

44. Case Transfers

Welfare-to-Work services are provided at each CalWORKs Employment Services (CWES) office. Case transfers among offices are necessary to accommodate client's needs and continuity of services. [\[Refer to "Case Transfer Procedures," page 50-2\]](#) for actual case transfer procedures. The following forms must be used for Transfers:

- Contact - Action Summary Case Transfer (SCD 163T) used for active case.
- Contact - Action Summary Closed Case (SCD 163C) used for Transfers of Closed cases.

44.0.1 1879 Senter Rd. District Office

The CWES Intake units located at 1879 Senter Rd. offers intake services, including CWES orientations for:

- New cash aid recipients,
- Clients whose cash aid is restored AFTER a 30-day break-in-aid, including sanction restorations, and
- Clients whose exemption to participate in CWES has expired.

The CWES Continuing units located at 1879 Senter Rd. provide case management for:

- Continuing cases,
- Post-aid cases, and
- Cases in transition from Stage I to Stage II Child Care

44.0.2 North County and South County District Offices

The North County office located at 1330 West Middlefield Road, Mountain View (North County) and South County office located at 379 Tomkins Ct., Gilroy (South County), provide:

- CWES orientations,
- Intake,
- Continuing case management, and
- Employment Connection Center

Cases in transition from Stage I to Stage II Childcare are centralized at the 1879 Senter Road office. Therefore, North and South County offices transfer cases for Stage II Childcare to 1879 Senter Rd.

44.1 Case Transfers Between CWES Offices

When it has been determined that a case transfer is required, the “Contact-Action Summary Case Transfer” (SCD 163T) must be completed. This form may be used upon receipt for transferring cases between offices and workers, including exempt and post aid services caseloads.

The SCD 163T is an online (DEBS Forms Library) form that identifies key areas, and identifies the primary action and CalWIN status of the client. Some fields have drop-down values that are highlighted for selection. The following area/sections are included on the form:

- CalWIN Case #
- Sending and Receiving office - has a drop down menu to select office
- Client Name, Social Security Number, Worker Number, Second Parent Name and the Second Parent’s Social Security number.
- WTW Registration Status - has drop down menu to select status
- Cash Aid Status and Discontinuance/Date
- Orientation/Appraisal Date, OCAT Date, and OCAT Bank, if applicable
- Exemption Reason with start/end dates- has drop down menu to select reason
- WTW Activity - (list of 4 areas for activity with start and end Dates) - has drop down menu to select activity(ies)
- Non-Compliance Status
- Time Limit Balance (48-month TOA)
- Supportive Services
 - Transportation - includes authorization dates
 - Ancillary
 - Child Care - includes authorization dates and drop down menu for Denied/Declined reason and Child Care Type
- Client Correspondence, and Overpayments if applicable
- Comments section
- Case Transfer information, including drop down menu for other offices and caseloads, such as Post Aid Services and Exempt caseloads

Refer to CWES Bulletin 06-13 for instructions on completing form SCD163T.

44.2 Case Transfers to Stage II Unit

Potential Stage II Childcare cases must be transferred to the Stage II Unit at 1879 Senter Road. Cases must meet the following criteria:

- The client is currently employed or attending school,
- The client needs childcare payment services.

- Cash aid has been discontinued for all persons in the assistance unit. The effective date of discontinuance cannot be for the current or future month.

**Note:**

“Potential” is defined as all CWES clients who prior to cash aid discontinuance received childcare payment services anytime in the last three months or who may NOW have a need for childcare services as a result of employment.

Prior to transferring the case, the EC must review the case to ensure ALL case work is up-to-date. Cases with a pending “APP/CWES Referral & Communication” (SCD 1776) are not transferred to A9P2. Cases out of CWES Intake will go to CWES continuing first, then transferred to A9P2 when the SCD 1776 is transferred. Follow the general case guidelines below:

GUIDELINES - (Cases to Stage II Unit at 1879 Senter Rd.)	
1.	<p>Cases must include the following (IDM as appropriate):</p> <ul style="list-style-type: none"> • “Acknowledgment of Limited Information” (SCD 103) • “Request for Employment Information” (SCD 549) form, letter from employer or current check stubs (verify work schedule) • All childcare provider’s information • All documents received up to the point of transfer • Pre-printed Case Transfer “Contact-Action-Summary Case Transfer” (SCD 163T) • License-Exempt TrustLine Pending Child Care Worksheet” (SCD 9) if TrustLine is pending when the case is ready for transfer.
2.	All documents must be appropriately scanned in IDM, following the case filing Structure for IDM, in [“IDM and Order of Filing in IDM,” page 45-1].
3.	Update all CalWIN windows as appropriate.
4.	Submit the case to Lead or Supervisor for transfer approval.
5.	<p>Designated clerk:</p> <ul style="list-style-type: none"> • Changes the CalWIN Worker number to A9P2, if appropriate • Records worker number (A9P2) and current date on the pre-printed “Contact-Action-Summary Case Transfer” (SCD 163T) form, and • Routes SCD 163T to A9P2.

**Note:**

Post Aid Services (PAS) cases (e.g. A9PS) with an outstanding “APP/CWES Referral & Communication” (SCD 1776) or cases with outstanding child care payments due to TrustLine being in pending status are NOT transferred until the SCD 1776 is returned and child care issues have been resolved.

44.3 Post Aid Services Case Transfers

To foster client success and continued engagement, the Case Management AEC/EC and PAS EC shall follow the steps below when transferring cases that are not initially set up for supportive services at the initial point of transfer.

STEP	WHO	ACTION
1.	CM EC	<ul style="list-style-type: none"> • Identifies employed clients to transfer to Post Aid Services Unit. Prior to transferring the case, the EC must review the case to ensure ALL case work is up to date. Update CalWIN CASE COMMENTS with client information: Phone number and email address. • Becomes aware individual is discontinued from cash aid, is employed, and has not submitted monthly income verifications/paycheck stubs. All documents must be appropriately scanned in IDM. • Ensures EFU must be updated. • Assigns case to one of the following activities in CalWIN: <ul style="list-style-type: none"> • PT Employed Retention Off Aid • FT Employed Retention Off Aid • In CalWIN, under PAS activity assigns and approves the Transportation Services for three months. • Authorizes and issues payment for one month in advance. Note: Reason is to allow PAS-EC to engage client to allow client to submit monthly income verifications/pay stubs. • Enters Case Comments indicating client is employed and no income verifications/paycheck stubs have been submitted. • If there no documents and forms cases will be return to the Supervisor unit. • Updates in CalWIN client's email address and contact number. • Ensures all documents are submitted and sent to IDM. • Completes "Contact - Action Summary Case Transfer" (SCD 163-T) and submits to supervisor for review. Note: PAS will keep the pre-existing business process for clients who are regularly submitting their employment verifications. Staff will continue using A9PS tracking caseload ID, and will continue assigning under FTE/PTE RET OFF AID activity with transportation, childcare, and diaper supportive services for 12 months.
2.	PAS EC	<ul style="list-style-type: none"> • Contacts client upon case assignment. • Engages client within the first three business days to submit monthly income verifications/paycheck stubs Note: A9PN cases will no longer transfer to assigned A9PN caseload ID. • Engages client to submit monthly employment verifications. • Sends communication or GIS102. • Sends communication to client that transportation payments are ending if monthly income verification/paystub is not received. • Updates case in CalWIN and enter Case Comments. • Issues NOA's as needed. • Ensures all documents are submitted and sent to IDM. • If monthly income verification/paystub is not received, prepares case to transfer and continues to follow pre-existing business process for discontinuing a case.

44.4 Transfers of Closed Case

A CWES case may be closed if the client is de-registered from CalWIN and the case meets the closing criteria.

The EC must use the “Contact-Action Summary - Close Case” (SCD 163C) as a guide when reviewing a case to be closed and ensure the case meets the closing criteria and that CalWIN and case work is completed.

CWES supervisors or designated person must review all closing cases and insure all necessary actions have been completed. Refer to CWES Update 2004-04 [[“CWES,” page -1](#)]

CLOSING CRITERIA: A CWES case can be closed when:

- Post-Aid Period is over.
- Cash aid has been discontinued for 30 days.
- A Sanction has been implemented for 30 days or more.

Prior to closing the case, the EC must review the case to ensure ALL casework is up-to-date. The following table describes the process for closing cases. The SCD 163C form must be used when closing a case. This process applies to ALL CASES for closing:

STEP	WHO	ACTION - (Cases to Closed Files)
1.	EC	<ul style="list-style-type: none"> • Determines if the case meets the closing criteria. • Completes all sections of the SCD 163C • Reviews and updates, as necessary the CalWIN screens. • Submits case to supervisor or designated person for review.
2.	Supervisor or Designated Person	Reviews the case to ensure the case meets the closing criteria, all CalWIN work has been completed and all outstanding case work is up-to-date.
		Documents case review on the SCD 163C.
		Changes “current worker” number to the appropriate closed files worker number.
		Submits SCD 163C to designated clerical person.
3.	Designated Clerical Person	Makes adjustments to Worker case count in the EXCEL Spreadsheet.
		Scans the SCD 163C for IDM to F3.

44.5 Case Transfers to the Scheduling Unit at 1879 Senter Road

Cases must be transferred to Worker A9J0 in CalWIN to be scheduled for a CWES orientation. The client needs to be in Registered Status in CalWIN and must attend an orientation when:

- A 30-day break-in-aid occurs.
- Lifting a sanction AFTER a 30-day break-in-aid.
- An exemption expires.

Case must be active and in Registered Status in CalWIN, unless the client wishes to cure the sanction.

When the CWES Worker identifies a client as needing a CWES orientation and meeting the above criteria, these guidelines must be followed:

GUIDELINES - (Cases To The Scheduling Unit At 1879 Senter Road)	
1.	Cases must include the following, as appropriate: <ul style="list-style-type: none"> • Supportive Services discontinuance NOA, if appropriate • All documents received are scanned to IDM.
2.	Update all CalWIN screens, as appropriate.
4.	Document reason for orientation on CalWIN [Case Comments] .
5.	Lead or Supervisor must change the worker # in CalWIN to Worker A9J0.
6.	Submit the SCD 163T to the Lead or Supervisor for transfer approval.



Note:

North and South County District offices use a modified internal process for scheduling clients to orientation.

44.6 Case Return Policy

All case returns must be negotiated between the returning supervisor and the receiving supervisor. If an agreement cannot be reached between the supervisors, the issue(s) must be referred to the SSPMs. [\[Refer to "Procedures for Rejecting Cases," page 51-50\]](#)

44.6.1 Time-Lines

The following time-lines apply to case returns:

- A case can only be returned within ten-working days from the date the case is assigned to the EC.
- The supervisor who intends to return the case must attempt (voice mail/e-mail) to contact the previous supervisor. A record of the attempts must be kept on the “Returned Case Communication” (SCD 1096 ES) form.
- If the supervisor who intends to return the case does not hear back from the previous supervisor during a three-work day time frame, returns the case on the 4th day.

44.6.2 Worker Review Criteria

EC’s are responsible for reviewing all incoming cases. The EC may refer a case for possible return, within five-working days, to their Unit Supervisor using the “Return Case Communication” (SCD 1096 ES) form.

The following is a list of possible reasons for returning a case. This list is not all inclusive nor is it a list of definite reasons for returning a case:

- Unpaid billings/requests: child care, mileage, ancillary
- Incorrect activities
- Missing or incorrect activity agreements
- Critical case or CalWIN errors.

To complete the SCD 1096 ES form for possible case return take the following steps:

STEP	WHO	ACTION
1.	EC	Completes: <ul style="list-style-type: none"> • Completion Date (current date) • TO and FROM boxes (Supervisor completes the Date Contacted) • Client’s Name and Social Security Number • The ERRORS section. The CWES Worker must clearly list all errors found. Cite the CWES Handbook section/chapter, if appropriate.

STEP	WHO	ACTION
2.	Unit Supervisor (who intends to return the case)	The supervisor must: <ul style="list-style-type: none"> • Attempt (voice mail/e-mail) to contact the previous supervisor. • Review the case with the previous supervisor. • Record the communication attempts on the SCD 1096 ES form in the Date Contacted field. • Record the date of contact with the previous supervisor, on the SCD 1096 ES form, if appropriate. • Return the case on the 4th day if no contact is made during a three-work day time frame. Change the worker number in CalWIN to the supervisor’s number.



Note:

Errors cited on the SCD 1096 ES, are not to be documented on the Calwin **Case Comments** window.

If there are significant errors on the case, and returning the case will adversely impact timely delivery of supportive services, a case return is not appropriate. In these instances the SCD 1096 ES form must be sent to the previous supervisor for informational purposes only. The “FYI” box must be checked.

Upon receipt of a “Case Return” the following steps must be followed:

STEP	WHO	ACTION
1	EC	Completes the following: <ul style="list-style-type: none"> • Reviews and corrects any errors. • Completes the “Response/Corrections” section of the SCD 1096 ES. Cites the CWES Handbook section/chapter, if appropriate. • Submits the CalWIN case to the Unit Supervisor for review and signature on the SCD 1096 ES form.
2.	Unit Supervisor	Completes the following: <ul style="list-style-type: none"> • Reviews the case for corrections. • Signs and dates the SCD 1096 ES form. • Sends the CalWIN case to the supervisor that initiated the SCD 1096 ES form. Changes the worker number in CalWIN to the supervisor’s number.



Note:

The SCD 1096 ES is not retained, after the case is accepted.

44.7 CWES Inter-County Transfer (ICT)

At this time the only regulation governing ICTs is for Child Care. Our Agency has chosen not to request an ICT from other counties when a client moves into our county. We will consider the client moving into our county as a new client.

However, we will comply with another county's ICT request. This may include, such as but not limited to, sending copies of Activity Agreements, supporting documentation, and NOAs, if requested. Requests for OCAT transfers are to be sent to CWES designated staff who has the authority to transfer the OCAT to other counties. The request from the other county may include Santa Clara County to pay supportive services such as transportation/ancillary for client to retain employment. Santa Clara County will pay the supportive services through the end of the ICT period if the other County is not covering the same support service during the same period (Refer to CWES PI 2002-4) for case scenario.

