Closed Case Transfer Procedure Foster Care Program

Number: 45-021
Date: 12/1/2007

PURPOSE

The purpose of this procedure is to provide guidelines to follow when transferring closed cases between Foster Care suspense files to Social Services Agency (SSA) closed files.

APPROVED

This policy was approved by Mike Ryan, Director of CFS, on 2/19/2010. *Signature on file.*

POLICY

Foster Care closed cases are housed in the suspense area (MTSP) for a total period of 6 months. The cases are then sent to SSA Closed Files (XXCL) where they are kept until the records retention has expired and the files are scheduled for destruction.

REFERENCES HYPERLINKS

- California Department of Social Services (CDSS) Manual of Policies and Procedures (MPP) 10-119.2
- MPP 23-353 through 23-356

REQUIRED FORMS HYPERLINKS

Form Name	Form Number
Orange County Social Services Agency Mass Transfer	F063-60-320
Orange County Social Services Agency Case Transfer	F063-02-240A

PROCEDURE

REQUIRED ACTION

The following actions must be completed when the Foster Care Eligibility Technician sends a Foster Care case to closed files.

Responsibility	Step	Required Action
Foster Care Eligibility Technician (ET)	1.	Closes case in CalWIN per district procedures.
	1.	Completes Case Comments in CalWIN with the reason for discontinuance. Retains a copy for the Foster Care case folder.
	1.	Completes case transfer form F063-240A. Prints and attaches Display Foster Care Summary screen to Case Transfer form to the outside of closed case. Retains a copy for their records.
	1.	Sends case to Eligibility Supervisor (ES) for review.
Foster Care ES	1.	Reviews case for: • Proper closure • Correct payment • Transitional Medi-Cal Programs • Non fraud overpayment packet (NFOP) if applicable • Discontinuance in CalWIN under Case Comments

OCSSA

	1.	Reviews Case Transfer form for accuracy. Initials form in lower right hand corner.
	1.	Forwards case to Foster Care Office Technician (OT) for processing.
Foster Care OT	1.	Reviews Case Transfer form to ensure that necessary information is provided.
	1.	Picks up cases from continuing shelves and logs in case.
	1.	Changes caseload number to MTSP in CalWIN. Retains copy of caseload change in Foster Care case folder.
	1.	Adds the closed case to the Assign Case Summary Sheet. **Note:** This allows the Foster Care closed case to be subtracted from the ET's caseload count for statistical purposes.
	1.	Shelves closed case in the MTSP room according to closure date.
	1.	Files cases according to CalWIN number – numerical order first then alphabetical order.
	1.	Keeps 6 months of closed cases in MTSP room until ready for shipment every second Tuesday of the month.
	1.	Initiates monthly shipment for delivery and pulls oldest month from the shelf.
	1.	Places cases in box in numerical/alphabetical sequence. Attaches temporary note to box showing content of box.
	1.	Completes form F063-60-320 (2 copies) that lists all the cases in the box. Puts one copy in box and removes temporary note.
	1.	Retains one copy for Foster Care records.
	1.	E-mails Closed Files Warehouse Supervisor for pick-up if the boxes were not picked-up by the scheduled date.

OCSSA