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PURPOSE

1. To ensure that service providers receive all available relevant information concerning applicants moving between offices.

PRINCIPLES

2. Receiving offices require comprehensive file information on all current or former applicants moving into their office.
3. Applicants are responsible for their behaviour and are expected to participate in case planning when moving from one office to another.
4. Complete and accurate information facilitates decision making and service delivery.

PROCEDURE

5. When an applicant gives prior notification that he/she intends to move to a new office, the sending office places all known, relevant information on the Applicant notebook (including change of office and address) sets a review date and attaches transfer summary which includes any documentation/authorization to the file, explaining the situation and sends to Central Registry in the sending office. If all information is known, the sending office completes all documentation before sending on to the receiving office, and processes if necessary.
6. If the new circumstances of the applicant are not known, it is the responsibility of the applicant to inform his/her present worker of all necessary information so that the file can be completed before sending to the receiving office, with a two month review date for Social Assistance.

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7. Processing returns the file to Central Registry, who clear the transfer with the Supervisor and then forward the file to Central Registry in the receiving office. The worker does not mail the file directly. The Supervisor ensures the necessary approval is contained where required (e.g., Minors).

8. The Charge-Out Card remains in the hanging file in the sending office or logged in transfer log book, with the notation: "file transferred to (name of office)" and dated.

9. If the file is sent by mail, it is to be securely fastened to ensure confidentiality.

10. Central Registry receives the file, adds the file number and other information, completes the Charge-Out Card and forwards to the Supervisor.

11. The Supervisor, in the receiving office, reviews the file, ensures required documentation or approvals are contained, makes assignment to worker in the receiving office, and returns file to Central Registry.

12. When "Wk3 - Worker Caseload detail" is received the following month, the Supervisor will review those reports containing worker number (s) of the other Office(s).

13. General

a) When an applicant has moved from one office to another, and subsequently bills are received from vendors, the bills should be forwarded for payment to the office presently offering services to the applicant and be paid from that office's budget.

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- b) Where there is an office discretion, re costs, i.e., shelter ceilings, special need requests, transportation, etc, prior approval of these costs must be obtained from the receiving office before the applicant makes the transfer.
- c) If a file is closed and inactive for less than three (3) months a transfer summary from the previous office is required.
- d) If an agreement cannot be reached between the Supervisor on a file transfer, then the issue would be resolved by the Area Coordinators.
- e) Applicants who have a demonstrated history of misuse, fraud, etc. require, as standard procedure, documentation of these difficulties in transfer or termination summaries.

CROSS REFERENCE

7-7 Transfer of Applicants Between offices