

# Inter-County Transfer Communication Protocol

The counties in California have worked together in developing a protocol for the Inter-County Transfer (ICT) process. The following guidelines have been reviewed and agreed upon.

The counties have full authority to modify this agreement as deemed necessary.

**Note:** This document includes hyperlinks that will be indicated with blue font.

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## **Executive Summary**

The California Counties, the CalSAWS Consortium, which operates the three SAWS systems (C-IV, LRS, and CalWIN), in association with the County Welfare Directors Association (CWDA), created a Statewide California electronic inter-county transfer (ICT) interface between the SAWS Systems, C-IV, LRS, and CalWIN. The purpose of a statewide ICT is to provide a seamless transfer of case data and documents from one California County to another without a break in benefits. This document, titled *Inter-County Transfer Communication Protocol*, provides an agreement to guide California Counties through the ICT business processes used in conjunction with each SAWS system's detailed design documentation of their ICT interface. The content of this document has been agreed upon by the California Counties as the standard for processing benefits of a client who moves from one county to another, within the State of California.

The following programs are supported by ICT interface between the three SAWS systems:

- ▶ CalWORKs
- ▶ RCA (Refugee Cash Assistance)
- ▶ Medi-Cal
- ▶ CalFresh

## 1. Regulations

Regulations guiding the protocol for each program are listed below:

<b>Medi-Cal</b>	<b>ACWDL 03-12, 04-14, 15-30, 16-10, 16-10E, 18-02 MEDIL I-14-59, I-14-32 and</b>
<b>CalWORKs</b>	<b>EAS Manual 40-187, 40-188, 40-190.23 44-211.515 44-211.52 and 44-350ACL 12-25E, 03-18, 07-51 ACIN I-43-01, I-05-09, I-60-09, ACL 17-58 and ACL 17-58E</b>
<b>CalFresh</b>	<b>MPP 63-801.782, ACL 11-22, 13-78, ACIN I-43-01 and ACL 17-58</b>
<b>Transitional CalFresh (TCF)</b>	<b>ACL 13-78, 13-80 and ACL 17-58</b>

## 2. Timeframes

All California Counties must utilize the electronic inter-county transfer (ICT) process. The ICT, which includes electronic data file and imaged documents, must be initiated within seven business days from the notification date. The notification date is the date the Sending or Receiving County becomes aware or is notified that the client moved to another California County.

After the initial electronic imaged file is sent, any subsequent documentation requested must be postmarked or faxed within seven business days from the request date.

Benefits must be transferred no later than the first day of the month following 30 days after a county was notified. The 30-day transfer period begins with the postmarked date or the date of the electronic transfer of the notification of ICT.

Example:

A client is currently living in County A. On February 5th, the client informs County A that she now lives in County B. Due to the ICT transfer period, County A will continue benefits to the client until March 31st. County B will pick up the case effective April 1st. Please note: County B can pick up benefits for March 1<sup>st</sup> if the ICT was processed in February.

### 2.1 Requesting an ICT

When a client contacts the Receiving County to report a move from another California county, the Receiving County has seven business days to request the ICT from the Sending County. The seven-business day timeframe starts the day the client notifies the Sending or Receiving County of the move. All ICT requests must be sent electronically.

Refer to the escalation process when the Receiving County has not received the ICT Data file within 10 business days.

### 2.2 Sending an ICT

When the Sending County is notified of an ICT request (electronic request from receiving county or client contact), the Sending County initiates the ICT within seven business days for all programs. The seven-business day timeframe starts when the Sending County receives the request or is notified by the client.

**Note:** Zip codes can overlap more than one county. If a client's address is in a zip code that overlaps more than one county, use the tax assessor or maintenance records as a resource to determine which county is responsible.

The ICT batch process usually takes two business days. The Sending County has seven business days from the date received to respond to the Receiving County with the ICT data and imaged document file.

In the case of a system outage, SAWS and county ICT Coordinators/Liaisons will communicate with each other regarding outage business plans, through a County/SAWS communication plan. When SAWS anticipate a planned outage, all counties will be notified one week in advance of the planned outage.

## 2.3 Program Disposition

Disposition files notifying the Sending County of the approval/denial of the ICT are triggered from the Receiving County's system once the eligibility status has been determined

In order to successfully transition the county of responsibility automatically in the MEDS system, counties must ensure that cases are processed within the 30-day transfer period. Counties agree to communicate to one another the intended program approval/discontinuance dates to facilitate timely processing in MEDS, or counties can manually complete an online transaction in MEDS to change the county of responsibility.

The counties will communicate any deviation from the 30-day transfer period to extend or shorten the ICT pick-up dates to ensure:

- There is no break in assistance to the household,
- No overlapping benefits are issued, and
- Adequate notification can be provided.

The method of communication will begin with county worker to county worker/ICT inquiry line/E-mail inbox (contact information will be reflected on the CW 215/CF 215/MC 360). If response is not received the next contact person would be the ICT Coordinator/Liaison for the county. **Contact information for an actual worker (not a banked caseload, call center, etc.) must be listed on the CW 215.**

Counties agree that contact information for the county ICT Coordinator is not to be given directly to the client or county workers.

**Note: Sending counties need to ensure that the CW 215/CF 215/MC 360 accurately lists the correct contact information for ICT inquiries. County Service Center phone must not be used as contact numbers for ICT inquiries. Counties must list contact information for an actual worker.**

Example: ICT initiated on September 13<sup>th</sup>, the Receiving County has 30 days to process (by October 12<sup>th</sup>), and the pick-up date would be November 1<sup>st</sup>. For all programs, the Receiving County should ensure timely processing thus communicating the proposed program approval dates via the SAWS system to the Sending County before October 12<sup>th</sup>. This allows the Sending County to take the discontinuance action prior to the Receiving



County approving the program eligibility in the automated system, this ensures MEDS updates timely.

ACWDL [04-14](#) states when the CalWORKs program is discontinued prior to completing the ICT process, the ICT process must continue for the Medi-Cal program.

## 2.4 Annual Redeterminations/Recertifications (RD/RC)

If the client moves out of the county during either of the last two months of the certification period, the Receiving County will complete the RD/RC. The Sending County may complete the RD/RC if both the Sending County and Receiving County mutually agree it is in the client's best interest to do so. ICT timeframes must be adhered to as per regulations.

When at least one member of the CalFresh household also receives CalWORKs, the CalWORKs ICT process shall be followed. When at least one member of the CalFresh household receives Medi-Cal, but no household member receives CalWORKs, the Medi-Cal ICT process shall be followed.

### Example:

Situation: The client's RD/RC is due in the month of September.

If the...	Then the Receiving County...
ICT is initiated in the month of August,	Completes the RD/RC in September with an ICT pick-up of October 1 <sup>st</sup>
RD/RC is completed by the Sending County prior to initiating the ICT in September,	Picks up the ICT on November 1 <sup>st</sup>
ICT is initiated in the month of September,	Completes the RD/RC in September with an ICT pick-up of October 1 <sup>st</sup> rather than November 1 <sup>st</sup> due to the RD/RC period ending September in the Sending County.

## 3. Partial ICT

A partial ICT is defined when not all active persons contained in a program/case have moved to the new county. The current California ICT interface process does not support a partial household ICT. Any partial ICT will be completed as a manual process outside the system. The Statewide eICT Coordinator list includes the county mailing/homeless address to use for partial ICTs.

For CalFresh and CalWORKs cases an ICT should only be initiated when the entire household moves out of the county. Per ACWDL 18-02, partial ICT's are not allowed for Medi-Cal.

#### **4. Companion Cases**

The ICT interface file does not inform a county of a companion case therefore, if companion cases are sent, workers must note in the ICT comment section of the CW215/CF215/MC360 that there is a companion case situation.

#### **5. Address Changes**

##### **5.1 Client Reporting an Address Change after the Sending County has initiated the ICT:**

- The client's address has changed within the Receiving County; the Receiving County continues to process the ICT with the changed address information.
- When the permanent address is unknown, counties will utilize the homeless process in Section 9 when changing the address in the automated systems.
- The client moved back to the Sending County; the Sending County cancels the ICT. In the event the Receiving County has completed the ICT process and the client has returned to the Sending County, a new ICT needs to be initiated back to the Sending County.
- The client moved to a third county, the Sending County (#1) cancels the ICT to Receiving County (#2) and initiates the ICT to the correct county (#3).

#### **6. File Clearance Processes**

##### **6.1 Medi-Cal Eligibility Data System (MEDS)**

Receiving County is responsible to complete file clearance processes for each individual in the household to ensure the continuance of benefits. All Counties will follow their current business processes.

##### **6.2 Statewide Client Index (SCI)**

Receiving County is responsible to complete file clearance processes to ensure the accurate Client Index Number (CIN) numbers from the Sending County are utilized when approving benefits in the Receiving County. All counties will follow their current business processes.

#### **7. Domestic Violence ICT Process**

When a county is made aware that a household/client in which there is a Domestic Violence (DV) situation has moved to another county, the ICT for all programs is to be completed electronically. The expectation is that all information is to be treated with utmost confidentiality. The sending county must identify the case is DV on the CW 215/CF 215/MC 360 comment section. SAWS has implemented functionality to include DV indicators in the outgoing ICT Data file.

As a reminder, for DV, CalWORKs regulations require that the beneficiary's domestic abuse case file information must be limited to those workers who have received the required domestic abuse training, and who are directly involved in the beneficiary's case.

## **8. Child Support Good Cause**

Counties will continue to follow all existing policies regarding requests for Good Cause not to cooperate with Child Support according to ACL 07-51.

### **8.1 Good Cause - Granted**

When the client has been granted Good Cause not to cooperate with Child Support, the Sending County must notify the Receiving County by including the applicable CW51, Child Support Good Cause document. The Sending County must also add a comment to the ICT file when a request for Good Cause has been granted.

### **8.2 Good Cause - Request Pending**

In the event the ICT is requested while a CW 51 is pending, the Sending County must add a comment to the CW215/MC360 and forward all supporting documentation to the Receiving County. The Receiving County must make the Good Cause determination.

## **9. Homeless**

When a client applies in the Receiving County and does not have a permanent or temporary address, the Receiving County will send the ICT request to the Sending County. The Receiving County will enter the appropriate homeless address (District office address/general delivery, etc.) in the address section of the system and add case comments regarding client's homeless situation for inclusion in the ICT request transaction. Counties will make every effort to get contact information from the client before initiating/requesting an ICT.

When the client informs the Sending County of their intention to move or has moved to another county, but does not have a permanent address, request a temporary/ mailing address. If an address is not available, the Sending County will use the mailing address listed on the statewide eICT Coordinator list for the Receiving County. Include the city where the client is staying, if available. The request for ICT must be documented in the case and the counties must communicate with each other to ensure continuation of benefits.

### **9.1 Homeless Assistance**

If a CalWORKs client requests homeless assistance in a new county and confirms that he or she intends to reside there, the new county is responsible for the homeless assistance payment and an ICT must be requested.

## **10. Documents**

Counties have identified the minimum required documentation necessary to support the eligibility determination to be included in the ICT process as listed in Appendix C. The ICT process supports an initial (one-time) document file transfer. In the event documents must be sent manually, counties will notate in the ICT comment section that images will not be sent electronically. Any subsequent documentation needed will be sent as stated below.

### **10.1 Additional Documentation**

Counties must communicate with each other when additional documentation is requested or sent. Effective May 2018, additional documentation can be requested or sent electronically via enhancements to the SAWS ICT functionality. If additional information is manually, it must include a CW 215/CF 215/MC 360 with the identifying case number and/or ICT reference number to link the additional documentation to the initial ICT.

### **10.2 Electronic Documentation**

Electronic verification can be used to verify eligibility factors being met. Include any available physical/imaged documents in the transfer. See appendix C for a list of verifications.

### **10.3 Sending County Response Time**

Counties must respond within seven business days by providing the additional documents requested.

## **11. Cancellation Process**

The Receiving County's ICT request cannot be electronically cancelled by the Receiving County. Only the Sending County has the ability to cancel the ICT process electronically.

The Eligibility Determination Benefits Calculation (EDBC) disposition by program will be sent to the Sending County once the ICT programs are authorized. Once an ICT disposition is sent from the Receiving County, the entire ICT process is complete and cannot be cancelled electronically.

### **11.1 Client Returning to Sending County**

When a client returns to the Sending County before the ICT process has been completed, the Sending County would cancel the ICT process. When sending a cancellation, the Sending County must contact (via any means including a cancellation request in SAWS) the Receiving County. In the event the Receiving County has already completed the ICT process and the client has returned to the Sending County, a new ICT must be initiated back to the Sending County.

### **11.2 Non-Processed ICT Request**

When a county receives an ICT request in their system and needs to cancel/deny/terminate the request, the two counties will communicate within two business days. The counties will follow existing county business processes to cancel the requests.

### **11.3 Overlapping Cancellation and Disposition transactions**

The Sending ICT cancellation and the disposition transactions are individual transactions and will create notifications in the SAWS systems. The county completing the cancellation should contact the other county involved in the ICT request to determine the best course of action on behalf of the client.

### **11.4 ICT received in the Incorrect County**

When the Receiving County reviews the ICT and determines they are not the correct county of residence, the Receiving County will contact the Sending County to have the ICT cancelled.

## **12. Foster Care**

### **12.1 Foster Care**

Foster Care is **not** included in the ICT statewide process and counties will continue to follow current manual business processes. EAS 40-188 and 44.317.3

### **12.2 Court Dependent Children receiving CalWORKs**

The CalWORKs program, when the case consists solely of children who are court dependent, would be included in the ICT. The Sending County must add a comment on the CW215 indicating that the case includes a court dependent child(ren). (ACIN I-05-09)

### **12.3 Wraparound Program**

Wraparound program information for CalWORKs and/or Medi-Cal needs to be included in the comments section of the CW215 and MC360. (ACIN I-28-99)

### **12.4 ARC Program**

Approved Relative Caregiver (ARC) is not included in the ICT statewide process.

## **13. Overpayment/Overissuance Claims**

The State mandates that all Overpayment/Overissuance claims are transferred to the Receiving County with supporting documentation (EAS 44-350 MPP 63-801.782). Open and/or active Overpayment/Overissuance claim information is minimally included in the data file and the CW 215/CF 215 at the time of the ICT transaction with the following data elements:

- Program
- Error type (Agency Error; Client Error or Intentional Program Violation [IPV])
- Number of errors occurred (the number of Overpayments/Overissuances per program per error type)

### **13.1 Supporting Documentation**

Active claims are Overpayments/Overissuances that are currently being collected. Open claims are Overpayments/Overissuances that have been established but not yet being collected.

Supporting Overpayment/Overissuance documentation for the current active claim(s) should be sent to the Receiving County within the seven-business day timeframe stated in Section 2.

Sending Counties must send the supporting Overpayment/Overissuance documentation for each additional open claim(s) within 90 calendar days from the date the transfer is completed. It is understood by all counties that the Receiving County will be unable to resume overpayment recoupment or collection processes on any existing claims without receiving all supporting documentation. The following is a recommended list of supporting documentation:

- Overpayment/Overissuance Claim budget calculations
- Overpayment/Overissuance Claim Notices of Action
- Overpayment/Overissuance recoupment history, if available
- Overpayment/Overissuance beginning balance and balances owed at the time of the transfer after the last Sending County grant issuance month
- All other Overpayment/Overissuance supporting documentation, including repayment agreements and any Fair Hearing material, if applicable

**Note:** The Overpayment/Overissuance contact information for each county is included on the Statewide eICT Coordinator list.

### **13.2 Multiple Claims**

The documentation listed in 13.1 must be included for each Overpayment/Overissuance claim and error type.

### **13.3 Collection Policy**

All existing policies relative to collections will remain in effect with the ICT process.

### **13.4 ICT Comments**

Utilize the ICT comments section for any additional overpayment/overissuance information not included on the CW 215/CF 215.

## **14. Communication Process**

### **14.1 Email Protocol**

All email communication between counties must follow Personally Identifiable Information (PII) privacy and security requirements and must include the following information:

- Client's CIN
- Affected program(s)
- ICT status (sending or receiving)
- ICT issue

Encrypted email – counties must encrypt emails containing PII.

#### 14.2 Fax Protocol

Sending Counties must fax all documents to a secure fax number as provided in the Statewide eICT Coordinator list.

#### 14.3 General Escalation Process

The county staff will contact their county's ICT Coordinator/Liaison to work with the other county ICT Coordinator/Liaison in the following situations:

ICT Non-Response types:

- When an ICT has been initiated by the Sending County, but the Receiving County has not responded within ten business days
- When an ICT has been requested by the Receiving County, but the Sending County has not responded within ten business days
- Follow-up requests for additional documentation/information not received within seven business days

#### 14.4 Communication Hierarchy

1. **Worker to Worker** - When contacting the Sending or Receiving County, use the contact information located on the CW 215/CF 215/MC 360 or in the ICT data file.

**Note:** Direct worker contact information such as name, direct phone number, and email must be entered in the comments section on the CW 215/CF 215/MC 360. Call center phone numbers should not be used.

2. **ICT Coordinator/Liaison to ICT Coordinator/Liaison** - For unresolved issues or no response, the worker will refer the communication request to their county's ICT Coordinator/Liaison who will contact the other county's ICT Coordinator/Liaison for resolution.
3. **Executive Management to Executive Management** - For unresolved or chronic issues, the ICT Coordinator/Liaison will contact their Executive Management for the program who will contact the other county's Executive Management for resolution.

**Note:** Counties agree that direct contact information for the ICT Coordinator/Liaison or Executive Management is not to be shared with county workers or clients. ACIN-I-34-08

Technical issues that are associated with the ICT data or document imaging files should be forwarded to the county's SAWS contact or via trouble ticket.

#### **14.5 Statewide eICT Coordinator list**

CalSAWS maintains a list of County ICT coordinators with contact information. This document is updated and disseminated quarterly to the counties. Updates to this list need to be sent to the Counties' appropriate SAWS systems representatives as soon as possible. See Appendix B for additional information.

#### **14.6 Issue Resolution**

The ICT Coordinator/Liaison serves as the contact person for issue resolution.

#### **14.7 Medi-Cal Managed Care**

MEDIL 14-59: To expedite Medi-Cal Health Plan enrollment changes, county workers use the online, fillable form through the Department of Health Care Services website located at: <http://dhcs.ca.gov/MCOmbudsman>. The county must complete the online form no later than three business days after the request is made by the client.

Reminder, in order for the Medi-Cal Ombudsman to assist with expediting the managed care/fee-for-service transition to the new county of residency, MEDS must reflect the client's current *residence address* and the corresponding RES-COUNTY code.

### **15. Welfare to Work (WTW) (Pending)**



## Appendix A - eICT Timelines

### ICT Request Transaction Processing Timeline - CalWORKs Scenario

**Policy:** ICT Request needs to be processed within 7 Business Days (M-F) from the Date Request Received

**Scenario:** Request gets processed on the 7th Business Day (i.e., Longest Processing Timeline)

	Week 1							Week 2							Week 3	
	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday	Monday	Tuesday
	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
<b>Receiving County (System A)</b>	Receiving County User in System A Requests ICT from Sending County. System A Sends ICT Request to System B										System A receives ICT	System A Processes ICT	ICT available in System A for Users in Receiving County			
<b>Sending County (System B)</b>	System B Receives ICT Request	System B Processes ICT Request	Request available in System B for Users in Sending County								Sending County User Sends ICT to Receiving county from System B  System B Sends ICT to System A					
<b>Days elapsed from Request Received to ICT Received</b>			1	2	3			4	5	6	7					
<b>Days elapsed from ICT Requested to ICT Received</b>	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	

**ICT Request Transaction Processing Timeline - Medi-Cal Scenario**

**Policy:** ICT Request needs to be processed within 7 business Days from the Date Request Received

**Scenario:** Request gets processed on the 7th Business Day (i.e., Longest Processing Timeline)

	Week 1							Week 2						
	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
	1	2	3	4	5	6	7	8	9	10	11	12	13	14
<b>Receiving County (System A)</b>	Receiving County User in System A Requests ICT from Sending County  System A Sends ICT Request to System B								System A receives ICT	System A Processes ICT	ICT available in System A for Users in Receiving County			
<b>Sending County (System B)</b>	System B Receives ICT Request	System B Processes ICT Request	Request available in System B for Users in Sending County						Sending County User Sends ICT to Receiving county from System B  System B Sends ICT to System A					
<b>Days elapsed from Request Received to ICT Received</b>			1	2	3			4	5	6	7			
<b>Days elapsed from ICT Requested to ICT Received</b>	1	2	3	4	5	6	7	8	9	10	11			

**CalSAWS Consortium**

### ICT Processing Timeline – CalWORKs/CalFresh Scenario A

**Policy:** ICT Transfer Period is 30 Calendar Days

**Scenario: ICT sent before the last day of the month and processed within 30 Days from the ICT Sent Date**

	October									November												December	
	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday	Monday	...	Wednesday	Thursday	Friday	Sunday	Monday	Tuesday	Wednesday	Thursday	Saturday	Saturday	Monday	Tuesday	Wednesday	Thursday
	10/25/20XX	10/26/20XX	10/27/20XX	10/28/20XX	10/29/20XX	10/30/20XX	10/31/20XX	11/01/20XX	...	11/18/20XX	11/19/20XX	11/20/20XX	11/21/20XX	11/22/20XX	11/23/20XX	11/24/20XX	11/25/20XX	11/26/20XX	11/27/20XX	11/28/20XX	11/29/20XX	11/30/20XX	12/01/20XX
Receiving County System A)	System A receives ICT	System A Processes ICT	ICT available in System A for Users in Receiving County												User in Receiving County Approves Benefits System A Sends the CW/CF Approval Disposition with <b>Pick Up Date = 12/1/20XX</b>								Client Assigned in Receiving County
Sending County System B)	System B sends ICT to System A System B Schedules CW/CF Benefits Discontinuance effective <b>11/30/20XX</b>									System B Discontinues CW/CF Benefits Effective <b>11/30/20XX</b>  System B Sends Discontinuance to MEDS	CW/CF Benefits show as Discontinued in System B				System B Receives the CW/CF Approval Disposition Transaction from System A							System B Discontinues CW/CF Benefits Effective <b>11/30/20XX</b>  System B Sends Discontinuance to MEDS	CalWORKS CalFresh Benefits Discontinued in Sending County
																<b>MEDS Renewal</b>							
	1	2	3	4	5	6	7	8	...	25	26	27	28	29	30								
eICT Processing Time: 30 days between the ICT Sent Date (Sending County) and ICT Processed Date (Receiving County)																							
County Client Assigned In	Sending County																						Receiving County

## CalSAWS Consortium

### ICT Processing Timeline – CalWORKs/CalFresh Scenario B

**Policy:** ICT Transfer Period is 30 Calendar Days

**Scenario:** ICT sent before the last day of the month and processed within 30 Days from the ICT Sent Date

	October											November
	Monday	Tuesday	Wednesday	...	Monday	Tuesday	...	Thursday	Friday	Saturday	Sunday	Monday
	10/1/20XX	10/2/20XX	10/3/20XX	...	10/18/20XX (by ten day notice)	10/19/20XX	...	10/30/20XX	10/29/20XX	10/30/20XX	10/31/20XX	11/1/20XX
Receiving County (System A)		System A Processes ICT	ICT available in System A for Users in Receiving County							User in Receiving County Approves CW/CF, System A Sends CF Approval Disposition with <b>Pick Up Date = 11/1/20XX</b>		Client Aided in Receiving County
Sending County (System B)	System B sends ICT to System A System B Schedules CW/CF Benefits Discontinuance effective 11/1/20XX				System B Discontinues CW/CF Effective 10/31/20XX System B Sends Discontinuance to MEDS	CalWORKS/Cal Fresh Benefits show as Discontinued in System B				System B Receives CW/CF Approval Disposition Transaction from System A		CalWORKS/Cal Fresh Benefits Discontinued in Sending County
	1	2	3	...	18	19	...	28	29	30		
eICT Processing Time: 30 days between the ICT Sent Date (Sending County) and ICT Processed Date (Receiving County)												
County Client Aided In	Sending County											Receiving County

# CalSAWS Consortium

## ICT Processing Timeline - Medi-Cal Scenario A

**Policy:** ICT Transfer Period is 30 Calendar Days

**Scenario:** ICT processed within 30 Days from the ICT Sent Date and **UP TO 2 DAYS BEFORE MEDS Renewal**

	October								November								December							
	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday	Monday	...	Wednesday	Thursday	Friday	Sunday	Monday	Tuesday	Wednesday	Thursday	Saturday	Saturday	Monday	Tuesday	Wednesday	Thursday	
	10/25/20XX	10/26/20XX	10/27/20XX	10/28/20XX	10/29/20XX	10/30/20XX	10/31/20XX	11/1/20XX	...	11/18/20XX	11/19/20XX	11/20/20XX	11/21/20XX	11/22/20XX	11/23/20XX	11/24/20XX	11/25/20XX	11/26/20XX	11/27/20XX	11/28/20XX	11/29/20XX	11/30/20XX	12/1/20XX	
Receiving County (System A)		System A Processes ICT	ICT available in System A for Users in Receiving County												User in Receiving County Approves Benefits System A Sends Approval Disposition with <b>Pick Up Date = 12/1/20XX</b>								Client Aided in Receiving County	
Sending County (System B)	System B sends ICT to System A														System B Receives Approval Disposition Transaction from System A	System B Discontinues Benefits Effective <b>12/1/20XX</b> System B Sends Discontinuance to MEDS	Medi-Cal Benefits show as Discontinued in System B						Medi-Cal Benefits Discontinued in Sending County	
																	MEDS Renewal							
	1	2	3	4	5	6	7	8	...	25	26	27	28	29	30									
	eICT Processing Time: 30 days between ICT Sent Date (Sending County) and ICT Processed Date (Receiving County)																							
County Client Aided In	Sending County																					Receiving County		

# CalSAWS Consortium

	October					November												December	January				
	Monday	Tuesday	Wednesday	Thursday	Friday	Monday	...	Wednesday	Thursday	Friday	Sunday	Monday	Tuesday	Wednesday	Thursday	Saturday	Saturday	Monday	Tuesday	Wednesday	Thursday	Thursday	
	10/27/20XX	10/28/20XX	10/29/20XX	10/30/20XX	10/31/20XX	11/1/20XX	...	11/18/20XX	11/19/20XX	11/20/20XX	11/21/20XX	11/22/20XX	11/23/20XX	11/24/20XX	11/25/20XX	11/26/20XX	11/27/20XX	11/28/20XX	11/29/20XX	11/30/20XX	12/1/20XX	1/1/20XY	
Receiving County (System A)		System A Processes ICT	ICT available in System A for Users in Receiving County												User in Receiving County Approves Benefits System A Sends Approval Disposition with <b>Pick Up Date = 1/1/20XY</b>							Customer Aided in Receiving County	
Sending County (System B)	System B sends ICT to System A														System B Receives Approval Disposition Transaction from System A	System B Discontinues Effective <b>1/1/20XY</b> System B Sends Discontinuance to MEDS	Medi-Cal Benefits show as Discontinued in System B					Customer Aided in Sending County	Medi-Cal Benefits Discontinued in Sending County
															MEDS Renewal								
eICT Process Time: 30 days between ICT Sent Date (Sending County) & ICT Processed Date (Receiving County)	1	2	3	4	5	6	...	23	24	25	26	27	28	29	30								
Co. Customer Aided In	Sending County																					Receiving County	

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### Appendix B - County ICT Coordinator

The Statewide eICT Coordinator list is a separate document that is to be maintained by the CalSAWS Project Staff. Updates to this list need to be sent to the CalSAWS consortium at [ICTCoordinator@calsaws.org](mailto:ICTCoordinator@calsaws.org).

County Addresses:

The Statewide eICT Coordinator list includes all counties' mailing addresses. The county mailing address is to be utilized to mail partial and manual ICTs.



## Appendix C - Document Protocol

The below spreadsheet provides recommended categories for documents that are required to be included in the eICT document file. This requirement of document inclusion depends upon the assistance program(s) to be transferred and the case/individual situation for the program eligibility determination. Not all document types are included in the *eICT Statewide Required Document Types and Categories* for each program. The document type list does include the minimum required documents to allow the Receiving County to make an accurate eligibility determination providing seamless transition of benefits from one county to the next county.

Document Categories
Applications
Birth/Citizenship
Budgets
Cal Learn
Child Support
Deprivation
Disability
Expenses
Forms
Homeless Assistance
Identification
IEVS
Income
Medical Records
Narratives/Comments
Notices
Other Documents
Property
Relationship
Residency
Sanctions/Penalties
SFIS
Status Reports
Time Limits

Key to 'Required' Indicators	
N/A	Document type is not applicable to program.
I	If applicable to eligibility determination for case/individual then the document will be included, if available, in document file, otherwise the inclusion of the document is optional.
M	Mandatory inclusion in the document file regardless of case construct.

<b>eICT Statewide Required Document Types and Categories</b>				
<b>Document Type</b>	<b>CalWORKs Required</b>	<b>Medi-Cal Required</b>	<b>CalFresh Required</b>	<b>Document Associated Categories</b>
ABAWD Time Limit	N/A	N/A	I	Time Limit
Adoption Documents	I	I	I	Birth/Citizenship
Affidavit Relating to Birth/Citizenship	I	I	I	Birth/Citizenship
Application(s)/SAWS 1	M	I	M	Applications
Authorized Rep Form/Letter	I	I	I	Forms
Bank Verification	I	I	I	Property
Birth Certificate/ Verification/ Relationship	I	I	I	Birth/Citizenship
Budgets	I	M	I	Budgets
Burial Fund	I	I	I	Property
CA Residency	M	M	M	Residency
Cal-Learn	I	N/A	N/A	Cal Learn
Car Value Verification	I	I	N/A	Property
Case Narrative	I	M	I	Narratives/Comments
Child Care	I	I	I	Expenses
Child Support Good Cause	I	I	N/A	Child Support
Child Support Income	I	I	I	Income
Child Support Notice/Questionnaire 2.1Q	I	I	N/A	Child Support

eICT Statewide Required Document Types and Categories				
Document Type	CalWORKs Required	Medi-Cal Required	CalFresh Required	Document Associated Categories
Citizenship/non Citizenship Status Verification	M	M	I	Birth/Citizenship
Court Documents	I	I	I	Other Documents
CW 25/CW25A	I	N/A	N/A	Applications
CW 61	I	I	N/A	Deprivation
CW Time Limit Documents	I	N/A	N/A	Time Limit
DDSD - Disability Determination Forms	I	I	I	Disability
Death Certificate	I	I	N/A	Deprivation
Declaration of Paternity	I	I	N/A	Child Support
Description of MFBU/MBU	N/A	M	N/A	Budgets
Disability (SDI)	I	I	I	Income
Drivers License	I	I	I	Identification
Employer Verification	I	I	I	Income
Exempt Map	I	N/A	N/A	Budgets
Federal participation Determination for U-parent cases	I	I	N/A	Deprivation
Financial Aid	I	I	I	Income
Fingerprint Imaging	I	N/A	M	SFIS
Guardianship Letter	I	I	I	Relationship

eICT Statewide Required Document Types and Categories				
Document Type	CalWORKs Required	Medi-Cal Required	CalFresh Required	Document Associated Categories
Homeless Assistance	I	N/A	I	Homeless Assistance
ICT(CW215/MC360)	I	M	I	Forms
IEVS	I	I	I	IEVS
Immunization Records	I	N/A	N/A	Medical Records
Income Earned	I	I	I	Income
Income In-Kind	I	I	I	Income
Income Tax Forms	I	I	I	Income
Income Unearned	I	I	I	Income
Insurance Policies	I	I	I	Property
Last SOC/NSOC NOA	N/A	M	N/A	Notices
Learning Disability Documents	I	N/A	N/A	Disability
Liens	I	I	I	Property
Marriage/RDP Certificate	I	I	I	Relationship
MC 13 - Statement of Citizenship	N/A	I	N/A	Birth/Citizenship
MC 176 TMC - TMC Quarterly Status Report	N/A	I	N/A	Status Reports
MC 176S - Medi-Cal (Mid-Year) Status Report	N/A	I	N/A	Status Reports
MC 210 RV	N/A	I	N/A	Applications

<b>eICT Statewide Required Document Types and Categories</b>				
<b>Document Type</b>	<b>CalWORKs Required</b>	<b>Medi-Cal Required</b>	<b>CalFresh Required</b>	<b>Document Associated Categories</b>
MC 210S	N/A	I	N/A	Applications
MC 358 S - ICT Informing Notice	N/A	M	N/A	Notices
MC176P	N/A	I	N/A	Forms
MC210PS	N/A	I	N/A	Applications
MC321 HFP	N/A	I	N/A	Applications
Medical Reports/Records	I	I	N/A	Medical Records
Medicare	I	I	N/A	Medical Records
Medicare Notices - Part A & B	I	I	I	Expenses
MFG/CW2102	M	N/A	N/A	Forms
Mortgage Deed	I	I	I	Property
Motor Vehicle/Registration	I	I	I	Property
Non Citizen Number/Card	I	I	I	Identification
Non-Compliance (Sanctions)	I	I	I	Sanctions/Penalties
Notification/NOA	I	M	M	Notices
Other	I	I	I	Other Documents
Other Expense	I	I	I	Expenses
Other Income	I	I	I	Income

<b>eICT Statewide Required Document Types and Categories</b>				
<b>Document Type</b>	<b>CalWORKs Required</b>	<b>Medi-Cal Required</b>	<b>CalFresh Required</b>	<b>Document Associated Categories</b>
Other Property	I	I	I	Property
Other Health Care (OHC) Coverage	I	I	N/A	Medical Records
Other ID Cards	I	I	I	Identification
Overpayment/Overissuance	I	N/A	I	Budgets
Paid Child Support	N/A	I	I	Expenses
Passport	I	I	I	Birth/Citizenship
Permanent Disqualification	I	N/A	I	Sanctions/Penalties
Potential 3rd Party Liability	I	I	N/A	Medical Records
Pregnancy Verification	I	I	N/A	Medical Records
QR 7 - Quarterly Report	I	N/A	I	Status Reports
QR 72 - Sponsor's Qtr Report	I	N/A	I	Status Reports
QR3	I	N/A	I	Status Reports
QR73	I	N/A	N/A	Status Reports
Repayment Agreement	I	N/A	I	Property
Restricted Account	I	I	I	Property
Retirement Account	I	I	I	Property
Savings Bond	I	I	I	Property
Self Employment Records	I	I	I	Income

<b>eICT Statewide Required Document Types and Categories</b>				
<b>Document Type</b>	<b>CalWORKs Required</b>	<b>Medi-Cal Required</b>	<b>CalFresh Required</b>	<b>Document Associated Categories</b>
Shelter	I	N/A	I	Expenses
Social Security Award Letter/Benefits	I	I	I	Income
Social Security Number/ Card	I	I	I	Identification
SP-DDSD Decision Verification Form	I	I	I	Disability
Statement of Facts/SAWS2/MC210	M	M	I	Applications
Stocks and Bonds	I	I	I	Property
Sworn Statement	I	I	I	Other Documents
Time on Aid NOA	I	N/A	N/A	Notices
Trust Funds	I	I	I	Property
Unemployment Benefits (UIB)	I	I	I	Income
Utility	I	N/A	I	Expenses
Veteran Income	I	I	I	Income
Veterans Verif. and Referral	I	I	I	Forms
Work History for PE	I	I	N/A	Deprivation
Workers Comp	I	I	I	Income

eICT Statewide Required Document Types and Categories				
Document Type	CalWORKs Required	Medi-Cal Required	CalFresh Required	Document Associated Categories
WTW 37 - Permission To Release Domestic Abuse Information if victim	I	N/A	N/A	Forms
WTW Plan /Amendment	I	N/A	N/A	Forms



## Appendix D - Glossary

**ABAWD** - Able Bodied Adults without Dependents (SNAP/CalFresh)

**ACL** - All County Letter, Instructions and information distributed by the California Department of Social Services

**ACIN** - All County Information Notice, Information distributed by the California Department of Social Services

**ACWDL** - All County Welfare Directors Letter, Information distributed by the Department of Health Care Services

**Annual Redetermination (RD)** - The yearly review of continued eligibility for benefits

**Batch Process** - Nightly run of data creating interface files.

**C-IV** - Formerly known as Consortium IV, now the system that serves 39 California Counties

**CalSAWS** - The 58 County Consortium, which currently operates C-IV, LRS, and CalWIN systems, and is working to migrate all counties to a single CalSAWS system by 2023.

**CalWIN** - CalWORKs Information Network, the SAWS system that serves 18 California Counties

**CalWORKs** - California Work Opportunities and Responsibility to Kids

**CIN** - Statewide Client Index Number

**CDSS** - California Department of Social Services

**CWDA** - County Welfare Directors Association

**DDSD** - Disability Determination Service Division

**DHCS** - Department of Health Care Services

**DHS** - Department of Health Services

**eICT** - Electronic Inter-County Transfer; the electronic transfer of information from one county to another

**EAS** - Eligibility and Assistance Standards; the State manual of policy and procedures

**EDBC** – Eligibility Determination Benefits Calculation; the automated budgeting determination process

**Escalation Process** – The process of contacting a non-responsive county's designated person or ICT Coordinator/Liaison to ensure the client is served timely

**Executive Management** – County Administrative Officers designated in each county to assist in the resolution of ICT issues per the escalation process

**ICT** – Inter-County Transfer; the transfer of a welfare case electronically or manually, from one county to another

**ICT Coordinator** – Inter-County Transfer Coordinator; individual(s) designated in each county to coordinate and resolve ICT issues

**ICT Liaison** – Individual(s) designated in certain counties to coordinate and resolve ICT issues at the district level

**ICT Request** – An electronic request initiated by the Receiving County for the transfer of case documentation from one county to another

**IEVS** – Income and Eligibility Verification System

**Imaged Documents** – Paper documents electronically scanned and stored into a system

**IPV** – Intentional Program Violation

**LRS** – Leader Replacement System, currently serving Los Angeles County, which is being modified to become the statewide CalSAWS system supporting all 58 counties

**MEDS** – Medi-Cal Eligibility Data System, a single, centralized, integrated file of all persons eligible for cash assistance, Medi-Cal and/or CalFresh in California

**MBU** – Mini Budget Unit/ Medi-Cal program

**MFBU** – Maximum Family Budget Unit/ Medi-Cal Program

**NOA** – Notice of Action

**Overlapping Benefits** – Duplicate issuance of benefits

**Receiving County** – County in which a client has moved to and is requesting aid in. The Receiving County may initiate a request from the Sending County for the client's case related data and documentation

**Recertification (RC)** – CalFresh annual recertification of benefits

**RDP** – Registered Domestic Partner

**SAWS** – Statewide Automated Welfare System; the CalSAWS consortium currently operates the following three systems: LRS, CalWIN and C-IV

**SCI** – Statewide Client Index database

**SDI** – State Disability Insurance

**Sending County** – the County from which the client moved and is responsible for the transfer of the client's case data information and the related documents

**SFIS** – Statewide Fingerprint Imaging System

**SOC/NSOC** – Share of Cost/ No Share of Cost (Medi-Cal Program)

**System Outage** – The unavailability of a SAWS application

**TOA** – Time on Aid; CalWORKs Program

**TCF** – Transitional CalFresh

**TMC** – Transitional Medi-Cal Coverage

**Transaction** – An exchange of information between data/SAWS systems

**Transfer Period** – The specified timeframe of a case transfer from one county to another

**WTW** – Welfare to Work/ CalWORKs Program Employment Services