Update 2011-6: Common Place Handbook
Statewide Electronic Inter-County Transfers (eICT)

Background
All California Counties, the California Consortium (C-IV, CalWIN and LEADER), in association with the California Welfare Director’s Association (CWDA), created a State-wide California electronic inter-county transfer (eICT) process that will function between the California Consortia. The purpose of a statewide electronic inter-county transfer (eICT) is to provide a seamless transfer of client data and documents from one California County to another without a break in benefits to the recipient.

Changes
The following are changes for the ICT process:

• There is no longer a difference between ICT’s from a CalWIN county and a non-CalWIN county. All ICT’s will be handled electronically.

• Workers are no longer required to print and mail ICT documents.

• CalFresh benefits are now included in the CalWORKs/RCA and Medi-Cal ICT process.

Note:
Implementation dates for CalFresh will vary.

• Incoming ICT’s will no longer be processed in intake after 4/22/11. Beginning 4/25/11, both outgoing and incoming ICT’s will now be processed in continuing.

New eICT Process
The 3 main components of the new eICT process are:

• System Data Transfer (SDT),
• Imaged Document Transfer (IDT), and
• eICT Requests.

**System Data Transfer**
The System Data Transfer (SDT) portion of the eICT process will include all of the required information currently on the “Notification of Intercounty Transfer” (CW 215) and/or “Notification of Medi-Cal Intercounty Transfer” (MC 360). The transfer of this information by eICT batch usually takes up to two working days.

**Example:**
An eICT request is entered by the receiving county on Monday and the system’s batch process runs on Monday night. The sending county’s system receives the file on Tuesday and their system’s batch process runs on Tuesday night. The sending county’s staff will see the ICT request in their system on Wednesday.

**Imaged Document Transfer**
The Imaged Document Transfer (IDT) portion of the eICT process refers to the actual documents (i.e. birth certificates, bank statements, court orders etc.) that were photocopied and mailed to the other county in the past.

Digital copies of these same documents may now be collected as a group and sent to the other county in one batch file. Imaged documents received from other counties will be downloaded and saved to our Integrated Document Management (IDM) system.

**Note:**
Not all counties in California have implemented document imaging. Counties that have not yet implemented IDM will send the eICT to CalWIN and continue to follow-up with photocopies of actual case documents by air mail or facsimile.

**eICT Requests**
The new eICT Request process requires the county in which the client is currently residing (Receiving County) to send an eICT Request via CalWIN to the county in which the client is currently active (the Sending County).

**Example:**
A client moves from Sonoma County to Santa Clara County. The client comes into the Santa Clara County office to apply for benefits. The client is ID’d and determined to be receiving benefits in Sonoma County. Designated clerical staff will initiate an eICT request to Sonoma within 3 working days of the request for benefits by the client.
<table>
<thead>
<tr>
<th>Timeframes</th>
<th>The following are timeframes associated with the eICT process:</th>
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<tbody>
<tr>
<td>eICT Requests</td>
<td>The requesting county must request the eICT from the sending county within 3 working days of a client’s application for aid.</td>
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<tr>
<td>Sending eICT's</td>
<td>Once the county receives an eICT request they will initiate and send the case documents along with the eICT within:</td>
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<td>• Seven working days for CalWORKs.</td>
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<td></td>
<td>• Seven calendar days for Medi-Cal.</td>
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<td>Note:</td>
<td>Timeframes for processing of eICT requests for CalFresh only cases will be established at a later date.</td>
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<tr>
<td>Reminder:</td>
<td>The 30-day transfer period for all programs begins the date the electronic transfer is initiated.</td>
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<tr>
<td>eICT Dispositions</td>
<td>Once the eligibility determination has been authorized by the receiving county, the sending county will be electronically notified of the approval or denial of the eICT.</td>
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<td></td>
<td>Workers will communicate any deviation to extend or shorten the pick-up dates ensuring there is no break in assistance to the household, no overlapping benefits and that adequate notification can be provided to the client.</td>
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<tr>
<td>Overpayment Claims</td>
<td>Overpayment claims must be transferred to the receiving county with supporting documentation (see “Supporting Documentation” below). Minimal overpayment claim information is included in the data file with the following data elements:</td>
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<tr>
<td></td>
<td>• Program,</td>
</tr>
<tr>
<td></td>
<td>• Error type [Agency Error (AE), Client Error (CE) or Intentional Program Violation (IPV)] and</td>
</tr>
<tr>
<td></td>
<td>• Number of errors occurred (the number of overpayments per program per error type).</td>
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<td></td>
<td>The file includes those overpayments that are in an open/active status at the time of the eICT sending transaction.</td>
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<tr>
<td>Supporting Documentation</td>
<td>Supporting overpayment documentation for the current active (but not currently being collected) claims must be sent to the receiving county within the 7-day timeframe.</td>
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</table>
Supporting overpayment documentation for each additional open claim must be sent within 90 calendar days of the date the transfer is initiated.

The eICT comments section must include:

- Program,
- Claim type,
- Last recoupment amount, and
- Balance remaining for each overpayment.

Processes

The processes for the following eICT actions have been documented and added to the Benefits Business Process Handbook:

- Requests received from other counties,
- Initiating an ICT Request for new applicants, and
- Client reports an address change to another county.

Implementation

These changes are effective 4/25/11 for all CalWORKs, Medi-Cal and CalFresh combination cases.

Note:
Effective 4/25, CalFresh combination cases (i.e. MC and CalFresh, CalWORKs and CalFresh) may be sent to other counties. CalFresh ONLY cases will not be eICT’d to other counties until 7/1/11.

Documentation

The Maintain Case Comments window is a crucial part of the eICT process and must be completed by the worker and clerical staff whenever an action is taken on a pending ICT case.

Data Systems

Integrated Document Management (IDM) system and CalWIN are both critical components of the new eICT process.

Other Programs

The new eICT interface process effects the following programs:

- CalWORKs/RCA
- Medi-Cal, and
- CalFresh (implementation date vary for CalFresh ONLY cases).
Clerical

The clerical portion of the new eICT Process is documented in the updated BBP Handbook. Office Management Coordinators must review this process with their respective clerical staff at their next unit meeting, but no later than 4/1/11.

EW Supervisors

Eligibility Work Supervisors must review this update with their respective units at their next unit meeting, but no later than 4/1/11.

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