

CHAPTER 2

ELIGIBILITY & CASE MANAGEMENT

IHSS CASE TRANSFERS

General Information

IHSS eligibility in one county is transferable to another county when an IHSS applicant/recipient changes his/her county of residence. The purpose of the Inter-County Transfer (ICT) is to prevent any interruption or overlapping of services during the transfer period. The transferring county is responsible for authorizing and funding services until the transfer period expires, at which time the receiving county becomes responsible.

When sending an Inter-County Transfer, the Social Worker will authorize services *only until the transfer period expires*. The transfer period starts on the date the transferring county sends the documentation and the notice of transfer form to the receiving county. The transfer period shall end as soon as administratively possible, *but no later than* the first day of the month following 30 calendar days, after the notification of transfer form is sent to the receiving county.

Receiving an ICT

The IHSS Administrative Secretary is the designated ICT Contact for the County of San Diego.

ICT Contact Responsibilities

The ICT Contact will access the CMIPS II “ICT Work Queue” daily. If there are any ICT requests from other CMIPS II counties, the ICT contact will:

1. Log the ICT packet within three business days of receipt on the “*IHSS Incoming ICTs*” log (Attachment)
2. Reassign the case to the appropriate IHSS district office Assignment Clerk (this action will generate a notification to the Assignment Clerk)

Clerical Responsibilities

A notification of the assigned ICT case will be sent to the designated district office Assignment Clerk through CMIPS II. After receiving the notification of case assignment, the Assignment Clerk will access the case in CMIPS II and complete the following actions:

1. Select “Inter-County Transfers” from the left navigation menu (under “Case Maintenance”)
2. On the “Inter-County Transfer Screen” select “Edit”
3. On the “Modify Inter-County Transfer Screen”, assign the case to the identified Social Worker by selecting the appropriate worker number (this action will generate a notification to the assigned Social Worker).
4. Log all ICT packets by recipient name
5. Create a temporary folder
6. Send the 12-53B *IHSS Initial Contact Letter* to the recipient
7. Forward the application and the folder to the assigned Social Worker

Social Worker Responsibilities

A notification of the assigned ICT application will be sent to the Social Worker through CMIPS II. The assigned Social Worker will process the ICT in the same manner as a new application. The Social Worker will:

1. Review all information and forms included in the ICT packet
2. Obtain any missing or incomplete information prior to completing the transfer process
3. Schedule and complete a home visit
4. Conduct a face-to-face needs assessment
5. Complete all appropriate documents and forms
6. Fax the completed transfer form (response) to the transferring county within 30 days
7. Mail the hard copy to the transferring county and retain a copy for the case file

Complete the data entry into CMIPS II and submit the case along with the temporary folder for the required Social Work Supervisor's review. If the case actions are not approved by the supervisor, make any necessary changes and re-submit the temporary folder to the Social Work Supervisor for final approval of the case action.

If the incoming ICT is an income eligible case and the Medi-Cal is active, the Social Worker can use the share-of-cost (SOC) information from the transferring county's case in Legacy CMIPS to generate the IHSS SOC in CMIPS II.

If there is no SOC information in Legacy CMIPS, a Communication Gram is required before the case can be submitted for approval. (Refer to the SOC section under applications for more information.)

If the Medi-Cal case is not active, the case is not eligible for transfer and the Social Work Supervisor should be consulted about any subsequent case action.

Social Work Supervisor Responsibilities

Review the temporary folder and the assessment information in CMIPS II. If there are, no corrections needed, approve the case action in CMIPS II. If the case actions cannot be approved, return the temporary folder to the Social Worker and provide instructions for completing the required corrections.

Transferring an ICT

Social Worker Responsibilities

The assigned Social Worker will immediately initiate an ICT after receiving notification from the recipient or another county that the client has moved and wishes to continue receiving IHSS services. The Social Worker will access the case in CMIPS II and take the following action:

1. Go to the "Case Home Screen" in CMIPS II
2. Click on the "Inter-County Transfer" link from the left navigation menu
3. Click on "New" to create the ICT action.
4. Select the receiving county by name
5. Enter the recipient's move date, new address and new phone number, if available
6. Click on "Save". At this point, the "ICT Action" will be sent to the receiving county's "ICT Work Queue".

The Social Worker will prepare the ICT packet, which may include (but is not limited to), the following documentation:

- SOC 295 - *Application for Social Services*
- SOC 332 - *Recipient/Employer Responsibility Checklist*
- 12-37 HHS - *Medical Release Form*
- SOC 321 - *Request Order and Consent for Paramedical Services*
- SOC 821 - *Assessment of Need for Protective Supervision*
- SOC 825 - *24-Hours-a-Day Coverage Plan*
- SOC 827 - *Individual Emergency Back-up Plan*
- Most recent *Notice of Action (NOA)*
- SOC 426 - *Personal Care Program Provider Enrollment Agreement* (only if the provider is also transferring)
- SOC 426A - *Recipient Designation of Provider* (only if the provider is also transferring)
- MC 221 - *Disability Determination and Transmittal*
- Overpayment and fraud investigation information

If the last assessment was completed in Legacy CMIPS – The forms sent to the receiving county should include enough information to establish current eligibility and need for service but may not need to include all of the forms listed above.

If the last assessment was done in CMIPS II – Forward only the required documents and forms from the most recent recertification.

The Social Worker will complete the 12-77 HHS – *Inter-County Transfer Form* and send the form along with the ICT packet by mail or fax to the receiving county’s ICT contact. If faxed, a hard copy must also be sent immediately by mail. (MPP 30-759.91)

If notification has not been obtained from the receiving county within 30 days, contact the assigned Social Worker or the ICT contact in the receiving county to confirm the date of acceptance. The transferring county’s obligation ends with the transfer period.

When the receiving county has completed its assessment and the case has been approved, CMIPS II will transfer the case to the receiving county and notify the Social Worker that the transfer is complete.

Inter-District Transfers

An inter-district transfer requires a supervisory review and the completion of a 12-54 *HHS - IHSS Case Review Checklist* (Attachment). The checklist is not required when a large number of cases are transferred at one time (e.g. zip code reassignment from one district office to another).

The Social Work Supervisor and the Social Worker must ensure that the annual recertification has been completed before the case is forwarded to another district office. If the recertification is due within 45 days (or less) of the date the case is forwarded from the transferring office, the recertification must be completed *prior* to the transfer. Exceptions to this period may be made with joint (sending and receiving) supervisory agreement. Reasonable accommodation must be made where an IHSS recipient has moved into a new district without notifying the Social Worker, and a significant amount of travel distance is involved.

Social Worker Responsibilities

When preparing a case for transfer from one district office to another, the Social Worker will:

- Ensure that all paperwork is included and filed under the designated tab
- Request any mandated forms that are missing prior to transfer
- Ensure that “Case Notes” and “Person Notes” in CMIPS II are current and complete and includes the reason for transfer

The Social Worker will then submit the case file to the Social Work Supervisor for review and approval of the transfer by creating a “Manual Task” in CMIPS II and forwarding it to the Social Work Supervisor, requesting an inter-district transfer.

Social Work Supervisor Responsibilities

Upon receiving the task from the Social Worker, the Social Work Supervisor will:

- Review the case to ensure that the transfer requirements are met
- If approved, note the date of transfer and the approval in the case notes
- If corrections are needed, the supervisor will return the physical case or send a manual task to the Social Worker with instructions on the necessary corrections.

Once the case has been approved, the supervisor will create a manual task and forward the task and the case file to the designated office assistant.

Clerical Responsibilities – Sending

The designated Office Assistant will:

- Enter the case information into the “*Inter-District Transfer Log*” (Attachment)
- Create a manual task in CMIPS II
- Forward the task to the designated office assistant in the receiving district office

The manual task will state, “Inter-District transfer, please re-assign”.

Clerical Responsibilities – Receiving

Assign the case to a Social Worker in CMIPS II following standard assignment procedures.

Intra-Office Transfers

All intra-office transfers (case reassignment and transfer from one Social Worker to another within the same district office) require a supervisory review, approval, and a “Case Note” entry into CMIPS II. Clerical staff should not reassign a case unless there is a Case Note authorizing the transfer from the Social Work Supervisor.