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5/8/18

Bulletin No. 18-04

P-2354

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P-2354 Transferring Case Management Files Between Districts

A. For cases in which the participant notifies the current case manager they are moving

1. As soon as it is known that the participant will be transferring to another district, the Reach Up Supervisor should notify the “receiving” district office.
  - a. If a new case manager has been assigned, put the case in the case manager’s number in ACCESS.
    - i. You can find a case managers worker number in ACCESS by going to NAME/D.
2. If the new case manager is not yet known, put the case in the Reach Up Supervisor’s number in ACCESS.

B. For cases in which the participant moves but does not notify the current case manager

1. The Reach Up Supervisor in the “receiving” district will need to request the file from the Reach Supervisor in the former office.

C. Before sending the file to the new district the Reach Up Case Manager’s responsibilities include:

1. The case file should be organized according to the [RU CM file retention schedule](#).
  - a. File should be purged. All documents that can be removed and shred should.
  - b. All documents should be secured in the file.
2. All case notes should be printed and placed securely in the case file.
  - a. The current case manager should write a brief summary in case notes before the file is transferred. The summary should include:
    - i. current issues that need to be addressed (for example, there is a current conciliation resolution or sanction).
    - ii. any other updates that the case manager would find helpful if they were about to begin working with the participant.
3. If the current case manager is able to meet with the participant prior to the participant moving, a new Family Development Plan should be created.

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C. Before sending the file to the new district the Reach Up Case Manager's responsibilities include:  
(Continued)

- a. Example of activities to add to the update Family Development Plan are childcare, housing, attending meeting with their new case manager, etc.
4. All support services the current case manager has agreed to pay should be paid.
  - a. Any conversations regarding support services should be clearly documented in case notes.
5. If the current case manager is able to, conciliations and sanctions should be resolved before the transfer is made.
  - a. If the current case manager is not able to resolve the conciliation or sanction the process should be clearly documented in case notes.
    - i. The new case manager and the participant should review the conciliation and sanction at their first meeting. The new case manager and participant can make the new plan to cure their conciliation or sanction if the current plan is no longer appropriate.

D. Before sending a file to the new district the Reach Up Supervisor's responsibilities include:

1. Reviewing the case file to ensure the file is in proper order.
2. Forward electronic case notes, Family Development Plan, and deferment paperwork to the receiving district RUS.

E. Sending a file to the new district

1. Files can be transferred at joint meetings or via Operations Directors.
2. Files cannot be sent via mail.

F. Receiving a file from the previous district

1. When the case file reaches the new district, the case must be logged into the incoming file log, including the name and SSN of the case and the date it was received.