

County of San Diego, Health and Human Services Agency (HHS) Agency (HHS) Agency (HHS)
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Revision Date:

08/29/2017

Background:

State regulations require counties to process CalFresh cases for Inter-County Transfer (ICT) when a customer moves from one county to another within California.

CalFresh ICT's transactions will be processed using the eICT procedures.

This section has been revised to establish ICT procedures for receiving counties and Transitional CalFresh (TCF) cases.

Policy:

63-359.1: Definitions

Refer to Definitions and Examples in 63-1103.

63-359.2: ICT Requirement

- Assist a customer's move from one county to another without a break in benefits and without requiring a new CalFresh application or an interview in the new county of residence. Customers who move from one county to another will not be required to complete a new application or recertification, submit verifications or complete an interview as a result of the ICT process. The exception to this regulation will be if the customer moves during the last two months of their recertification period. The receiving county will be responsible for processing the recertification.
- Encourage customers to report a change in residence in order to ensure continuity of benefits when they move to another county. Customers may voluntarily notify either the sending county or receiving county of their change of address. Residence changes may be made in person, in writing, by phone or online. Inform customers of these options at intake and recertification.
- Customers who move to another county will not be required to contact the sending county to request a transfer of their case.
- Initiate the ICT process within 3 business days. Whichever county the customer notifies of their move will initiate the ICT.
- The sending county will provide copies of all verifications that were in the customers file to the receiving county. The customer must not be asked to provide any verification that was previously provided.
- A customer cannot be discontinued for being a resident of the sending county until the receiving county assumes responsibility for the case and benefits have been processed.
- Communication between counties is critical to ensure that no case is discontinued until the receiving county indicates that the transfer is complete.
- Benefits and payment responsibility must be transferred to the receiving county no later than the first day of the next available benefit month 30 days after a county is notified of a customer's change of address.

63-359.3: Households Excluded from the ICT Process

The following household is excluded from the ICT process:

Some household members move out of the county

Do not initiate an ICT when only some members of the household move to another county.

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Those individuals will be added or removed from the current household according to existing Semi-Annual Reporting (SAR) rules. Individuals leaving the current household must be removed from the case and may apply in their new county of residence, or be added to an existing CalFresh household.

63-359.4: SAR Cases

The SAR cycle and recertification that was assigned in the sending county must continue in the receiving county.

The receiving county is responsible for completing the SAR 7 when the customer moves during the last two months of the SAR period.

The receiving county is responsible for:

- Processing the SAR 7
- Determining ongoing eligibility and benefit amounts
- Issuing the NOAs for the payment month, including notice for changes to the payments that will be issued by the receiving county
- The sending county may process the SAR 7 if the sending and receiving county agrees that it is in the customer's best interest for them to do so.

63-359.5: Recertification

The receiving county is responsible for completing the recertification when the customer moves during the last two months of the certification period.

The sending county may process the recertification if the sending and receiving county agrees that it is in the customer's best interest for them to do so.

Coordinate to ensure that the recertification is completed in a timely manner so the customer has no delay in benefits or break in aid.

When the household is required to receive notice of the expiration of their certification period at the time of certification, the NOA approving their application may be combined with this notice, or separate notices may be sent.

63-359.6: Households receiving (TCF) benefits

Transitional CalFresh (TCF) cases are eligible to ICT procedures. Whichever county the customer voluntarily notifies of the move must initiate the ICT for the TCF case. The ICT transfer can occur at any time during the TCF period. The receiving county will be responsible for processing the recertification and determining eligibility for regular CalFresh.

63-359.7: Restoration of Aid (Waiver)

Cases may be eligible for restoration if the household applies in a new county of residence in the month following their discontinuance. Communicate with the previous county to determine which is more advantageous to the household; having the case restored or completing a new application.

The county should determine if the customer would benefit from having the case restored under the "Restoration of Aid" or by completing a new application (in the event the household is eligible for expedited services). If it is determined that it is more advantageous for the household to have the case restored, the receiving county must provide any information needed by the sending county to complete the restoration. The sending county is responsible for restoring the case.

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If it is determined that the household is better served by completing a new application, the receiving county will notify the household and assist in the completion of the application.

63-359.8: Overissuance (Claims)

Any outstanding overissuance claim must be transferred to the receiving county with supporting documentation when a customer moves from one county to another (i.e., overissuance NOAs, budgets, etc.).

- The sending county will no longer be responsible for the collection of the overissuance and will remove the claim from the record;
- The receiving county will be responsible for collection of the overissuance until it is fully repaid or the household moves to another county.

Refer to CalFresh ICT Processing Guide for additional information and procedures.

63-359.9: Homeless Households

CalFresh households who are homeless or become homeless must continue to receive benefits from the county of application if otherwise eligible. If a household reports residence in another county, transfer the household to the new county, if appropriate, using the ICT procedures outlined in this section.

63-359.10: Able-Bodied Adults Without Dependents (ABAWD)

When the household consists of an ABAWD person, the county of residence is responsible to check if the participant is meeting the ABAWD work rule (Refer to 63-909).

Procedure:

Refer to the following for internal protocols regarding the processing of eICTs:

- San Diego County FRC Liaisons found at S:\ENTERPRISE\Agency Rosters\ICT & eICT FRC Liaisons and Specialists
- Processing Guide #359-01 found in Eligibility Essentials Desk Aids

Program Affected:

- Refer to the CalWORKs ICT process for Public Assistance CalFresh cases when at least one member of the CalFresh household also receives CalWORKs.
CalWORKs Program Guide 40-100 P. Inter-County Transfers
The household will be discontinued from the prior county at the same time the transfer of the CalWORKs case is completed.
- Refer to the Medi-Cal ICT process for CalFresh when at least one member of the CalFresh household receives Medi-Cal.
Medi-Cal Program Guide Article 3, Section 2 Inter-County Transfers
Establish the CalFresh case with the sending counties certification period and SAR cycle.

References:

ACL 17-58
MPP 63-503.7
ACL 13-78
ACL 11-22
ACL 11-70

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Sunset Date:

This policy will be reviewed for continuance by 08/31/2020.

Approval for Release:

Pat Whinn, 8-29-17