



A Tradition of Stewardship
A Commitment to Service

NAPA COUNTY HEALTH AND HUMAN SERVICES AGENCY
Self Sufficiency Services Division

POLICY AND PROCEDURE:

Inter-County Transfers

REVIEW FREQUENCY:

Every Two years

POLICY # 2000601-3007-19

DISTRIBUTION:

- Employment Services
- Eligibility
- Quality Mgmt

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POLICY STATEMENT:

It is the policy of Napa County Health & Human Services Agency, Self Sufficiency Services Division (SSSD) to follow state guidelines and policies for transferring responsibility for determination of eligibility and for provision of public social services benefits from one county to another. Transferring Medi-Cal, CalFresh and CalWORKs cases from county to county within California ensures that recipients of public assistance benefits continue to receive aid without interruption when they move from one county to another county.

ADMINISTRATION:

- Eligibility Specialist
- Office Assistant (OA)
- Senior Office Assistant (SOA)
- Screener
- Community Aide (CA)

DEFINITIONS:

County of Responsibility—The county responsible for the provision of aid payments or benefits. Normally, the county of responsibility is the county in which the person physically resides. During an Inter-County Transfer (ICT), the sending county will continue to have responsibility for aid payments while the receiving county is processing the ICT. Use the program specific definitions outlined below to aid in determining county of residence.

1. CalWORKs – A recipient is considered to “make his/her home” in the county in which he/she is physically residing except when:
 - a. Maintaining a home in a county other than the county in which he/she is physically residing with the intent of returning to that home within four months.
 - 1) The four-month period starts from the date the county determines that the recipient is "maintaining a home" in a county other than that in which he/she is physically residing.
 - i. If the recipient fails to return home within 4 months then he/she is considered to have moved.
 - 2) A four-month limitation does not apply to farm labor families. The county in which this family maintains a home is responsible for aid payment.
 - b. Individuals who maintain a home while an inpatient in a public or private hospital remain the responsibility of the county where he or she maintains a home.
 - c. Individuals released from state hospitals are the responsibility of the county where the AU resided before admittance into the state facility.
 - d. In Kin-GAP, a child is considered to make his/her home in the county which had legal custody of the child immediately prior to the dismissal of dependency and establishment of the legal guardianship by the court.
2. Medi-Cal – When a person establishes residency in California, they are eligible to apply for Medi-Cal in any county. Medi-Cal allows counties to process courtesy applications for individuals applying in a county where they may not reside. After approval, the case is transferred to the county of residency.
 - a. For Long Term Care, the county of responsibility will be the county in which the community spouse or applicant/beneficiary representative resides.
 - b. For families and individuals, the county of responsibility shall be the county where the family lives and maintains a home.
 - c. For individuals with unknown or unclear residence, the county of responsibility is determined by the physical presence of the individual.
 - d. For temporary absences, the county of responsibility is the county where the beneficiary maintains his/her home.
 - e. For children under 21 years of age, evaluate for parental control to determine county of responsibility. The county of responsibility for a child under parental control living away from home (i.e. going to school) is the county in which the parents reside. See “[College Student Flow](#)” for specific instructions on how to treat college students.
 - f. For individuals placed by a government agency/representative (foster care, board and care, facility), the county of responsibility is where the placement agency is located if the public agency is the appointed guardian/conservator of the person.
 - g. For individuals placed by a private agency/state employed person, the county of responsibility is where the board and care home or treatment facility is located unless the individual is a member of a family MFBU.

- h. For individuals placed into a State hospital by a County Mental Health Agency or Regional Center for the Developmentally Disabled, the county of responsibility is where the State hospital is located.
 - i. For persons placed into a Long Term Care facility after release from a State hospital, the county of responsibility is the county where the Long Term Care facility is located.
3. CalFresh
- a. A household must apply in the county in which they reside.
 - b. Temporary absences may extend to one year if the household is meeting reporting requirements. Absence from the county of one year or more constitutes a change in county residency and an ICT shall be initiated.

Electronic ICT (eICT) - The process of electronically transferring case information and images to the receiving county using C-IV. Electronic ICTs may be sent and received to and from any California county, regardless of automated system used by the other county.

Manual ICT- An ICT that is completed via paper and mail or fax. A manual ICT may be necessary when C-IV is not operational, the program being transferred is not transferrable via electronic ICT (eICT), the CW case includes domestic abuse victim(s), or for partial ICTs.

Partial ICT- An ICT in which not all persons or programs are being transferred. For example, a child moves out of one CalWORKs case and into another. Partial ICTs are not appropriate in the CalFresh or Medi-Cal program.

Receiving County- The new county of residence. The receiving county is the county to which the responsibility for aid and case management is being transferred.

Sending County- The prior county of residence. The sending county is responsible for providing documentation necessary to establish aid in the new/receiving county.

Transfer Period--The 30-day transfer period begins with the postmarked date or the date of the electronic transfer of the notification of the ICT. When the 30th day falls on a Saturday, Sunday or a legal holiday, the first business day following the weekend or holiday is considered to be the last day of the 30-day transfer period. The transfer period expires at the end of the month following the 30 day transfer period or the end of the month in which benefits are discontinued for cause, whichever is earlier.

1. Discontinuance During Transfer Period--County responsibility ends when aid is discontinued for cause during the transfer period.
 - a. The sending county will restore aid and continue payment for the balance of the transfer period when the county discontinued aid in error.
 - b. When aid is discontinued for cause during the transfer period and the recipient does not appeal the discontinuance through the state hearing process, the recipient must reapply in the new county of residence.
2. Grant Reduced During Transfer Period--When a grant has been reduced to adjust an overpayment (OP) and the adjustment period extends beyond the transfer period, the receiving county is notified that the OP will be adjusted. If the adjustment is completed during the transfer period, the sending county restores the grant to the appropriate level.

END OF POLICY

PROCEDURE

1. **Overview-** This procedure applies only to CalWORKs (CW), Refugee Cash Assistance (RCA), CalFresh (CF), Transitional CalFresh (TCF) and Medi-Cal (MC) programs, **not** the County Medical Services Program (CMSP). There is no ICT for CMSP. Welfare to Work (WTW) is included in a CalWORKs ICT. For CW, CF, TCF, MC, and RCA, the eICT process will be used to electronically transfer case information to any California County.

2. **CalFresh ICTs (including TCF and Nutrition Benefit Programs)-** CalFresh ICTs began April 1, 2011 and TCF ICTs began June 1, 2017. CalFresh benefits are to be transferred as follows:
 - a. When the CalFresh exists with CalWORKs (PA Households), the CalWORKs ICT regulations will apply.
 - b. When the household receives CalFresh and Medi-Cal, the Medi-Cal ICT regulations will apply.
 - c. CalFresh households are not required to report address changes mid period, but are encouraged to report moves between counties to ensure continuity of benefits.
 - d. When the household is receiving CalFresh only, the sending county is responsible to issue benefits (based on the most recent SOF and SAR 7, or DFA 377.5) until the expiration of the transfer period. The sending county may discontinue benefits at the end of the transfer period.
 - e. If a household is discontinued for any reason other than failure to complete recertification and appears in the CWD in the new county of residence in the month following discontinuance, the county must determine if a new application or restoration of aid would be more beneficial to the customer.
 - i. If it is determined that a restoration of aid would be more beneficial, the receiving county must provide the sending county with the information required to restore benefits. The sending county is responsible for the restoration of aid.
 - ii. A new application in the receiving county would be more beneficial to the customer in situations where the household qualifies for Expedited Services. The receiving county is responsible to process the new application.

3. **CalWORKs ICTs-** CalWORKs ICTs require:
 - a. Recipients to report a change in residence within 10 days of the move. They may report this in person, writing, phone or online to either the receiving or sending county.
 - b. The sending county to maintain the case through the transfer period only
 - i. The receiving county may request the sending county continue to aid the AU beyond the end of the transfer period.
 - c. Welfare to Work (WTW) to be opened immediately in receiving county, assigned to an ESW and supportive services issued to participants (if applicable).
 - d. No interview, no new application and no redetermination of eligibility unless the next scheduled RE is due.
 - e. The sending and receiving counties to coordinate the completion of the annual RE if the AU moves out of county during either of the last two months of the certification period. Either county may complete the annual RE.

- f. Counties to adjust the CW grant if the recipient is moving from a Region 1 to Region 2 county or vice versa at the end of the transfer period.
- g. No transfer until Housing Support Program (HSP) services are terminated. See HSP Policy & Procedure for details.
- h. If a recipient moves and reports income over the Income Reporting Threshold (IRT):
 - i. The sending county will take action to discontinue CW if the discontinuance due to being over IRT should happen prior to the end of the 30-day ICT transfer period. The sending county will then be responsible for taking action on TCF and transferring the remaining programs.
 - ii. The receiving county will take action to discontinue CW if the discontinuance due to being over IRT should happen after the end of the 30-day ICT transfer period.

- 4. Medi-Cal ICTs-** Counties must ensure all MC cases remain active throughout the ICT period with no interruption in benefits.
- a. Medi-Cal benefits cannot be terminated when a client moves from one county to another until an effective date of benefits for the beneficiary in the new county is confirmed.
 - b. Temporary changes in county address due to seasonal employment, medical care, or other personal reasons do not require an ICT if the beneficiary maintains a primary home in the county. The county continues benefits for the beneficiary and ensures that MEDS is updated to show the temporary residence county address and county code so that the client can access medical care.
 - c. Counties cannot require a client to complete a new MC application or cooperate with a full eligibility review in the new county until the next annual RE is due. The next annual RE date is determined by the former county of residence.
 - d. Blindness or Disability Determination--In an ICT for people who have a pending application for SSI/SSP or MN programs on the basis of blindness or disability, the responsibility shall be transferred to the receiving county in accordance with the following:
 - i. If the person or family is eligible for MC at the time the county of responsibility changes, responsibility is transferred.
 - 1) The pending determination of blindness or disability is retained by the sending county until the determination is received. Then the county forwards the determination to the receiving county within 14 calendar days of the date the determination was received
 - e. When one member of a household permanently moves out of the county and is no longer claimed as a member of the tax household, treat this as a change in circumstance. The individual is removed from the case and a new case is established prior to initiating ICT.

- 5. Sending County Responsibilities-** When a client reports a permanent change of residence or a change for an indefinite period, an ICT is initiated within seven **calendar** days for Medi-Cal and seven **working/business** days for CalWORKs or CalFresh. The applicant/beneficiary may notify either the sending or receiving county of the move. Whichever county the recipient notifies of the move, must initiate the ICT within the timeframe described above.
- a. **Designated Office Assistant/Senior Office Assistant responsibilities:**
 - i. Monitor the Outgoing ICT Search page in C-IV daily to look for new requests for ICTs from (receiving) counties
 - ii. Follow the C-IV job aid for steps to link requests to Napa cases
 - iii. Set an "Initiate ICT/IDT" task with a due date of seven calendar days
 - 1) If the case is closed, do not set a task. Send an e-mail to the designated Eligibility Specialist, flagged as "urgent".

b. **Designated unit Eligibility Specialist responsibilities:**

- i. Send the requested ICTs within 7 calendar days for MC and 7 business days for CW/CF
- ii. If the move was reported by the customer to the Eligibility Specialist, confirm the change of address (by telephone if a number was provided to the county) and obtain the following information from the client:
 - 1) New county of residence
 - 2) New living situation
 - 3) Family composition in new residence
 - 4) Any other changes that may affect eligibility
- iii. Update C-IV with the new address and phone number. Run EDBC to send the updated address to CalHEERs and MEDS.
- iv. Send the MC 358-S to the customer regarding the county change and initiation of the MC transfer to the receiving county.
- v. Send the M40-195A to inform the CW/RCA recipient of the transfer and remind them to apply for child care in the new county of residence.
- vi. Send the NA 1268 to inform the CF recipient of the transfer.
- vii. Generate and Save the MC 360, CF 215 or CW 215 (as applicable) in C-IV.
 - 1) If there are other changes in the client's circumstances associated with the move that would require the receiving county to follow up or complete an eligibility review once the transfer is complete, note the information on the MC 360/CF 215/CW 215 and in the comments section of the eICT provided to the receiving county.
 - 2) The following Welfare-to-Work information is to be included on the CW 215 including:
 - (a) ESW contact information
 - (b) Most recent activity(s)
 - (c) Most recent signed plan
 - (d) Information regarding
 - (i) Sanction
 - (ii) Exemption
 - (iii) Domestic Violence
 - (iv) Family Stabilization
 - (v) Subsidized Employment
 - (vi) Time on Aid
 - (vii) 24 Month Clock
 - 3) To obtain Welfare-to-Work information for the CW 215, the Eligibility Specialist will first notify the ESW by email that an ICT will be initiated, provide the case number and give the ESW two business days to respond. If the ESW does not respond within two business days, the Eligibility Specialist will contact the Senior ESW or ESW Supervisor. If both are unavailable, the Eligibility Specialist may contact any other ESW to obtain the information for the CW 215.
 - 4) **Note: It is important for the MC360, CF 215 or CW 215 to be generated and saved prior to initiating an electronic ICT in order to ensure that the document will be sent to the new county via eICT**
- viii. Ensure all documents are imaged and indexed prior to initiating the e-ICT
- ix. Initiate the ICT via C-IV. The eICT process includes electronic transmission of certain images. If the receiving county requests further documentation, the worker may send additional documents through C-IV (see C-IV Job Aid "Inter-County Transfers – Electronic – Sending County") or printed

images may need to be mailed to the receiving county. If mailing documents, attach an MC 360, CF 215 or CW 215 as appropriate.

- 1) Review data collection pages prior to initiating the ICT. This ensures the most current information is being sent.
- 2) Create a journal entry summarizing the case situation and print/image a copy into the C-IV case
 - (a) index as document category "Correspondence" and type "Contact Log" (this is required for all MC ICTs)
- 3) Within the context of the case, navigate to the Case Info>Case Summary page
 - (a) Click **ICT Summary** on the task navigation bar.
 - (b) Click the **Send ICT** button.
 - (c) On the ICT Detail page:
 - (i) Select a county
 - (ii) Enter the last month of aid if applicable (CW and RCA only)
 - (iii) Enter any comments
 1. Comments should include any pertinent information not included in the eICT. This information could be regarding wrap-around program participation, overpayments/overissuances, or court dependent children receiving CW.
 2. CalFresh eICTs should include the most recent date the LIHEAP benefit was issued.
 - (iv) Click **Save and Return**
- x. If an eICT is not possible, send a manual ICT packet via mail. The packet should include documents that support the client's eligibility through the ICT transfer period such as:
 - 1) Current Statement of Facts (SAWS 2 or SAWS 2 Plus), or MC 210 RV/MC 216, and any supplemental forms (MC 210 S-W, MC 210 PS, SAWS 2A SAR, etc.)
 - 2) Verifications (identification, birth certificates, SSNs, etc.)
 - 3) Computer generated case documents or standard state forms
 - 4) Description of the MFBU/MBU (i.e. case composition)
 - 5) Calculation of eligibility or SOC
 - 6) Last Notice(s) of Action
 - 7) Journal Entries, including date of most recent LIHEAP benefit for CF
 - 8) Copy of the ICT Informing notice (MC 358-S/M40-195A/NA 1268) sent to client
 - 9) Income or property verification (MC 176P or case notes about how income or property was verified for current eligibility)
 - 10) Pregnancy verification
 - 11) MC 13s (if required)
 - 12) Other Health Coverage information
 - 13) Child, spousal, or medical support information (CW 2.1s/screen prints, including court orders)
 - (a) If the customer has claimed good cause for non-cooperation, the CW 51 should be sent
 - 14) CA-5 (Veteran's Referral)
 - 15) MC 221 (Disability Determination and Transmittal)/DDSD decision/verification of incapacity
 - 16) Authorized Representative form
 - 17) Overpayment NOAs
 - 18) Any case record information requested by the new county
 - 19) SAWS 1
 - 20) SAR 7 or DFA 377.5
 - 21) WTW 2, Welfare-to-Work plan
 - 22) WTW Vocational Assessment (if applicable)

- 23) Medical verification of incapacity
- 24) Verification of the AU's MAP exempt status
- 25) Verification of age-appropriate immunizations pursuant to Section 40-105.4(d), which the county has determined acceptable
- 26) WTW Exclusion information
- 27) Copies of any documents supporting the eligibility determination made by the first county when requested by the second county
- 28) Overpayment repayment record for overpayment(s) that will not be repaid before the end of the transfer period and will continue to be recouped by the second county through grant adjustment
 - (a) NOAs
 - (b) Budget calculations
 - (c) Recoupment history
 - (d) Supporting documentation, such as fair hearing information
- xi. If there are any other changes in the client's circumstances that would require follow-up or completion of an eligibility review after the ICT is completed, annotate the MC 360/CW 215 and any case documents provided
- xii. Take no action to terminate MC eligibility until the *receiving county* has confirmed an effective date of benefits via e-mail, telephone, fax, or in writing
- xiii. When confirmation from the receiving county is received, discontinue the program using the negative action page in C-IV.
 - 1) For Medi-Cal and CalFresh, C-IV automatically discontinues in batch process when a disposition status of active is received via eICT. CalWORKs/RCA will automatically be discontinued at the end of the transfer period when the last month of aid is entered on the ICT detail page.
 - 2) If CW is discontinued in batch at the end of the transfer period, an auto-tested Medi-Cal Program may be created.

6. Receiving County Responsibilities ICTs --Complete the ICT within the 30-day transfer period.

a. Screener/Community Aide/Office Assistant responsibilities:

- i. Monitors incoming eICTs in C-IV daily.
- ii. Immediately contacts lead worker or supervisor with questions or issues related to incoming ICTs. An email should be sent to the Adoptions supervisor for any Adoptions (AAP) programs received via e-ICT.
- iii. Registers/Pends the application in C-IV (see C-IV Job Aid "ICT- Electronic -Receiving County")
- iv. Requests an eICT from the sending county if none has been received. This situation typically will occur when a Screener or an OA receives an application for assistance and discovers through file clearance or conversation with the applicant, that he or she is on aid in another county.
 - 1) The receiving county must verify via MEDS and/or C-IV that the customer is receiving aid in another CA county.
 - 2) For Medi-Cal, the receiving county will have three working days to request an eICT from the sending county, when the customer is in the receiving county requesting an ICT.
 - 3) The Screener will set a task (type: ICT/IDT) for the Eligibility Specialist to check for the requested ICT.
- v. Assigns the ICT to an Eligibility Specialist or team managed caseload for intake
 - 1) If there is no worker assigned at the time the images come via eICT, the images will go to the No Worker Assigned Queue

- 2) Notifies the WTW ESW Supervisor via email of the need for the WTW program to be assigned to an Employment Services Worker.
- b. **Eligibility Specialist responsibilities-** The Eligibility Specialist assigned to work the ICT will:
- i. Contact the appropriate ICT Coordinator if the sending county does not respond to the request for the ICT within 10 calendar days.
 - 1) CalWORKs- CalWORKs Analyst
 - 2) Medi-Cal- Medi-Cal Analyst
 - 3) CalFresh- CalFresh Analyst
 - ii. Use the ex parte process if the sending county advises the receiving county of a change in circumstances (other than the change of residence) that could affect ongoing MC eligibility
 - iii. Review the ICT information and case documents (from the sending county) for completeness and verify the client's current address and active status in MEDS
 - 1) Request any documents needed that were not received from the sending county electronically (see Job Aid "Inter-County Transfers – Electronic – Receiving County") or manually with the CW 215A (for CW).
 - iv. If case is transferred via eICT, follow the steps in job aid "Inter-County Transfers-Electronic-Receiving County" to link the case and update the customer information
 - v. Initiate action to continue benefits in the receiving county within 30 days of receipt.
 - 1) Verify that a MEDS transaction assuming responsibility for the case as of the upcoming month has successfully submitted
 - 2) Determine eligibility and grant amount based on current circumstances using continuing recipient criteria.
 - vi. Provide the sending county with any information which might affect eligibility or the amount of grant during the transfer period.
 - vii. Continue to apply any sanction or penalty that has been assessed against the participant in the sending county until the sanction or penalty has been cured
 - viii. Contact the sending county Eligibility Specialist (listed on the MC 360, CF 215 or CW 215) if there are questions regarding the ICT or missing documents
 - ix. Allow sending county's determination of good cause for non-cooperation with child support, if applicable.
 - x. If ICT was manually sent, notify the sending county caseworker of the effective date of benefits for the client by telephone, e-mail, fax, or in writing so the sending county can discontinue their case
 - xi. Send the MC 359-R MC to the client for MC only. C-IV should generate this as an approval NOA.
 - xii. Send the NA 1267 acknowledging receipt of the ICT, amount of benefits, effective date, and for the number of persons for CF only.
 - xiii. Send the M40-195B to the recipient for CW.
 - xiv. The county where the AU resides (most likely the receiving county) shall be responsible for Homeless Assistance determination and issuance of payment from the date of request.
- c. **Employment Services Worker (ESW) Responsibilities-** Upon receipt of the WTW case, the ESW will determine if the WTW information has been included in the ICT. If it has not, the ESW will request documentation from the sending county. The ESW shall:
- i. Review the previous WTW plan. In some instances, a participant may continue the same or a comparable WTW activity (job search, for example). If no plan exists or the plan is no longer appropriate in the new county, the ESW must refer the individual to another appropriate activity and amend the WTW 2.

- ii. Provide supportive services to enable the individual to participate in the assigned activity. Services may be issued while the CW is pending in the receiving county.
 - iii. If CW is denied or discontinued, follow regular WTW program closure processes.
- 7. Domestic Abuse Victims-** CalWORKs recipients whose case is being transferred to another county require special care. It is important that information not be released to any outside parties or employees not directly involved in the recipient's case. The sending and receiving county ESWs must work together to ensure seamless transfer of the case.
- a. The sending county ESW will:
 - i. Provide referrals for domestic abuse services in the new county
 - 1) These services may be found by calling 1-800-799-SAFE
 - ii. Be sure the case confidentiality is marked as "Domestic Abuse" before sending the ICT electronically. This will include the domestic violence indicator on the incoming ICT for the new county.
 - iii. Send documents to the receiving county within seven working days of notification of transfer
 - iv. Include information about domestic abuse services, good cause claims, or domestic abuse waivers only if the customer has signed a WTW 37
 - 1) The WTW 37 form should be provided to the recipient at application and at each subsequent waiver review meeting with the explanation that he or she has the right to terminate the release at any time
 - 2) The WTW 37 is valid for one year and may be signed in either the sending or receiving county
 - b. The receiving county ESW will:
 - i. Explore whether a recipient (who has been identified as a domestic abuse victim) had been granted a domestic abuse waiver in the sending county
 - 1) Waivers should remain in effect for the 30 day transfer period
 - 2) Waivers may be modified after the transfer period as appropriate in the new county and situation
 - 3) When a recipient has received a waiver of the 48 month time limit, the Time on Aid information shall be reviewed to confirm the recipient's remaining months of eligibility
- 8. SAR 7 and RE During ICT –** For Semi Annual Reporting (SAR) cases, the SAR 7 cycle in the sending county must continue in the receiving county. Certification periods are established by the RE date in the sending county.
- a. SAR 7
 - i. If a recipient moves out of the county during either of the last two months of the semi-annual payment period, the receiving county will be responsible for completing the SAR 7. The sending county may process the SAR 7 if both the sending county and receiving county mutually agree it is in the recipient's best interest to do so, but ICT timeframes must be adhered to.
 - b. CF and/or CW RE
 - i. If the recipient moves out of the county during either of the last two months of the certification period, the receiving county will complete the redetermination/recertification. The sending county may complete the redetermination/recertification if both the sending county and receiving county mutually agree it is in the recipient's best interest to do so. ICT timeframes must be adhered to.
 - c. MC RE

- i. Counties cannot require a client to undergo any Renewal (RE) procedures during the ICT period. An ICT is simply a transfer of county responsibility for a client's case record. An RE is not part of the ICT process if it is not due.
- ii. If a MC RE is due or overdue at the time of an ICT, it is the receiving county's responsibility to complete. If the sending county already started the RE, the sending county must include the RE materials in the ICT. The receiving county may NOT reject the ICT because of an overdue RE.
- d. Once the client is on MC in the receiving county, the receiving county may complete an eligibility review if there is information indicating that there is a change in circumstance in addition to the residence change that could affect ongoing eligibility.
 - i. The receiving county uses current instructions to counties on changes of circumstance as outlined in ACWDL 01-36. The receiving county must not request information from a client which has been previously provided and which is not subject to change or not necessary for the county to complete a MC eligibility review.
 - ii. If the receiving county cannot complete a RE after the ex parte review, the worker may contact the client and ask for the changed information. If the beneficiary does not comply with the receiving county's request for information through phone contact or use of the MC 355, then the county may initiate action to terminate benefits as the beneficiary has a responsibility to cooperate during a determination resulting from changed circumstances

9. Overpayment and Overissuance Information- OI/OP information does not transfer in the eICT process. Information regarding open and collectible claims must be sent with a copy of the CW 215/CF 215 to the receiving county.

- a. The CW 215/CF 215 should be annotated with reference to the eICT previously sent

10. EBT Usage after ICT- Eligibility Specialist s shall inform the recipient that EBT benefits shall remain accessible even after the case is discontinued/closed following the transfer period. Benefits are unavailable if the account becomes dormant (following 90 consecutive days of no activity) or expunged (following 270 consecutive days of no activity).

- a. Dormant accounts may be re-activated by calling the Eligibility Specialist
- b. Cases with companion CalFresh will also have benefits accessible in this fashion
- c. Expunged (cash aid only) benefits may be re-issued upon the clients request to the Eligibility Specialist
 - i. The account will need to be reactivated.

11. C-IV Reminders

- a. When registering an incoming ICT, the User must complete the Inter-County Transfer drop-down box on the <Program> Detail page. When 'Yes' is selected, it triggers the appropriate MEDS transaction (the EW05) to be sent. If this is inadvertently left to 'No' (which often happens if the case is denied and repended), counties will receive MEDS alerts.
- b. When processing the ICT, the Other Program Assistance Detail page must be completed with the prior county's information. The begin date on the Other Program Assistance Detail page should be the first day of the month that the sending county will issue benefits. The end date on the Other Program Assistance Detail page is the last day of the month that the sending county issued benefits. Then, process as usual. This ensures that there is not duplicate aid during the ICT processing time.
- c. Most programs should automatically discontinue when a status of "active" is received from the receiving county; however, it is good practice to always check. CF and MC programs are not

automatically discontinued when an approved disposition is received with a program beginning date of aid that is for a prior month.

- d. If the receiving county denies CW benefits, the sending county will have to manually add the TCF program to their case.

REFERENCES:

MPP 40-187, 40-189, 40-188.11-136, 40-197

MEM 50136-50138

MEPM 3C

ACLs [01-71](#), [02-90](#), [04-14](#), [04-27](#), [11-22](#), [13-78](#), [14-30](#), [15-94](#), [17-58](#), [17-58E](#)

ACWDLs [03-12](#), [04-14](#), [16-10](#), [18-02](#)

ACIN [I-43-01](#), [I-05-09](#), [I-60-09](#), [I-101-10](#), [I-63-15](#)

C-IV Job Aids:

- Inter – County Transfers – Electronic – Sending County
- Inter – County Transfers – Electronic – Receiving County
- Inter – County Transfers – Manual

College Student Flow

[SSSD Policy & Procedure 2000601-1021-18](#): Housing Support Program

FORMS

CF 215

CW 215

CW 215 A

MC 359 R (Receiving County ICT notice)

MC 358 S (Sending County ICT notice)

MC 360 (ICT Notification Form)

MC 360 R

NA 1267 (CalFresh Informing Notice of Receiving County ICT)

NA 1268 (CalFresh Informing Notice of Sending ICT)

WTW 37 (Permission to Release Domestic Abuse Information When Moving to Another County)

M40-195A

M40-195B

CONTACT PERSON(S):

Shelly Todd, Staff Services Analyst

END OF PROCEDURE

REVISION HISTORY:

Revision	Date	Description of Change	Requested By
1.0	12/31/2010	Revised to exclude ISAWS and include C-IV ICT process. Added SB 1160	Jessica Chapin, SSA II

		information per ACIN I-101-10. New format. Added domestic abuse protocol per ACIN I-60-09.	
2.0	03/31/2011	Added eICT process	Jessica Chapin, SSA II
2.1	01/20/2012	Added WTW and EBT information.	Jessica Chapin, SSA II
3.0	05/15/2013	Added LIHEAP comment requirement for CF ICTs per ACL 12-61.	Jessica Chapin, SSA II
4.0	05/12/2013	Updated CF ICT process per ACL 13-78. Updated QR to SAR. Updated CW process to reflect decisions made at CWDA and instructions per ACL 14-30.	Jessica Chapin, SSA II
5.0	11/28/2016	Updated with information from ACWDL 16-10. Change to MC ICT Coordinator & added some C-IV reminders.	Shelly Todd, SSA II
6.0	10/11/2019	Updated with information from ACL 17-58 & ACWDL 18-02. Expanded county of residency definitions per program. Added process to obtain WTW information for CW 215.	Shelly Todd, SSA II

ICT Responsibilities

WHAT	WHO
<ul style="list-style-type: none"> • Updating address in case per ICT request info • Reviewing case data prior to sending eICT • Sending requested eICTs • Updating last month of aid field for CW/RCA eICTs • Cancelling sent eICTs • Sending additional information, OP/OI, WTW info (if necessary) 	Lead worker, assigned worker or designated Eligibility Specialist in team managed units
<ul style="list-style-type: none"> • Monitoring Outgoing ICT Search Page for new requests • Linking ICT requests with Napa Cases 	OA or Senior OA
<ul style="list-style-type: none"> • Requesting eICTs • Monitoring Incoming eICT Search page for incoming ICTs • Establishing and linking cases in C-IV for Incoming eICTs • Cancelling requests for ICTs • Notifying SSA II of WTW program assignment 	Screener, OA or CA
<ul style="list-style-type: none"> • Processing eICTs once linked to Napa case • Requesting further documentation from Sending County when required • Monitoring transferred ICT images in Queues 	Intake Eligibility Staff
<ul style="list-style-type: none"> • Resolving issues of requested eICTs that are not sent or missing information 	Eligibility Supervisors and ICT Coordinators