Update 2015-5: Common Place
Inter-County Transfer (ICT) Escalation Process

Background
The ICT process is designed to provide a seamless transfer of client data and documents from one California County to another without a break in aid to the recipient.

Policy
Instructions have been added to Section 46 of the Common Place Handbook to provide guidance to eligibility staff when attempts to communicate with other counties are unsuccessful.

[Refer to “Escalation Process,” page 46-13]

A list of County Contact phone numbers has also been added to Section 46 of the Common Place Handbook.

[Refer to “County Central Index Listing,” page 46-14]

Implementation
This Update is effective immediately.

Documentation
EWs should continue to document the dates of contact or attempted contacts with other counties and when the matter is escalated to their Eligibility Work Supervisor (EWS).

Other Programs
The policy outlined in this Update applies to CalWORKs, CalFresh and Medi-Cal.

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