

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

Program/Area: CalWORKs/RCA
Title: INTER-COUNTY TRANSFER (ICT)
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PURPOSE The purpose of this policy is to provide instructions on when a case transfers from one California county to another and ensure 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.

DEFINITIONS

ICT

All California counties utilize the Electronic Inter-County Transfer (ICT) process. ICT is a single network that connects all California counties to each other. The ICT process allows workers to electronically send case data (System Data Transfer) and documents (Imaged Document Transfer) from one county to another regardless of the eligibility system.

SENDING COUNTY

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

RECEIVING COUNTY

The county to which the recipient has moved to make his/her home.

NOTIFICATION DATE

The date the Sending/Receiving county became aware that the client 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 the day the [Notification of Inter-County Transfer form \(CW 215\)](#) is sent.

EXPIRATION OF TRANSFER PERIOD

The end of the 30-day transfer period after the sending county notifies of the ICT to the receiving county **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.

Example: ICT is initiated April 20, 2018, receiving county would be required to assume responsibility May 21st, but would approve by May 18th and notify sending county of proposed program approval date. This will also allow the sending county to take a timely discontinuance.

IMAGED DOCUMENT TRANSFER

The statewide process that transfers the recipient's imaged documentation between counties. The process allows workers to upload imaged documentation to transfer to another county as part of the ICT sending process. The ICT receiving process allows a worker to download the received images and move those images to the county's record management system for document images.

The Imaged Document Transfer must be completed within seven (7) business days upon notification of the recipient's move to the new county.

REQUEST FOR TRANSFER

The electronic statewide process that allows receiving counties to request an ICT from a sending county.

TRANSFERRED CASE DISPOSITION

The electronic statewide process that communicates the ICT determination of continued eligibility or discontinuance information from the receiving county back to the sending county.

Note: Once an ICT disposition is sent from the receiving county, the entire ICT process is complete and cannot be electronically cancelled.

TRANSFERRED CASE CANCELLATION

This process is used when the Head of Household County of Residence is changed back to the sending county thus 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 CalWIN. A manual process is only completed during a system outage depending on the length of time the system is anticipated to be unavailable for more than one business

day. The manual process must include copies of the documents listed under the Imaged Document Transfer section and be mailed to the Statewide ICT Coordinator in the receiving county within seven working days upon notification of the recipient's move to the new county.

REGIONAL ICT COORDINATOR

Each region has a designated ICT coordinator for Intake and Continuing. The [FSS Regional ICT Coordinator](#) is responsible for:

- Receiving notification for incoming or outgoing ICT
- Forwarding the request to the appropriate worker
- Collaborating with the county Statewide ICT Coordinator when needed.

ORANGE COUNTY (OC) STATEWIDE ICT COORDINATOR

The OC Statewide ICT Coordinator is responsible for contacting other counties when issues need to be escalated. Regional staff are not to contact other counties on the [Statewide ICT Coordinator list directly](#).

PROCESS

SENDING COUNTY (OUTGOING ICT)

When a recipient reports a permanent change of residence to another California county, the Intake Employment Eligibility Specialist (IEES)/Continuing Employment Eligibility Specialist (CEES)/CalWORKs Eligibility Technician (CWET) is responsible for the following:

CW Cases

- Confirming the change of address and updating CalWIN to initiate the outgoing ICT workflow as described in this policy
- Sending the ICT, which includes the System Data Transfer, via the statewide system, and Imaged Document Transfer to the receiving county within seven (7) business days upon notification of the recipient's move to the new county.

Note: If there is a WTW case associated with the CW case, the EES must coordinate with the Case Manager (CM) on the ICT transfer. The EES will initiate the ICT for both programs.

Refer to [Inter-County Transfer \(ICT\) - Outgoing Resource Guide](#) and the [Perform ICT Send](#) procedure in On-Line User Manual (OLUM) for step-by-step instructions on how to initiate an outgoing ICT in CalWIN.

The Imaged Document Transfer must include specific documents for CW and WTW cases if applicable. Refer to "[eICT Statewide Required Documents Type and Categories](#)" table to determine mandatory forms.

During the 30-day transfer period the IEES/CEES/CWET will:

- Inform the receiving county of any changes in eligibility or payment level and send a copy of the corresponding Notice of Action (NOA)
- Continue to issue benefits until the receiving county begins issuing aid to the case or until the end of the transfer period, whichever comes first
- Continue payment of supportive services (i.e. transportation, ancillaries, etc.) as necessary, by working with the CM and/or receiving county to coordinate the receipt of any documentation to continue payments and provide the receiving county with the date of the last payment to be made
- Payments should be discontinued with the appropriate NOA and within 30 days of the transfer from Orange County. Refer to [Supportive Services NOA's, Forms, and Other Correspondence \(F063-41-WT9\)](#)
- Review MEDS and CalWIN for case status and to ensure future benefits are not issued by the sending county.

Notes:

- The sending county must send copies of additional documentation supporting the eligibility determination when requested by the receiving county within seven (7) business days. For CalWIN counties if the Imaged Document Transfer has already been sent, the additional/new documentation may be sent via the Statewide ICT system for a period of six (6) months after the initial ICT was sent. For non CalWIN counties, additional documentation will be sent manually including a [Notification of Inter-County Transfer Form \(CW 215\)](#) with the identifying case number and/or ICT reference number to link the additional documentation to the initial ICT.
- For information about Child Care Inter-County Transfer, refer to [Policy 352 - Child Care Inter-County Transfers.](#)
- Refer to the [Domestic Abuse](#) section of this policy when completing an ICT for a domestic abuse case.

If the receiving county does not begin to issue aid timely, the sending county case worker will collaborate with the [FSS Regional ICT Coordinator](#) for a resolution.

RECEIVING COUNTY (INCOMING ICT)

When an ICT is received via the External Referral Window in CalWIN the following steps will be taken:

Data Entry Technician (DET) HUB

Upon receipt of an ICT, the DET will:

- Complete Case Clearance process for all programs. Refer to page 2 of the [Inter-County Transfer \(ICT\) – Incoming Resource Guide](#) on how to complete a case clearance and application registration
- Complete [Application/Registration process](#) in CalWIN
- Forward notification to the Intake Board Clerk for assignment.

IEES/CM

Upon case assignment the IEES will:

- Review “Search for External Referral Data” window for the imaged documents. Refer to page 3-4 of the [Inter-County Transfer \(ICT\) – Incoming Resource Guide](#) on how to retrieve and download the ICT imaged documents
- Download verifications from the “ICT Imaged Documents Received Summary” window onto OnBase
- Notify the sending county of benefits being issued in the receiving county
- Update CalWIN Case Comments documenting actions taken, status, and any other pertinent information
- Review MEDS two (2) days after verifying continued eligibility in CalWIN to ensure that both systems have the same aid code.

Note: The transfer of benefits from the sending county to the receiving county requires no redetermination/recertification of eligibility in the new county of residence unless the next scheduled redetermination/recertification is due. The new county of residence will not interview, nor require or request a new application, or any verification from recipients moving from one county to another in order to determine continuing eligibility and grant amount.

If WTW documents are received with the ICT the following steps will be taken:

The IEES will:

- Download WTW verifications from the “ICT Document Received Summary” window into the Application/ICT document type
- Complete a [CalWORKs/Welfare-to-Work Communication Document \(F063-41-70\)](#) within one (1) business day of verifying continued eligibility for CM assignment
- Notate in Section III. OTHER “ICT” and list any documents received and imaged in OnBase under Application/ICT document type
- Email the completed FO63-41-70 to the Assignment Board for assignment to a CEES and CM.

The CM will:

- Review the imaged WTW documents in OnBase under the “Application/ICT” document type and move the appropriate documents to the correct document type following the [OnBase Filing Guide](#)

- Collaborate with the sending county to ensure adequate information of the recipient's continued participation in WTW activities and coordinate payment of supportive services with the CEES as necessary
- Verify the recipient's time on aid, WTW Plan status, current activity and activity status, and WTW compliance/noncompliance status to determine the assignment of WTW activities
 - If the recipient has not already exhausted the six-week Job Search or 12-month Vocational limits in Job Search and Job Readiness Assistance (JSR) (the recipient may follow a regular flow of approved WTW activities, refer to [Policy 204 - Job Search and Job Readiness Assistance \(JSR\)](#))
 - It is possible that the recipient will follow WTW activities already initiated by the sending county, or be sent directly to Assessment (Refer to [Policy 210 Vocational Assessment](#) for more information)
 - For information about Child Care Inter-County Transfers refer to [Policy 352 - Child Care Inter-County Transfers](#).

REQUEST FOR TRANSFER

When the recipient comes into the receiving county's office without notifying the sending county, the receiving county shall:

If applicant is active for all three (3) CW, CF, and MC programs in another county, the DET HUB will:

- Complete application/registration for CW and MC only.
- Refer to page 1-2 of the [Inter-County Transfer \(ICT\) – Incoming Resource Guide](#) on how to initiate an ICT in CalWIN
- Initiate the ICT request in the “Create ICT Request” window and select Intake Regional ICT Coordinator's information in the Worker tab on the “Create ICT Request” window
- Forward email notification to the Intake Board Clerk for assignment and cc: [FSS Regional ICT Coordinator](#), indicate “ICT Requested” in the subject line of the email.

Upon receipt of the application the IEES will:

- Review MEDS, CalWIN, OnBase, and the SAWS 1
- Monitor ICT Request Status in CalWIN for ICT documents
- If ICT is not received by the 7th business day after the notification by the recipient, the IEES shall:
 - On the 8th business day, initiate contact with the sending county via email or phone and document on CalWIN Case Comments
 - Escalate to Regional ICT Coordinator after two (2) unsuccessful attempts to contact the sending county via email or phone and document each attempt in CalWIN Case Comments.

Notes:

- Regional ICT Coordinator will escalate to the OC Statewide ICT Coordinator if ICT is not received within ten (10) business days after two unsuccessful attempts have been made. The OC Statewide Coordinator will contact the sending county and escalate to higher levels of contact if needed to resolve the issue.
- The application will remain in a pending status in CalWIN until ICT documents are received.

Upon receipt of ICT the IEES will:

- Review “Search for External Referral Data” window for the imaged documents. Refer to page 3-4 of the [Inter-County Transfer \(ICT\) – Incoming Resource Guide](#) on how to retrieve and download the ICT imaged
- Download verifications from the “ICT Imaged Documents Received Summary” window into OnBase
- Add CalFresh (CF) program in CalWIN once verification of discontinuance has been received
- Notify the sending county of benefits being issued in the receiving county
- Update CalWIN Case Comments documenting actions taken, status, and any other pertinent information
- Review MEDS two (2) days after verifying continued eligibility in CalWIN to ensure that both systems have the same aid code.

Note: The transfer of benefits from the sending county to the receiving county requires no redetermination/recertification of eligibility in the new county of residence unless the next scheduled redetermination/recertification is due. The new county of residence will not interview, nor require or request a new application, or any verification from recipients moving from one county to another in order to determine continuing eligibility and grant amount.

If applicant is active for CW/MC in another county and requests CF benefits on the SAWS 1 the DET HUB will:

- Complete application/registration for all three (3) CW, CF, and MC programs
- Refer to page 1-2 of the [Inter-County Transfer \(ICT\) – Incoming Resource Guide](#) on how to initiate an ICT in CalWIN
- Initiate the ICT request in the “Create ICT Request” window and select Intake Regional ICT Coordinator’s name in the Worker tab on the “Create ICT Request” window
- Forward notification to the Intake Board Clerk for assignment and cc: Regional Intake ICT Coordinator, indicate “ICT Requested” in the subject line of the email.

Upon receipt of the application the IEES will:

- Review MEDS, CalWIN, OnBase, and the SAWS 1

- Process the CF application per program mandates
- Monitor ICT Request Status in CalWIN for ICT documents
- If ICT is not received by the seven (7th) business day after the notification by the recipient the IEES shall:
 - On the 8th business day, initiate contact with the sending county via email or phone and document on CalWIN Case Comments
 - Escalate to Regional ICT Coordinator after two (2) unsuccessful attempts to contact the sending county via email or phone and document each attempt in CalWIN Case Comments.

Notes:

- Regional ICT Coordinator will escalate to OC Statewide ICT Coordinator if ICT is not received within ten (10) business days after two unsuccessful attempts have been made. The OC Statewide Coordinator will contact the sending county and escalate to higher levels of contact if needed to resolve the issue.
- The application for CW/MC will remain in a pending status in CalWIN until ICT documents are received.

Upon receipt of ICT the IEES will:

- Review “Search for External Referral Data” window for the imaged documents. Refer to page 3-4 of the [Inter-County Transfer \(ICT\) – Incoming Resource Guide](#) on how to retrieve and download the ICT imaged
- Download verifications from the “ICT Imaged Documents Received Summary” window onto OnBase
- Process ICT application following program mandates
- Notify the sending county of benefits being issued in the receiving county
- Update CalWIN Case Comments documenting actions taken, status, and any other pertinent information
- Review MEDS two (2) days after verifying continued eligibility in CalWIN to ensure that both systems have the same aid code.

Note: Once a Request for ICT has been completed in CalWIN, it cannot be electronically cancelled. The worker will have to contact the sending county to cancel the request.

DISCONTINUANCE DURING TRANSFER PERIOD When the receiving county determines that the CW recipient is ineligible for CW benefits during the inter-county transfer period:

- The CW case will not be authorized for cash aid in the receiving county
- The **receiving** county shall contact the sending county within two (2) business days of the discovery of ineligibility and inform the sending county that the CW ICT will not be authorized in the receiving county and

the **sending** county shall discontinue the cash aid as soon as timely notice can be provided

- The **sending** county shall be responsible for issuing Transitional CalFresh (TCF) benefits
- The receiving county will continue with the ICT process for the Medi-Cal program.

Example: An ICT is received from **County A** on 11/2/18. **County A** is discontinuing CW effective 12/31/18. On 11/4, the client contacts **County B** to report that she will start working on 11/10 and she will receive her first paycheck 12/1 for \$2000. The client is anticipated to earn a total of \$6000 in December 2018. The client's anticipated income for December 2018 is over her 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, IEES shall contact **County A** to inform them client is over IRT, so **County A** can send the discontinuance NOA to client for over IRT and commence TCF.

When the CW case discontinues prior to completing the ICT process sending county must continue with the ICT process for the Medi-Cal program.

Note: Due to CalWIN functionality, suppress the NOA generated in CalWIN.

**REDETERMINATION
RECERTIFICATION
RENEWAL (RRR)**

When the RRR is due within the last two months of the certification period the counties will communicate and upon agreement the receiving county will complete the RRR to meet the needs of the client. Once the RRR is complete the receiving county will start the effective date of aid sooner based on when the RRR was completed.

OVERPAYMENTS

If the overpayments (OP) adjustment will continue beyond the transfer period, the sending county will transmit the current repayment record and notify the receiving county they can continue the overpayment adjustment upon expiration of the transfer period.

The receiving county can continue to recoup the OP by grant adjustment until:

- The OP is repaid in full, or
- The recipient moves to a subsequent county and that county assumes responsibility for collection of the OP, or
- Payment of aid is discontinued, at which time the receiving county can continue recouping the balance of the overpayment, or
- The OP is dismissed by the Appeals and State Hearing Process.

OP identified from other counties on incoming ICTs can be added to CalWIN following instructions provided in the [Non-System Determined Claim Resource Guide](#).

For more information about OP's refer to [Policy 100-B15 - Overpayment and Underpayments](#).

HOMELESS

RECEIVING COUNTY

Will notify the sending county that the recipient is using a receiving county regional/district office address due to homelessness.

Note: If a family requests homeless assistance in the new county, the new county may not assume residency but must confirm that the family intends to reside there. A written statement of the recipient is acceptable to establish his/her intention to reside in the county where homeless assistance has been requested.

SENDING COUNTY

When the recipient informs the sending county of his/her intention to move or has moved to another county, but does not have a permanent address, the request for ICT will be documented in the case and wherever possible the counties will communicate with each other to ensure a continuation of benefits.

HOMELESS ASSISTANCE (HA)

The county where the recipient resides shall be responsible for issuing the Homeless Assistance (HA) eligibility determination and the issuance of payment. If an applicant leaves a county prior to authorization of CW and applies for HA in a second county, the first county is responsible for approving the CW application and initiating an ICT. The second county is responsible for issuing the HA payment.

For more information about HA refer to [Policy 100-H2 - Homeless Assistance](#).

DOMESTIC ABUSE PROCEDURE OUTGOING DASU ICT

All communication of domestic abuse issues for recipients and their dependents, including documentation, must be kept confidential and 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 will provide the recipient with resources to local domestic abuse services that are located in the receiving county. These services can be found by calling 1-800-799-SAFE.

When completing an ICT for a domestic abuse case and the recipient agrees to release domestic abuse information to the receiving county (with the WTW

37), the case worker will indicate this in the ICT comments section of the CW 215.

When an ICT for a domestic abuse case is sent manually due to a system outage, the case worker will make copies of the documents listed under the Imaged Document Transfer section and send it directly to the receiving counties [Statewide ICT Coordinator List](#). This action is required to be done only by the case worker to maintain domestic abuse confidentiality.

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 that have been granted
- Domestic abuse services that are being received
- Whether the recipient has claimed good cause for not cooperating with the child support requirements.

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 that 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 that if there is no WTW 37 form on file, any information regarding his/her domestic abuse situation, such as waiver determinations, cannot be transferred to the receiving county unless he/she signs 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 that a recipient is a domestic abuse victim during the ICT process, explore whether 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 IEES may contact the recipient to assess situation and provide resources

- Complete a [Domestic Abuse Assessment Referral](#) for a Senior Social Worker to be assigned if needed
- Collaborate with supervisor as appropriate.
- After the 30-day transfer period, the receiving county may continue the waiver if the receiving county determines that the waiver continues to meet the needs of the domestic abuse victim.

If the receiving county determines that an existing waiver should be modified prospectively, a timely and adequate notice of action must be issued. In addition, when a domestic abuse recipient has received a waiver to the CW 48-month time limit, the receiving county must review the recipient's time on aid information to confirm the recipient's remaining months of CW eligibility.

For more information about time on aid, refer to [Policy 100-E3 - Time on Aid](#). For more information about domestic abuse services, refer to [Policy 402 - Domestic Abuse Services](#).

When a manual ICT is received from a sending county and it is identified as a domestic abuse case, the Regional ICT Coordinator will scan the documents and email to the DET HUB for processing and assigning.

ATTACHMENT

[Behavior Health Questionnaire \(F063-41-113\)](#)
[CalWORKs/Welfare-to-Work Communication Document \(F063-41-70\)](#)
[Child Support – Good Cause Claim for Noncooperation form \(CW 51\)](#)
[eICT Statewide Required Documents Type and Categories](#)
[Eligibility Status Report \(SAR 7\)](#)
[Federal Time Limited Activities Worksheet \(F063-41-329\)](#)
[ICT Notice of Transfer, Sending \(M40-195A\)](#)
[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 \(WTW 37\)](#)
[Permission to Release Learning Disability Information form \(WTW 20\)](#)
[Rights and Responsibilities \(SAWS 2A SAR\)](#)
[Rights and Responsibilities \(SAWS 2A QR\)](#)
[SAWS 2 and SAWS 2 Plus](#)
[Self-Appraisal Form \(41-03\)](#)
[Supportive Services NOAs, Forms, & Other Correspondence Worker Tool \(F063-41-WT 9\)](#)
[Waiver of CalWORKs Learning Disability Screening and/or Evaluation \(WTW 17\)](#)
[Welfare-to-Work Plan \(WTW 2\)](#)
[WTW Plan Rights and Responsibilities \(WTW1\)](#)

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, 01-71, 14-30, 17-58
 ACIN I-05-09, I-43-01, I-60-09, I-38-04

[Case Number Selection Resource Guide](#)
[FSS Regional ICT Coordinator](#)
[ICT Incoming Resource Guide](#)
[ICT Outgoing, Canceling Resource Guide](#)
[Non-System Determined Claim Resource Guide](#)
[OnBase Filing Guide](#)
[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 352, Child-Care ICT](#)
[Policy 210, Vocational Assessment](#)
[Policy 204, Job Search and Job Readiness Assistance \(JSR\)](#)
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