

 VERMONT DEPARTMENT FOR CHILDREN AND FAMILIES Child Care Financial Assistance Resource Manual		IV
Chapter:	ELIGIBILITY DETERMINATION Case Management	
Subject:	File Transfer	
Approved:	Reeva S. Murphy, Deputy Commissioner	Effective: 12/08/2011
Supersedes:	Manual	Dated: 05/96, 06/07

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 closes the electronic file in BFIS and transfers the hard copy file to the new agency. Files must be opened in the district where the client has legal residence with the exception of protective services. PS files are opened in the district where the DCF office has the open case for the family.

PROCEDURE

Current Agency

1. Inform the client that they must apply in the new district. Give client the name of the agency, name of the child care eligibility specialist and the phone number.
2. Ask the client if they have given notice to their provider. Tell client the effective close date and stress to them the importance of requesting and submitting a new application to ensure continuity of services.
3. Specialist closes file in BFIS.

New Agency

1. When contacted by the client, the new eligibility specialist must provide client with an application and corresponding paperwork. Ask client if they made the previous agency aware of their move. If the answer is no, contact the prior specialist to give them the information.
2. Specialist transfers the file in BFIS and requests the hard copy file from the previous agency.
3. Specialist opens file in BFIS and determines eligibility based upon current information.

Please Note:

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.