STATE OF CONNECTICUT

DEPARTMENT OF SOCIAL SERVICES

PROGRAM INFORMATION BULLETIN

Claudette J. Beaulieu, Deputy Commissioner

July 15, 2011

Date

Information Bulletin: 11-01

PROGRAMS:

ALL

SUBJECT: Organization of the Client Case File for Assistance Programs

Overview	This bulletin replaces PIB 06-10 and describes the standardized procedure that all regional office staff will follow when preparing a client case file for any assistance program. Regional office staff must use these procedures to ensure consistency throughout all DSS offices. This change will provide easy access to these documents during eligibility processing, supervisory case reviews, quality control reviews, audits, purging, and scanning of documents to the document imaging system. This change comes in part to facilitate DSS' modernization efforts and to minimize the amount of paper kept on file.
New Procedure	Effective immediately, prepare only one file when granting new cases. You are no longer required to prepare a ready reference file and an historical file.
	In the future as we begin scarning of all case files, we will eventually consolidate all of the previously granted ready reference and historical files into one client case file.
What is the Client Case File?	The case file is a folder, established at the time of grant, used to contain material pertaining to the client that requested assistance. The active caseworker maintains the case file and stores it as designated by the local office. An alphabetical ordering of these files is recommended. In an effort to reduce the amount of documents stored, do not print and file case narrative and EMS screens.
Case File Organization	Staple the following permanent documents to the right inside cover of each client case file: 1. Verification of citizenship and identity (passport, birth certificate, baptismal certificate) 2. Verification of blood relationship 3. Marriage Certificate 4. Court documents (for name changes, custody, adoption,
	 divorce, conservator, paternity) 5. Copy of Social Security cards (if provided) 6. Non-citizen status verifications (alien cards, BCIS documents or letters)

SUBJECT: Organization of the Client Case File for Assistance Programs (Continued)

Case File Organization Continued	File all other eligibility documents chronologically with the most recent on top. These include but are not limited to the following: 1. Application with supporting documents 2. Redetermination with supporting documents 3. Medical packet
Accommodation Tags	 In October 2002, instructions were issued that required DSS staff to identify all cases in need of special accommodations. This serves as a reminder. To identify clients needing accommodations: Apply the green colored strip to the back cover of the client case file with the colored portion of the strip visible to the outside. Enter a description of the type of accommodation needed in the section entitled "Accommodation Required." Complete the corresponding fields on the EMS screens. As we move towards electronic case records, we will rely exclusively on the accommodation data in EMS to identify clients needing accommodations.
Record Retention	Please reference instructions distributed by the Records Management Liaison Officer – Hope Langer-Marshall at 860-424-5504.

DISPOSITION:

Please retain this bulletin for future reference.

DISTRIBUTION:

Eligibility Staff

RESPONSIBLE UNIT: Family Support Team - Telephone (860) 424-5540

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