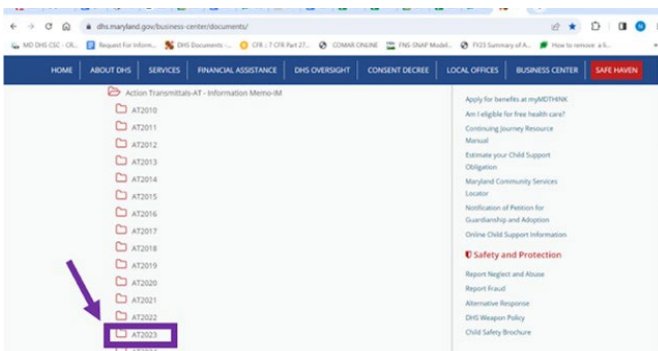
- Follow *Retrieve FIA Forms, Manuals and AT-IM from DHS Website* Steps 1, 2, and 3, then from the Document webpage select FIA.



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

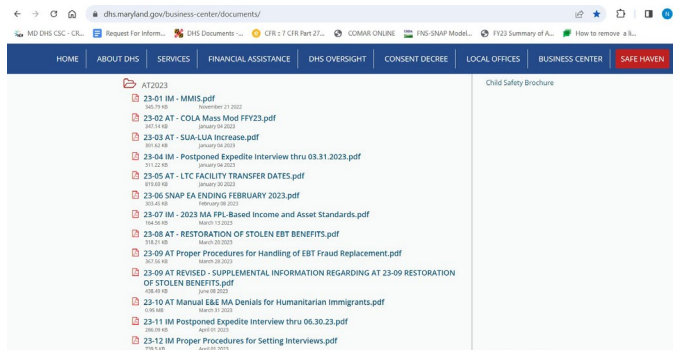


- On the FIA AT-IM web page select the year the AT-IM was published. For example, any AT-IM published in Fiscal Year 2023 select AT 2023. See example below.





- 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 [FIA Policy Information Request Form](#) found on Knowledge Base or via email at [fia.policy@maryland.gov](mailto:fia.policy@maryland.gov) for Montgomery County only.

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