Update 2012-23: Common Place
Electronic Inter-County Transfers

Background
In March 2011, the statewide electronic Inter-County Transfer (eICT) process began in California. Santa Clara County, along with all other California counties, now process ICT’s electronically.

Changes
Instructions for processing eICT’s were initially issued via the online Business Process (BP) Handbook. The instructions provided in the BP Handbook have been updated to reflect the Client Central Service (CCS) model administered by district offices and moved to the Common Place Handbook.
[Refer to “Inter-County Transfer (ICT),” page 46-1]

Receiving Requests
Designated Business Service Center (BSC) staff will access incoming eICT’s on a daily basis and forward requests to the appropriate office for processing. The receiving office will create a Task Management Tool (TMT) ticket for the eICT request to be sent to the requesting county.
[Refer to “Processing eICT Requests from Other Counties,” page 46-5]

Sending ICT’s
Eligibility Workers (EWs) will follow procedures outlined in the Common Place Handbook to send case data and document images in a timely manner to the requesting county.
[Refer to “Timeframes,” page 46-2] and [Refer to “Sending an eICT,” page 46-6]

Cancelling eICT’s
Occasionally there is a need to cancel an eICT. When this occurs, the sending county is the only county with the ability to make the cancellation.
[Refer to “Cancelling an eICT Case Transfer,” page 46-7]
The task of creating an eICT Request in CalWIN is completed only by Intake Support Staff. An eICT Request must be initiated when a client applies for benefits and are identified as receiving benefits in another county. [Refer to “Creating an eICT Request in CalWIN,” page 46-8]

Due to the high volume of eICT's, Intake Support Staff must monitor the Search for External Referral window in CalWIN on a daily basis. Data and documents received in this interface will be ID’d and saved to a folder. The folder will be forwarded to the appropriate office and assigned to an EW based on current office procedures. [Refer to “Processing Incoming eICTs,” page 46-9]

Reminder:
ICT’s are not considered new applications and therefore do NOT require a Face-to-Face interview.

A table with a list of documents that must be included with each eICT has been added to the handbook. The table is broken down by programs (CalFresh, CalWORKs and Medi-Cal) and the documents are marked when required for the applicable program. [Refer to “Documentation Required,” page 46-11]

An “eICT Procedures” guide with instructions on how to upload the necessary documents in CalWIN has been created and will be available on-line, in the CalWIN Reference Material area by the end of this month.

This Update is effective upon receipt.

Procedures in this Update apply only to the following programs:
• CalFresh,
• CalWORKs, and
• Medi-Cal.

Procedures for processing eICT’s involve designated clerical staff. Office Management Coordinators (OMC’s) must review this Update with the clerical staff designated to process eICT Requests within their offices.

Eligibility Work Supervisors must review this Update with their respective units at their next unit meeting, but no later than July 27, 2012.
Kudos

A special thanks to the creators of the “eICT Procedures” guide which explains the details of creating files and uploading documents in CalWIN. This guide will be available on-line, in the CalWIN Reference Material area by the end of this month.

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