

Chapter:	ELIGIBILITY DETERMINATION – Case Management	
Subject:	File Transfer	
Approved:	Janet McLaughlin, Deputy Commissioner	Updated: 04/15/2024

PURPOSE

To assure the transfer of files between community agencies safeguards and concentrates client's information in only one location. It also allows a seamless delivery of services.

POLICY

Upon notification that a client is moving to another district, the current eligibility specialist leaves open the child care authorization and certificates if the child(ren) will continue to attend the same provider. If the child(ren) will be going to a different provider, the current eligibility specialist will early end current certificates and void any future certificates. Certificates are created by the district where the client has legal residence except for protective services.

PROCEDURE

Current Agency

- If the client is switching providers, ask for closure date and early end current certificate(s) and void any future certificate(s). Ask the client if they have given notice to their provider.
- If not switching providers, leave certificates in place. Give the client the name and phone number of the agency in the district where they are moving and let them know they will need to contact the new agency to get their file transferred.
- If the client is changing providers, give the client the name and phone number of the agency in the district where they will reside and let the clients know the new agency will make the new certificates.
- Enter final case comments in CDDIS and send email to new eligibility specialist informing them that a current client is moving to their area.
- When transferring a file by mail, the file must be sent registered mail in a sealed envelope marked confidential to the attention of the appropriate subsidy specialist. As an alternative, you may check with the Grant Monitor to see if they are available to pick up and transport the file.

New Agency

- When contacted by the client, transfer the file in CDDIS, request the hard copy file from the previous agency and update client's address in CDDIS.
- If client states they have a new job, request proof of service need and income. If client has a service need and is still within income guidelines, create certificates to new provider.
- If client no longer has a service need, inform them that they may utilize the service need of Seeking Employment for a period of 3 months. If after 3 months, the client does not have a service need, the file may be closed. All other reported changes follow guidance in the Reporting Changes policy.
- Enter a case comment in CDDIS of all changes made to the client's eligibility.