

**County of Orange Social Services Agency
Family Self-Sufficiency & Adult Services Division**

Program/Area: CalWORKs/RCA
Title: Inter-County Transfer
Number: 100-E11
Effective Date: 6/8/2010
Approved: Signature on file

Status: Final
Revision Date: 6/19/2026

PURPOSE

The purpose of this policy is to provide instructions on when a case transfers from one California county to another California county and ensure seamless continuity of benefits and services for CalWORKs (CW), Refugee Cash Assistance (RCA), Trafficking and Crime Victims Assistance Program (TCVAP) and Welfare-To-Work (WTW) cases.

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DEFINITIONS

Inter-County Transfer (ICT)

A transfer of responsibility for benefits and for provision of social services from one county to another.

Sending County

The county from which the recipient has moved from and is currently receiving aid.

Receiving County

The county the recipient has moved to.

Notification Date

The date the Sending/Receiving County became aware the recipient moved to another county.

Transfer Period

The period of time in which the Receiving County processes the ICT and the Sending County remains responsible for payment of aid.

30-Day Transfer Period

The 30-day transfer period begins when either county is notified of the recipient's change in residence from one county to another.

Expiration of Transfer Period

The end of the 30-day transfer period after the Sending County notifies the Receiving County of the ICT or the end of the month in which aid is discontinued, whichever is earlier. By mutual agreement of the counties involved, the transfer of responsibility may occur at an earlier date.

Imaged Document Transfer

The procedure which transfers the recipient's imaged documentation between counties. The procedure allows Eligibility Workers to retrieve imaged documentation to transfer to another county as part of the ICT Sending Procedure. The ICT Receiving Procedure allows a worker to download the received images and move those images to the county's record management system to archive document(s).

Request for Transfer

The electronic statewide procedure which allows Receiving Counties to request an ICT from a Sending County.

Transferred Case Disposition

The electronic statewide procedure which communicates the ICT determination of continued eligibility or discontinuance information from the Receiving County back to the Sending County.

Transferred Case Cancellation

This procedure is used when the Head of Household's County of Residence is changed back to the Sending County therefore re-establishing eligibility in the Sending County.

Manual ICT

A manual ICT is completed when all of the ICT information is mailed to the Receiving County instead of being electronically sent through CalSAWS.

Partial ICT

A partial ICT occurs when some, but not all, active individuals in a program or case relocate to a new county.

PROCEDURE

CW and RCA recipients are required to report any change of residence within ten (10) days of the move. Changes may be reported in person, in writing, by telephone, or online. Eligibility Worker must inform recipients of these options at the time of application and during the annual Re-Evaluation (RE).

When a recipient reports a permanent move to another California county, the Eligibility Worker must update the client's address and complete the ICT process within the 30-day transfer period.

Follow the Inter-County Transfer Processing Guide for detailed guidance.

DISCONTINUANCE DURING TRANSFER PERIOD

When the Receiving County determines the CW recipient is ineligible for CW benefits during the ICT period:

- The Receiving County will contact the Sending County within two (2) business days of determining ineligibility to inform the Sending County the CW ICT will not be authorized in the Receiving County.
- The Sending County will be responsible for discontinuing the CW case as soon as timely notice can be provided and establish Transitional CalFresh (TCF) and/or Transitional Medi-Cal (TMC) benefits.
- The Receiving County will continue with the ICT procedure for the TMC and/or TCF program.

Example: An ICT is received from **County A** on 11/2/25. **County A** is discontinuing CW effective 12/31/25. On 11/4/25, the client contacts **County B** to report they will start working on 11/10/25 and they will receive their first paycheck on 12/1/25 for \$2,000. The recipient is anticipated to earn a total of \$6,000 in December 2025. The recipient's anticipated income for December 2025 is over their IRT and will continue to be over IRT.

Since **County B** will not be continuing the CW benefits on the CW case because client is over IRT, the Intake Worker shall contact **County A** to inform them the recipient is over IRT. **County A** will send the discontinuance NOA to the recipient for over IRT and will begin TMC, TCF.

When the CW case discontinues prior to completing the ICT procedure, the Sending County must continue with the ICT procedure for the MC program.

SEMI-ANNUAL REPORT / RE- EVALUATION

If the household moves during the last two months of the Semi-Annual Report (SAR 7) or RE period, the SAR 7 or RE will be completed by the Receiving County. However, the Sending County may process the SAR 7 or RE if both the Sending and Receiving counties mutually agree that it is in the client's best interest.

OVERPAYMENT

If an Overpayment (OP) adjustment is scheduled to continue beyond the transfer period, the Sending County must transmit the current repayment record and notify the Receiving County to continue the OP adjustment at the next scheduled RE or SAR 7. This notification should be sent via an ICT Notice of Transfer 195A or 195B.

The Receiving County shall continue to recoup the Overpayment at RE or SAR 7 by grant adjustment until one of the following occurs:

- The OP is repaid in full

- The recipient moves to another county and the new county assumes responsibility for collection of the OP
- Payment of aid is discontinued; at which time the Receiving County can continue collecting the balance of the OP
- The OP is dismissed by the Appeals and State Hearing Process

To access ICT overpayment detail information in CalSAWS, refer to JA ICT Overpayment Detail. In addition, an OP cannot be corrected or updated until the next RE or SAR 7.

Note: The Receiving County will still act on mandatory mid-period changes that become known to the case during or after the ICT.

For more information about OP, refer to Policy 100-B15 - Overpayment and Underpayments.

FAMILIES EXPERIENCING HOMELESSNESS

HOMELESS ASSISTANCE (HA)

The county where the Assistance Unit (AU) resides is responsible for the eligibility determination and issuance of the HA payment from the date of request. This is the county in which the AU is physically located and intends to reside. The family's intention to reside in the county where HA is being requested must be noted on the Statement of Facts for Homeless Assistance – CW 42. No other verification is required to establish residency or intent to reside for HA.

If a CW applicant leaves a county prior to approval of CW and applies for HA in a second county, the first county is responsible for approving the CW application and initiating an Inter-County Transfer (ICT). The second county is responsible for approving or denying HA and issuing the HA payment.

RECEIVING COUNTY

The Receiving County will notify the Sending County the recipient is using a Receiving County regional/district office address due to homelessness.

Note: If a family requests HA in the new county, the new county may not assume residency but must confirm the family intends to reside there. The family's intention to reside in the county where HA is being requested must be noted on the Statement of Facts for Homeless Assistance – CW 42. No other verification is required.

SENDING COUNTY

When the recipient informs the Sending County of their intention to move or has moved to another county, but does not have a permanent address, the request for an ICT will require a Journal Entry, and when possible, the counties will communicate with each other to ensure a continuation of benefits.

For more information about HA, refer to Policy 100-H2 - Homeless Assistance.

DOMESTIC ABUSE PROCEDURE

Outgoing Domestic Abuse Services Unit (DASU) ICT

All communication of domestic abuse issues for recipients and their dependents, including documentation, must be kept confidential and must not be released to any outside party, other governmental agencies, or to any employee in either the Sending or Receiving County who is not directly involved in the recipient's case. Information about domestic abuse can only be shared with the Receiving County if the recipient completes the Permission to Release Domestic Abuse Information When Moving to Another County (WTW 37).

The Sending County must provide the recipient with resources to Domestic Abuse Services located in the Receiving County. These services can be found by calling 800-799-SAFE (800-799-7233).

When completing an ICT for a Domestic Abuse case and the recipient agrees to release domestic abuse information to the Receiving County, the Eligibility Worker must document this consent in the ICT comments section of the CW 215.

- The client must sign the WTW 37 in either the Sending or Receiving County to authorize the release of any information related to the domestic abuse.

Transferring Documentation

The WTW 37 form is an optional form for the recipient, but is required for the Sending County to include any information regarding Domestic Abuse Services and waivers. This information includes the following:

- Domestic Abuse waivers which have been granted
- Domestic Abuse services which are being received
- Whether the recipient has claimed Good Cause for not cooperating with the child support requirements (CalSAWS form Child Support Good Cause Claim for Non-Cooperation - CW 51)

This information can only be released by the Sending County if the recipient has signed a WTW 37 form in either the Sending or Receiving County. The WTW 37 form should be provided to the recipient at application and at each subsequent waiver review meeting with an explanation which the recipient has the right to terminate the release at any point.

The WTW 37 form is valid for a maximum of one year after it is signed by the recipient. Inform the recipient if there is no WTW 37 form on file, any information regarding their domestic abuse situation, such as waiver determinations, cannot be transferred to the Receiving County unless they sign a new WTW 37 form in the Receiving County.

Note: ICTs on Domestic Abuse cases where the recipient does not sign the WTW 37 will be processed as a regular ICT, not a Domestic Abuse ICT, and no Domestic Abuse documentation will be sent.

Incoming DASU ICT

When the Receiving County identifies a recipient as a Domestic Abuse survivor during the ICT procedure, the Eligibility Worker must determine if the recipient had been granted a Domestic Abuse Waiver in the Sending County and if a WTW 37 is on file. If there is no WTW 37 on file, the county will have the client sign a WTW 37.

- Domestic Abuse Waivers granted by the Sending County should remain in effect while a case is still in the 30-day transfer period
- During the 30-day transfer period, the Intake Worker may contact the recipient to assess their situation and provide resources
- Complete a Domestic Abuse Services and Waiver Referral (F063-41-213) for a Senior Social Worker to be assigned if needed
- Collaborate with a supervisor as appropriate
- After the 30-day transfer period, the Receiving County may continue the waiver if the Receiving County determines the waiver continues to meet the needs of the Domestic Abuse survivor

If the Receiving County determines an existing waiver should be modified prospectively, a timely and adequate NOA must be issued. In addition, when a domestic abuse recipient has received a waiver to the CW Time on Aid (TOA) limit, the Receiving County must review the recipient's TOA information to confirm the recipient's remaining months of CW eligibility.

For more information about TOA, refer to Policy 100-E3 -Time on Aid. For more information about Domestic Abuse Services, refer to Policy 402 - Domestic Abuse Services.

MANUAL ICT

A manual ICT can be processed by copying all documents listed under the Imaged Document Transfer section and sending them directly to the Receiving County's designated contact(s) as listed on the Statewide ICT Coordinator List.

A manual ICT is to be completed when any of the following instances occur:

- The system is anticipated to be unavailable for more than one (1) business day.
- It is a Domestic Abuse case.
 - When an ICT cannot be sent electronically for a Domestic Abuse case, the Eligibility Worker will complete a manual ICT to maintain confidentiality.
 - Information forwarded to the new county should not be faxed (including information about Domestic Abuse Services the client is currently receiving, security issues, waivers and/or good cause established in the Sending County) to the Receiving County.
 - When a manual ICT is received from a Sending County and is identified as a Domestic Abuse case, the Regional ICT Coordinator must scan the documents and email them to the DET HUB for processing and assigning.

- It is a Mutual Client case.
 - When an ICT cannot be sent electronically for a Mutual Client case, the Eligibility Worker will complete a manual ICT.
- A Partial ICT is requested.
 - Partial ICT rules differ depending on the program. Each program has specific requirements and procedures that must be followed when processing a partial ICT:
 - CW/CF
 - ICT should only be initiated when the *entire* household moves out of the county.
 - Partial ICTs are not applicable for an applicant moving from an existing case where they are **not** the Primary applicant.
 - Medi-Cal
 - Partial ICTs are allowed for Medi-Cal. Client may report to either the Sending County or Receiving County that they are permanently moving out of a household to a new county and they are no longer being claimed as a member or tax household in the Sending County.
 - The Sending and Receiving County will have to maintain clear and timely communication regarding the status of the manual ICT.
 - The client should remain on the Medi-Cal case in the Sending County until the Sending County receives notification from the Receiving County that the client has an active Medi-Cal case in the Receiving County.

Note: Refer to the Inter-County Transfer Processing Guide for the detailed responsibilities of the Sending County and Receiving County in the Partial MC ICT process.

REFERENCES

EAS Manual 40-187, 40-188, 40-190, 40-191, 42-715, 44-211, 47-310, 40-188
 ACL 03-22, 02-90. 04-14, 14-30, 15-17, 17-58, 17-58E
 ACIN I-05-09, I-43-01, I-60-09, I-38-04, I-16-21
 ACWDL 18-02E
 Policy 100 - B15 Overpayments and Underpayments
 Policy 100 - E3 Time on Aid
 Policy 100 - H2 Homeless Assistance
 Policy 100 - I1 Refugee Cash Assistance (RCA)
 Policy 100 - I3 Trafficking and Crime Victims Assistance Program (TCVAP)
 Policy 402 - Domestic Abuse Services
 607.6 DET HUB Operations
 Job Aid Inter-County Transfers- Electronic- Receiving County
 Job Aid Inter-County Transfers- Electronic- Sending County
 Job Aid Inter-County Transfers- Manual
 Job Aid ICT Document List
 Job Aid ICT Overpayment Detail

FORMS

Child Support – Good Cause Claim for Noncooperation form (CW 51)
Domestic Abuse Assessment Referral (F063-41-220)
Domestic Abuse Services and Waiver Referral (F063-41-213)
eICT Statewide Required Documents Type and Categories
Eligibility Status Report (SAR 7)
Initial Application for CalFresh, Cash Aid, and/or Medi-Cal/Health Care Program (SAWS 1)
Notification of Inter-County Transfer form (CW 215)
Permission to Release Domestic Abuse Information When Moving to Another County form (WTW 37)
Statement of Facts for Homeless Assistance – CW 42

RESOURCES

ICT Statewide County Coordinator List
FSS Regional ICT Coordinator
Supportive Services NOAs, Forms, and Other Correspondence (F063-41-WT 9)
Sexual Orientation Gender Identity (SOGI) Guidance Training