



A Tradition of Stewardship
A Commitment to Service

NAPA COUNTY HEALTH AND HUMAN SERVICES AGENCY
Self Sufficiency Services Division

POLICY AND PROCEDURE:

WTW Case Transfer

REVIEW FREQUENCY:

Every two years

POLICY # 2000601-2028-19

DISTRIBUTION:

- | | |
|---|--|
| <input checked="" type="checkbox"/> Employment Services | <input type="checkbox"/> Eligibility Services |
| | <input checked="" type="checkbox"/> Quality Mgmt |

EFFECTIVE DATE: January 12, 2016

ORIGINAL DATE OF ISSUE: January 12, 2016

LAST REVISION DATE: January 4, 2019

APPROVAL: Teresa Brown 1/8/19
Employment Services Manager Date

APPROVAL: Lynette Perry 1/9/19
SSSD Deputy Director Date

APPROVAL: Mary Butler 1/11/19
HHS Director Date

POLICY STATEMENT:

It is the policy of the Napa County Health and Human Services Agency (NCHHSA) to ensure effective transferring of cases between workers which will maintain case knowledge and the ability to case manage the transferred case.

ADMINISTRATION:

- Employment Services Worker (ESW)
- Mental Health Counselor (MHC)

DEFINITIONS:

None

END OF POLICY

PROCEDURE

I. Case Transfer Criteria

- A. All Welfare-to-Work (WTW) cases, regardless of the WTW status, that transfers from an ESW to an ESW shall have a case conference within two (2) working days of the case being transferred to the new worker.
 - 1. In the instance of a mass case transfer, transfer process will be reviewed and determined by the Supervising Employment Services Worker.
- B. A case conference is to ensure that there is a smooth transition of the participant(s) to the new worker and that the new worker is up to date on what is happening with the participant(s) and any family issues that may exist.
- C. All case transfers shall be approved by the supervisor prior to transfer.
- D. All cases must be updated and complete prior to transfer. This includes, but is not limited to:
 - 1. All supportive services processed
 - 2. C-IV journal updated
 - 3. Activities updated
 - 4. Hours updated
 - 5. WTW 24 MTC reviewed
 - 6. All documents indexed
- E. The case conference must discuss, at minimum, the following information:
 - 1. Current situation
 - 2. Current activity
 - 3. Outside agencies or divisions that the participant(s) is working with, if applicable
 - 4. Family issues that may exist
 - 5. Participation concerns
 - 6. Any other pertinent information the new worker will need to know.

II. Case Transfer Flow

- A. Once the case has been updated and approved for transfer by a supervisor, the transferring ESW shall:
 - 1. Send a calendar invite to the receiving ESW for a case conference appointment within two (2) working days of transferring the case.
 - 2. Ensure the case has been transferred to the receiving ESW in C-IV.
 - 3. Bring required information as listed in Section I.E to discuss.
 - 4. Create a journal entry in C-IV when case conference has occurred.
- B. The receiving ESW shall:
 - 1. Make contact with any outside agencies to introduce themselves and inform the agencies of change in case management.
 - 2. Make contact with the participant(s) to introduce themselves as his/her new worker.
 - 3. Document in the C-IV journal that these contacts have been made/attempted.

REFERENCES:

None

FORMS

None

CONTACT PERSON(S):

Shanna Gardner, Staff Services Analyst

END OF PROCEDURE

REVISION HISTORY:

Revision	Date	Description of Change	Requested By
0.0	01-12-16	Procedure Created	S. Gardner, SSA
0.1	08-11-16	Updated to include case prepping information prior to case transfer	S. Gardner, SSA
1.0	01-04-19	Biennial Review. Removed information on referrals to Behavioral Health Team as this information is now in the Behavioral Health Procedure. Renamed procedure from Case Conference to WTW Case Transfer	S. Gardner, SSA