

**STATE OF CONNECTICUT
DEPARTMENT OF DEVELOPMENTAL SERVICES**

Procedure No. I.C.1.PR.001.f

Subject: Case Transfer Procedure

Section: Services and Supports, Case Management/Broker Services

Issue Date: November 30, 2008

Effective Date: Upon release

A. Purpose

The purpose of this procedure is to establish a consistent approach for transferring the responsibility to support individuals from one case manager to another.

B. Applicability

This procedure shall apply to all individuals who are eligible for DDS services.

This procedure shall apply to case managers, case manager supervisors and all other staff responsible for the assignment of case management services.

C. Definitions

See Case Management Definitions at the beginning of this section.

D. Implementation

In circumstances when an individual is to be transferred from one case manager to another the following procedure shall be followed. Transfers include those within a division, between divisions or between regions.

1. Transfer of Cases Process

The process for the transfer of cases between case managers shall include the following actions:

- a. In all situations when a transfer will occur, the current case manager will complete a Case Transfer Request form and submit it to his or her case management supervisor for approval along with the current individual plan, individual plan – short form, or follow-along plan, including a printout of the eCAMRIS Client Summary Report. The case management supervisor shall send these forms to the applicable receiving case management supervisor within 10 business days.
- b. The receiving supervisor of case management will identify a new case manager within 10 business days of receipt of the Case Transfer packet and shall notify the sending case management supervisor on the Case Transfer Request form.
- c. The sending and the receiving case managers will engage in transition planning. The Transition Planning Checklist shall be completed for individuals moving between or into DDS-funded or operated residences and may be used for other individuals who change residences. For individuals moving between or into DDS funded, or operated residences, the sending case manager shall ensure the individual has an updated Transition Plan, including a current IP.6 that describes the services to be received as a result of the move. It is best practice, but not required that case managers use the Transition Plan and Transition Planning Checklist for individuals who experience transitions or major changes in other services or supports other than changes in residences.
- d. For individuals transferring from a non-waiver to a waiver caseload, the sending case manager will complete an updated Individual Plan – short form, a current IP.6 Summary of Supports and Services, and a form 219.
- e. The sending case management supervisor will review the master file/individual record to ensure accurate and up to date information (following the Master File/Individual Records Procedure) prior to transferring the file. Open Protective Services Plans will be reviewed on a case by case basis.

- f. The sending case management supervisor will update the eCAMRIS automated data system information with the new case manager assignment.
- g. The sending case manager is responsible to complete the Waiver Packet, when needed.
- h. The sending case management supervisor shall transfer the master file/individual record to the receiving case management supervisor and document the file transfer on the case transfer request form.
- i. The receiving case management supervisor or designee shall sign the Case Transfer Request form acknowledging receipt of the file and shall give a copy to the sending case management supervisor. The original will remain in the file in the first section.
- j. The receiving case manager shall update the individual plan, or individual plan – short form within 90 days of the transfer for individuals in non-licensed settings, 30 days for individuals moving to ICF/MR settings, and 45 days for individuals moving into licensed setting.

E. References

1. Regional Responsibility for Service Delivery Policy
2. Eligibility Policy and Procedure
3. Individual Planning Policy and Procedures
4. Master File/Individual Records Procedure

F. Attachments

- A. Case Transfer Request Form
- B. Transition Planning Checklist
- C. Individual Transition Plan