

Procedure 16 - Case File Transfer Procedure for Food Stamps

Intercounty Transfers

When an entire household consisting of one AG or more, which makes up the case, moves from one county to another county within the state the case file material must follow all individuals who have moved. There will be situations where the entire case transfers, one AG or more transfers, or one individual or more of an AG transfers to a new county of residence.

It is the responsibility of County A to close the food stamp AG(s) prior to the transfer or to properly remove the individual(s) from the AG prior to the transfer of the case file material.

The individual(s) who moves to a new county (project area) shall be advised that he/she must file an application and complete an interview in the new county of residence for the determination of eligibility and level of benefits and to establish a new certification period. When the individual(s) contacts County B, a signed application shall be secured and the date annotated to preserve the date of application for determination and processing of benefits in the new project area. Refer to rules 5101:4-2-01 through 5101:4-2-11 of the Administrative Code for the "Application Process".

Transfer Form

The two-ply, JFS 03900, Notice of Intercounty Transfer, shall be utilized to facilitate the process of transferring the material of a case, AG, or individual(s) of an AG. One copy will be maintained in County A, and the original attached to the case, AG(s), or individual(s) case file when it is ready to be transferred to County B.

Material to be Transferred

The case file material to be transferred shall contain the original copies of all mandatory verification as outlined in rule 5101:4-2-09 of the Administrative Code pertinent to the individual(s) transferring. The most current program application shall also be included. In addition, other related information such as work activity participation records, IEVS, LEAP, Prevention, Retention, and Contingency (PRC) documentation, child support, copies of applicable claims records, shall be included with the case file transfer material.

County A is responsible for the organization of the transfer file. Copies of any information transferred by County A shall be kept in the event it is needed for future reference in accordance with record retention guidelines as outlined in rule 5101:4-1-05 of the Administrative Code.

Claims

In situations where there are existing claims on the AG, the claim material shall remain in the county that established the claim. The transferred AG case file must contain copies of documentation of existing claims.

Claims that are incomplete at the time a transfer of an individual/AG/case is requested by the new county of residence shall be handled in the same manner as an established claim with the understanding that the county that is in the process of establishing the claim shall complete the establishment of the claim and shall initiate collection action. Each county shall retain the first option to establish a claim which occurred in that county, regardless of the AG's current county of residence.

Effective July 1, 1999, the county that originally initiated and /or established a claim shall be given the first opportunity to complete establishment of and /or collection of claims that were previously transferred to a new county of residence (i.e., original claims that were transferred to the current county of residence prior to the procedural change in claims transfers). If it is determined that a claim will be returned to the original county, it shall be transferred online via CRIS-E, and original documents shall be transferred back to the originating claim county if the originating claim county has chosen to collect on the claim rather than the current county of residence.

IEVS

Most of the IEVS information is on-line. The only case file material would be letters from employers or other agencies concerning income. The IEVS worker may have a narrative on what has been done or what needs to be done.

County A shall follow the CRIS-E Flash #61 for transferring the IEVS match on-line. Screens DESL and DEEV must be administratively closed using the proper administrative closure code prior to the on-line transfer.

County A shall transfer any relevant case file material such as, income verification, narratives, etc. in an envelope labeled CONFIDENTIAL, IEVS MATERIAL, TO BE SAFEGUARDED, FOR AUTHORIZED PERSONNEL ONLY, or some similar labeling. (If possible, the sealed envelope shall be sent along with the other case file material being transferred. Not sending the IEVS information with the case file material shall not preclude County B from beginning on the match when it is transferred on-line.) If County A receives additional IEVS verification after the initial case file material transfer, immediately upon receipt, County A shall send the material to County B with the appropriate labeling to ensure confidentiality.

Transfer Coordinator

The transfer coordinator's responsibilities shall be to assess, compile, and transfer the closed case, closed AG(s) or individual(s) case file material to the new county of residence.

Each county shall have one person designated as the transfer coordinator. The responsibility of the coordinator is to ensure that the case file material is transferred to the appropriate county. This individual is the county's central contact person for receipt of case file material from all intraagency areas which provide some form of assistance to the individual(s) that is being transferred. Each area shall be required to send relevant information to the coordinator prior to transferring the case file material to the new county of residence within the allowed time frame.

Timeliness

Refer to the CRIS-E Flash #66 for the transfer procedure for closed food stamp AGs via CRIS-E. The CRIS-E on-line procedure shall be completed by County A as soon as possible, but no later than five (5) working days from the date the move becomes known.

The case file material shall be ready to transfer as soon as possible, but no later than fifteen (15) calendar days from the date the move becomes known.

Transfer Procedures When AGs are Certified to Receive Food Stamps

All AGs In Case Move To County B: If an AG or the entire case, consisting of one AG or an unlimited number of AGs, is being transferred to County B, County A shall be required to close the food stamp AG(s) prior to on-line transfer. Case file material shall be transferred within the time frame allowed. County B shall secure an application at the point in time the AG(s) contacts the agency.

Not All Members Of AG Move To County B: In a situation where not all members of the food stamp AG in County A move to County B, the member(s) in County B must file an application for food stamps but shall not be eligible to participate until properly removed from the food stamp AG in County A via a 15-day notice. (The effective date of participation in County B cannot be earlier than the effective date the individual(s) is removed from the AG in County A.) The case file material shall be transferred within the time frame allowed.

AG Moves Prior To or After Issuance Date: In situations where the current month's food stamp benefits are available for issuance in County A prior to or after the date the AG moves to County B, the AG shall contact the Direction Card Customer Service at 1-800-944-3273 to change their issuance site for loading benefits. The phone number is located on the Direction Card holder.

Transfer Procedures for Closed AGs

If the individual is applying for food stamps in County B and is not currently certified to participate in the Food Stamp program in County A, the previous project area, the date the individual applies in County B shall be the date of application. This would be a situation where the individual has been properly removed from an AG or the AG has been closed in the previous county of residence or project area (County A), prior to the filing of the application in County B. County B shall request the case file material from County A and County A shall transfer the case file material within the time frame allowed.

Transfer Procedures for Pending AGs

For food stamp purposes, individuals must apply in the county or project area in which they currently reside. Therefore, pending applications in the previous county of residence (County A) shall be denied and closed prior to the on-line transfer. The AG shall apply in County B and if eligible, benefits shall be prorated from the date of application. The case file material shall be transferred within the time frame allowed.