Update 2007-12: Common-Place Handbook
Case Transfers

**Background**

Due to the necessity of posting a CalWIN Announcement for staff regarding Confidential/Sensitive Cases, it is necessary to update the Common-Place Handbook for this chapter in order to reflect the changes and/or new processes.

**Changes**

This update contains changes to:

- Chapter 52 - Case Transfers

**“Case Transfers” (Chapter 52)**

The following specific changes are made to Chapter 52:

- Removed references to “physical case folders” and “paper case folders” from Section 52.1, [Refer to “Manage Case Assignment Window,” page 52-1].

- Added additional types to the “Type of Case” list in the chart in Section 52.2, [Refer to “Special Case Characteristics,” page 52-1].

- Removed references to the “physical cases” from Section 52.3, refer to [Refer to “Mass Transfers,” page 52-2].

- Updated the Step-Action Table to reflect the current processes in Section 52.4, [Refer to “Case Transfer Procedures,” page 52-3].

- Added Medi-Cal Service Center to the list of specialized offices in Section 52.5.3, [Refer to “Specialized Offices,” page 52-4].
• Updates made to the procedures for transferring confidential and/or sensitive cases to a confidential worker in the Step-Action Table under Section 52.8.2, [Refer to “Transfer Procedures for Confidential/Sensitive Cases,” page 52-8].

Kudos
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