

10. Inter-County Transfers (ICT)

When a recipient family moves from one county to another within the State of California (with no change in family composition), the responsibility for the determination of eligibility and the authorization of CalWORKs/RCA, CalFresh and Medi-Cal must also be transferred from the county currently paying aid to the county in which the recipient has moved. There must be no interruption or overlapping in payment of aid as a result of a recipient moving from one county to another to make his/her home.

Effective June 1, 2017, Senate Bill (SB) 1339 mandates the following new requirements:

Recipients who move from one county to another must notify either the Sending or Receiving county of their change in residence. In addition to this change, SB 1339 enacts the following:

- No redetermination (RD) to determine continuing eligibility unless the next scheduled RD is due in either of the final two months of the semi-annual reporting (SAR) period.
- Whichever county the recipient notifies of the move first, must initiate the ICT within seven business day of receiving notification.
- Recipients must not be asked for or required to provide copies of documents that were previously provided.
- Recipients may report residence changes to the sending or receiving county in person, in writing, by telephone, or online.
- Benefits and payment responsibility must be transferred to the Receiving county no later than the first day of the next available benefit month following 30 days after a county is notified of a move from one county to another.



Reminder:

CalWORKs recipients are required to report a change in residence within 10 days of the actual move. However, failure to report a move within the state to a different county in itself does not constitute a basis for an overpayment or any other negative action.

10.0.1 Definitions

The following definitions pertain to ICT procedures:

Inter-County Transfer

A transfer of responsibility for determination of eligibility and provision of social services from one county to another.

Receiving County

The county where the recipient has moved.

Sending County

The county from where the recipient has moved. The Sending county is responsible for continuing to pay aid during the ICT period or until the end of the month in which aid is discontinued for cause (i.e. lack of income report), whichever is earlier.

Transfer Period

The period of time in which the Sending county remains responsible for payment of benefits.

30-Day Transfer Period

The 30-day ICT transfer period begins when the county is notified of the move. Whichever county (Sending or Receiving) is notified shall initiate the ICT within seven business days of receiving the notification.

Expiration of the Transfer Period

The expiration of the transfer period occurs at the end of the month following the 30-day transfer period after the Sending or Receiving county either mails or electronically transfers the notification of the ICT to the Receiving county or the end of the month in which benefits are discontinued for cause, whichever is earliest.

10.1 Transfer Period [EAS 40-187]

Whichever county the recipient notifies of the move, must initiate the ICT within seven business days of receiving the notification. ICTs have a 30-day transfer period which begins the date that the electronic Inter-County Transfer (eICT) is initiated. The transfer period expires at the end of the month following the 30-day transfer period.

When the 30th day falls on a Saturday, Sunday or a legal holiday, the first business day following the weekend or holiday is considered the last day of the 30-day period.

**Example:**

The Sending County initiates an eICT on July 10 notifying the Receiving County that the client is now making their home in that county. The 30th day following the notification is August 9. The end of the transfer period is August 31.

By mutual agreement of the counties involved, the transfer of responsibility may occur at an earlier date.

**Example:**

A client received aid from Los Angeles County on April 1. On April 14th the client comes into the Application Assistance Center (AAC) and reports that the family moved here on April 3rd. If both counties agreed, LA could discontinue April 30th and benefits in Santa Clara would be effective May 1st.

10.1.1 Requesting an eICT

When the client is in Santa Clara County requesting aid and is still active in their old county (the Sending county), a “Request for ICT” must be initiated by Santa Clara County (the Receiving county). The Receiving county must initiate the ICT request within seven business days of the notification.

10.1.2 Sending an eICT

Once the Sending county has received an electronic “Request for ICT”, the Sending county will initiate the eICT within seven working days. The seven-day period starts with the date of receipt of the electronic “Request for ICT”.

10.1.3 eICT Disposition

A disposition notification will be sent to the Sending county indicating which programs were approved or denied by the Receiving county. The disposition is triggered when the Receiving county has authorized the Eligibility Determination.

Any deviations to extend or shorten the pick-up dates must be communicated and agreed upon by both the Sending and Receiving counties to ensure there is no break in aid to the client and to avoid overlapping benefits.

10.2 Client Moves During ICT [EAS 40-187]

When an AU moves to another county (the third county) during the ICT period, the Sending county begins the eICT process all over again. The address is updated and the Sending county will cancel the eICT request. The Sending county is responsible for initiating a new eICT and sending all necessary documents to the new county. [Refer to “Outgoing ICTs [EAS 40-188.1],” page 10-11]]



Example:

Client comes to County "A" to apply for benefits. The client is still active in County "B". County "A" initiates an electronic “ICT Request”. County "B" receives the eICT request and sends the eICT to County "A". One week later, the client reports that they have moved to another county (County "C"). The case has not been activated in County "A". Both County "A" and County "B" update the clients new address. County "B" cancels the eICT request to County "A" and initiates a new eICT to County "C".



Note:

In the event that the Receiving county has already completed the eICT process and the client has moved to another county, the Receiving county will now initiate an eICT to the other county.

10.3 eICT Cancellation Process

From time to time, the expected move does not occur or occurs in a county other than the one the client thought they were going to. When this occurs, the process is to “Cancel” the eICT send action. Only the Sending county has the ability to cancel the eICT send transaction. The Receiving county’s “Request for eICT” cannot be electronically canceled.

10.4 Discontinuance During ICT [EAS 40-191]

The Sending county's responsibility ends when payment of aid is discontinued for a valid reason during the ICT period. The recipient would be responsible for reapplying for CalWORKs in the Receiving county.

10.5 Special Transfer Provisions Between Regions

Because of the difference in MAP and MBSAC amounts between regions, certain provisions regarding ICTs have changed. The following is a summary of these situations and the ICT treatment:

Joins Home of Aided Persons Required To Be in Same AU

If the recipient moves from County A into a home that includes persons aided in County B, and it is determined that everyone is required to be in County B's existing AU, there is no ICT. County A discontinues the recipient the end of the month, and County B adds the persons to their (County B) existing AU.



Example:

An AU consisting of a child and the child's caretaker relative moves from County A, a Region 1 county, to County B, a Region 2 county. The AU joins the home of two other persons, both of whom are aided in County B and must be included in the AU with the AU that moved. County A cancels any ICT and discontinues the case. County B becomes responsible. The MBSAC and MAP amounts for County B (the lower Region 2 amounts) are used. County B processes the case to add the new members. The effective date they are added to County B's AU will be the day after they are discontinued from County A, (e.g., County A discontinues June 30 and County B adds them effective July 1).

Application During Transfer Period

When a recipient from County A moves into a home in County B that includes unaided persons who apply for aid and who must be included in County A's AU, such persons are added to County A's existing AU according to Semi-Annual Reporting procedures. County A continues to aid the recipients, including the added members, until the ICT period is completed.



Example:

An AU consisting of a mother and two children moves from County A, a Region 2 county, to County B, a Region 1 county. During the transfer period, the children's unaided father and two other unaided children apply. All persons are required to be in the same AU. County A is responsible to add the new members or deny the request, and for the processing of the ICT. The MBSAC and MAP amounts for County A (the lower Region 2 amounts) are used during the transfer period.

10.6 Redeterminations

To prevent expiration of the redetermination (RD) period, the receiving county will complete the RD when a recipient has moved during either of the final two months of the RD period. The sending county may complete the RD, if both the sending and receiving county mutually agree it is in the recipient's best interest. The RD must be completed in a timely manner to adhere to the ICT timeframes and avoid any delay in benefits or break in aid. AUs who fail to complete the RD timely shall be evaluated for and granted good cause if applicable.

**Note:**

The CalWORKs RD must be done in the same month as the CalFresh recertification. The CalWORKs RD period may be shortened as needed.

10.7 SAR 7

The receiving county is responsible for obtaining a completed semi-annual report (SAR 7) when a recipient has moved in either of the last two months of the semi-annual period. The sending county may process the SAR 7 if both the sending county and receiving county mutually agree it is in the best interest of the recipient to do so. The SAR 7 must be completed in a timely manner to adhere to the ICT timeframes and avoid any delay in benefits or break in aid.

AUs who fail to submit the SAR 7 timely shall be evaluated for and granted good cause if applicable. [\[Refer to "Criteria for Determining Good Cause \[EAS 40-181.23\]," page 9-24\]](#) for more information.]

10.8 Homeless Assistance

The Homeless Assistance (HA) eligibility determination for Temporary Shelter (TS) HA is the responsibility of the county where the AU is physically located and intends to reside.

When a client applies for benefits in the receiving county and does not have a permanent or temporary address, the receiving county will initiate an eICT request to the sending county. The receiving county will enter the appropriate homeless address for the client in the receiving county and include the homeless status of the client in the ICT comments section.

For Permanent Housing (PH) HA, if the AU locates housing in another county, it is the responsibility of the county in which the projected residence is located to make the eligibility determination. The MAP level for the responsible county is used to determine the amount of payment for HA. [\[Refer to "Intercountry Transfer \[40-187.31; 44-211.515\]," page 36-29\].\]](#)

10.9 Payment Adjustment [EAS 40-190.5]

The Receiving County must continue to make overpayment adjustments for overpayments that occurred in the Sending County. Overpayments adjustments that have occurred within the existing county of residence will have precedence over those which occurred in other counties.

[Refer to “Overpayment Definitions/Forms,” page 49-1] for more information.]

10.10 Employment Services

The process of simultaneously transferring both the cash assistance and Welfare-to-Work components of a CalWORKs case during the ICT process is critical in assisting recipients to make the most effective use of their time on aid and effective employment-related services.

Use the following guidelines to process changes which affect Employment Services during the ICT period:

IF...	THEN THE EW WILL...
The ICT is canceled for any reason,	<ul style="list-style-type: none"> • Contact Employment Services informing them that the ICT has been canceled and request reinstatement of the recipient’s WTW services.
The client has been sanctioned by the sending county, and the client indicates they want the sanction lifted/cured,	<ul style="list-style-type: none"> • Contact Employment Services at 793-1200 to schedule the client for an orientation appointment. The recipient’s name, SSN and case number must be provided. • DO NOT PAY CalWORKs for this individual until notification is received from Employment Services that the client has cooperated. CalWORKs may be authorized for the remaining AU members if otherwise eligible.

10.11 Domestic Abuse Cases

Information with respect to domestic abuse victims and their dependents must 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 in order to avoid endangering the lives of these victims.

The sending and receiving counties are encouraged to work together to ensure that any information regarding domestic abuse services, waivers, and security issues are transferred as seamless as

possible to avoid endangering the family and to reduce duplication of verification for the family who is transferring to another county.

**Note:**

The use of faxes in domestic abuse ICT's is discouraged.

Transfer of Documentation

In addition to the documents that must be sent to the receiving county (see the “Outgoing ICT’s” section below), workers must send any information regarding domestic abuse services that the recipient may be receiving and waivers that the recipient may have. This includes information on domestic abuse time on aid waivers that the recipient has been granted, domestic abuse services that the recipient is receiving, and whether the recipient has claimed good cause for not cooperating with the child support requirements. This information can only be released by the worker if the recipient has signed a “Permission to Release Domestic Abuse Information When Moving to Another County” (WTW 37) in the sending or receiving county.

References to Local Domestic Abuse Services

In the instance that the worker is aware of the client’s intention to move to another county in advance, the worker should provide the client with references to local domestic abuse services that are located in the receiving county. These services can be found by calling 1-800-799-SAFE and/or by contacting the receiving county.

WTW 37

Recipients should be informed that if they move to a new county and have not signed a WTW 37 form, any information regarding their domestic abuse situation, cannot be transferred to the receiving county unless they sign a new WTW 37 form. The WTW 37 form is valid for a maximum of one year after it is signed by the recipient.

Time on Aid

When a client has received an exemption or extender to their CalWORKs 48-month time limit from their previous county, the worker must review the recipient’s time on aid information to confirm the recipient’s remaining months of CalWORKs eligibility is correct.

10.12 Recipient Responsibility

Recipients have the following responsibilities in the ICT process:

- Report within 10 days, to either the Sending or Receiving county, when they have moved. Recipients may report this change in person, in writing, by telephone, or online.
- Comply with SAR 7 or RD requirements in order to continue ongoing benefits.
- Comply with existing mandatory reporting requirements.

10.13 County of Residence [EAS 40-189]

Recipients are considered to “make their home” in the county in which they are physically residing EXCEPT in the following situations:

- The family maintains a home in a different county and expects to return to that home within 4 months.
- The 4-month period begins on the date the county paying aid determines that the family is maintaining a home in a county other than the county where they are physically present.
- If the family fails to return to the “home” within 4 months, they will be considered to have moved to the county where they are physically present.
- A recipient farm labor family that goes to another county to work when they maintain a home to which they will return when not working. The county where the farm labor family maintains a home is responsible for paying aid.
- In Foster Care, a child placed by a public agency or a private agency which has legal custody because the child was relinquished to them or a court has given them legal custody, shall be considered to make his/her home in the county in which the court having jurisdiction for the child is located, regardless of whether the child’s placement is located in another county.
- When the family moves because a member of the assistance unit (AU) must go to another county to be admitted to a public or private health care institution for inpatient care, the AU is considered to make its home in the first county. The AU must continue to maintain the existing home while out of the first county.
- A recipient, who was part of an existing AU prior to entering a state hospital and is released from inpatient status in a state hospital, is considered to continue to make his/her home in the county where the AU resided prior to the AU member’s admittance to the state hospital from which he/she was admitted for a period not to exceed three years following his/her release from the hospital.
- In Kin-Gap, a child shall be 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.

10.14 Incoming ICTs [EAS 40-188.2]

The Inter-County Transfer Clerk is located in the BAC office and can be reached by telephone at (408) 758-4524. All incoming ICT documentation will be forwarded to the ICT clerk.

The ICT Clerk is responsible for checking CalWIN’s **External Referral Data** window on a daily basis. [Refer to Common-Place Handbook, “[Inter-County Transfer \(ICT\)](#),” page 46-1.]

The receiving county is responsible for eligibility and grant determination as of the first day of the month following the end of the 30-day ICT transfer period. The assigned worker must take the following actions:

STEP	ACTION	
1.	Receive eICT case assignment: <ul style="list-style-type: none"> Review eICT windows and documents for completeness Contact the sending county if there are any missing documents pertaining to the CalWORKs eligibility. 	
2.	Complete all the windows generated in the CalWIN Data Collection queue. CalWIN will continue “recipient” status and apply “recipient” rules: <ul style="list-style-type: none"> Applicant test is NOT applied, No eligibility for an immediate need, etc. Note: A new SAWS 2 Plus is not required unless there is a change in circumstances that prevents the determination of continuing eligibility. Circumstances that may warrant the taking of a new SAWS 2 Plus include new employment, the addition of a new assistance unit (AU) member, or the acquisition of new property not exempt from program asset tests. As a continuation of benefits, the RD due date does not change.	
3.	Review the [INQM] screen on MEDS to determine if CalWORKs was discontinued:	
	IF CalWORKs...	THEN THE EW...
	Is discontinued,	Can establish the CalWORKs case.
	Is not discontinued,	Must contact the sending county and obtain verification of CalWORKs discontinuance.
4.	Confirm in CalWIN that clients who have a work registration requirement are referred to Employment Services. Note: Employment Services is responsible for requesting the transfer of records from the previous Employment Services office if necessary.	
5.	Make sure the Redetermination (RD) is due in a submit month.	
6.	Authorize the case when all eligibility requirements are met.	

10.15 Outgoing ICTs [EAS 40-188.1]

The Sending county must provide copies of documents to the receiving county within seven business days. Documentation includes, but is not limited to, the most recent:

- SAWS 2 Plus,
- SAWS 1 (if applicable),
- SAR 7, and
- All pertinent documentation necessary to verify current benefit and grant amount.

EWs shall complete the following steps to initiate an outgoing ICT when a recipient reports that they have moved to another county:

STEP	ACTION
1.	Record the new address on the Head of Household's Collect Individual Residence Detail window indicating the Effective Begin Date and the Home County in CalWIN.
2.	Change the residence county code on MEDS to ensure the client is disenrolled from the Managed Care Plan to be able to access health services in the new county.
3.	Complete the Record ICT Send window and click on the [Upload Imaged Documents] button.
4.	<p>Select the most recent copies of the following documents:</p> <ul style="list-style-type: none"> • Current "Application for CalFresh, Cash Aid and/or Medical/Health Care Programs" (SAWS 2 PLUS), • SAR 7 (Eligibility/Statue Report), • Copy of the completed "Welfare to Work Plan" (WTW2) for mandatory or voluntary Employment Services registrants, • Verification of the AU's MAP exempt status, • Verification of age-appropriate immunizations, • Medical verification for CalWORKs Incapacitated cases, • Time on Aid information (most recent TOA NOA), • Overpayment repayment agreements and NOAs for overpayments with outstanding balances, and • Copies of any documents supporting the eligibility determination by the Sending county when requested by the Receiving county. <p>When all of the documents to be sent to the receiving county have been uploaded, click on the [Release to Other County] button.</p>

STEP	ACTION
5.	Once the Record ICT Send window has been completed: <ul style="list-style-type: none"> • Run EDBC on the case and re-evaluate the current month for all programs then, • Authorize the EDBC results, • Inform the receiving county of any changes to the recipient's eligibility or payment level as soon as the determination is completed, • Send copies of any resulting NOAs.
6.	Send the "ICT Reminder" NOA (M40-195A) to the client.

10.16 ICT Escalation Process [EAS 40-197]

Any questions concerning the ICT case must be addressed to the EW of record in the sending county. Counties are expected to respond to ICT questions from other counties with 7 working days. Failure on the part of the sending county to respond to requests from the EW within 7 working days should be escalated to the EW Supervisor (EWS). EWS will attempt to contact the EWS in the sending county to resolve any outstanding issues.

If the EWS does not receive a response from the sending county after 3 working days, they will escalate the issue to the Santa Clara County (SCC) ICT Coordinator. The SCC ICT Coordinator will contact and work with the ICT Coordinator from the sending county to resolve the outstanding issues.

10.17 Intra-Program Status Change [EAS 40-190.23]

Intra-Program status changes do not alter the "ICT period," nor do they constitute a discontinuance for cause. Use the following examples as a guideline:

IF...	THEN...
There is a change from CalWORKs to Medi-Cal before the expiration of the ICT period,	The sending county's responsibility for a cash grant and/or medical assistance only continues until the end of the ICT period.
The client is receiving Medi-Cal only in the sending county and requests CalWORKs in the receiving county,	The sending county is responsible for the continuation of the Medi-Cal only. The receiving county is responsible for the determination of eligibility and payment of CalWORKs aid, following regular beginning date of aid rules.
CalWORKs eligibility changes to Post-Medi-Cal eligibility during the transfer period,	The sending county is responsible for the Post-Medi-Cal period. [Refer to Medi-Cal Handbook, "Reserved for Future Use," page 15-1.]

10.18 Transitional CalFresh (TCF)

SB 1339 requires counties to complete ICTs for TCF cases during any month of the five month period. Whichever county the TCF recipient voluntarily notifies of the move, must initiate an ICT within seven (7) business days of receiving the notification.



Example:

A client notifies County A (current county of residence) on June 5th that they have moved to County B. Within seven business days, County A initiates the transfer to County B. By June 14th, County B will accept the case. Benefits and payment responsibility shall be transferred no later than August 1st.