

**OFFICE OF INVESTIGATIVE SERVICES
POLICY AND PROCEDURE #690**

CASE TRANSFERS

OVERVIEW:

Case transfer procedures are designed to govern interregional case transfers. These procedures are designed to ensure statewide transfer consistency, conform to FNS claim policy requirements, assure production credit equity, facilitate accurate claim establishment, and assist claim disposition.

Each supervisor is provided the option of implementing these case transfer procedures within the region. However, all case transfers from one region to another must conform to this policy. It is the responsibility of the supervisor to review the case preparation and ensure conformity with the transfer policy prior to releasing a case to another region.

This policy requires the transfer of pending referrals within the first nine months of receipt. This will allow the receiving investigator at least 90 days to complete the investigation of a transferred referral before the disposition time frame of twelve months expires.

CASE TRANSFER SUMMARY FORM:

The **Transfer Summary** is to be used by investigative staff whenever it becomes necessary to transfer an OIS case to another investigator. The purpose of the form is to provide a written summary for the receiving investigator of the action that has already been taken on the case as well as future action that is needed, to provide the supervisor with a regional tracking system for monitoring cases that are transferred to other regions, and to provide statewide consistency for documenting case transfer information within the OIS case file.

The instructions for using the form are self-explanatory. At the time of transfer, the form should be placed inside the OIS file folder in a highly visible location.

TR CODE 4 DISPOSITIONS:

Referral dispositions that require investigation in multiple jurisdictions may be appropriate for a TR code 4 disposition. To receive a TR code 4 referral disposition credit, the originating investigator may establish either a complete or partial claim in one or more programs of a case that requires additional investigation in another jurisdiction. A TR code 4 disposition is also appropriate when an investigator is able to rule out fraud in one jurisdiction, but the referral requires additional investigation in another jurisdiction.

A TR code 4 disposition is not appropriate for instances where an investigator is merely correcting a county code error or transferring a pending referral in which no investigation has been initiated.

The originating investigator will use the TR code 4 disposition to annotate *only one program element*. In the event the receiving investigator discovers new evidence which invalidates an established fraud claim that has been transferred for final disposition, the receiving investigator may negate the claim.

If the originating investigator suspects that fraud continues into another county or the DFCS case record has been transferred, the originating investigator will compute overpayments for any months for which the investigator has access to the case record. No overpayments will be added to SUCCESS by the originating investigator. The OIS file will be transferred with the supporting documents to the appropriate investigator.

The receiving investigator will be responsible to complete the investigation and compute any additional overpayment. The receiving investigator will schedule the entire claim amount in SUCCESS and complete the appropriate documentation in SUCCESS.

CASE TRANSFERS (continued)

The receiving investigator must not update a TR code 4 disposition to a TR code 2 or code 3 during the same month the TR code 4 disposition was recorded. To do so will prevent the EDP System from crediting a code 4 disposition to the investigator who initiated the case investigation.

TRANSFER OF OIS CASE FOR CLAIM DISPOSITION:

As with the establishment of any Food Stamp or TANF claim, prior to establishing a completed claim for transfer, the investigator will assure the client is sent an initial notice. When all claims have been calculated and need to be transferred for claim disposition, the originating investigator is responsible to send an **Administrative Disqualification Hearing (ADH) Letter** to the client and assure the claim and narrative is added to SUCCESS at the point the claim establishment is reported.

When transferring a claim with an open disposition, the originating investigator should be mindful of the claim disposition time standards.

Upon receipt of a transferred claim, the receiving investigator may send a **WDH Appointment Letter** in an attempt to meet with the client prior to submitting the claim for an administrative disqualification hearing.

If an administrative disqualification hearing was requested prior to transfer, the originating investigator will include the following with the transfer:

- certified evidence *or* a copy of the **ADH Certification of Employment and Wage Information** showing certification has been requested, *and*
- the actual case record *or* copies of all appropriate documentation from the case record.

The originating investigator will also notify OSAH of the transfer, if appropriate.