COUNTY OF ORANGE SOCIAL SERVICES AGENCY

ADULT SERVICES POLICIES AND PROCEDURES MANUAL

Subject:Case TransfersNumber:SH 40.6.3Approved:Signature on FileDate:10-01-2007

POLICY

To maximize efficiency, IHSS field districts are divided geographically, however, cases may also be assigned based on language needs, workload equity, training needs, or other considerations. Generally, the decision to transfer cases among caseloads will be initiated by managers/supervisors and the conditions of the transfer will be decided upon based on the circumstances.

The assigned social worker may also recommend that a case be transferred when they have been notified that a client has moved. The general guidelines for case transfers initiated by the social worker are as follows:

- A. If an applicant moves within 3 working days of the application date, the application can be transferred to the appropriate district. After that, the social worker to whom the application was assigned must complete the entire application process before transferring the case.
- B. No due or overdue reassessments should be transferred. If a reassessment is overdue or due in the current month, the reassessment must be completed before transfer.
- C. If a Hearing request is pending, the case cannot be transferred until the hearing process is completed.