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# ORANGE COUNTY SOCIAL SERVICES AGENCY
# ADULT SERVICES
# POLICY AND PROCEDURE MANUAL

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| Program: | **In-Home Supportive Services** | **Number:** | **SH 40.6.3** |
| **Subject:** | **Case Transfers** | **Date:** | **10/01/07** |
| **Approved:** | Signature On File | **Replaces:** | **SH 1.4.3** |
| **Reformatted:** | **MM-DD-YY** | | |

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## I. PURPOSE

The purpose of this procedure is to provide a program standard for processing social worker initiated case transfers from one worker to another in the IHSS program.

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## II. POLICY

To maximize efficiency, IHSS field districts are divided geographically, however, cases may also be assigned based on language needs, workload equity, training needs, or other considerations. Generally, the decision to transfer cases among caseloads will be initiated by managers/supervisors and the conditions of the transfer will be decided upon based on the circumstances.

The assigned social worker may also recommend that a case be transferred when they have been notified that a client has moved. The general guidelines for case transfers initiated by the social worker are as follows:

A. If an applicant moves within 3 working days of the application date, the application can be transferred to the appropriate district. After that, the social worker to whom the application was assigned must complete the entire application process before transferring the case.

B. No due or overdue reassessments should be transferred. If a reassessment is overdue or due in the current month, the reassessment must be completed before transfer.

C. If a Hearing request is pending, the case cannot be transferred until the hearing process is completed.

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## III. PROCEDURE

When a social worker recommends a case transfer, the two affected district supervisors should consult to determine if the transfer can be accommodated and which social worker will be assigned the case. If necessary, the SSSII's or IHSS Program Manager may be consulted.

A. Transferring District:

The transferring district is responsible to review the new living situation, make necessary changes, and to ensure that all documents are completed and filed correctly before transferring the case.

1. Social Workers:

a. Contact the recipient or authorized representative to review the new living situation and verify the following:

· Recipient's address and phone number.
· Persons in the household and/or changes in the household composition.
· Provider's name, address and phone number.

b. Make necessary changes on domestic and related hours to reflect the new living situation. Complete a reassessment if necessary due to change in client's needs.

c. Narrate the contact and any update on the case on the Case Recording Sheet.

d. Ensure that all paperwork is up to date and that:

Documents are filed according to established procedure.

· Reassessment completed (if due current or prior month).
· Reconciliations completed.
· Overpayment computation completed and collection initiated.
· Fraud referral completed if applicable.
· All actions required by the Fair Hearing order or Conditional Withdrawal completed.

e. Change District Number and enter "Transfer" in the remarks area on line S of the SOC 293.

f. Submit the case to the district supervisor for review.

2. Supervisors:

a. Review the case for completeness.

b. Confirm with the Supervisor of the receiving district who the case will be assigned to. Indicate the new SW number on the SOC 293.

c. Initial the narrative and give the case to the district OT for logging off and routing.

3. Office Technicians:

a. Enter transfer information on the Case Transfer And Closing Log database (O:\Adult Services\IHSS).

b. Complete the IHSS Assignment Change Notice F063-23-27.

c. Route the packaged case to the receiving district SW.

B. Receiving District:

The receiving district has three (3) working days to review the transferred case and return it to the sending district if the case is deemed not acceptable for transfer.

The Social Workers receiving the case will:

1. Review the case for completeness. If the case is not acceptable, discuss the problems with the supervisor and return case to the sending district within 3 working days. Transferred cases are kept by the receiving district if not returned within the "3-working-day" review limit.

2. Mail the IHSS Assignment Change Notice.

3. Access the current electronic assessment worksheet for the case on the I: drive, update as needed and move it to the new caseload folder.

4. Submit the SOC 293 to the Senior Accounting Assistant for processing.

5. Notify the Non-Fraud and Fraud Units in Program Integrity of the case transfer when such action is in process.

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## IV. ATTACHMENT

IHSS Assignment Change Notice F63-23-27

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