:DHR **Department of Human Resources** **311 West Saratoga Street** **Baltimore MD 21201**	**FIA ACTION TRANSMITTAL**
Control Number: 00-34	**Effective Date:** January 1, 2000
	Issuance Date: January 20, 2000

TO: DIRECTORS, LOCAL DEPARTMENTS OF SOCIAL SERVICES
DEPUTY/ASSISTANT DIRECTORS FOR FAMILY INVESTMENT
FAMILY INVESTMENT SUPERVISORS AND ELIGIBILITY STAFF

FROM: ROBERT J. EVERHARD, EXECUTIVE DIRECTOR *Robert Everhard*

RE: CASE TRANSFER PROCESS

PROGRAM AFFECTED: ALL PROGRAMS

ORIGINATING OFFICE: FAMILY INVESTMENT AFFILIATE

BACKGROUND:

The procedure for transferring cases within the CARES system when a household moves from one jurisdiction to another is being updated in order to ensure an efficient process that will provide high quality service to the customer.

It is the customer's responsibility to notify the local department of the household's intent to move to another jurisdiction prior to actually moving. This will give the case manager time to take the appropriate action necessary to prepare the case and complete the transfer.

There are instances in which the customer does not notify the current jurisdiction and arrives at the new jurisdiction asking for service. It is the responsibility of that office to take the appropriate action required to provide the service needed, this may include contacting the former jurisdiction. If the situation cannot be resolved, the CARES Help Desk is available for technical assistance.

ACTION REQUIRED:

Appropriate case transfer must begin with a message between clearinghouse workers (security code 08) notifying receiving jurisdictions of a case transfer.

A customer's new address must be entered on CARES prior to transfer.

Supervisors, leadworkers or the agency's designated reviewer MUST complete an assessment of case readiness for transfer, prior to the clearinghouse worker completing the transfer. This means documentation and narration in record must support the eligibility decision made. To the extent possible, all outstanding work on the case that can be done in the sending jurisdiction should be done before the case is transferred.

The paper record must follow the CARES transfer, with the Case Record Transfer Form attached to front of record, within five working days.

Case Records sent to a new jurisdiction are sent by certified mail.

All outgoing and incoming transfers must be reviewed to determine the following:

> Are there any outstanding alerts or BEGS? If so, handle or transfer depending on action required.

> Date next redetermination is due.

> Has a redetermination been **INITIATED** on CARES? (If answer is "YES," the sending office should **TRY** to complete prior to transfer.)

Retaining the automated scheduling of redet appointments is of utmost importance. To use this feature to its fullest extent, it is necessary to transfer cases regardless of where they are in the cycle.

ALERTS

When transferring a case to a new jurisdiction, check the alerts for all **AU's** (PF 23 from **each** STAT screen). All alerts, whether worker or system generated, assigned to an **AU#** are displayed there. Any alerts that can be handled by the transferring DO are to be done before transferring the case. The alerts that cannot be handled will transfer to the new DO along with the **AU**. The case manager or other designated person in the receiving DO will need to review the alerts when the transferred case is received.

NOTE: Any alerts, whether system or worker generated, that have been assigned to the **IRN# (Client ID#)** will **not** transfer if they are already displaying on the current worker's alerts. These alerts are to be **manually** transferred to the new case manager. See attached CARES procedures for process.

CARES PROCEDURES

The clearinghouse worker/08 assigned in each district office (DO) is the only person in the office who can key in a new local department on the ADDR screen and process case record transfers. A statewide list of clearinghouse workers is available on-line in CARES. This list can be accessed by:

Selecting "O" from the CARES Welcome Screen
Select "K" from the OMEN screen
Type "DO" number in "DO/CO" field
Type 08 in the "Unit Type" field
Press ENTER
Case manager's name and telephone number is listed

Transfer CARES case to the receiving jurisdiction:

Select option "R" from AMEN and enter the client's IRN#
Enter the code for the new LDSS/DO on the ADDR screen in the DO field
Complete narration
Fast path to the "DONE" screen and confirm the transaction
Commit the change by pressing ENTER.

Transfer Alerts that have been assigned to IRN# (client ID):

Select "D" from the Welcome Screen to access the alert submenu.
Select either "B" or "C" and press ENTER.
Enter a Y in the "S" (selection) field.
Press PF 14.
On Alert Transfer Screen enter new worker EW ID#.
Press ENTER (worker may need to update the display date as the next working day.)

The alert will transfer to the new worker on the display date.

NOTE: The list of District Office numbers are in CARES on the File Inquiry Submenu (OMEN) screen located by selecting option "O" from the Welcome screen. You can get a list of the "DO" codes by typing a question mark in the "DO" field and pressing ENTER. The DO number and name is listed. To get the telephone numbers, type the district office number in the "DO" field and press ENTER.

Sometimes a case must be assigned out of alphabet for a special reason. When this happens the supervisor at the receiving department must take steps to reassign the AU by:

> Select "S" from the CARES Welcome Screen.
> Press ENTER.
> Select option C (Reassign AU to EW) on the SMEN.
> Press ENTER.
> On ASGN screen enter the AU ID# and new EW ID numbers.
> Press ENTER.

TO OVERRIDE AUTOMATIC REASSIGN:

> On AMEN, Select "R", Enter Client ID# and "MISC" in "Screen ID" field.
> Press ENTER
> Type a "Y" in the Auto Reassign Override Field so that the case is not reassigned in auto case maintenance. The process is independent of the reassign process and controls the auto-maintenance overnight batch processing.

NOTE: When transferring a case that has been assigned out of alphabet in the sending agency remove the "Y" from the MISC Screen prior to transfer.

ACTION DUE

This policy is effective January 1, 2000.

INQUIRIES

Please direct policy questions to Jo-Ann Showalter at 410-767-7956 and system questions to the DHR Help Desk at 410-767-7002.

cc: FIA Management Staff
        Constituent Services
        OIM Help Desk
        CIS Testing Facility