

Department of Public
Health and Human Services

WoRC GUIDELINES MANUAL

SECTION:

WoRC CASE MANAGEMENT

SUBJECT:

Case Transfer

► **GENERAL RULE**--Public Assistance cases may be transferred from one Montana Office of Public Assistance (OPA) to another. When a case is transferred from one county to another, the OPA and WoRC Contractor serving that household may change as well. Cases are not transferred from one state to another or between MT TANF and Tribal TANF. When the household moves to another state, the case is closed.

► **CASE MANAGEMENT FOLDER**

The WoRC Case Manager will compile the case management folder and send it to the receiving WoRC office within **two (2) working days of the request**. It is imperative that the sending and receiving WoRC Contractors communicate regarding the case transfer to insure timely engagement of the participant in the receiving county and to aid in the reconciliation process for the prior month.

The transfer case file, at a minimum, must include all of the following:

- Barrier Reduction Screening Guide (HCS 732)
- Domestic Violence Screening Guide (HCS 326)
- Medical documentation (including treatment plans) related to the participants mental and physical health, including addiction. (HCS 206, HCS 207 etc.)
- SSI information
- Sanction history and recommendations
- **Any unreconciled time sheets and third party verification**
- Last negotiated and signed Employability Plan

WoRC CASE TRANSFER PROCESS

Sending Case manager (1st – 15th of the month)

- End date the current activities on the last day of the week in which the request is received.
- Add JBS or other appropriate activities (Assessment) for the remaining weeks in the current month, based on a discussion with the participant regarding the reason for moving, what activities they will be involved in etc (moving should not constitute for full hours).

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- **CARC the WoRC portion of the case to the JXX99 worker in the receiving county.**
This is a necessity so the alert will show on the ETAD and RELI screen for the receiving county. Example: If the case is currently being served in Yellowstone County and was moving to Great Falls (Cascade County) the WoRC case manager would need to carc the case J 56 999 (Yellowstone) to J 07 999 (Cascade).
- The WoRC Case Manager will contact the receiving WoRC office, compile the folder and send it to the receiving WoRC office within **two (2) working days of the request.**
- Enter a TEAMS Case Note indicating what activities were completed that month.
- Contact the receiving county to discuss the reconciliation for that month. Explain what has been happening and what is being forwarded to them. Discuss the activities, third party verifications, and which entity will complete the reconciliation process.

Sending case manager (after 15th of the month)

- Update current month's activities, if appropriate.
- Update the activities for the next month, if appropriate based on the participant's situation. Unless the case is closing, WoRC must do an EP for the next month as the OPA won't have time to send notice of closure for no signed EP. Remind participant to keep all third party verification and/or receipts (if moving) to show their new case manager. Authorize EMPS for the next month if not already authorized (moving should not constitute for full hours).
- **CARC the WoRC portion of the case to the JXX99 worker in the receiving county.**
This is a necessity so the alert will show on the ETAD and RELI screen for the receiving county. Example: If the case is currently being served in Yellowstone County and was moving to Great Falls (Cascade County) the WoRC case manager would need to carc the case J 56 999 (Yellowstone) to J 07 999 (Cascade).
- The WoRC Case Manager will compile the folder and send it to the receiving WoRC office within **two (2) working days of the request.**
- Enter a TEAMS Case Note indicating what activities were completed that month.
- Contact the receiving county to discuss the reconciliation for that month. Explain what has been happening and what is being forwarded to them. Discuss the activities, third party verifications, and which entity will complete the reconciliation process.

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Receiving case manager (regardless of transfer date)

- Begin outreach services to the participant immediately via phone or letter once the referral or alert is received.
- Review case notes on TEAMS and hard file in preparation for the initial/EP meeting.
- The case transfer will appear on the RELI and ETAD screen for the receiving county. A WoRC supervisor needs to check the alerts for the closed cases and case transfer caseloads on a daily basis.
- Set alert to send request for closure to OPA if participant does not negotiate an EP by the 25th. The OPA is supposed to send an X024 notice to the client instructing them what date they have to contact them by. If the case transfer happened before the 15th, the participant needs to contact the OPA by the end of the month. The notice says if they fail to do this, the case closes. But, if it's after the 15th, the OPA notice will say the client has until the 15th of the following month to come in, with case closure the end of the next month if they fail to show. Make sure the OPA has sent the correct notice before authorizing EMPS. You cannot authorize EMPS unless you have seen the participant (In rare cases the EP may need to be done prior to seeing the participant).
- Reconcile the case at months' end.
- Include transfer case on monthly report.

REMINDER

The Case Manager from the transferring county needs to enter a TEAMS Case Note indicating what activities were completed that month. They also need to contact the receiving county to discuss the reconciliation for that month.

CLOSED CASE TRANSFER:

WoRC case managers are to review the CAP2, AFBH, and EMPS/EMPL screens to determine if any new WoRC referral previously received TANF assistance as a WoRC enrollment. If there is a prior WoRC enrollment in another county, the current WoRC operator will contact the prior county's WoRC program and request the Case Management Folder. WoRC must send the folder to the WoRC program receiving the case. When closing a current WoRC case that has no immediate plans to transfer, CARC the case to the current county's closed caseload number, e.g. JXX998. WoRC cases in 'closed' caseloads do not automatically transfer to the new county when OPA CARC's a SNAP or Medicaid case. If the TANF case reopens in a new county, the

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receiving WoRC program must contact the prior WoRC operator and request the case be CARC'd to the new county, along with a copy of the case management folder.

A listing of all WoRC contractors is provided to all contractors at the beginning of each new fiscal year.

NOTE: Occasionally a participant will transfer to a new county and OPA may inadvertently fail to notify WoRC. In other instances, WoRC may prepare the case management folder to send during the transfer but inadvertently neglect to transfer the case out on CARC. WoRC Case Managers will realize these omissions when the following occurs:

- The participant is listed on the county's Active Case Listing when WoRC believes the case closed.
- The OPA case manager and county number associated with the case on the ACL are not within the jurisdictional service area and/or an adjacent county.
- The 'transferred to' WoRC contractor notifies the currently associated WoRC contractor, the participant is now within their county and request the case transferred to them on CARC.

TRIBAL TANF OR TRIBAL NEW:

If a participant transfers from a non-tribal area to a tribal area please contact OPA before working the case to see which program the participant wishes to enroll in. For example: A participant moves from Silver Bow County to Glacier County. The Glacier County OPA will be able to tell the WoRC Case Manager if the participant has enrolled in Tribal NEW or WoRC.