

CIRCULAR

Date: May 6, 2015

CIRCULAR NUMBER: EIA #2004-17 (Revised) **Alternate Program(s):** N/A

To: Community Social Service Supervisors/Program Managers

Subject: **Procedures for Transferring Files to EIA Offices**

Reference:

Type: Policy
 Procedure
 Rate
 Information Only

Effective Date: Immediately

The following summarizes the revisions in this circular:

- Revisions provide more detailed direction on how to contact Winnipeg offices prior to a transfer from Rural/North to Winnipeg.
- Revisions provide further detail on case note requirements and the need for the receiving office to assign a case coordinator when the client presents at the office, even if the physical file has not yet arrived.
- Inclusion of Circular CSD 2014-02 about using a covering memo.
- The requirement for a transfer summary case note for files being transferred from the Centralized Services Intake unit has been removed. Intake case notes effectively represent the required transfer summary.
- The requirement for a transfer summary case note for Centralized Services has been removed.
- Direction to place the Client File Transfer form on the inside of the file.
- Addition of expectant couples as those who also receive service from Centralized Services.
- The requirement for a file to be sent within two days has been removed.
- Clarifies the files that are kept in the Closed/Liens/Overpayment office.

Effective immediately the following procedures will apply when transferring a file.

TRANSFER REQUIREMENTS FOR ACTIVE FILES

1. For City of Winnipeg to or from Rural/Northern District Office transfers:
 - a. **Prior to transferring the file on a planned move**, contact must be made between the counsellor/coordinator in the forwarding and receiving office to discuss the particulars of the move. A TS (transfer summary) case note must be made

confirming contact and any identifying important information. When transferring a file out, the receiving counsellor/coordinator can be determined by calling the receiving office. Should you not be able to make contact you may e-mail or phone a Supervisor at the office you are trying to contact. Where some offices in Winnipeg assign a case coordinator upon physical receipt of the file, the rural and northern office will note this in the TS case note on SAMIN advising of the date of the relocation. If the participant should present to the new office prior to the arrival of the physical file, staff will assign a case coordinator immediately in order to provide service to the participant. **The receiving office will not direct the participant back to the forwarding office for assistance.** Please also note: Single and Childless couples in the General Assistance category are managed from the office at 1-111 Rorie Street, office code "TC".

- b. **When a participant has relocated without advising their current counsellor/coordinator and has contacted the local district office for assistance**, the receiving office will contact the office where the participant was receiving service to advise that the participant has relocated and request a file transfer. All relevant participant data must be provided to the receiving office immediately and the file transferred. **The receiving office will not direct the participant back to the forwarding office to initiate the file transfer.**
- c. **In cases where a participant has already relocated and contacts their current counsellor/coordinator**, the forwarding office is responsible for contacting and consulting with the receiving office. After consulting with the new counsellor/coordinator, the forwarding office will provide the address and case counsellor/coordinator name to the participant advising them to contact the receiving office for further assistance. Once contact has been made by the participant, the receiving office must send a request for the file to be transferred.

2. All File Transfer Requirements:

- a) The hardcopy and all volumes, with a covering memo must be forwarded to the receiving office (send through inter-departmental mail to the office address). The file must be sent after receiving the request for transfer. Please refer to Circular CSD 2014-02 about using a covering memo when transferring client files.
- b) Prior to transferring a hard copy file, the forwarding office must complete the "Transfer Case Out" screen.
- c) All assistance paid for the previous address should be removed and letters sent to utility companies. "Rent direct" to the previous landlord must also be removed.
- d) The forwarding office will set up a new budget and provide the first month's assistance whenever possible. City to/from Rural transfers must consult with the receiving office prior to issuing benefits as there maybe accommodation concerns.
- e) A brief current and historical summary must be provided to assist the receiving office to assess the case. This summary should be completed on SAMIN case notes using the transfer summary (TS) code. A transfer summary (TS) case note is not required for intakes completed at Centralized Services and transferred to Community Area offices and Rural and Northern offices.
- f) The forwarding office, in consultation with the receiving office, must resolve any outstanding issues. The forwarding office must avoid making decisions that are clearly the responsibility of the receiving office without the approval of the receiving counsellor/coordinator.

- g) Where an outstanding issue cannot be resolved, the issue should be identified and documented on the "Client File Transfer" form and the form is to be placed on the inside of the file.
- h) Files are not to be returned to the forwarding office to settle a problem with the file, unless the Directors of both offices agree that the file should be returned.
- i) All material in the file should be organized according to the contents listed on the file cover.
- j) The receiving office will complete the appropriate "transfer case in" screens. The "Hard Copy Received" portion of the transfer case in screen must not be completed unless the hard copy is received.
- k) Where the forwarding office is aware of a participant's plans to move but the need for continued assistance is uncertain, the participant should be provided with the address and phone number of the EIA office in the new area. The file should be kept open for 14 days prior to closure. No further action to transfer the file need be taken unless requested by the receiving office.

NOTE: FEMS code is still required prior to a file being transferred.

TRANSFER REQUIREMENTS FOR A CLOSED FILE:

For any closed files, effective March 1, 2004 and on-going, a request for the file using SAMIN e-mail must be sent to the District Office generic mailbox of the District Office listed on the INCA screen of where the file had been closed.

In Winnipeg, a Closed/Liens/Overpayments office has been set up to store and maintain the following closed files:

- All files closed with an Overpayment or Lien prior to March 1, 2004

When a closed file is required from the office, a SAMIN e-mail must be sent. Staff will locate and forward the file to the requesting District Office as quickly as possible.