

# ***TRANSFERRING A CASE***

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- 410.1 GENERAL POLICY & REGULATION**
- 410.2 DEFINITIONS & ACRONYMS**
- 410.3 GOALS & OBJECTIVES**
- 410.4 PREPARING FOR CASE TRANSFER**
- 410.5 CIS CASE MAPPING**
- 410.6 DETERMINING IF A CIS CASE TRANSFER OCCURRED**
- 410.7 PROCESSING A CIS CASE TRANSFER – *Philadelphia & Allegheny***
- 410.8 RECEIVING A CIS CASE TRANSFER – *Philadelphia & Allegheny***
- 410.9 INITIATING A *NON-CIS* CASE TRANSFER**
- 410.10 RECEIVING A *NON-CIS* CASE TRANSFER**
- 410.11 *CASE COMMENT SUMMARY & CASE COMMENT DETAIL PAGES***
- 410.12 *CASELOAD SUMMARY PAGE***
- 410.13 *CLIENT SELECTION PAGE***
- 410.14 *CASE SUMMARY PAGE***
- 410.15 *CASE PROFILE SUMMARY PAGE***
- 410.16 PROCESSING A REDETERMINATION AT THE TIME OF TRANSFER**
- 410.17 UPDATED INFORMATION & ADDITIONAL RESOURCES**
  - 410.17.1 Announcements
  - 410.17.2 Updates
  - 410.17.3 Communiqués
  - 410.17.4 Additional Resources
- 410.18 TRAINING GUIDE**
  - 410.18.1 Goals
  - 410.18.2 Objectives
  - 410.18.3 Section Checkpoint Questions
    - 410.18.3.1 Questions – 410.1 – General Policy & Regulation
    - 410.18.3.2 Questions – 410.4 – Preparing for Case Transfer
    - 410.18.3.3 Questions – 410.5 – CIS Case Mapping
    - 410.18.3.4 Questions – 410.6 – Determining if a CIS Case Transfer Occurred
    - 410.18.3.5 Questions – 410.16 – Processing a Redetermination at the Time of Transfer
  - 410.18.4 Section Checkpoint Answers
    - 410.18.4.1 Answers – 410.1 – General Policy & Regulation
    - 410.18.4.2 Answers – 410.4 – Preparing for Case Transfer
    - 410.18.4.3 Answers – 410.5 – CIS Case Mapping
    - 410.18.4.4 Answers – 410.6 – Determining if a CIS Case Transfer Occurred
    - 410.18.4.5 Answers – 410.16 – Processing a Redetermination at the Time of Transfer

# TRANSFERRING A CASE

## 410.1 GENERAL POLICY & REGULATION

The information in this chapter contains direction and procedure for transferring a case from one county to another, or within the same county from one Child Care Information Services (CCIS) office to another (i.e., from one Philadelphia or Allegheny CCIS office to another Philadelphia or Allegheny office).

**As specified in § 3041.125 (relating to period of eligibility), “A family receiving subsidy remains eligible until determined ineligible.”** When a family moves from one county to another county or from the jurisdiction of one CCIS office to another, the family’s eligibility is maintained since the family was previously determined eligible for the subsidized child care program.

Policy defines the term **“Sending” CCIS** as “the CCIS that currently owns the case and is initiating a transfer to another CCIS agency/office.” Policy defines the term **“Receiving” CCIS** as “the CCIS to which a case will be transferred.” The “Sending” and “Receiving” CCISs must actively communicate with one another and make joint decisions based on the best interests of the child(ren) and family. The “Sending” CCIS may transfer a case only when the case **is eligible at the time of transfer.**

The Office of Child Development and Early Learning (OCDEL) Policy Division suggests the “Receiving” CCIS **process a transfer on a Monday** if it is possible and it meets the family’s needs.

**PRIOR** to transferring a case in Pennsylvania’s Enterprise to Link Information for Children Across Networks (PELICAN) Child Care Works (CCW) to another CCIS agency/office, the “Sending” CCIS **MUST** either finish or discuss with the “Receiving” CCIS to resolve the following situations, as appropriate:

- Only one child is receiving care and that child is about to turn 13 years old within 60 days, the CCIS may not transfer the case unless there is an active disability, injury or impairment that would allow continued eligibility for the child following the transfer.
- The CCIS sent a Missing Information Letter and verification is outstanding, the CCIS must await receipt of the outstanding verification and determine whether receipt of the outstanding verification would allow continued eligibility for the family following the transfer.
- The case is within a break in activity eligibility period (i.e. involuntary job loss, maternity leave, p/c disability leave, etc.) and only a few days remain, the “Sending” CCIS must keep the case until the Adverse Action (AA) process is complete or the parent/caretaker (p/c) begins or returns to work, maintaining the family’s eligibility.

**EXAMPLE:** An active case is on Day 52 of the **90-day** job loss eligibility period when the p/c verifies her family’s move to a different county. The CCIS realizes that the p/c’s **90-day** job loss period will soon expire. The CCIS delays transferring the case until the p/c confirms she started working on or before Day **90** **OR** the AA notice sent on Day **91** has expired (i.e., Day **91** + 13) or is resolved (i.e., the p/c begins working within the 13-day notice period). If, as a result of the AA notice, the case becomes ineligible and closes, there is no longer a need to transfer the case.

# ***TRANSFERRING A CASE***

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- The family has an outstanding/unresolved delinquent co-payment.
- The circumstances have changed requiring the generation of an AA notice.
- The application is pending (i.e., the p/c submitted an application with your CCIS and moved or plan to move within the 30-day application period). The “Sending” & “Receiving” CCIS will discuss the exact functions of each to most efficiently transfer the pending application timely.
- The case is due to complete its redetermination within the next 43 days (i.e., the CCIS has not sent the Redetermination packet), the “Sending” CCIS should send the packet and complete the redetermination process and transfer the case only if eligibility will continue following the transfer.
- The CCIS does not know if each p/c in the family is meeting the work and work-hour requirements.
- The current date is within a month (30 days) of the end of the current Fiscal Year (FY). If the FY is ending within the next 30 days, the “Sending” CCIS may not transfer the case until the beginning of the new FY.

[Return to Table of Contents](#)

[See Manual Section “410.18.3.1 – Questions – 410.1 – General Policy & Regulation”](#)

## 410.2 DEFINITIONS AND ACRONYMS

See [Manual “101 – Definitions”](#) for a complete, alphabetical listing of definitions and acronyms.

[Return to Table of Contents](#)

## 410.3 GOALS & OBJECTIVES

See [Manual Section “410.18.1 – Goals”](#) and [Manual Section “410.18.2 – Objectives”](#)

[Return to Table of Contents](#)

## 410.4 PREPARING FOR CASE TRANSFER

In order to initiate a case transfer in PELICAN CCW, the case must be in “Open/Ongoing” status/mode in PELICAN CCW.

If the case is in open/ongoing mode, the “Sending” CCIS must assess eligibility prior to transferring it to the “Receiving” CCIS.

PELICAN CCW will not allow the “Sending” CCIS to transfer a case that is under an active AA period.

# ***TRANSFERRING A CASE***

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The “Sending” CCIS must complete the following steps when preparing for case transfer:

1. Discuss the upcoming move with the p/c and obtain answers to the following questions at a minimum:
  - What is the tentative date of the move?
  - Where are you moving (i.e., address and county)?
  - Will you continue to need child care and will the number of days/hours child care is needed change in any way?
  - Will you work for the same employer or will you be starting a new job?
  - Will the same child care provider be used?
  - If a new child care provider is needed, do you have a specific provider in mind or do you need help finding a new child care provider?
  - If the move occurs within the 6-week redetermination timeframe, have you provided all required verifications to the “Sending” CCIS to complete your redetermination?
2. Give the p/c the name, address, telephone number and fax number of the “Receiving” CCIS, ***ATA MINIMUM***.
3. Call the CCIS in the receiving county/geographic area ***PRIOR*** to transferring a case to:
  - Discuss any information pertinent to the transfer.
  - Discuss and reach agreement on the date the “Sending” CCIS will transfer the case.
  - Determine which CCIS will complete the redetermination, if necessary.

**NOTE:** If PELICAN CCW generated a redetermination packet in the “Sending” CCIS and the redetermination is not yet complete, PELICAN CCW will generate a second redetermination packet in the “Receiving” CCIS upon completion of the transfer. Dates for the redetermination packets will vary. The redetermination date for each packet will be the generation date + 42 days (6 weeks).
4. Fax, at a minimum, the following information to the “Receiving” CCIS:
  - The Release of Information form.
  - Most recent application or redetermination paperwork, including the Employment Verification form; and the Training or Education Verification form, if applicable.
  - Address Verification submitted by the p/c indicating the address in the new county.

# TRANSFERRING A CASE

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5. Fax needed information/verification to the “Receiving” CCIS when there is a discrepancy in the information and the “Receiving” CCIS requests it.
6. Update all information known about the family such as the new address, new telephone number, new employment or training information or new income information.
7. Complete the redetermination timely, as appropriate.  
**NOTE:** The “Sending” and “Receiving” CCIS agencies must come to an agreement based on the CCIS Case Transfer requirements.
8. Assess and confirm eligibility to ensure the case remains eligible.
9. Do ***not*** end enrollments. PELICAN CCW will automatically end enrollments during the night batch following successful transfer.
10. Confirm the p/c actually moved and did not change plans or decide to stay at the same address by obtaining proof of address as specified in [§ 3041.125](#) (relating to residence).
11. The “Sending” CCIS needs to send a Notice of Confirmation that case was transferred.
12. Perform the transfer on the agreed-upon date.
13. Do ***not*** update any information in the case or assess/confirm eligibility after transferring the case.

[Return to Table of Contents](#)

[See Manual Section “410.18.3.2 – Questions – 410.4 – Preparing for Case Transfer”](#)

## 410.5 CIS CASE MAPPING

A PELICAN CCW case will have CIS mapping (i.e., be linked to CIS – present or past) if the case originated in PELICAN CCW as a CIS child care program (i.e., TANF or FS/SNAP) and a corresponding TANF or FS/SNAP budget is currently open or closed in CIS. If the CCIS manually-created a FT, LI or HS case in PELICAN CCW, the manually-created case will not be mapped to CIS because it did not originate in CIS. If a FT, LI or HS case is not mapped to CIS, that case will not receive any updates from CIS. To determine whether a FT or LI case started as a CIS child care program, open the “CAO Program Eligibility” screen in PELICAN CCW. If a CIS budget record exists on this page, the case started as a CIS program.

FT cases reapplying under the Low-Income (LI) child care program will not transfer if those cases still have a mapping to the original CIS record number so a new case and Co/Record Number must be created by the receiving county. If, while a FT or LI case (not mapped to CIS) is open in PELICAN CCW, a new FS/SNAP budget opens in CIS, the FT or LI case will still not be mapped to CIS because it was manually created by the CCIS and did not originate from CIS. If a PELICAN CCW case is not mapped (linked) to CIS, it will not receive updates from CIS. When a FT, LI or HS case is mapped to CIS, the CCIS ***cannot*** initiate an *INTER*-county transfer to the “Receiving” CCIS within PELICAN CCW. Instead, the “Sending” CCIS must send its case information to the “Receiving” CCIS so the “Receiving” CCIS can manually-create the case in the new county. The OCDEL Policy Division suggests that the “Sending” CCIS fax or email case information to the “Receiving” CCIS in the form of screen prints.

# **TRANSFERRING A CASE**

When the “Receiving” CCIS creates its new case, it must remember to check the “Joint Custody/Multiple Case” indicator on the *Child Care Request* page since the case in the “Sending” CCIS may not be closed yet. Since the case in the new county must be manually created by the CCIS, it will no longer be mapped (i.e., linked) to CIS and therefore will not receive updates from CIS.

**EXAMPLE:**

A FT case is “Open/Ongoing” and is mapped to CIS. The p/c informs Cumberland/Dauphin/Perry CCIS that she and her family are moving to York County. Cumberland/Dauphin/Perry CCIS contacts York CCIS to notify the agency of the p/c’s intentions to move and her continued need for subsidized child care. The p/c is instructed to contact York CCIS in order to continue her subsidized child care services. Cumberland/Dauphin/Perry CCIS sends the case information (i.e., screen prints) via email or fax to York CCIS and proceeds to take action to close the case in Cumberland/Dauphin/Perry County. The p/c contacts York CCIS and all necessary steps are completed by the p/c for York to authorize child care. Since the case in Cumberland/Dauphin/Perry CCIS has not actually closed yet, York CCIS must check the “Joint Custody/Multiple” indicator on the *Child Care Request* page in order to open the FT case. **The “Eligibility Begin Date” for the York CCIS case must match the FT “Eligibility Begin Date” originally established in the Dauphin CCIS case.**

[Return to Table of Contents](#)

[See Manual Section “410.18.3.3 – Questions – 410.5– CIS Mapping”](#)

## 410.6 DETERMINING IF A CIS CASE TRANSFER OCCURRED

Each Philadelphia and Allegheny CAO has cases assigned to District Offices within that county. Each CAO District Office is mapped to a CCIS Office. The table below illustrates the mapping between the CAO District Offices and CCIS Offices in Philadelphia and Allegheny counties, which also includes zip code mapping.

<b>PHILADELPHIA DISTRICT OFFICE AND ZIP CODE MAPPING</b>		
<b>CCIS Office</b>	<b>CAO District Office</b>	<b>Zip Codes <i>(for TANF &amp; FS/SNAP only)</i></b>
Philadelphia N	<i>Glendale</i>	19121, 19122, 19123, 19125, 19130, 19132, 19133
	<i>Liberty</i>	
	<i>Ridge</i>	
Philadelphia NE	<i>Boulevard</i>	19019, 19111, 19114, 19115, 19116, 19120, 19124, 19134, 19135, 19136, 19137, 19149, 19152, 19154, 19155
	<i>Somerset</i>	
	<i>Unity</i>	
Philadelphia NW	<i>Chelten</i>	19101, 19118, 19119, 19126, 19127, 19128, 19129, 19138, 19140, 19141, 19144, 19150, 19160
Philadelphia S/W	<i>Delancey</i>	19102, 19103, 19104, 19105, 19106, 19107, 19112, 19131, 19139, 19142, 19143, 19145, 19146, 19147, 19148, 19151, 19153
	<i>Elmwood</i>	
	<i>South</i>	
	<i>West</i>	

# TRANSFERRING A CASE

<b>ALLEGHENY DISTRICT OFFICE AND ZIP CODE MAPPING</b>		
CCIS Office	CAO District Office	Zip Codes <i>(for TANF &amp; FS/SNAP only)</i>
Allegheny City	<i>Eastern</i>	15046, 15075, 15081, 15085, 15140, 15142, 15145, 15146, 15148, 15201, 15206, 15207, 15208, 15213, 15217, 15218, 15219, 15221, 15222, 15224, 15230, 15232
	<i>Greater Pitt</i>	
	<i>HQ</i>	
	<i>Institution</i>	
	<i>Liberty</i>	
	<i>Northern</i>	
Allegheny N/S	<i>Alle-Kiski</i>	15005, 15014, 15015, 15017, 15024, 15025, 15026, 15030, 15031, 15034, 15035, 15037, 15044, 15045, 15049, 15051, 15056, 15065, 15068, 15071, 15076, 15084, 15086, 15090, 15091, 15101, 15102, 15104, 15106, 15108, 15110, 15112, 15116, 15120, 15122, 15126, 15127, 15129, 15131, 15132, 15133, 15134, 15135, 15136, 15137, 15139, 15143, 15144, 15147, 15202, 15203, 15204, 15205, 15209, 15210, 15211, 15212, 15214, 15215, 15216, 15220, 15223, 15225, 15226, 15227, 15228, 15229, 15233, 15234, 15235, 15236, 15237, 15238, 15239, 15241, 15243, 15332
	<i>Northern</i>	
	<i>Southeast</i>	
	<i>Southern</i>	
	<i>South Side</i>	

In some instances, when the CAO processes a change in address in CIS, the CCIS must transfer a CIS case ***within the same county*** from one CAO and/or CCIS to another.

**ILLUSTRATION:**



**EXAMPLE:** Philadelphia Northeast is providing child care under the TANF child care program for a family residing at 800 W. Allegheny Ave. Philadelphia, PA 19133, which is the Somerset District. The family reports a change in address to the CAO of 3100 W. Allegheny Ave. Philadelphia, PA 19132, which is Glendale District. Glendale District is mapped to Philadelphia North so the case must be transferred to that CCIS office.

**NOTE:** When CIS cases are transferred, the newly transferred case will display in the default “0002 – Inter County Transfer” caseload.

The CCIS must complete the following steps in PELICAN CCW when determining if a CIS case transfer occurred at the CAO:

1. Access the case using one of the following methods:
  - a. When prompted by an alert that the “CAO District Office” has changed, click the “Case ID” hyperlink.
  - b. From the “Update Inbox,” click the “Case ID” hyperlink of the update for the case.

# TRANSFERRING A CASE

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2. On the *Case Summary* page (if you used the alert) or the *CIS Case Summary* page (if you used the Update Inbox), determine if the “CAO District Office” has changed to a CAO District Office that is not mapped to your CCIS office.

**NOTE:** An update to the address in the “Case Demographics” section of the Update Inbox’s CIS Case Summary does not necessarily mean a CIS case transfer occurred.

3. If the “CAO District Office” has changed, proceed to Manual Section **[“410.7 – Processing a CIS Case Transfer.”](#)**

**[Return to Table of Contents](#)**

**[See Manual Section “410.18.3.4 – Questions – 410.6 – Determining if a CIS Case Transfer Occurred”](#)**

## 410.7 PROCESSING A CIS CASE TRANSFER – Philadelphia & Allegheny

The CCIS must complete the following steps in PELICAN CCW when determining if a CIS case transfer occurred at the CAO:

1. Search for and process any related case updates in the Update Inbox, assess and confirm these updates before initiating the transfer.
2. Navigate to the *Inter County Transfer* page using one of the following methods:
  - Click “Case” on the Main Navigation bar, enter the Co/Record number in the “Inter County Transfer” row and click “Go.”
  - From within a case, click the “Select...” drop-down box and select “Inter County Transfer” from the list and click “Go.”
3. Enter the “Transfer Effective Date” as either the date the address update was received in the Update Inbox or, when available, the date the alert was received.

### NOTES:

- ✓ The “Transfer Effective Date” cannot be a future date. If the transfer must occur in the future, set a tracking date alert to remind you to follow-up on the case.
- ✓ The “Sending” and “Receiving” CCIS agencies must agree on the “Transfer Effective Date.”
- ✓ If you enter a “Transfer Effective Date” in the past, PELICAN CCW will end enrollments for the case as of that date during the nightly batch process. If your CCIS has made payment for those days, PELICAN CCW will create adjustments.
- ✓ As part of the transfer process, PELICAN CCW will end enrollment at the “Sending” CCIS the day before the date entered for the “Transfer Effective Date.” PELICAN CCW does not allow the “Transfer Effective Date” to be in the future.

# TRANSFERRING A CASE

4. Select a “Transfer Reason” from the drop-down, as appropriate.
5. Select a “Receiving District Office” from the drop-down, as appropriate.
6. Select a “Receiving County” from the drop-down, as appropriate.
7. Enter the “Provider ID” and “Provider Name,” if known.
8. Click “TRANSFER CASE.”

**NOTES:**

- ✓ A message will display “340 –Warning: Case will be Transferred. Please click on Transfer Case to continue.” Take a moment to confirm your “Transfer Effective Date.”

- ✓ For “Intake/Pending” or “Open/Ongoing” cases needing transfer from one county to another, PELICAN CCW allows the transfer only if the case originated in PELICAN CCW (not CIS). If the case originated in CIS (i.e., has a mapping record to a corresponding CIS budget), PELICAN CCW will not allow the transfer and will display the following error message upon clicking the “TRANSFER CASE” button – “410: Cannot transfer a case with a CIS budget to another county.”
  - ✓ For *Inter-Office* transfers (i.e., within Philadelphia or Allegheny county), PELICAN CCW allows the transfer of “Intake/Pending” and “Open/Ongoing” cases regardless of the case origin if the offices reside within the same county.
9. Click “TRANSFER CASE” again. If you need to stop the transfer process, click “Cancel.”

**NOTE:** The *Case Summary* page will display.

10. Review the details on the *Case Summary* page.
11. Do **NOT** end enrollments for the case being transferred. During the nightly batch process, PELICAN CCW will automatically end enrollments and close the case using a method that allows the “Receiving” CCIS to enter and process the enrollments without checking available funds.

# TRANSFERRING A CASE

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**WARNING:** Ending enrollments may result in PELICAN CCW inappropriately placing a child or children on the Waiting List of the “Receiving” CCIS. If enrollments were ended prior to the transfer taking place and the child(ren) is/are waitlisted, contact your subsidy coordinator to work with headquarters’ policy staff to authorize the child(ren) from the waitlist on the appropriate date.

12. If the p/c has multiple budget groups/cases, repeat the steps above for each additional budget group/case.

[Return to Table of Contents](#)

## 410.8 RECEIVING A CIS CASE TRANSFER – Philadelphia & Allegheny

The primary worker for the default caseload “0002 – Inter-County Transfer” must establish the case and all enrollments prior to reassigning the case to the appropriate CCIS staff person using the subsidy reassignment functionality within PELICAN CCW.

The CCIS must complete the following steps in PELICAN CCW when determining if a CIS case transfer occurred at the CAO:

1. Click “Administration” on the Main Navigation bar.
2. Click “Workload” from the Sub Navigation bar.
3. Click “Subsidy Caseload” from the Sub Navigation bar.
4. Enter “0002 – Inter-County Transfer” next to “Caseload” and click “Search” on the *Caseload Search* page
5. Click the “Case ID” hyperlink for the case.

**NOTE:** The *Case Summary* page will display in a new window in front of the *Caseload Search* page window.

6. Click “Case Profile Summary.”
7. Click each page hyperlink and review the information to ensure it is accurate.

**NOTES:**

- The “Last Updated By” column indicates “TRANSFER” to reflect information that existed in the case as of the date the case was transferred.
- To determine to whom the case must be reassigned, if cases within your CCIS are assigned by child care program, check the budget of the case indicated on the *CAO Program Eligibility* page.

8. Click the “Select...” drop-down box and select “Determine Eligibility” from the list and click “Go.”

**NOTE:** The *Child Care Program* page will display.

9. Click “Assess Eligibility” on the *Child Care Program* page.

**NOTE:** The *Family Composition Eligibility Results* page will display.

## ***TRANSFERRING A CASE***

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10. Click “Individual Results” to verify the eligibility results are correct.

NOTE: The *Individual Eligibility Results* page will display.

11. Click “Save and Return.”

NOTE: The *Family Composition Eligibility Results* page will display.

12. Click “Confirm” if the eligibility results are correct.

NOTES:

- Children receiving care through the “Sending” CCIS should go directly to “Pre-Enrollment” status. The enrollments must then be authorized and the enrollment statuses changed to “Enrolled State” in order for the enrollments to begin/resume.
  - There will be a break in care only if the family fails eligibility.
13. Enter an enrollment for each eligible and requesting child in the case, according to policy as set forth in **Manual “400 – TANF”** OR **Manual “401 – FS/SNAP & GA/WS2”** as appropriate.
  14. Generate correspondence(s) as appropriate (i.e., Change in Primary Worker Letter and/or Enrollment Summary).

NOTE: The “Receiving” CCIS may immediately suspend enrollments following a case transfer if the new provider does not yet have a Provider Agreement.

When a case in PELICAN CCW is open under a CIS child care program (i.e., FS/SNAP or TANF) and the family moves to another county, the CCIS cannot perform an inter-county transfer. Instead, the CAO must first transfer its case to the CAO in the new county.

If care is needed, the new CAO will push the case to PELICAN CCW to be processed from the new CCIS’s CIS Inbox.

The original CAO ends eligibility in the future when notified a p/c is moving to another county.

The new CAO will manually create a new case. When the new CAO manually creates the new case, CIS creates a new Co/Record Number for the case in the new county.

When a CIS-related child care case transfers from one county to another and begins care at the new provider prior to the case closing in CIS, the CCIS must:

- Pay provider #1 (current county) ***through the day prior to the date of the family’s move*** and discontinue/end the enrollment as of the date of the family’s move.
- Pay provider #2 (county in which the p/c now resides) ***beginning the date of the family’s move through the date the CAO closes the case*** and discontinue/end the enrollment as of the date the CAO closed the case in CIS.

# TRANSFERRING A CASE

**EXAMPLE:** The p/c notifies the Dauphin CAO and/or the Dauphin CCIS on 10/10 he/she is moving to York county on 10/15. The p/c states he will continue the current unpaid activity or will begin a new unpaid activity on that date of the move. The family is receiving care from provider #1. The p/c actually moves on 10/15 and begins taking the child to provider #2 in York while attending his/her new work-related activity. The Dauphin CAO closes the case on 10/20. The CCIS must:

1. Pay provider #1 (current county) **THROUGH 10/14** and discontinue/end the enrollment as of 10/15.
2. Pay provider #2 (county where p/c has moved) **BEGINNING 10/15 THROUGH 10/20** and discontinue/end the enrollment as of 10/21.

The CCIS must complete the following steps in PELICAN CCW **upon receipt of a CLOSED TANF transfer:**

1. Click "Administration" on the Main Navigation bar.
2. Click "Workload" from the Sub Navigation bar.
3. Click "Subsidy Caseload" from the Sub Navigation bar.
4. Enter "0005 – Transferred CIS Cases" next to "Caseload" and click "Search" on the *Caseload Search* page
5. Click the "Case ID" hyperlink for the case.

**NOTE:** The *Case Summary* page will display in a new window in front of the *Caseload Search* page window.

The screenshot displays the PELICAN CCW web application. The top navigation bar includes 'Home | R&R | Provider | Case | Payments | Reports | Correspondence | Administration'. The 'Administration' menu is expanded to show 'Subsidy Caseload | R&R Caseload | Providerload | Provider Office | Fiscal Load | Alerts'. The 'Caseload Search' page shows search criteria: Office: CCIS of Philadelphia County - North, Caseload: 0005, Case Status: All, Sort Options: Co/Record Ascending. The search results table is as follows:

Co/Record	Caretaker Name	Supervisory Unit	Caseload	Alerts User ID
51/3	M	01	0005 Transferred CIS Cases	b-

A new browser window titled 'Case Summary' is overlaid on top. Its address bar shows 'https://www.pelican.state.pa.us/CCI'. The 'Case Summary' page shows a table with the following data:

County	Record	Office	Status	Mode	Parent/Caretaker	Caseload ID	
51	3	6	CCIS of Philadelphia County - North	Pending	Intake	M	0005

Below the table, the 'CAO District' is listed as 'Philadelphia County Lehigh District [51F]'. The 'Address and Contact Information' section includes the address 'PHILADELPHIA, PA 19132-4715' and fields for Home, Work, and Mobile phone numbers, along with 'Best Time to Call' instructions. An 'UPDATE' button is visible at the bottom.

# TRANSFERRING A CASE

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**REMINDER:** Closed TANF transfers that are potentially eligible for Former TANF child care are sent to PELICAN CCW automatically as part of the nightly CIS transfer file and are placed in “0005 – Transferred CIS Cases.” The cases are created and placed in “Intake/Pending” mode/status and all applicable pages are populated with information from the CIS case. TANF has closed in these cases and the p/c does not have a case in PELICAN CCW. The budget group includes an age-eligible child and may be eligible for subsidized child care at any point within the 183-day period following the date TANF closed.

6. Click “Case Profile Summary.”
7. Click each page hyperlink and review the information to ensure it is accurate.

**NOTES:**

- The “Last Updated By” column indicates “TRANSFER” to reflect information that existed in the case as of the date the case was transferred.
- To determine to whom the case must be reassigned, if cases within your CCIS are assigned by child care program, check the budget of the case indicated on the *CAO Program Eligibility* page.

8. Update information, as appropriate.
9. Click the “Select...” drop-down box and select “Care Request” from the list and click “Go.”

**NOTE:** The *Child Care Request* page will display.

10. Select the “CC Request” checkbox for any child needing care, select the appropriate immunization status and verification, and click “Save.”
11. Click the “Select...” drop-down box and select “Determine Eligibility” from the list and click “Go.”

**NOTE:** The *Child Care Program* page will display.

12. Click “Assess Eligibility” on the *Child Care Program* page.

**NOTE:** The *Family Composition Eligibility Results* page will display.

13. Click “Individual Results” to verify the eligibility results are correct.

**NOTE:** The *Individual Eligibility Results* page will display.

14. Click “Save and Return.”

**NOTE:** The *Family Composition Eligibility Results* page will display.

15. Click “Confirm” if the eligibility results are correct.
16. Enter an enrollment for each eligible and requesting child in the case.

[Return to Table of Contents](#)

# TRANSFERRING A CASE

## 410.9 INITIATING A NON-CIS CASE TRANSFER

The CCIS must complete the following steps in PELICAN CCW when transferring an Intake/Pending or Open/Ongoing case from one county to another:

1. Navigate to the *Inter County Transfer* page using one of the following methods:
  - Click “Case” on the Main Navigation bar, enter the Co/Record number in the “Inter County Transfer” row and click “Go.”
  - From within a case, click the “Select...” drop-down box and select “Inter County Transfer” from the list and click “Go.”

The screenshot shows the 'Inter County Transfer' page in the PELICAN CCW system. At the top, there is a navigation bar with 'Home | R&R | Provider | Case | Payments | Reports | Correspondence | Administration'. Below this is a sub-navigation bar with 'Client Search | Enrollment Search | Inbox Home | OCDEL Policy'. The main heading is 'Inter County Transfer' with a 'Select...' dropdown and a 'GO' button. A table displays the current case details:

County	Record	Office	Status	Mode	Parent/Caretaker	Caseload ID
21		CCIS of Cumberland/Dauphin/Perry County	Open	Ongoing		

Below the table, the form includes the following fields:

- Case Status Begin Date: [ ]
- Transfer Effective Date\*: 02/10/2014
- Transfer Reason\*: Client Moved
- Receiving District/Office\*: CCIS of Cumberland/Dauphin/Perry County
- Receiving County\*: Perry
- Provider ID: [ ] - [ ]
- Provider Name: [ ]

At the bottom, there are buttons for 'TRANSFER CASE' and 'CANCEL'. The footer shows 'UserID: t-test21 | Office: CCIS of Cumberland/Dauphin/Perry County' and 'System Acceptance Test | Version 12.4.1.8'.

2. Enter the “Transfer Effective Date” agreed upon by both counties.

**NOTE:** The “Transfer Effective Date” cannot be in the future. If the “Transfer Effective Date” is scheduled to occur in the future, set a tracking date alert as a reminder to follow-up with the transfer.

3. Select a “Transfer Reason” from the drop-down, as appropriate.
4. Select a “Receiving District Office” from the drop-down, as appropriate.

**NOTE:** For “Intake/Pending” or “Open/Ongoing” cases needing transfer from one county to another, PELICAN CCW allows the transfer **ONLY** if the case originated in PELICAN CCW (i.e., not CIS). For intra-county transfers within Philadelphia or Allegheny counties, PELICAN CCW allows the transfer of “Intake/Pending” and “Open/Ongoing” cases regardless of the case origin as long as the office resides in the same county.

5. Select a “Receiving County” from the drop-down, as appropriate.
6. Enter the “Provider ID” and “Provider Name,” if known.

# TRANSFERRING A CASE

- Click "TRANSFER CASE."

**NOTE:** A message will display "340 -Warning: Case will be Transferred. Please click on Transfer Case to continue."

The screenshot shows the 'Inter County Transfer' form in the Pennsylvania Pelican Child Care Works system. The form includes a table with columns for County, Record, Office, Status, Mode, Parent/Caretaker, and Caseload ID. A red warning message is displayed: "340: Warning: Case will be Transferred. Please click on Transfer Case to continue". Below the table, there are fields for Case Status Begin Date, Transfer Effective Date (02/10/2014), Receiving District/Office (CCIS of Cumberland/Dauphin/Perry County), Transfer Reason (Client Moved), Receiving County (Perry), and Provider ID. At the bottom, there are buttons for "TRANSFER CASE" and "CANCEL".

- Click "TRANSFER CASE" again.

**NOTE:** The *Case Summary* page will display.

- Review the details on the *Case Summary* page.
- Do **NOT** end enrollments for the case being transferred. During the nightly batch process, PELICAN CCW will automatically end enrollments and close the case using a method that allows the "Receiving" CCIS to enter and process the enrollments without checking available funds.

**WARNING:** Ending enrollments may result in PELICAN CCW inappropriately placing a child or children on the Waiting List of the "Receiving" CCIS.

## [Return to Table of Contents](#)

### 410.10 RECEIVING A NON-CIS CASE TRANSFER

The CCIS must complete the following steps when receiving a transfer:

- Request the "Sending" CCIS fax needed information or verification if there is a discrepancy in the information.
- Obtain from the p/c verification of information that has changed but the "Sending" CCIS did not verify prior to case transfer.
- Note in the case comments any pertinent information regarding the case transfer.
- Process the alert generated by PELICAN CCW regarding the case transfer. Click the "Case ID" hyperlink for the case.
- Click "Case Profile Summary."

# TRANSFERRING A CASE

---

6. Click each page hyperlink and review the information to ensure it is accurate.

**NOTE:** The “Last Updated By” column indicates “TRANSFER” to reflect information that existed in the case as of the date the case was transferred.

7. Click the “Select...” drop-down box and select “Determine Eligibility” from the list and click “Go.”

**NOTE:** The *Child Care Program* page will display.

8. Click “Assess Eligibility” on the *Child Care Program* page.

**NOTE:** The *Family Composition Eligibility Results* page will display.

9. Click “Individual Results” to verify the eligibility results are correct.

**NOTE:** The *Individual Eligibility Results* page will display.

10. Click “Save and Return.”

**NOTE:** The *Family Composition Eligibility Results* page will display.

11. Click “Confirm” if the eligibility results are correct.

**NOTES:**

- Children receiving care through the “Sending” CCIS should bypass the waiting list and go directly to “Pre-Enrollment” status. The enrollments must then be authorized and the enrollment statuses changed to “Enrolled State” in order for the enrollments to begin/resume.
- There will be a break in care only if the family fails eligibility.

12. Enter an enrollment for each eligible and requesting child in the case using the established enrollment information by searching for the case using the previous Co/Record Number.

**NOTE:** The “Receiving” CCIS may immediately suspend enrollments following a case transfer if the new provider does not yet have a Provider Agreement.

## [Return to Table of Contents](#)

### 410.11 CASE COMMENT SUMMARY & CASE COMMENT DETAIL PAGES

Once a case transfer is successfully process, PELICAN CCW displays the *Case Comments Summary* page and automatically enters a comment about the transfer. The CCIS may view all relevant information pertaining to the transfer by clicking the “Contact Date/Time” hyperlink.

# TRANSFERRING A CASE



**Pennsylvania's Enterprise to Link Information for Children Across Networks**

Home | R&R | Provider | Case | Payments | Reports | Correspondence | Administration

[Help](#) | [Logout](#)

---

[Client Search](#) | [Enrollment Search](#) | [Inbox Home](#) | [OCDEL Policy](#)

---

**Case Comment Summary**

Select. . . GO

---

County	Record	Office	Status	Mode	Parent/Caretaker	Caseload ID
51		CCIS of Philadelphia County - South and West	Open	Ongoing		0002

Show Last  Days GO

Show History From  To  GO

	Contact Date/Time	Subject	Created By	Date Last Updated		
<input type="checkbox"/>	<a href="#">05/20/2014 05:13:00 PM</a>	EVF RECEIVED	b-	5/20/2014 5:14:20 PM		
<input type="checkbox"/>	<a href="#">05/14/2014 12:12:00 PM</a>	MIL(# -1)	b-	5/14/2014 12:14:06 PM		
<input type="checkbox"/>	<a href="#">05/09/2014 02:11:00 PM</a>	INTER-OFFICE TRANSFER RETURNED	b-	5/20/2014 5:00:28 PM		
<input type="checkbox"/>	<a href="#">05/09/2014 10:36:01 AM</a>	TRANSFER	TRANSFER	5/9/2014 10:36:01 AM		
<input type="checkbox"/>	<a href="#">05/06/2014 12:29:00 PM</a>	RETURNED CALL TO CLIENT	b-	5/9/2014 10:36:01 AM		
<input type="checkbox"/>	<a href="#">05/06/2014 12:29:00 PM</a>	RETURNED CALL TO CLIENT	b-	5/9/2014 10:36:01 AM		
<input type="checkbox"/>	<a href="#">05/01/2014 12:46:46 PM</a>	TRANSFER	TRANSFER	5/9/2014 10:36:01 AM		
<input type="checkbox"/>	<a href="#">04/25/2014 03:00:00 PM</a>	FILE REQUEST	b-	5/9/2014 10:36:01 AM		
<input type="checkbox"/>	<a href="#">04/24/2014 05:18:00 PM</a>	FULL REDE COMPLETED	b-	5/9/2014 10:36:01 AM		
<input type="checkbox"/>	<a href="#">12/19/2013 10:06:00 AM</a>	ANOTHER EVF RECEIVED	b-	5/9/2014 10:36:01 AM		
<input type="checkbox"/>	<a href="#">12/11/2013 09:27:00 AM</a>	SCHEDULE REC'D-ELIGIBLE	b-	5/9/2014 10:36:01 AM		
<input type="checkbox"/>	<a href="#">11/27/2013 12:55:00 PM</a>	AA-COPAY EXCEEDS COST OF CARE	b-	5/9/2014 10:36:01 AM		
<input type="checkbox"/>	<a href="#">11/27/2013 10:32:00 AM</a>	SCHEDULE UPDATE	b-	5/9/2014 10:36:01 AM		
<input type="checkbox"/>	<a href="#">11/14/2013 11:27:00 AM</a>	MIL-EVF	b-	5/9/2014 10:36:01 AM		
<input type="checkbox"/>	<a href="#">11/14/2013 11:12:00 AM</a>	REDE IN/COPAY INCREASE	b-	5/9/2014 10:36:01 AM		
<input type="checkbox"/>	<a href="#">09/13/2013 12:37:00 PM</a>	DANEERAH REMOVED	b-	5/9/2014 10:36:01 AM		
<input type="checkbox"/>	<a href="#">09/04/2013 09:49:00 AM</a>	MIL-SCHOOL LETTER ( )	b-	5/9/2014 10:36:01 AM		
<input type="checkbox"/>	<a href="#">05/17/2013 12:37:00 PM</a>	REDE IN- COMPLETED	b-	5/9/2014 10:36:01 AM		
<input type="checkbox"/>	<a href="#">07/16/2012 03:06:00 PM</a>	EV IN	b-	5/9/2014 10:36:01 AM		
<input type="checkbox"/>	<a href="#">07/06/2012 04:29:00 PM</a>	MIL(# -1)	b-	5/9/2014 10:36:01 AM		
<input type="checkbox"/>	<a href="#">07/06/2012 04:26:00 PM</a>	REDE IN- COMPLETED	b-	5/9/2014 10:36:01 AM		
<input type="checkbox"/>	<a href="#">07/20/2011 05:25:00 PM</a>	CONFIRMATION	b-	5/9/2014 10:36:01 AM		
<input type="checkbox"/>	<a href="#">07/20/2011 09:55:00 AM</a>	REDE IN- COMPLETED	b-	5/9/2014 10:36:01 AM		
<input type="checkbox"/>	<a href="#">07/18/2011 12:46:00 PM</a>	PROVIDER CHANGE	b-	5/9/2014 10:36:01 AM		
<input type="checkbox"/>	<a href="#">01/19/2011 03:54:00 PM</a>	REDE COMPLETED	b-	5/9/2014 10:36:01 AM		
<input type="checkbox"/>	<a href="#">01/13/2011 09:49:00 AM</a>	REDE NEEDED-AA	b-	5/9/2014 10:36:01 AM		
<input type="checkbox"/>	<a href="#">07/12/2010 03:39:00 PM</a>	REDE IN- COMPLETED	b-	5/9/2014 10:36:01 AM		
<input type="checkbox"/>	<a href="#">01/12/2010 10:21:00 AM</a>	REDE COMPLETED	b-	5/9/2014 10:36:01 AM		
<input type="checkbox"/>	<a href="#">01/11/2010 03:07:00 PM</a>	OFFICE VISIT- REDE IN	b-	5/9/2014 10:36:01 AM		
<input type="checkbox"/>	<a href="#">07/24/2009 11:42:00 AM</a>	REDE COMPLETED	pw-	5/9/2014 10:36:01 AM		
<input type="checkbox"/>	<a href="#">07/20/2009 12:14:00 PM</a>	OFFICE VISIT- REDE IN	pw-	5/9/2014 10:36:01 AM		
<input type="checkbox"/>	<a href="#">07/01/2009 11:42:00 PM</a>	PARENT CONTACT RE:CHILD CARE	pw-	5/9/2014 10:36:01 AM		
<input type="checkbox"/>	<a href="#">07/01/2009 05:39:00 PM</a>	ATTEMPT CLIENT CONTACT	pw-	5/9/2014 10:36:01 AM		

NEXT Page 1 of 3 GO

---

[NEW](#) [UPDATE](#) [PRINT](#) [HISTORY](#) [CASE PROFILE SUMMARY](#)

UserID: b-nbuczeskie | Office: CCIS of Philadelphia County - South and West Production

If the "Sending" CCIS included the provider details at the time of the transfer, the case comment will include those details.

# TRANSFERRING A CASE

Help | Logout  
 Home | R&R | Provider | Case | Payments | Reports | Correspondence | Administration  
 Client Search | Enrollment Search | Inbox Home | OCDEL Policy

**Case Comment Detail** Select... GO

County	Record	Office	Status	Mode	Parent/Caretaker	Caseload ID
51		CCIS of Philadelphia County - South and West	Open	Ongoing		0002

Contact Date\* 05/09/2014  
 Contact Time\* 10 - 36 - AM  
 Subject\* TRANSFER  **! High Importance**  
 Comment Text\* TRANSFERRED FROM CASE NUMBER: 51 ON 05/02/2014 12:00:00 AM. PROVIDER ID: 9 -1. PROVIDER NAME: I  
 Last Updated By TRANSFER

SAVE AND CONTINUE CANCEL

UserID: b-nbuczieskie | Office: CCIS of Philadelphia County - South and West Production

If the “Sending” CCIS did not include the provider details at the time of the transfer, the case comment will indicate those details were not provided.

Help | Logout  
 Home | R&R | Provider | Case | Payments | Reports | Correspondence | Administration  
 Client Search | Enrollment Search | Inbox Home | OCDEL Policy

**Case Comment Detail** Select... GO

County	Record	Office	Status	Mode	Parent/Caretaker	Caseload ID
51		CCIS of Philadelphia County - South and West	Open	Ongoing		0002

Contact Date\* 05/01/2014  
 Contact Time\* 12 - 46 - PM  
 Subject\* TRANSFER  **! High Importance**  
 Comment Text\* TRANSFERRED FROM CASE NUMBER: 51 ON 05/01/2014 12:00:00 AM. PROVIDER ID: NOT PROVIDED. PROVIDER NAME: NOT PROVIDED.  
 Last Updated By TRANSFER

SAVE AND CONTINUE CANCEL

UserID: b-nbuczieskie | Office: CCIS of Philadelphia County - South and West Production

The “Sending” CCIS’s case remains in “Open/Ongoing” status/mode when that CCIS initiates a case transfer during business hours. During the nightly batch process, PELICAN CCW ends all enrollments, ends eligibility and changes the case status/mode to “Closed/Ongoing.”

[Return to Table of Contents](#)

## 410.12 CASELOAD SUMMARY PAGE

Each CCIS has pre-determined default subsidy caseloads that a group of CCIS offices, in coordination with policy staff and the system application support/development teams, established with the first implementation of PELICAN CCW. The default caseload “0002 – Inter-CCIS Transfer” is where PELICAN CCW places all transfer cases once the CCIS completes the transfer process in PELICAN CCW. All case information is transferred so all PELICAN CCW pages that were populated in the “Sending” CCIS’s case are populated in the new case for the “Receiving” CCIS. PELICAN CCW then generates an alert to the primary worker for the default “0002” caseload.

# TRANSFERRING A CASE

Upon receipt of the alert, the primary worker must establish the case and all enrollments, as appropriate. Once the case and enrollments are established, the primary worker assigned to the default “0002” caseload can reassign the case to the appropriate ongoing caseload based upon CCIS business practices.

**NOTE:** When the primary worker assigned to the default “0002” caseload reassigns the case, PELICAN CCW does not generate another alert to the newly assigned worker. The newly assigned worker must be notified of the reassignment according the CCIS’s established business practices.

Help | Logout

**pennsylvania PELICAN Child Care Works** Pennsylvania's Enterprise to Link Information for Children Across Networks

Home | R&R | Provider | Case | Payments | Reports | Correspondence | Administration

Subsidy Caseload | R&R Caseload | Providerload | Provider Office | Fiscal Load | Alerts

**Caseload Search** Select... GO

**Search Criteria**

Office: CCIS of Philadelphia County - South and West  
 Caseload: 0002  
 Case Status: All  
 Sort Options: Co/Record Ascending

**Search Results**

Co/Record	Caretaker Name	Supervisory Unit	Caseload	Alerts User ID
<a href="#">51/</a>	P	01 Office Default	0002 Inter-County Transfer	
<a href="#">51/</a>	M	01 Office Default	0002 Inter-County Transfer	
<a href="#">51/</a>	B	01 Office Default	0002 Inter-County Transfer	
<a href="#">51/</a>	A	01 Office Default	0002 Inter-County Transfer	
<a href="#">51/</a>	H	01 Office Default	0002 Inter-County Transfer	
<a href="#">51/</a>	T	01 Office Default	0002 Inter-County Transfer	

1  
Page 1 of 1

**Case Search**

Office: CCIS of Philadelphia County - South and West  
 Supervisory Unit:   
 Caseload:   
 User ID:   
 Co/Record:  /   
 Case Status:

**Sort Options**

Co/Record   
  Caretaker Name   
  Supervisory Unit   
  Caseload   
  User ID  
 Ascending   
  Descending

SEARCH  RESET

UserID: b-nbuczskie | Office: CCIS of Philadelphia County - South and West Production

[Return to Table of Contents](#)

## 410.13 CLIENT SELECTION PAGE

The primary worker assigned to the default “0002” caseload must click on the Co/Record number hyperlink within the transfer alert. When the primary worker clicks the hyperlink, PELICAN CCW displays the *Client Selection* page. This page displays for all individuals who are in more than one case in PELICAN CCW, whether the case is active or closed. The primary worker can use the “Address,” “Office” and “Status” fields on the page to determine the appropriate case in which to work.

# TRANSFERRING A CASE



Pennsylvania's Enterprise to Link Information for Children Across Networks

Home | R&R | Provider | **Case** | Payments | Reports | Correspondence | Administration

Client Search | Enrollment Search | Inbox Home | OCDEL Policy

### Client Selection

The following information was entered:

Name P  
DOB  
SSN \*\*\*-\*\*-9464  
Gender Female  
Marital Status Single - Never Married  
Race Black or African American  
Ethnicity Non-Hispanic

This individual is associated with more than one case. Please select case to work with.

Co/Record Number	Address	Office	Case Status
<input checked="" type="radio"/> 51/	STREET PHILADELPHIA, PA 19124	CCIS of Philadelphia County - South and West	Pending
<input type="radio"/> 51/	STREET PHILADELPHIA, PA 19124	CCIS of Philadelphia County - Northeast	Closed
<input type="radio"/> 51/	STREET PHILADELPHIA, PA 19124	CCIS of Philadelphia County - South and West	Closed

[CONTINUE](#) [CANCEL](#)

UserID: b-nbuczaskie | Office: CCIS of Philadelphia County - South and West Production

Once the primary worker has determined which case in which to work, the worker must select the radial button associated with that case and click "Continue." PELICAN CCW will then display the *Case Summary* page.

[Return to Table of Contents](#)

## 410.14 CASE SUMMARY PAGE

The primary worker must validate that all case information is correct by first reviewing the information on the *Case Summary* page. If the primary worker must make corrections to the address or contact information, the worker must click "Update." To make corrections to the individual case members' information, the worker must click "Individual Information."

The primary worker must also use the "Case Profile" button to access the *Case Profile Summary* page, where the worker can determine what additional updates are required.

[Return to Table of Contents](#)

## 410.15 CASE PROFILE SUMMARY PAGE

The *Case Profile Summary* page serves as a launching point to all case pages and enables the primary worker to track what information was recently updated and by whom. When the worker clicks the page hyperlink, PELICAN CCW navigates the worker to the selected page. Once the primary worker reviews all eligibility information, the worker must assess eligibility.

[Return to Table of Contents](#)

# TRANSFERRING A CASE

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## 410.16 PROCESSING A REDETERMINATION AT THE TIME OF TRANSFER

When a p/c reports the family has moved or is planning to move from one county or geographical area to another, the CCIS must review the case to determine whether the case is due for a redetermination of eligibility. If the case is due for a redetermination of eligibility, the CCIS must determine if PELICAN CCW generated the Redetermination Letter/Packet and if the CCIS mailed the Redetermination Letter/Packet to the p/c.

If the p/c received the Redetermination Letter/Packet, the p/c has the option of returning the completed Redetermination Summary form and required verification to either the original/"Sending" CCIS or the new/"Receiving" CCIS. Both the "Sending" and the "Receiving" CCIS agencies must work together to identify which option is easiest and most practical for the p/c to streamline the redetermination process. **If the p/c indicates a preference, the CCIS must honor this preference.**

If the new/"Receiving" CCIS will be responsible for completing the redetermination and the case is not in "Open/Redetermination" status/mode, the original/"Sending" CCIS must transfer the case prior to the "Redetermination Due Date."

If the original/"Sending" CCIS will be responsible for completing the redetermination, the "Sending" CCIS may not transferred the case until the redetermination is complete. In these instances, the CCIS must ensure the case remains eligible prior to initiating the transfer. In addition, the CCIS must transfer the child(ren)'s enrollment(s) as appropriate and make payment until the redetermination is complete and the case is successfully transferred to the new/"Receiving" CCIS.

If the p/c has returned the completed Redetermination Summary form and some or all of the required verification, the original/"Sending" CCIS must complete the redetermination. The CCIS will not honor the p/c's preference in this situation.

If a case is successfully transferred between redeterminations, the new/"Receiving" CCIS must send a Missing Information Letter requesting additional information or verification if information has changed or was not verified by the original/"Sending" CCIS at the time of the transfer. Upon receipt of the additional information or verification, the CCIS must update the information in PELICAN CCW in "Open/Ongoing" status/mode only and assess eligibility.

**EXCEPTION:** If the p/c married and failed to report this to the original/"Sending" CCIS prior to the transfer, the new/"Receiving" CCIS must complete a full redetermination in "Open/Redetermination" status/mode and assess eligibility.

[Return to Table of Contents](#)

[See Manual Section "410.18.3.5 - Questions - 410.16 - Processing a Redetermination at the time of Transfer"](#)

# TRANSFERRING A CASE

## 410.17 UPDATED INFORMATION & ADDITIONAL RESOURCES

This section contains a listing of updated information distributed following issuance of this manual section via Announcements, Updates and Communiqués, as well as additional resources available to the CCIS.

### 410.17.1 Announcements

DATE ISSUED	ANNOUNCEMENT NUMBER	TITLE

[Return to Table of Contents](#)

### 410.17.2 Updates

DATE ISSUED	UPDATE NUMBER	TITLE

[Return to Table of Contents](#)

## ***TRANSFERRING A CASE***

### 410.17.3 Communiqués

DATE ISSUED	Communiqué NUMBER	TITLE

[Return to Table of Contents](#)

### 410.17.4 Additional Resources

DATE ISSUED	TITLE

[Return to Table of Contents](#)

# ***TRANSFERRING A CASE***

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## **410.18 TRAINING GUIDE**

This section contains information pertinent to training the “Transferring a Case” Manual Section. The following subsections contain the goals and objectives of the manual, as well as helpful question and answer checkpoints.

### **410.18.1 Goals**

The information in this section contains the goals with regard to transferring a case. The following are the goals of this manual section:

1. To understand the case transfer process as it relates to *INTER-* and *INTRA-*County transfers.
2. To understand the limitations of the case transfer process related to CIS mapping.

**[Return to Manual Section “410.3 – Goals”](#)**

### **410.18.2 Objectives**

The information in this section contains the objectives with regard to transferring a case. The following are the objectives of this manual section:

1. To establish an effective communication process with other CCIS offices regarding the case transfer process.
2. Successfully update case data to accommodate a transfer.
3. Successfully set tracking date alerts, as prescribed by policy, during the case transfer process.
4. Ensure the timely transfer of eligible cases to other CCIS offices only.
5. Timely process redeterminations related to case transfers.
6. Concisely document in case comments all actions taken during the case transfer process.

**[Return to Manual Section “410.3 – Objectives”](#)**

### **410.18.3 Section Checkpoint Questions**

The Policy and Operations Divisions of the Bureau of Subsidized Child Care Services developed the following questions as a checkpoint to ensure comprehension of the information presented within this section. Upon review of the information within this section, CCIS staff should be able to answer all of the questions listed below.

# ***TRANSFERRING A CASE***

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## 410.18.3.1 Questions – Manual Section “410.1 – General Policy & Regulation”

1. TRUE or FALSE. The “Sending” CCIS may transfer a case only when the case is eligible at the time of transfer.
2. On which day of the week does policy recommend the “Receiving” CCIS process a transfer if it is possible and it meets the family’s needs? \_\_\_\_\_
3. Which of the following conditions must a CCIS address ***PRIOR*** to transferring a case?
  - a. Only one child is receiving care and that child is about to turn 13.
  - b. The CCIS sent a Missing Information Letter and verification is pending.
  - c. There is an active break in activity and time remains before the eligibility period expires.
  - d. The family has an outstanding/unresolved delinquent co-payment.
  - e. The circumstances have changed requiring the generation of an AA notice.
  - f. The application is pending.
  - g. The case is due to complete a redetermination within the next 43 days.
  - h. The CCIS does not know if each p/c in the family is meeting the work and work-hour requirements.
  - i. The current date is within a month of the end of the current FY.
  - j. All of the above.

[Return to Table of Contents](#)

[Return to Manual Section “410.1 – General Policy & Regulation”](#)

[See Answers](#)

## 410.18.3.2 Questions – Manual Section “410.4 – Preparing for Case Transfer”

4. In what case statuses/modes must a case be in order for the CCIS to transfer a case?  
\_\_\_\_\_

# ***TRANSFERRING A CASE***

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5. TRUE or FALSE. PELICAN CCW will allow the CCIS to transfer a case that has an active AA.
  
6. Which of the following actions must a CCIS complete when preparing to transfer a case?
  - a. Discuss the upcoming move with the p/c.
  - b. Give the p/c the name, address, telephone number and fax number of the “Receiving” CCIS, at a minimum.
  - c. Call the CCIS in the receiving county/geographic area prior to transferring the case to discuss the transfer, determine next steps and reach agreement on a transfer date.
  - d. Fax pertinent information to the “Receiving” CCIS.
  - e. Update all information known about the family such as the new address, new telephone number, new employment or training information or new income information prior to the transfer.
  - f. Complete the redetermination timely, as appropriate.
  - g. Ensure the case remains eligible and do not end enrollments.
  - h. Confirm the p/c actually moved.
  - i. Generate the Notice of Confirmation.
  - j. Perform the transfer on the agreed-upon date and do not update any information in the case or assess/confirm eligibility after transferring the case.
  - k. All of the above.

[Return to Table of Contents](#)

[Return to Manual Section “410.4 – Preparing for Case Transfer”](#)

[See Answers](#)

# TRANSFERRING A CASE

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## 410.18.3.3 Questions – Manual Section “410.5 – CIS Case Mapping”

7. TRUE or FALSE. A PELICAN CCW case will have CIS mapping (i.e., be linked to CIS – present or past) if the case originated in PELICAN CCW as a CIS child care program (i.e., TANF or FS/SNAP) and a corresponding TANF or FS/SNAP budget is currently open or closed in CIS.
8. TRUE or FALSE. A manually-created PELICAN CCW FT case will be mapped to CIS.
9. YES or NO. Can a CCIS transfer a FT case reapplying under the LI child care program if the case is mapped to CIS?
10. TRUE or FALSE. If a new FS/SNAP budget opens in CIS and there is an active FT, LI or HS case in PELICAN CCW, the update process will map the case to CIS.
11. What must the CCIS do if it cannot initiate an INTER-county transfer within PELICAN CCW for a FT, LI or HS case because the case is mapped to CIS?

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[Return to Table of Contents](#)

[Return to Manual Section “410.5 – CIS Case Mapping”](#)

[See Answers](#)

## 410.18.3.4 Questions – Manual Section “410.6 – Determining if a CIS Case Transfer Occurred”

12. How often must the CCIS monitor the default “0002 – Inter County Transfer” caseload? \_\_\_\_\_

[Return to Table of Contents](#)

[Return to Manual Section “410.6 – Determining if a CIS Case Transfer Occurred”](#)

[See Answers](#)

# TRANSFERRING A CASE

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## 410.18.3.5 Questions – Manual Section “410.16 – Processing a Redetermination at the Time of Transfer”

13. TRUE or FALSE. If the p/c received the Redetermination Letter/Packet, the p/c has the option of working with the “Sending” or “Receiving” CCIS to complete the redetermination process.
14. TRUE or FALSE. If the p/c married and failed to report this to the original/”Sending” CCIS prior to the transfer, the new/”Receiving” CCIS must complete a full redetermination in “Open/Redetermination” status/mode and assess eligibility.

[Return to Table of Contents](#)

[Return to Manual Section “410.16 – Processing a Redetermination at the Time of Transfer”](#)

[See Answers](#)

## 410.18.4 Section Checkpoint Answers

The Policy and Operations Divisions of the Bureau of Subsidized Child Care Services provided answers to the questions asked in the previous section.

### 410.18.4.1 Answers – Manual Section “410.1 – General Policy & Regulation”

1. ***TRUE***. The “Sending” CCIS may transfer a case only when the case is eligible at the time of transfer.
2. The Office of Child Development and Early Learning (OCDEL) Policy Division suggests the “Receiving” CCIS ***process a transfer on a Monday*** if it is possible and it meets the family’s needs.

# TRANSFERRING A CASE

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3. ***j. – All of the Above.*** All of the following conditions must be addressed by the CCIS prior to transferring a case:
  - a. Only one child is receiving care and that child is about to turn 13.
  - b. The CCIS sent a Missing Information Letter and verification is pending.
  - c. There is an active break in activity and time remains before the eligibility period expires.
  - d. The family has an outstanding/unresolved delinquent co-payment.
  - e. The circumstances have changed requiring the generation of an AA notice.
  - f. The application is pending.
  - g. The case is due to complete a redetermination within the next 43 days.
  - h. The CCIS does not know if each p/c in the family is meeting the work and work-hour requirements.
  - i. The current date is within a month of the end of the current FY.

[Return to Table of Contents](#)

[Review Questions Again](#)

[Return to Manual Section “410.1 – General Policy & Regulation”](#)

[Return to Manual Section “410.2 – Definitions & Acronyms”](#)

## 410.18.4.2 Answers – Manual Section “410.4 – Preparing for Case Transfer”

4. In order to initiate a case transfer in PELICAN CCW, the case must either be in ***“Intake/Pending” or “Open/Ongoing”*** status/mode in PELICAN CCW.
5. ***FALSE.*** PELICAN CCW will not allow the “Sending” CCIS to transfer a case that is under an active AA period.

# TRANSFERRING A CASE

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6. ***k. - All of the Above.*** All of the following actions must be completed by a CCIS when preparing to transfer a case:
  - a. Discuss the upcoming move with the p/c.
  - b. Give the p/c the name, address, telephone number and fax number of the “Receiving” CCIS, at a minimum.
  - c. Call the CCIS in the receiving county/geographic area prior to transferring the case to discuss the transfer, determine next steps and reach agreement on a transfer date.
  - d. Fax pertinent information to the “Receiving” CCIS.
  - e. Update all information known about the family such as the new address, new telephone number, new employment or training information or new income information prior to the transfer.
  - f. Complete the redetermination timely, as appropriate.
  - g. Ensure the case remains eligible and do not end enrollments.
  - h. Confirm the p/c actually moved.
  - i. Generate the Confirmation Notice.
  - j. Perform the transfer on the agreed-upon date and do not update any information in the case or assess/confirm eligibility after transferring the case.
  - k. All of the Above.

[Return to Table of Contents](#)

[Review Questions Again](#)

[Return to Manual Section “410.4 – Preparing for Case Transfer”](#)

[Return to Manual Section “410.5 – CIS Case Mapping”](#)

# TRANSFERRING A CASE

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## 410.18.4.3 Answers – Manual Section “410.5 – CIS Case Mapping”

7. ***TRUE.*** A PELICAN CCW case will have CIS mapping (i.e., be linked to CIS – present or past) if the case originated in PELICAN CCW as a CIS child care program (i.e., TANF or FS/SNAP) and a corresponding TANF or FS/SNAP budget is currently open or closed in CIS.
8. ***FALSE.*** A manually-created PELICAN CCW FT case will not be mapped to CIS because it did not originate in CIS.
9. ***NO.*** FT cases reapplying under the Low-Income (LI) child care program will not transfer because those cases still have a mapping to the original CIS record number so a new case and Co/Record Number must be created by the receiving county.
10. ***FALSE.*** If, while a FT or LI case (not mapped to CIS) is open in PELICAN CCW, a new FS/SNAP budget opens in CIS, the FT or LI case will still not be mapped to CIS because it was manually created by the CCIS and did not originate from CIS.
11. When the CCIS *cannot* initiate an *INTER*-county transfer within PELICAN CCW, ***the “Sending” CCIS must send its case information to the “Receiving” CCIS so the “Receiving” CCIS can manually-create the case in the new county. The OCDEL Policy Division suggests that the “Sending” CCIS fax or email case information to the “Receiving” CCIS in the form of screen prints. When the “Receiving” CCIS creates its new case, it must remember to check the “Joint Custody/Multiple Case” indicator on the Child Care Request page since the case in the “Sending” CCIS may not be closed yet. Since the case in the new county must be manually created by the CCIS, it will no longer be mapped (i.e., linked) to CIS and therefore will not receive updates from CIS.***

[Return to Table of Contents](#)

[Review Questions Again](#)

[Return to Manual Section “410.5 – CIS Case Mapping”](#)

[Return to Manual Section “410.6 – Determining if a CIS Case Transfer Occurred”](#)

# TRANSFERRING A CASE

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## 410.18.4.4 Answers – Manual Section “410.6 – Determining if a CIS Case Transfer Occurred”

12. The CCIS must monitor the default “0002 – Inter County Transfer” caseload **daily**.

[Return to Table of Contents](#)

[Review Questions Again](#)

[Return to Manual Section “410.6 – Determining if a CIS Case Transfer Occurred”](#)

[Return to Manual Section “410.7 – Processing a CIS Case Transfer”](#)

## 410.18.4.5 Answers – Manual Section “410.16 – Processing a Redetermination at the Time of Transfer”

13. **TRUE**. If the p/c received the Redetermination Letter/Packet, the p/c has the option of working with the “Sending” or “Receiving” CCIS to complete the redetermination process.
14. **TRUE**. If the p/c married and failed to report this to the original/”Sending” CCIS prior to the transfer, the new/”Receiving” CCIS must complete a full redetermination in “Open/Redetermination” status/mode and assess eligibility.

[Return to Table of Contents](#)

[Review Questions Again](#)

[Return to Manual Section “402.16 - Processing a Redetermination at the Time of Transfer](#)

[Return to Manual Section “402.17 – Updated Information and Additional Resources”](#)