

County of Orange Social Services Agency
Family Self-Sufficiency Division

Program/Area: CalWORKs/Welfare-to-Work

Title: INTER-COUNTY TRANSFER (ICT)

Number: 100-E11

Status: *Signature on File*

Effective Date: 06/08/10

Revision Date: 03/14/11

PURPOSE

Inter-County Transfers (ICT) are initiated when a case transfers from one California county to another. The purpose of this policy is to provide instructions when CalWORKs and Welfare-To-Work (WTW) cases transfer into and from Orange County.

ICT DEFINITIONS

SENDING COUNTY

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

RECEIVING COUNTY

The county to which the recipient has moved.

TRANSFER PERIOD

The period of time in which the receiving county determines eligibility and the sending county remains responsible for payment of aid.

30-DAY TRANSFER PERIOD

The 30-day transfer period begins the day the [CW 215/MC 360 Form Notification of Inter-County Transfer](#) is sent or the date of electronic transfer of the notification of the ICT.

EXPIRATION OF TRANSFER PERIOD

The end of the month following the 30-day transfer period after the sending county either mails or electronically transfers the notification of the ICT to the receiving county **or** the end of the month in which aid is discontinued for cause, whichever is earlier. By mutual agreement of the counties involved, the transfer of responsibility may occur at an earlier date.

EICT Effective March 28, 2011 all California Counties will utilize the Electronic Inter-County Transfer (eICT) process. eICT is a single network that connects all California counties to each other. The eICT 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.

SYSTEM DATA TRANSFER The statewide system process that transfers (sends) case and recipient information from one county's system to another county's system.

The System Data Transfer must be completed within seven working days upon notification of the recipient's move to the new county.

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 eICT sending process. The eICT 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 working days upon notification of the recipient's move to the new county.

REQUEST FOR TRANSFER The statewide system process that allows receiving counties to electronically request an eICT from a sending county.

TRANSFERRED CASE DISPOSITION The statewide system process that communicates eICT program approval/denial information from the receiving county back to the sending county.

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

**TRANSFERRED
CASE
CANCELLATION**

The statewide system process that allows a sending county to cancel an eICT sent to a receiving county. 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

The statewide system process that allows a sending county to cancel an eICT sent to a receiving county. 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.

**TRANSFER
PROCEDURE
RECIPIENT**

The recipient is responsible for:

- Notifying the current county of his/her new address.
 - Applying for redetermination of eligibility at the new county before the transfer period expires.
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**SENDING COUNTY
(ORANGE COUNTY)**

When a recipient reports a permanent change of residence to another California County, the ISW/OSW/ET is responsible for the following:

CalWORKs cases

1. Confirming the change of address and updating CalWIN.
2. Sending the eICT which includes the System Data Transfer and Imaged Document Transfer to the receiving county within seven working days upon notification of the recipient's move to the new county.
3. Manually generating in CalWIN [OCC M40-195A ICT Reminder](#) and sending to the recipient within 2 working days upon notification of the recipient's move to the new county.
4. Continuing CalWORKs benefits until the receiving county takes over or until the end of the transfer period, whichever comes first.
5. During the 30-day transfer period, informing the receiving county of any changes in eligibility or payment level and sending a copy of any resulting notice of action (NOA).

WTW cases

When initiating an ICT and transferring a WTW case out of Orange County, the ISW/OSW is also responsible for:

6. Continuing payment of supportive services as necessary, by working with the CM and/or receiving county to coordinate the receipt of any documentation to continue payments and provide 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 [Worker Tool 9 - Supportive Services NOA's, Forms, and Other Correspondence](#).

For information about Child Care Inter-County Transfer refer to [CalWORKs Policy 352, Child-Care ICT](#).

Note: Refer to the [Domestic Abuse Procedure](#) section of this policy when completing an ICT for a domestic abuse case

EICT COMMENTS SECTION

The following is a list of information that must be included (if applicable) in the comments section of the eICT file:

- Overpayments (include program, claim type, last recoupment amount, and balance remaining for each)
 - Wraparound Program information
 - Court Dependent Children receiving CalWORKs
 - Child Support Good Cause granted or pending
 - Companion case information
 - WTW 37 form signed by recipient agreeing to release domestic abuse information
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IMAGED DOCUMENT TRANSFER

The Imaged Document Transfer must include the following documents:

- [CW 215 /MC 360 Form Notification of Inter-County Transfer](#)
- Most recent SAWS 1 Application for Cash Aid
- Most recent SAWS 2 Statement of Facts
- Most recent CW 2102 Maximum Family Grant (MFG) Informing Notice
- Proof of Citizenship/Legal Status

If case situation applies, include the following additional documents:

- Most recent TOA NOA
- Most recent Welfare-to-Work Plan (WTW 2)
- [WTW 37 Form Permission to Release Domestic Abuse Information when Moving to Another County](#) (only for DASU cases when the client gives permission to inform receiving county of domestic abuse)
- Learning Disability Screening and/or Evaluation (only if the client gives permission and the [WTW 20 – Permission to Release LD Information](#) is on file)
- Verification of age-appropriate immunizations
- Verification of the AU's MAP exempt status
- Medical verification of incapacity
- Overpayment/repayment record for overpayment(s) that will not be repaid before the end of the transfer period and can continue to be recouped by the receiving county through grant adjustment. Provide copy of NOA regarding overpayment claim. In the eICT comments, include the program, claim type, last recoupment amount and balance remaining for each overpayment.
- CW 51 Form *Child Support – Good Cause Claim for Noncooperation* when the recipient has been granted good cause not to cooperate with Child Support. Add a comment to the eICT file when Good Cause has been granted or when the determination is pending.

Note: The sending county must send copies of additional documentation supporting the eligibility determination when requested by the receiving county within seven business days. If the Imaged Document Transfer has already been sent, the additional documentation will have to be sent manually and must include a CW215/MC360 with the identifying case number or eICT reference number.

RECEIVING COUNTY (ORANGE COUNTY) When an ICT CalWORKs case is received into Orange County, the ISW is responsible for:

CalWORKs cases

1. Sending an appointment letter to the recipient. The letter shall include the address and telephone number of the county welfare office, an appointment date and time, and inform the recipient that the appointment may be re-scheduled if needed. Aid shall not be stopped or suspended for the recipient's failure to keep the first appointment during the transfer period (refer to example 2 on the **Discontinuance During Transfer Period**

section). A verification checklist may also be sent with the appointment letter to request any additional information needed to complete the redetermination of eligibility.

2. At the appointment, redetermining the recipient's continued eligibility and grant amount to be effective the first day of the month, following the expiration of the transfer period.
3. Processing the ICT immediately, as to not delay receipt of benefits.
4. Providing the sending county with any information which might affect eligibility or the amount of cash aid during the transfer period.

WTW cases

When an ICT WTW case is received into Orange County, the ISW is also responsible for:

5. Collaborating with the sending county to ensure Orange County has adequate information to ensure the recipient's continued participation in WTW activities and coordinate payment of supportive services as necessary.
6. Verifying the recipient's time on aid, WTW Plan status, current activity and activity status, and compliance status prior to the assignment of WTW activities.
7. Obtaining a new WTW 1, new Self-Appraisal form, and assessing the recipient's needs including supportive services. If the recipient is not currently enrolled in an activity, complete the Appraisal process as outlined in [WTW Policy 201, Appraisal](#).

If the recipient has not already exhausted the six weeks job search limits in Job Search and Job Readiness Assistance (JSR) (see [WTW Policy 204](#)), he/she may follow a regular flow of approved WTW activities. It is possible that the recipient will follow WTW activities already initiated in the sending county, or be sent directly to Assessment (see [WTW Policy 210](#)).

For information about Child Care Inter-County Transfers refer to [CalWORKs Policy 352, Child-Care ICT](#).

Note: Refer to the **Domestic Abuse Procedure** section of this policy when receiving a domestic abuse ICT case.

REQUEST FOR TRANSFER

Effective March 28, 2011 an eICT can be requested electronically by the receiving county to the sending county. When the recipient comes into the county office where he/she has moved to without notifying the county he/she moved from, the receiving county shall electronically request from the sending county to send the eICT.

The requesting county will have three working days to request the eICT from the sending county, when the client is in the receiving county requesting an ICT. Refer to [eICT Incoming](#) and [eICT Outgoing, Canceling](#) RG for more information.

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.

SFIS REQUIREMENTS

CalWORKs recipients completing an ICT are not required to meet Statewide Fingerprint Imaging System (SFIS) requirements again. ICTs are considered a redetermination of eligibility, and SFIS is not required at redetermination.

DISCONTINUANCE DURING TRANSFER PERIOD

When the receiving county determines that the CalWORKs recipient is ineligible for CalWORKs benefits during the inter-county transfer period, the CalWORKs case will not be authorized for cash aid in the receiving county. The receiving county shall contact the sending county within two business days to inform them that the CalWORKs Inter-County Transfer 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 TFS benefits.

Note: Due to CalWIN functionality, the disposition of the ICT CalWORKs application shall be denied in CalWIN based on the reason for not continuing the CalWORKs benefits and the denial NOA generated must be deleted.

Example 1:

ICT received from County A on 11/24/09. County A is discontinuing CalWORKs 12/31/09. ISW conducts interview with client on 12/4/09. Client reports she started working on 11/23/09

and received her first paycheck 12/1/09 for \$1206. Client is anticipated to earn a total of \$3618 in December 2009. Client's income anticipated in December 2009 is over IRT and will continue to be over IRT.

Since Orange County will not be continuing the CalWORKs benefits on the CalWORKs case because client is over IRT, ISW 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 set-up TFS.

Example 2:

ICT received from County A on 1/20/10. County A is discontinuing CalWORKs 2/28/10. Client fails to appear to first scheduled appointment with ISW on 2/1/10. ISW schedules second appointment for 2/11/10 and client fails to appear to second appointment.

Since client has failed to appear to scheduled face-to-face interviews and all contact attempts have been unsuccessful, Orange County will not be continuing CalWORKs benefits on the CalWORKs case. ISW shall contact County A to inform them client failed to appear for face-to-face interview. County A must send discontinuance NOA to client for failure to appear to interview and set-up TFS benefits.

Note: If the client contacts the ISW before the expiration of the transfer period and completes the face-to-face interview, the ISW shall determine CalWORKs eligibility and contact County A to let them know if benefits will continue.

When CalWORKs is discontinued for cause by the sending county during the transfer period, and the recipient does not appeal the discontinuance through the state hearing process but wishes to reapply due to a change in circumstances, he/she must reapply for aid with the county in which he/she resides.

**REDETERMINATION
RECERTIFICATION
RENEWAL (RRR)**

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

OVERPAYMENTS

If the overpayment 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 overpayment by grant adjustment until:

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

Overpayments 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 Overpayments refer to [CalWORKs Policy 100-B15, Overpayments](#).

HOMELESS

When a client applies in a receiving county and does not have a permanent or temporary address, the receiving county shall send the eICT Request for Transfer to the sending county. The receiving county will enter the appropriate homeless address (District office address) in the address section of CalWIN and add comments to the eICT regarding the client's homeless situation for inclusion in the eICT Request for Transfer transaction.

When the client 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 eICT 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 initial request for HA is made is responsible for issuing the HA payment. If an applicant leaves a County prior to authorization of CalWORKs and applies for HA in a second County, the first County is responsible for approving the CalWORKs application and initiating an ICT. The second

County is responsible for issuing the HA payment.

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

DOMESTIC ABUSE PROCEDURE

RECIPIENTS LEAVING THE SENDING COUNTY

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 [WTW 37 Form Permission to Release Domestic Abuse Information when Moving to Another County](#).

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 eICT for a domestic abuse case and the recipient agreed to release domestic abuse information to the receiving county (with the WTW 37), the case worker shall indicate this in the eICT comments section.

When an ICT for a domestic abuse case is sent manually due to a system outage, the case worker shall make the copies of the documents listed under the Imaged Document Transfer section and send it directly to the receiving county's [ICT Coordinator](#). 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.

RECEIVING COUNTY When an eICT is received and it is identified as a Domestic Abuse case, the Special Services Unit shall assign the eICT to the [Domestic Abuse ICT Regional Coordinator](#).

- The Domestic Abuse ICT Regional Coordinator shall assign the case as a “DASU case” on the Board and shall assign the eICT to the assigned ISW.
- The assigned ISW shall do the appropriate case clearance and application registration process in order to maintain confidentiality.

When a manual ICT is received by the Orange County Special Services Unit, and it is identified as a Domestic Abuse case, Special Services shall contact the Domestic Abuse ICT Regional Coordinator to determine who to pony mail the paperwork to.

- The Domestic Abuse ICT Regional Coordinator shall assign the case as a “DASU case” on the Board and shall provide the name of the assigned ISW to Special Services.
- Special Services shall pony mail the paperwork directly to the assigned ISW identifying it as confidential.
- The assigned ISW shall do the appropriate case clearance and application registration process in order to

maintain confidentiality.

The Domestic Abuse ICT Regional Coordinator may also receive calls from other counties inquiring on whom to send the Domestic Abuse ICT.

- The Domestic Abuse ICT Regional Coordinator shall provide the name of the ISW, so the sending county can send the manual ICT directly to the ISW (Special Services will not receive the ICT paperwork in this situation).
- Once the ICT is received, the ISW shall do the appropriate case clearance and application registration process.

For more information on case clearance and the application registration process refer to the [Case Opening Resource Guide](#).

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 (only if the WTW 37 form is on file).

- Domestic abuse waivers granted by the sending county should remain in effect while a case is still in the 30-day transfer period.
- After the 30-day transfer period, the receiving county may continue the waiver if the 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 CalWORKs 60-month time limit, the receiving county must review the recipient's time on aid information to confirm the recipient's remaining months of CalWORKs eligibility.

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

ATTACHMENTS

[OCC M40-195A ICT Reminder](#)
[CW 215/MC 360 Form Notification of Inter-County Transfer](#)
[WTW 37 Form Permission to Release Domestic Abuse](#)

[Information when Moving to Another County](#)
[WTW 20 – Permission to Release LD Information](#)

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

ACIN I-05-09, I-43-01, I-60-09, I-38-04

[eICT Incoming Resource Guide](#)

[eICT Outgoing, Canceling Resource Guide](#)

[Non-System Determined Claim Resource Guide](#)

[Case Opening Resource Guide](#)

[Worker Tool 9 - Supportive Services NOA's, Forms, and Other Correspondence](#)

[CalWORKs Policy 100-B15, Overpayments](#)

[CalWORKs Policy 100-E3, Time on Aid](#)

[CalWORKs Policy 100-H2, Homeless Assistance](#)

[CalWORKs Policy 352, Child-Care ICT](#)

[WTW Policy 201, Appraisal](#)

[WTW Policy 204, Job Search and Job Readiness Assistant \(JSR\)](#)

[WTW Policy 402, Domestic Abuse Services](#)

[ICT Coordinator List](#)

[Domestic Abuse ICT Regional Coordinator List](#)