Case Transfer

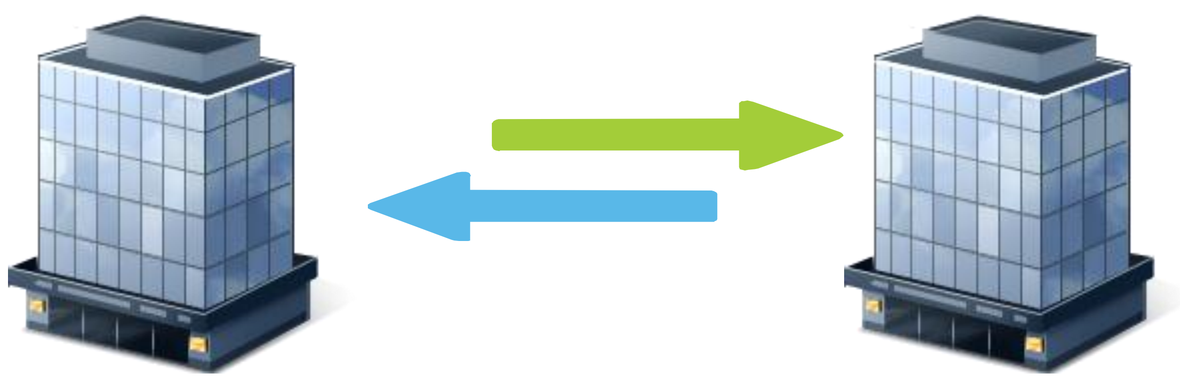
Module Learning Objectives:

After completing this module, you will be able to:

- Define the process of case transfers
- Explain the roles involved in the process of case transfers
- Transfer cases out of your office and into your office using IES

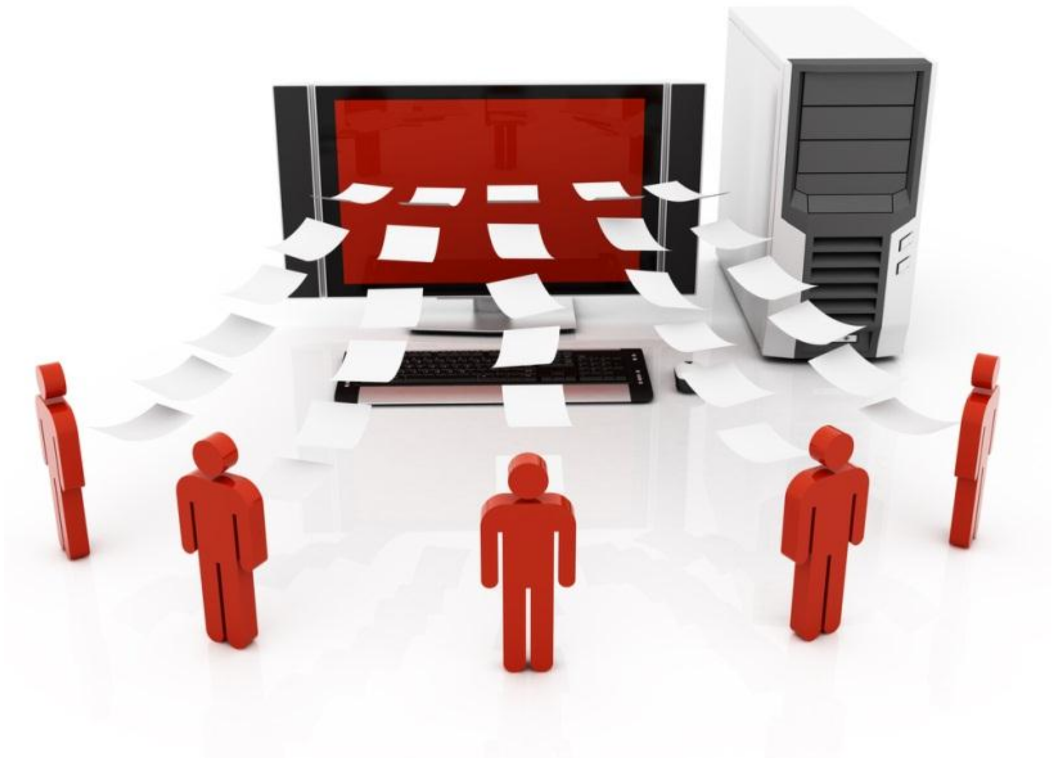
Case Transfer Overview

- Case transfers occur when an existing case is transferred from one office to another
- The current office is the transfer office, the new office is the receiving office
- Can be initiated from either the transfer or the receiving office
- Case transfers are processed immediately in IES
  - As soon as you transfer a case, the new office will be able to access the case and the old office will have read-only access
- The IES process is automated, the receiving office no longer needs to accept the case for the case to be transferred
- Case transfers result in the transfer of tasks associated with the case to the new office. However, it is recommended to complete outstanding tasks before transferring the case



Roles Involved in the IES Case Transfer Process

- Clerical staff, caseworkers and managers can all transfer cases
- Clerical staff and caseworkers work together completing different parts of the case transfer process
- Check with your local office administrator for established business processes when transferring cases



Process Steps to Transfer a Case

Process Step	IES Navigation
Step 1: Identify Associated Cases and Scheduled Appointment IES does not automatically transfer cases with matching addresses. Therefore, when you are notified that a case is moving to another office, you should use Address Inquiry to determine if there are associated cases that should also be transferred.	**Left Navigation > Inquiry > Address**

Process Steps to Transfer a Case

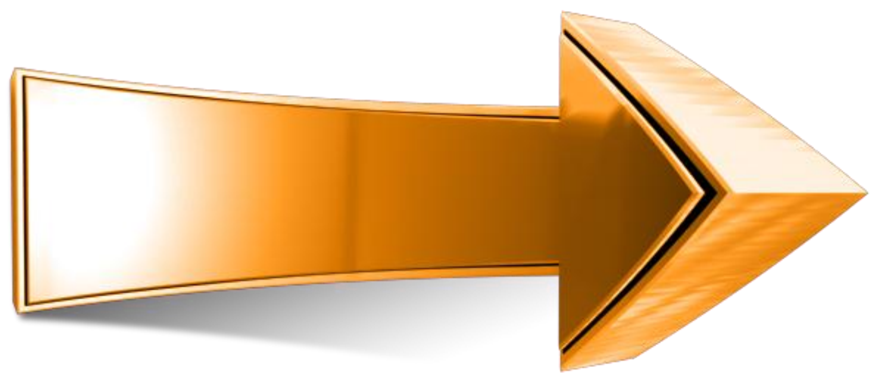
Process Step	IES Navigation
 **Step 2: Cancel the Intake Appointment (if applicable)** If an Intake appointment is scheduled for the case, a worker must manually cancel the interview before completing the case transfer. Search for the appointment on the **Search for Scheduled Appointments** page and change the appointment status to *Cancel* on the **View and Maintain Scheduled Appointments** page. On the **Case Comments** page, inform the receiving office a new appointment needs to be scheduled and an updated Form 267 mailed to the customer. Please advise if this is the correct business process.	**Left Navigation > Scheduling > Search for Appointments**

Process Steps to Transfer a Case

Process Step	IES Navigation
Step 3: Work with a Caseworker to Process Required Case Changes/Outstanding Tasks Before you transfer a case out of your office, the assigned caseworker in your office should: • Update the address on the IES case record • Process outstanding Tasks/Reminders	**Left Navigation > Tasks/Reminders > Employee Tasks/Reminders**
Step 4: Transfer the Case in IES Transfer the case to the new office using Manage Office Resources. The case (and any selected associated cases) is immediately transferred to the new office The new office is notified of the transfer with a Task/Reminder. IES automatically assigns the application/case to the Intake Virtual Worker and routes tasks associated to the case to the appropriate queue.	**Left Navigation > Manage Office Resources > Case Transfer**

After a Case Transfer:

- The case is automatically transferred to the receiving office.
  - In a task based office the case is routed to a queue
- The receiving office receives a Task/Reminder advising them of the new assignment
- The Receiving office has immediate access to the transferred case and the Transfer Office’s access to that case becomes read-only



NEXT STOP