



Intercounty Transfer Protocol

February 2025

DOCUMENT APPROVAL HISTORY

CalSAWS	Owner	CalSAWS Consortium
	Preparer	CalSAWS Consortium
	Reviewer	CalSAWS ICT Workgroup
	Approver	CalSAWS ICT Workgroup
APPROVAL DATE	APPROVED VERSION	REVIEWED AND APPROVED BY
10/25/2010	1.0	ICT California Consortia Workgroup
03/22/2011	2.0	ICT California Consortia Workgroup
10/03/2012	3.0	ICT California Consortia Workgroup
02/07/2018	4.0	ICT California Consortia Workgroup
11/13/2019	5.0	CWDA
09/01/2024	6.0	CWDA
04/09/2025	7.0	CalSAWS ICT Workgroup

Table of Contents

EXECUTIVE SUMMARY	4
1 REGULATIONS.....	5
2 TIMEFRAMES	5
2.1 Requesting an ICT	6
2.2 Sending an ICT	6
2.3 Program Disposition	7
2.4 Annual Re-Evaluations (RE)	7
3 PARTIAL ICT	8
3.1 CalFresh Partial ICTs	8
3.2 CalWORKs Partial ICTs	8
3.3 Medi-Cal Partial ICTs.....	8
4 COMPANION CASES	9
5 ADDRESS CHANGES.....	9
5.1 Customer Reporting an Address Change after the Sending County has initiated the ICT.....	9
6 FILE CLEARANCE PROCESSES	9
6.1 CalSAWS	9
6.2 Medi-Cal Eligibility Data System (MEDS)	10
6.3 Statewide Client Index (SCI)	10
7 DOMESTIC ABUSE ICT PROCESS	10
8 CHILD SUPPORT GOOD CAUSE	10
8.1 Good Cause – Granted	10
8.2 Good Cause – Request Pending.....	10
9 HOMELESS	11
9.1 Homeless Assistance	11
10 DOCUMENTS	11
10.1 Additional Documentation.....	11
10.2 Sending County Response Time	11
11 CANCELLATION PROCESS	12
11.1 Customer Returning to Sending County	12
11.2 Non-Processed ICT Request.....	12
11.3 ICT Received in the Incorrect County.....	12
12 FOSTER CARE.....	12

12.1	Foster Care	12
12.2	Court Dependent Children Receiving CalWORKs	12
12.3	Wraparound Program	12
12.4	ARC Program	13
13	OVERPAYMENT/OVERISSUANCE CLAIMS	13
13.1	Supporting Documentation	13
13.2	Multiple Claims	14
13.3	Collection Policy	14
13.4	ICT Comments.....	14
14	COMMUNICATION PROCESS	14
14.1	Email Protocol	14
14.2	Phone Protocol	14
14.3	Fax Protocol.....	15
14.4	Escalation Process	15
14.5	Communication Hierarchy	15
14.6	Statewide ICT Coordinator List.....	15
14.7	Medi-Cal Managed Care	16
15	WELFARE TO WORK (WTW).....	16
APPENDIX A -	COUNTY ICT COORDINATOR.....	19
A.1	County Addresses.....	19
APPENDIX B -	DOCUMENT PROTOCOL.....	21
APPENDIX C -	GLOSSARY	28

EXECUTIVE SUMMARY

The California Counties, the CalSAWS Consortium, State Partners, and the County Welfare Directors Association (CWDA), created a Statewide California inter-county transfer (ICT) process and protocol. The purpose of a statewide ICT protocol is to provide a seamless transfer of case data and imaged documents from one California County to another without a break in benefits. This document, titled Intercounty Transfer Protocol, provides an agreement to guide California Counties through the ICT business processes used in conjunction with the CalSAWS detailed design documentation. The content of this document has been agreed upon by the California Counties as the standard for processing benefits of a customer who moves from one county to another, within the State of California.

Note: The primary method of sending an ICT should be electronically, while manual ICTs should only be used as an exception.

The following programs are supported by CalSAWS ICT functionality:

- CalFresh
 - TCF (Transitional CalFresh) is included, will need to override to correct aid code at grant
- CalWORKs
- Medi-Cal
- Nutritional Benefit
 - SNB (Supplemental Nutritional Benefit)
 - TNB (Transitional Nutritional Benefit)
- RCA (Refugee Cash Assistance)

1 REGULATIONS

Regulations guiding the protocol for each program are listed below:

CalFresh (CF)	MPP 63-801.782 ; ACL 11-22 , 13-78 , 17-58 , 17-58E ; ACIN I-43-01 CFAP: Follows CalFresh regulations
CalWORKs (CW)	EAS Manual 40-187 , 40-188 , 40-190.23 , 44-211.515 , 44-350 ; ACL 03-18 , 07-51 , 12-25E , 14-30 , 17-58 , 17-58E , 22-71 , 23-109 ; ACIN I-43-01 , I-05-09 , I-60-09 , I-16-21
Medi-Cal (MC)	ACWDL 03-12 , 04-14 , 15-30 , 16-10 , 16-10E , 18-02 , 18-02E , 22-09 ; MEDIL I-14-32 , I-14-59 , I-23-29
Nutritional Benefits (SNB, TNB)	SNB: ACL 18-91 TNB: ACL 18-92
Refugee Cash Assistance (RCA)	Follows CalWORKs regulations
Transitional CalFresh (TCF)	MPP 63-504.13 ; ACL 11-70 , 13-78 , 13-80 , 17-58 , 20-129

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.

2 TIMEFRAMES

All California Counties must utilize the intercounty transfer (ICT) process. The ICT, which includes data and imaged documents, must be initiated within seven (7) business days from the notification date. The notification date is the date the Sending or Receiving County becomes aware, or is notified, that the customer moved to another California County.

After the initial electronic imaged file is sent, any subsequent documentation requested must be sent within seven (7) 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 date the recipient notifies either the Sending County or the Receiving County of a change in residence from one county to another county. When the 30th day falls on a Saturday, Sunday, or a legal holiday, the first business day following the weekend or holiday is considered the last day of the 30-day transfer period.

Note: If processing an ICT past 90 days of the request date, counties must communicate to manually discontinue aid in sending county prior to aid being granted

in the Receiving County to prevent duplicate aid determination. See Section 14 – [Communication Process](#) below.

Example:

A customer is currently living in County A. On February 5th, the customer informs County A that she now lives in County B. Due to the ICT transfer period, County A will continue benefits to the customer until March 31st. County B will pick up case effective April 1st. Please note, County B can pick up benefits for March 1st if the ICT is processed in February prior to Ten (10) Day Cutoff.

Additionally, a new EBT Account and a new EBT Card must be issued to the customer by the Receiving County to prevent ongoing benefits from being incorrectly disbursed from the Sending County's cash allocations. Generating a new account and card will link future benefits to the county where the case was transferred.

Note: If a new account and card are not issued, this may cause claiming and reconciliation issues for the sending county.

2.1 Requesting an ICT

When a customer contacts the Receiving County to report a move from another California county, the Receiving County has seven (7) business days to request the ICT from the Sending County. The seven (7) business day timeframe starts the day the customer notifies the Sending or Receiving County of the move. ICTs must be requested electronically for [programs supported](#) by CalSAWS ICT functionality. For [Partial ICTs](#), see the section below.

Refer to the [escalation process](#) when the Receiving County has not received the ICT Data within 10 business days.

Note: It is a best practice to update the address in CalSAWS for all moving household (HH) members at the time of report to ensure a timely trigger to MEDS to update the address and Managed Health Care Plan, if applicable.

Note: When requesting or sending an ICT, if there are additional HH members associated to the case in CalSAWS, ensure HH members not requesting aid are listed as Out of the Home and Hidden on the case. This will ensure appropriate persons are requested or sent on the ICT. Always review All People Associated with the ICT section on the ICT Detail Page.

2.2 Sending an ICT

When the Sending County is notified of an ICT request (electronic request from receiving county or customer contact), the Sending County initiates the ICT within seven (7) business days for all programs. The seven (7) business day timeframe starts when the Sending County receives the request or is notified by the customer.

Note: It is a best practice to update the address in CalSAWS for all moving HH members at the time of report to ensure a timely trigger to MEDS to update the address and Managed Health Care Plan, if applicable.

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

The ICT batch process usually takes two (2) business days. The County has seven (7) 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, immediate needs involving ICTs will be processed through the County ICT Coordinators. When CalSAWS anticipates a planned outage, all counties are notified at least one week in advance.

Note: 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.

Note: When sending an ICT, if there are additional HH members associated to the case in CalSAWS, ensure HH members not requesting aid are listed as Out of the Home and Hidden on the case. This will ensure appropriate persons are sent on the ICT. Always review All People Associated with the ICT section on the ICT Detail Page. For Medi-Cal, review the CalHEERS HH and ensure it matches the current CalSAWS HH and only includes the members moving. A new MAGI determination may be required before sending and should be reviewed in the most current Inter-Agency Transfer (IAT) prior to sending the ICT. This process may also include reviewing the HH composition and primary applicant in CoveredCa.

2.3 Program Disposition

CalSAWS nightly batch jobs look for programs that have ICT dispositions back from the Receiving County and are still active in the Sending County. The CalWORKs, CalFresh and Medi-Cal programs are automatically discontinued in a nightly batch process when a disposition status of Active is received.

The CalSAWS batch job looks for cases nightly and terminates them the same day with the termination effective for the end of the month prior to the Receiving County's approval date.

Example: ICT is approved 7/12/25. Disposition sends to the Sending County the same day. Batch job finds the case and discontinues the case in batch on 7/12/25 with an effective date of termination 7/31/25.

Counties can be notified of batch ICT actions by activating Automated Actions in CalSAWS which will set the corresponding task in the case.

2.4 Annual Re-Evaluations (RE)

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

Note: Please follow the [Communication Hierarchy](#) when reaching out to another county.

Example: The customer's RE is due in the month of September.

IF THE...	THEN THE RECEIVING COUNTY...
ICT is initiated in the month of August,	Completes the RE in September with an ICT pick-up of October 1 st
RE is completed by the Sending County prior to initiating the ICT in September,	Picks up the ICT on November 1 st
ICT is initiated in the month of September,	Completes the RE in September with an ICT pick-up of October 1 st rather than November 1 st due to the RE 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 electronic ICT process does not support a partial household ICT. Any partial ICT will be completed as a manual process outside the system. The Statewide ICT Coordinator list includes the county mailing address to use for partial ICTs.

For cases with multiple programs, refer to the [hierarchy](#).

Note: It is a best practice to update the address in CalSAWS for all moving HH members at the time of report to ensure a timely trigger to MEDS to update the address and Managed Health Care plan, if applicable.

3.1 CalFresh Partial ICTs

Per ACL [11-22](#), for CalFresh cases an ICT should only be initiated when the entire household moves out of the county.

Partial ICTs are not applicable for an applicant moving from an existing case where they are not the Primary applicant.

3.2 CalWORKs Partial ICTs

Per ACL [12-25](#), for CalWORKs cases an ICT should only be initiated when the entire household moves out of the county.

Partial ICTs are not applicable for an applicant moving from an existing case where they are not the Primary applicant.

3.3 Medi-Cal Partial ICTs

Per ACWDL [18-02E](#), partial ICTs are allowed for Medi-Cal. When the Sending County has sufficient information to open a new case record for the individual(s) permanently moving, the ICT can be sent via CalSAWS. Counties can also utilize fax, e-mail or physical mail.

Note: Per ACWDL [18-02E](#) and MEDIL [1-15-32](#), tax dependents (i.e. students) who are still a part of a tax HH would not be considered an ICT.

For Medi-Cal, review the CalHEERS HH and ensure it matches the current CalSAWS HH and only includes the members moving. A new MAGI determination may be required before sending and should be reviewed in the most current IAT prior to sending the ICT. This process may also include reviewing the HH composition and primary applicant in CoveredCa.

Note: If the Sending County chooses to complete the ICT in CalSAWS, the transferring HH members case must contain all necessary documents needed to determine eligibility. Additionally, the transferring HH must be removed from the original case and hidden to ensure the correct information is being sent with the ICT. Review All People Associated with the ICT section on the ICT Detail Page before sending ICT.

4 COMPANION CASES

The ICT does not inform a county of a companion case. If companion cases are sent, workers must note in the ICT comment section of the ICT Detail Page that there is a companion case situation.

5 ADDRESS CHANGES

5.1 Customer Reporting an Address Change after the Sending County has initiated the ICT

- The customer'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.
- The customer moved back to the Sending County; the Sending County cancels the ICT. In the event the Receiving County has completed the ICT process, a new ICT needs to be initiated back to the Sending County.
- The customer 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).

Note: Counties can utilize the ICT Automated Actions to trigger a task to set when the Sending County cancels the ICT.

Note: Indicate cancellation reason in Comment section when cancelling an ICT.

6 FILE CLEARANCE PROCESSES

6.1 CalSAWS

Counties are responsible to complete file clearance processes for each individual to ensure the correct person is pended in the CalSAWS case. This action includes adding a duplicate person to their current case record and resolving the duplicate to ensure the ICT can be completed correctly. All Counties will follow their current business processes.

Note: ICT requests should not be cancelled and resent to avoid processing a duplicate person record.

6.2 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.

6.3 Statewide Client Index (SCI)

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

7 DOMESTIC ABUSE ICT PROCESS

Per ACIN [I-60-09](#) and ACWDL [14-34](#), when a county is made aware that a household/customer in which there is a Domestic Abuse (DA) 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 that the case is DA in the comment section of the ICT Detail Page.

As a reminder, for DA, CalWORKs regulations request 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.* All CalWORKs DA cases must be marked as confidential to ensure that only confidential workers have access to the case. For a list of individuals who may or may not be considered "directly involved", please refer to ACL [23-109](#). Survivors DA information must not be transferred without written consent from the survivor via the WTW 37.

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 customer has been granted Good Cause not to cooperate with Child Support, the Sending County must notify the Receiving County by including the applicable CW 51, Child Support Good Cause document. The Sending County must also add in the comment section of the ICT Detail page 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 CW 215/ MC 360 and forward all supporting documentation to

the Receiving County. The Receiving County must make the Good Cause determination.

9 HOMELESS

When a customer 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 address per their county business process (District office address, General Delivery, etc.) in the address section of CalSAWS and add case comments regarding the customers' homeless situation. Counties will make every effort to obtain contact information from the customer before initiating/requesting an ICT.

When the customer informs the Sending County, they have moved to another county but do not have a permanent address, request a temporary/mailling address. If an address is not available, the Sending County will use General Delivery in the city of residence in the Receiving County.

9.1 Homeless Assistance

Per ACL [14-30](#), if a CalWORKs customer requests Homeless Assistance (HA) in a new county and confirms they have moved, the county in which the customer is physically located and intends to reside in, is responsible for the HA eligibility determination and HA payment(s), and an ICT must be requested.

10 DOCUMENTS

Counties and state partners have identified the minimum required documentation necessary to support the eligibility determination to be included in the ICT process as listed in Appendix A. All documents will be transferred automatically at the time the ICT is sent. 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. Additional documentation can be requested or sent electronically via CalSAWS. If additional information is sent outside CalSAWS, it must include a CW 215/ MC 360 with the identifying case number and/or ICT. See [Communication Process](#) for more information.

10.2 Sending County Response Time

If the documents are available in CalSAWS, system functionality allows either county to send/ request the documents via batch. If the request is made outside of CalSAWS, the counties must respond within seven business days.

11 CANCELLATION PROCESS

ICTs can only be cancelled when in a status other than "Complete". Counties are to enter cancellation reason(s) in the Comment section of the ICT.

11.1 Customer Returning to Sending County

When a customer returns to the Sending County prior to the Receiving County ICT being marked as complete, the ICT must be cancelled. In the event the Receiving County has already completed the ICT process, and the customer 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 CalSAWS and needs to cancel, the counties will complete the cancellation within two (2) business days:

- If initiated in the Sending County, the Sending County will cancel the ICT, noting the cancellation reason in the comment box.
- If initiated in the Receiving County, the Receiving County will contact the Sending County for cancellation.

11.3 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 CW 215 indicating that the case includes a court dependent child(ren). (ACIN [1-28-99](#))

12.3 Wraparound Program

Wraparound program information for CalWORKs and/ or Medi-Cal needs to be included in the comments section of the CW 215 and MC 360. (ACIN [1-28-99](#))

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 (recovery accounts) are transferred to the Receiving County with supporting documentation (EAS [44-350](#), [MPP 63-801.782](#)). Current Overpayment/Overissuance claim information is minimally included in the ICT and includes the following data elements:

- Claim Number
- Program Type
- Discovery Date
- Discovery Source
- First Recoupment Sent Date
- Lomeli Begin Date
- Period Begin Date
- Period End Date
- Error Type – this field is currently blank
- Amount (including Original Amount Owed, Last Adjusted Amount, and Balance Amount Owed)
- Number of errors occurred (the number of Overpayments/Overissuances per program per error type)

Current Claims have the following status:

- Active
- Suspended
- Pending Approval
- Pending Agreement

13.1 Supporting Documentation

Supporting Overpayment/Overissuance documentation for the current claim(s) should be sent to the Receiving County within the seven (7) business day timeframe stated in Section 2.

Sending Counties must send the supporting Overpayment/Overissuance documentation for each additional 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 ICT 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.

14 COMMUNICATION PROCESS

Counties have agreed on the following communication type hierarchy for intercounty communication:

1. Email
2. Phone
3. Fax

Note: Technical issues that are associated with the ICT data or document imaging files should be forwarded to the County's CalSAWS Help Desk or reported via ServiceNow.

14.1 Email Protocol

All email communication between counties must follow Personally Identifiable Information (PII) privacy and security requirements and must be encrypted if they contain PII. Emails must include the following information:

- Customers CIN
- Affected program(s)
- ICT status (sending or receiving)
- ICT issue
- Sending/ Receiving County's Case Numbers

14.2 Phone Protocol

All phone numbers provided in the ICT must be monitored lines. In the event that the worker associated to the ICT has a contact center phone number listed as their phone number, either a monitored email address or phone number must be provided in the ICT Comment section.

14.3 Fax Protocol

Sending Counties must fax all documents that aren't sent electronically (refer to [Appendix B](#) for documents sent) to a secure fax number as provided in the Statewide ICT Coordinator list.

14.4 Escalation Process

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

- ICT non-response situations:
 - When an ICT has been requested by the Receiving County, but the Sending County has not responded within 10 business days
 - When follow-up requests for additional documentation/ information not received within seven (7) business days
 - When an ICT has been initiated by the Sending County, but the Receiving County has not dispositioned the ICT within the 30-day transfer period

County Executive Management will contact the other County Executive Management in the following situations:

- When ICT Coordinator to ICT Coordinator communication is not resolving the issue after 10 business days.

14.5 Communication Hierarchy

1. Worker to Worker – When contacting the Sending or Receiving County, use the contact information located on the CW 215/ MC 360 or in the ICT comment section or worker information.

Note: Contact information for a maintained email address or desk phone (not contact center) must be listed on the CW 215 or ICT comment section.

2. ICT Coordinator to ICT Coordinator – For unresolved issues or no response, the worker will refer the communication request to their county's ICT Coordinator who will contact the other county's ICT Coordinator for resolution.

Note: Worker is not to contact the other county's ICT Coordinator directly.

Note: For Medi-Cal, the ICT Coordinator can contact DHCS at ICT@dhcs.ca.gov, only after no contact from the ICT Coordinator.

3. Executive Management to Executive Management – For unresolved or chronic issues, the ICT Coordinator will contact their Executive Management who will contact the other county's Executive Management for resolution. The counties agreed this should be their CWDA Self Sufficiency Committee representative.

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

14.6 Statewide ICT Coordinator List

CalSAWS maintains a list of County ICT Coordinators with contact information. This document is updated and disseminated monthly to counties and state partners.

Updates to this list need to be sent to the county's appropriate CalSAWS representatives as soon as possible. See [Appendix A](#) for additional information.

14.7 Medi-Cal Managed Care

MEDIL [14-59](#): To expedite Medi-Cal Health Plan enrollment changes for urgent care issues that require expedited enrollment in the Receiving County's Managed Care Plan, county workers will use the online, fillable form through the Department of Health Care Services website located at: <https://dhcs.ca.gov/MCOmbudsman>. The county must complete the online form no later than three (3) business days after the request is made by the customer.

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 customers current residence address and the corresponding RES-COUNTY code.

15 WELFARE TO WORK (WTW)

Per MPP [40-188.13](#), one of the documents to be sent with ICTs should include the WtW Plan, if it is available. See [Appendix B](#) for documents sent via ICT.

Note: CalSAWS does not transfer the WtW program with ICTs. Sending County should include current WtW information, including Supportive Services, in the Comment section of the ICT.

Record of Change

The following changes have been made to this document.

DOCUMENT PHASE	DATE CHANGED	CHANGE MADE BY	SUMMARY OF CHANGES MADE
1.0	10/25/2010	ICT California Consortia Workgroup	<ul style="list-style-type: none">▪ Baseline Approval
2.0	03/22/2011	ICT California Consortia Workgroup	<ul style="list-style-type: none">▪ Incorporate CalFresh ICT Draft ACL regulations▪ Remove ICT Coordinator list▪ Version 2 Statewide Workgroup Approval
3.0	10/03/2012	ICT California Consortia Workgroup	<ul style="list-style-type: none">▪ Version 3 Statewide Workgroup Approval
4.0	02/07/2018	ICT California Consortia Workgroup	<ul style="list-style-type: none">▪ Version 4 Statewide Workgroup Approval
5.0	11/13/2019	CWDA	<ul style="list-style-type: none">▪ Updated to reflect the creation of the CalSAWS Consortium and the implementation of enhancements to the ICT process
6.0	09/01/2024	CWDA	<ul style="list-style-type: none">▪ Updated to reflect full statewide implementation of CalSAWS, and update required forms per state policy
7.0	04/09/2025	CalSAWS ICT Workgroup	<ul style="list-style-type: none">▪ Workgroup full revision throughout the document

Appendix A:

County ICT Coordinator



Appendix A - County ICT Coordinator

The Statewide ICT 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.

A.1 County Addresses

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

Appendix B:

Document Protocol



Appendix B - Document Protocol

The table below provides documents that are included in the ICT. This requirement of documents depends upon the assistance program(s) to be transferred and the case/individual situation for the program eligibility determination. The required documents are indicated below in the “Mandatory” column and the program for which they are required. All other documents are only required if needed for the Receiving County to make an accurate eligibility determination, providing seamless transition of benefits from one county to the next county.

Most imaged documents are automatically copied from the Sending County to the Receiving County when an ICT is linked to the Receiving County's case. When documents are copied between counties, CalSAWS does not distinguish between programs. The copy is automatically initiated for all documents when the Sending County first initiates the ICT. Additional documents captured by the Sending County after this point may be manually requested by selecting the appropriate Category on the CalSAWS ICT Document List page.

CalSAWS Document ICT Functional Notes:

- After an ICT has been linked to a case, the case level images are copied from the Sending County to the Receiving County. In the Receiving County's Case Drawer, the Created Date of the copied images is the date the ICT was linked to the case, because it is when the copied images were created.
- To review when the Sending County received an image, the Receiving County should use the Received Date field in the Imaging Solution. When an image is copied between counties, the Received Date is also copied with the image.
- If paper documents have been mailed to a Receiving County, staff should capture the documents using the Ignore Barcode capture profile. This action will ensure the documents are linked to the Receiving County's case number.
- Documents in the Person Drawer are viewable by the entire state and can be viewed automatically as soon as an ICT is linked to the Receiving County.
- Documents with an eSignature are not considered Images and, unless the eSigned document is printed virtually to the Imaging Solution, it will not come over with ICT images.

DOCUMENT TYPE	DOCUMENT ASSOCIATED CATEGORIES	INCLUDED WITH ICT	MANDATORY BY PROGRAM
ABAWD Time Limit	Time Limit	Yes	
Adoption Documents	Correspondence, Employment & Training, Other Documents, Verifications	Yes	
Affidavit Relating to Birth/ Citizenship	Correspondence, Verifications	Yes	CW
Application(s)/ SAWS 1/ Statement of Facts/ SAWS2+/ SSA App/ CF 285	Applications, Budgets, Employment & Training, Other Documents, Verifications	Yes	CF/CW/MC
Authorized Rep Form/ Letter	Correspondence, Medical Records, Other Documents	Yes	

DOCUMENT TYPE	DOCUMENT ASSOCIATED CATEGORIES	INCLUDED WITH ICT	MANDATORY BY PROGRAM
Bank Verification	Property, Verifications	Yes	
Birth Certificate/ Verification/ Relationship	Correspondence, Verifications	Yes	
Budgets/ EDBC Printout	Budgets, Correspondence	Yes	CF/CW/MC
Burial Fund	Correspondence, Property	Yes	
CA Residency	Correspondence, Other Documents, Verifications	Yes	CF/CW/MC
Cal-Learn	Applications, Correspondence, Education, Expenses, Status Reports	Yes	
Car Value Verification/ CW 80	Property	Yes	
Case Narrative	Correspondence	Yes	MC
Child Care	Expenses, Correspondence, Verifications	Yes	
Child Support Good Cause (CW 51)	Child Support	Yes	
Child Support Income	Income	Yes	
Child Support Paid by Household Member	Child Support, Expenses	Yes	
Child Support Notice/ Questionnaire 2.1Q	Child Support	Yes	
Citizenship/ non-Citizenship Status Verification	Correspondence, Verifications	Yes	CF/CW/MC
Court Documents	Property, Status Reports, Other Documents, Correspondence	Yes	
Customer Contact	Correspondence	Yes	
CW 25/ CW 25A	Applications, Correspondence	Yes	
CW 61	Verifications	Yes	
CW Time Limit Documents	Time Limit, Correspondence	Yes	
DDSD – Disability Determination Forms	Employment & Training	Yes	
Death Certificate	Verifications	Yes	
Declaration of Paternity	Child Support, Verifications	Yes	
Description of MFBU/ MBU	Budgets	Yes	MC
Disability	Income	Yes	

DOCUMENT TYPE	DOCUMENT ASSOCIATED CATEGORIES	INCLUDED WITH ICT	MANDATORY BY PROGRAM
Driver's License/ Photo ID	Verifications	Yes	
Education Documents	Education, Correspondence, Verifications	Yes	
Employer Verification	Income	Yes	
Exempt Map	Budgets	No	
Federal Participation Determination for U-parent cases	Verifications	Yes	
Financial Aid	Income	Yes	
Fingerprint imaging (prior)	Verifications	Yes	
Guardianship Letter	Verifications	Yes	
Homeless Assistance	Verifications, Applications, Budgets, Correspondence, Other Documents	Yes	
HSP	Applications, Budgets, Correspondence, Expenses	Yes	
ICT (CW 215/ MC 360)	Correspondence, Other Documents	Yes	CW
IEVS	Income, Correspondence, Other Documents, Status Reports	Yes	
Immunization Records	Medical Records	Yes	
Income Earned	Income	Yes	
Income In-Kind	Income	Yes	
Income Tax Forms	Correspondence, Income	Yes	
Income Unearned	Income	Yes	
Insurance Policies	Property	Yes	
Jail/ Inmate Documents	Correspondence, Verifications	Yes	
Last SOC/ NSOC NOA	Correspondence, Other Documents	Yes	MC
Learning Disability Documents	Employment & Training	Yes	
Liens	Property	Yes	
Marriage/ RDP Certificate	Verifications	Yes	
MC 13 – Statement of Citizenship	Verifications	Yes	

DOCUMENT TYPE	DOCUMENT ASSOCIATED CATEGORIES	INCLUDED WITH ICT	MANDATORY BY PROGRAM
MC 176 TMC – TMC Quarterly Status Report	Correspondence, Status Reports	Yes	
MC 210 RV	Applications	Yes	
MC 209		No	
MC 217		No	
MC 210S	Applications	Yes	
MC 358S – ICT Informing Notice	Correspondence	Yes	MC
MC 176P	Correspondence	Yes	
Medical Reports/ Records	Medical Records, Correspondence, Other Documents, Verifications	Yes	
Medicare	Medical Records	Yes	
Medicare Notices – Part A & B	Expenses, Property	Yes	
Mortgage Deed	Property	Yes	
Motor Vehicle	Property	Yes	
Non-Citizen Number/ Card	Verifications	Yes	
Non-Compliance (Sanctions)	Sanctions/ Penalties, Employment & Training	Yes	
Notification/ NOA	Applications, Correspondence, Budgets, Other Documents, Property, Sanctions/ Penalties, Status Reports	Yes	CF/CW/MC
Other	Other Documents	Yes	
Other Expense	Expenses, Employment & Training	Yes	
Other Income	Income	Yes	
Other Property	Property	Yes	
Other Health Care (OHC) Coverage	Medical Records	Yes	
Other ID Cards	Verifications	Yes	
Overpayment/ Overissuance	Budgets, Correspondence, Expenses, Property	Yes	
Passport	Verifications	Yes	
Permanent Disqualification		No	

DOCUMENT TYPE	DOCUMENT ASSOCIATED CATEGORIES	INCLUDED WITH ICT	MANDATORY BY PROGRAM
Potential 3 rd Party Liability	Medical Records	Yes	
Pregnancy Verification	Medical Records	Yes	
RFTHI	Applications	Yes	
SAR 2	Status Reports	Yes	
SAWS 2A SAR	Correspondence	Yes	CW
SAR 7 – Semi-Annual Report	Correspondence, Status Reports	Yes	CW
SAR 72 – Sponsors Qtr. Report	Status Reports	Yes	
SAR 3 – Mid Period Status Reports	Status Reports	Yes	
SAR 73	Status Reports	Yes	
Repayment Agreement	Property	Yes	
Restricted Account	Property	Yes	
Retirement Account	Property	Yes	
Savings Bond	Property	Yes	
Self-Employment Records	Income	Yes	
Shelter	Expenses, Correspondence	Yes	
Social Security Award Letter/ Benefits	Income	Yes	
Social Security Number/ Card	Verifications	Yes	
SP-DDSD Decision Verification Form	Employment & Training	Yes	
Stocks and Bonds	Property	Yes	
Sworn Statement	Other Documents, Correspondence	Yes	
Time on Aid NOA	Correspondence	Yes	
Transportation	Other Documents, Correspondence	Yes	
Trust Funds	Property	Yes	
Unemployment Benefits (UIB)	Income	Yes	
Utility	Expenses	Yes	
Veteran Income	Income	Yes	
Veterans Verif. and Referral	Correspondence	Yes	

DOCUMENT TYPE	DOCUMENT ASSOCIATED CATEGORIES	INCLUDED WITH ICT	MANDATORY BY PROGRAM
Work History for PE	Income	Yes	
Workers Comp	Correspondence, Income	Yes	
WTW 37 – Permission to Release Domestic Abuse Information if Victim	Correspondence	Yes	CW
WTW Plan/ Amendment	Correspondence, Employment & Training	Yes	CW

Appendix C:

Glossary



Appendix C - 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

Batch Process – Nightly run of data creating interface files

CalHEERS – California Healthcare Eligibility, Enrollment, and Retention System

CalSAWS Consortium – The 58-County Joint Powers Authority that operates CalSAWS

CalSAWS – California Statewide Automated Welfare System used by all 58 counties to administer public assistance programs

CalWORKs – California Work Opportunity 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 Healthcare Services

EAS – Eligibility and Assistance Standards; the State manual of policies 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 to ensure the customer is served timely

Executive Management – County management staff designated in each county to assist in the resolution of ICT issues per the escalation process

HA – Homeless Assistance

IAT – Inter-Agency Transfer of CalHEERS determinations

ICT – Inter-County Transfer; the transfer of a public assistance 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 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

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

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

Renewal (RE) – Annual renewal of benefits

RDP – Registered Domestic Partner

SCI – Statewide Client Index database

SDI – State Disability Insurance

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

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

System Outage – The unavailability of the CalSAWS application

TOA – Time on Aid (CalWORKs)

TCF – Transitional CalFresh

TMC – Transitional Medi-Cal Coverage

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

WTW – Welfare to Work/ CalWORKs Program Employment Services