

County of San Diego, Health and Human Services Agency (HHS)
Eligibility Policy and Procedures Guide

Inter County Transfer (ICT) Procedures

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Revision Date:

07/01/2018

Background:

A Statewide electronic Inter-County Transfer interface (eICT) was created to provide a seamless transfer of client data and documents from one California County to another without a break in benefits to the recipient. This document outlines both the agreement between California counties as well as our County's business process. The revision is due to the document passing the Sunset Date. Caseloads for ICT also added to procedure.

At this time, the following programs are included with the eICT interface between CalWIN, C-IV and Leader Replacement System (LRS, to then become CalACES):

- CalFresh
- CalWORKs
- Medi-Cal
- RCA (Refugee Cash Assistance)

The following programs are NOT included in the eICT transfer process and must be sent manually:

- CalWORKs cases with a Domestic Violence (DV) situation.
- CAPI cases. Please refer to CAPI PG 99-111 for additional instructions.

Note: The manual ICT process for a CalWORKs DV case can be initiated and information regarding the DV should not be released to the receiving County, unless the customer completes and signs form WTW 37, Permission to Release Domestic Abuse Information When Moving to Another County. Family Resource Centers (FRCs) can use the WTW 37 in the CalWIN Intranet or order shelf stock from the Xerox Print Center.

Refer to CPG 40-100.P

The following programs are NOT subject to transfer:

- Adoption Assistance Program (AAP)
- County Medical Services (CMS)
- Disability Determination Services Division (DDSD) cases in pending status
- Foster Care (FC)
- General Relief/General Assistance (GR/GA)

Purpose:

The purpose of this document is to outline the Inter County Transfer policy for Eligibility staff. Refer to the appropriate Program Guide for additional program specific requirements.

Policy:

ICT Liaison Duties:

The FRC ICT Liaisons are responsible for:

- Assigning incoming ICTs received from the Document Processing Center (DPC)
- Reviewing any ICT issues with the Human Services Specialist (HSS) and resolving them at the FRC level whenever possible
- Escalating issues to the Program ICT Liaison, if possible

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ICT Specialist Duties:

ICT Specialist(s) will be responsible for:

- Processing all ICTs to completion of transfer of benefits
- Communicating with the sending/receiving County
- Following up on denied or rejected ICTs
- Coordinating discontinuance/approval dates
- Requesting/providing additional documentation, as needed
- Monitoring Management Reports (MR) available in MR SharePoint
- Reporting issues to the FRC ICT Liaison who will elevate ICT issues to Program ICT Liaisons

Incoming ICTs Overview:

ICT packets are received by the DPC via the CalWIN Interface, fax, or U.S. Postal Service.

DPC staff will completed Application Registration (App/Reg) and assign cases to the appropriate FRC for processing.

Incoming ICTs are processed based on program requirements.

ICT Requests:

When a customer who is receiving benefits in another County contacts Access/Access2Health or a FRC to report they are now a San Diego County resident, staff will notify the Access/Access2Health/FRC ICT Liaison. The ICT Liaison will assign the case to the ICT Specialist who will initiate an eICT request, following steps in How To 174 (Request an Inter-County Transfer).

If the other County did not initiate an ICT, the application would be considered an ICT and staff would be responsible for processing them. The applications are still categorized as ICTs. It is the Receiving Counties responsibility to initiate a Request for an ICT through the eICT Statewide Interface to the Sending County when the Receiving County becomes aware of a recipient's relocation to a new County of Residency in California.

If the walk-in application has completed an application and the FRC has completed the app/reg from the new application, the referral type should be changed to ICT to identify the reason the case may be in pending status for more than 30 days. This may require cancelling the initial application and re-app/reg.

The ICT process can take up to 60 days to complete from date of receipt in the Receiving County. The ICT would be assigned to an ICT Specialist to ensure all required follow up and communications with the Sending County are completed to coordinate discontinuance and pick-up dates. In addition, per the eICT Best Practice Guide, the applications would be considered ICTs and ICT staff is responsible for processing them.

Note: Customers are not required to terminate their cases in another County before applying for benefits in San Diego County.

IMPORTANT REMINDERS:

Communication Reminder:

An ICT is NOT completed until the ICT Specialist confirms case action (discontinuance or authorization) with the other County's representative. The communication can be done by phone or secured e-mail and must be documented in case comments.

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Note: All communication with other Counties must be documented in case comments and shall include the name and phone number of the contact person.

Residency Reminder:

Residency regulations differ by program. Please consult the appropriate Program Guide for required action:

- CalWORKs: Section 42-400.A
- CalFresh: Section 63-152.3
- Medi-Cal: Article 7, Section 5
- CAPI: Section 99-102.1

Domestic Violence Manual ICT Process Reminder:

ICTs for all CalWORKs recipients who are victims of domestic abuse/domestic violence must be completed manually and NOT electronically. The manual process will begin with the completion of the CW 215/WTW 37 forms and include all appropriate documents. All information is to be treated with utmost confidentiality. Please refer to CPG 40-100.P. for additional instructions.

Note: MC 360 and CF 215 forms will need to be completed manually and include all appropriate documents.

Secured E-mail Reminder:

Staff is reminded to use secured e-mail when communicating outside of San Diego County. All ICT Specialists must have the ability to send encrypted e-mails.

Overpayment & Overissuance Reminder:

Regulations require that active/open overpayment/overissuance claims existing on a case at the time of the ICT must be transferred to the receiving County of residence as part of the eICT process to continue recoupment of the claim(s) by grant adjustment.

Note: All documentation regarding the OP/OI claims may be sent within 30 days following the ICT send date. The ICT process must not be delayed due to the pending submission of OP/OI documentation.

DDSD Reminder:

ICT Specialists must follow MPG 3.02.04.F (Miscellaneous ICT Case Processing) for cases with a pending DDSD decision.

ICT Caseloads:

Office	User Name	CSLD ID	Unit
Centre City	CC ICPC/IPT/ICT/CAPI, BANK	CGKK	CGKK
	CC ICPC/IPT/ICT/CAPI, Pending	CGK1	CGKK
	CC ICPC/IPT/ICT/CAPI, Active	CGK2	CGKK
El Cajon	EC ICPC/IPT/ICT/CAPI, BANK	LGKK	LGKK
	EC ICPC/IPT/ICT/CAPI, Pending	LGK1	LGKK

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	EC ICPC/IPT/ICT/CAPI, Active	LGK2	LGKK
Lemon Grove	LG ICPC/IPT/ICT/CAPI, BANK	GGKK	GGKK
	LG ICPC/IPT/ICT/CAPI, Pending	GGK1	GGKK
	LG ICPC/IPT/ICT/CAPI, Active	GGK2	GGKK
North Central	NCE ICPC/IPT/ICT/CAPI, BANK	HGKK	HGKK
	NCE ICPC/IPT/ICT/CAPI, Pending	HGK1	HGKK
	NCE ICPC/IPT/ICT/CAPI, Active	HGK2	HGKK
North Coastal	NC ICPC/IPT/ICT/CAPI, BANK	KGKK	KGKK
	NC ICPC/IPT/ICT/CAPI, Pending	KGK1	KGKK
	NC ICPC/IPT/ICT/CAPI, Active	KGK2	KGKK
North East	NE ICPC/IPT/ICT/CAPI, BANK	NGKK	NGKK
	NE ICPC/IPT/ICT/CAPI, Pending	NGK1	NGKK
	NE ICPC/IPT/ICT/CAPI, Active	NGK2	NGKK
North Inland	NI ICPC/IPT/ICT/CAPI, BANK	EGKK	EGKK
	NI ICPC/IPT/ICT/CAPI, Pending	EGK1	EGKK
	NI ICPC/IPT/ICT/CAPI, Active	EGK2	EGKK
Fallbrook	FA ICPC/IPT/ICT/CAPI, BANK	UGFK	UGFK
	FA ICPC/IPT/ICT/CAPI, Pending	UGF1	UGFK
	FA ICPC/IPT/ICT/CAPI, Active	UGF2	UGFK
Ramona	RA ICPC/IPT/ICT/CAPI, BANK	OGRK	OGRK
	RA ICPC/IPT/ICT/CAPI, Pending	OGR1	OGRK
	RA ICPC/IPT/ICT/CAPI, Active	OGR2	OGRK
South East	SE ICPC/IPT/ICT/CAPI, BANK	SGKK	SGKK

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	SE ICPC/IPT/ICT/CAPI, Pending	SGK1	SGKK
	SE ICPC/IPT/ICT/CAPI, Active	SGK2	SGKK
Chula Vista	SR ICPC/IPT/ICT/CAPI, BANK	VGKK	VGKK
	SR ICPC/IPT/ICT/CAPI, Pending	VGK1	VGKK
	SR ICPC/IPT/ICT/CAPI, Active	VGK2	VGKK
Metro	AA ICPC/IPT/ICT/CAPI, BANK	AGKK	AGKK
	AA ICPC/IPT/ICT/CAPI, Pending	AGK1	AGKK
	AA ICPC/IPT/ICT/CAPI, Active	AGK2	AGKK
National City	SRNC ICPC/IPT/ICT/CAPI, BANK	TGKK	TGKK
	SRNC ICPC/IPT/ICT/CAPI, Pending	TGK1	TGKK
	SRNC ICPC/IPT/ICT/CAPI, Active	TGK2	TGKK

Program Impact/s:

All Programs

References:

CalWORKs 42-100.P.
CalFresh 63-152.3
Medi-Cal Article 7, Section 5
CAPI 99-102.1

Sunset Date:

This policy will be reviewed for continuance by 07/31/2021

Approval for Release:

 7-11-18

Rick Wanne, Director
Eligibility Operations