Completing a Case Transfer

Ohio Department of Children & Youth

Knowledge Base Article

Completing a Case Transfer

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Completing a Case Transfer

Overview

This article describes steps for the entire case transfer process, including procedures for both the **Transferring Agency** and the **Receiving Agency**.

Important: Although the case transfer process in Ohio SACWIS has improved system usability and streamlined business procedures, best practice encourages both the **Transferring Agency** and the **Receiving Agency** to maintain a high-level of communication throughout the entire case transfer process.

To provide some background, Ohio SACWIS functionality now improves the case transfer process by making it more consistent with Policy's requirements, as well as reducing the manual tasks required to transfer a case.

Some system-enhancement examples are as follows:

- You will no longer be required to manually end-date the child's specific court ordered transfers for their:
  - Associated legal status record
  - Eligibility record
  - Reimbursability record
  - Placement record
- Agencies can now use Ohio SACWIS to "switch ownership" of child-based work items on cases that have a current agency legal status of **Active** and are owned by the Transferring Agency for an active case member. Child-based work items are considered to be "switched" when the Court Ruling record for **Court Jurisdiction Transfer** (initiated by the Transferring Agency) has its **Court Acceptance Date** recorded in Ohio SACWIS (by the Receiving Agency) prior to the actual case transfer.
- A Receiving Agency can accept a case transfer request from a Transferring Agency (or return it for rework) and Ohio SACWIS records the transactions between the two agencies.
- Ohio SACWIS automatically notifies the Receiving Agency about upcoming potential case transfers

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Recording a Court Motion

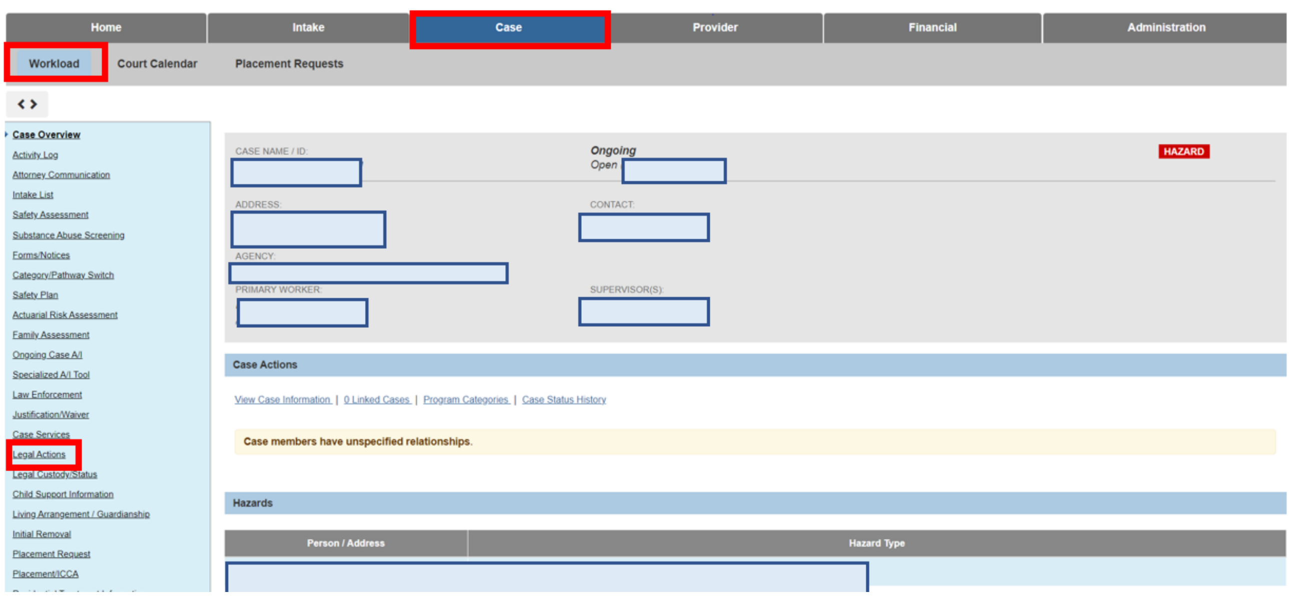
To transfer a case, the court motion that documents the request must first be recorded in Ohio SACWIS. To do so, the **Transferring Agency** will complete these steps for **court-ordered cases only**:

Navigating to the Legal Actions Screen

1. From the Ohio SACWIS **Home** screen, click the **Case** tab.
2. Click the **Workload** tab.
3. Select the appropriate **Case ID** link. The **Case Overview** screen appears.

Note: If you know the **Case ID** number, you can also use the **Search** link to navigate to the **Case Overview** screen.

4. Click the **Legal Actions** link in the **Navigation** menu.



The **Legal Actions** screen appears.

Recording the Motion

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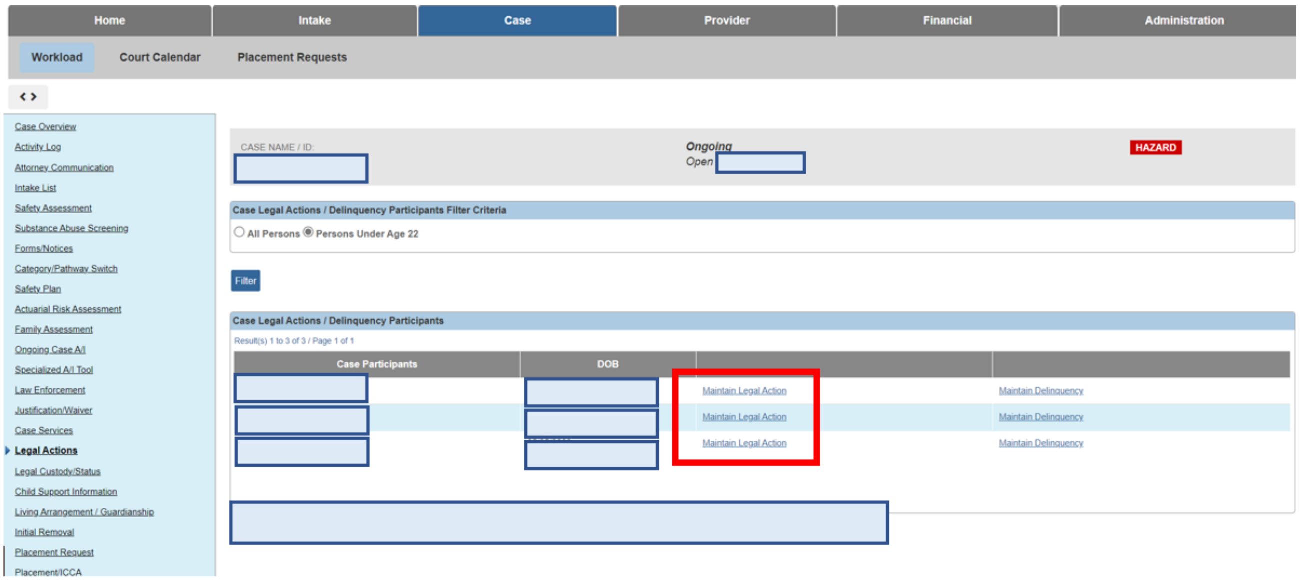
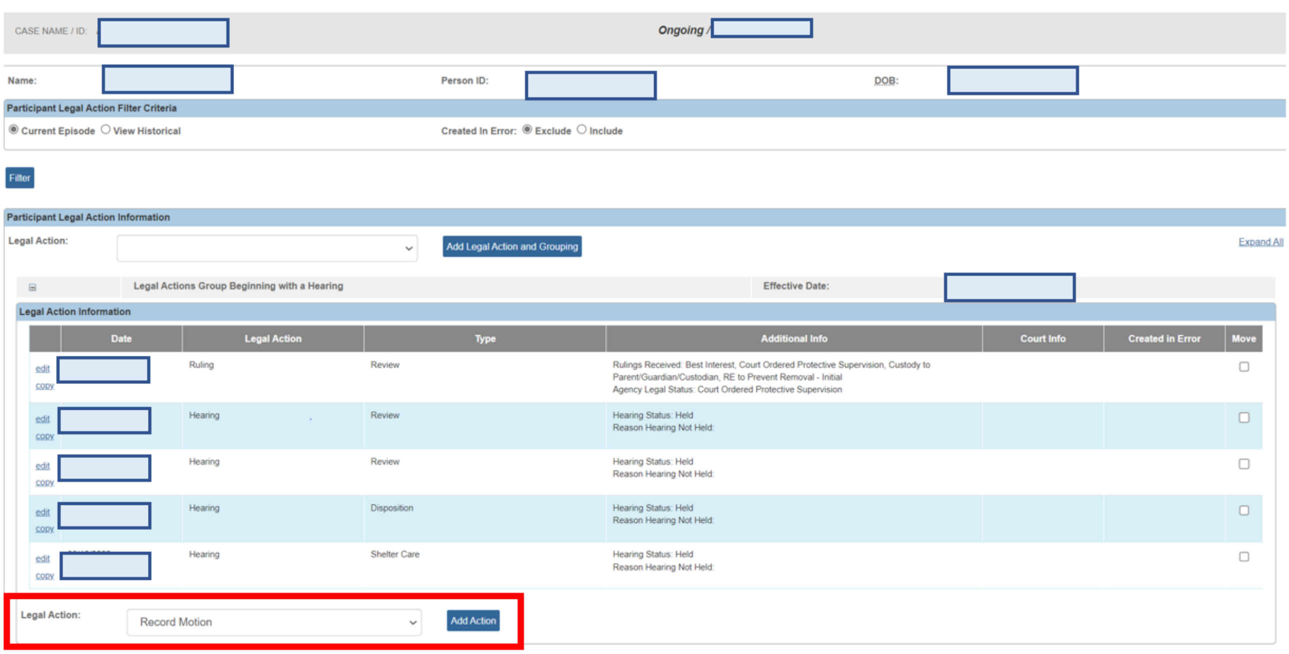
The **Transferring Agency** will complete the following steps:

1. Click **Maintain Legal Action** for the participant

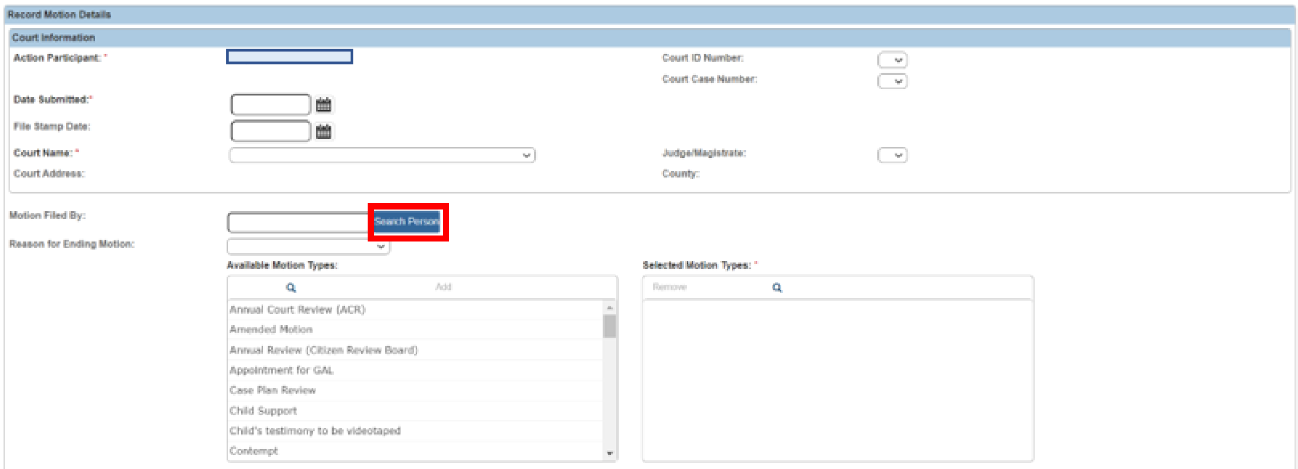


2. In the **Legal Action** field, select **Record Motion**.
3. Click the **Add Action** button.



The **Record Motion Details** screen appears.

4. In the **Date Submitted** field, enter the appropriate date.
5. In the **Court Name** field, select the Sending Court name.
6. In the **Motion Filed By** field, click the **Search Person** button to locate the person who filed the motion.



The **Person Search Criteria** screen appears.

7. Complete the filter fields, as needed.
8. Click the **Search** button. The filtered results appear in the **Person Search Results** section of the screen.

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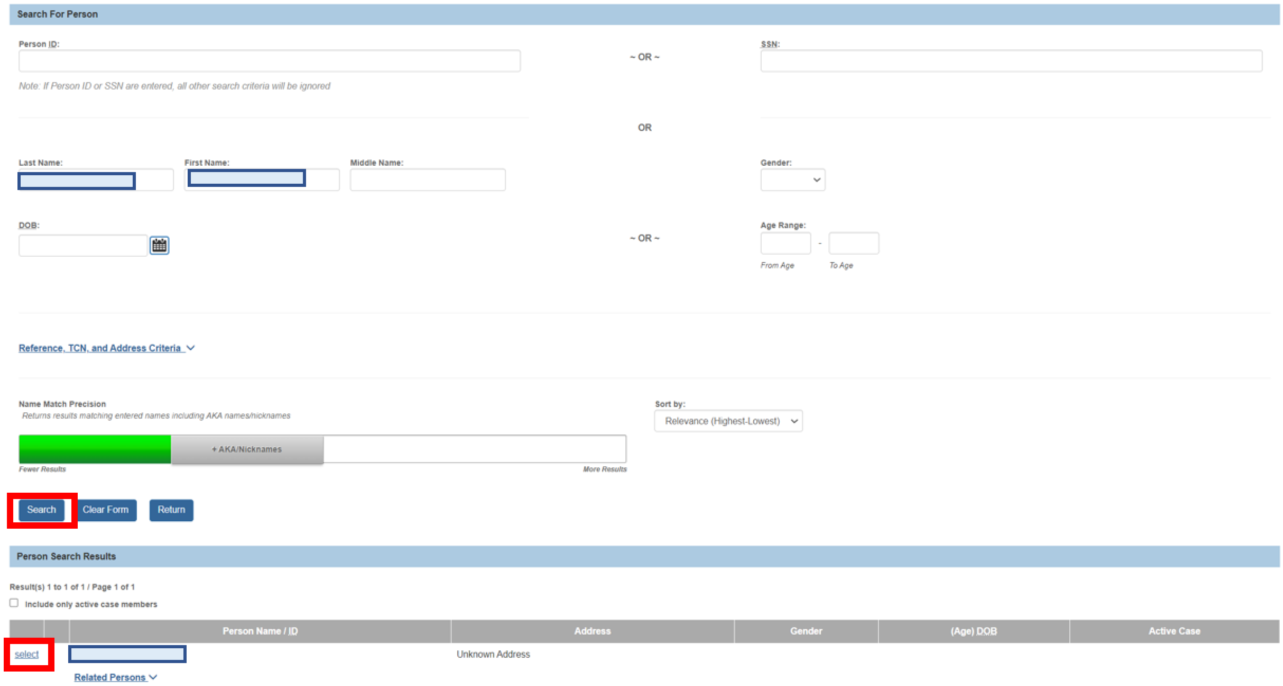
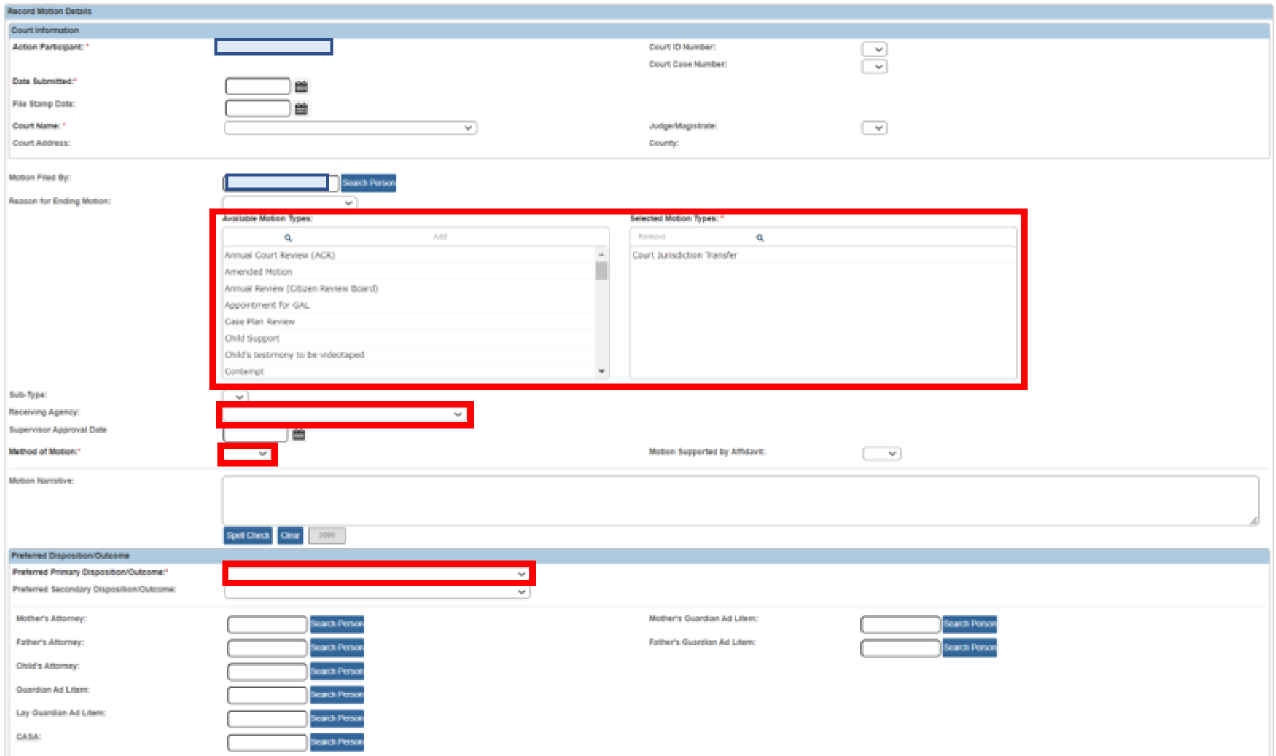
9. Click the **Select** link in the appropriate row.



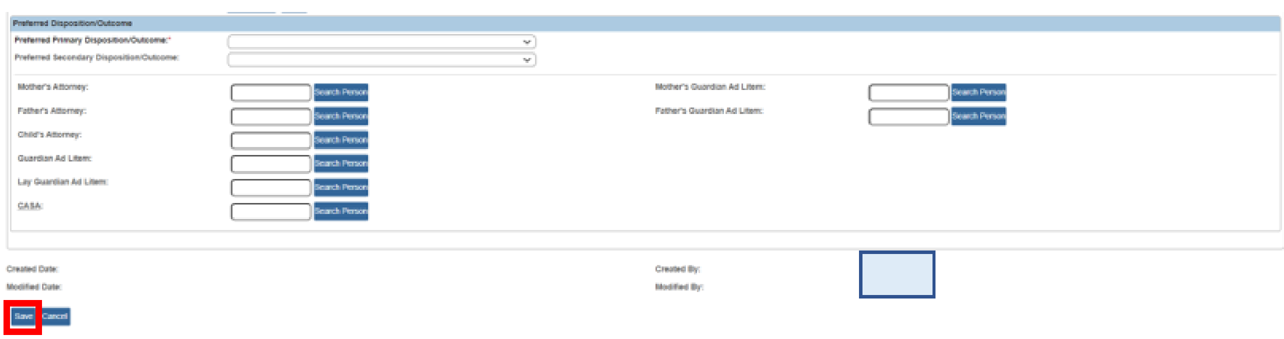
The **Record Motion Details** screen appears displaying the selected name in the **Motion Filed By** field.

10. In the **Available Motion Types** field, choose **Court Jurisdiction Transfer**.
11. In the **Receiving Agency** field, select the Receiving Agency's name (required to save the record).
12. In the **Method of Motion** field, select **Written** or **Oral**.
13. Complete the **Motion Narrative** field as needed.
14. Select the **Preferred Primary Disposition/Outcome.**



Saving the Motion

1. When complete, click the **Save** button on the **Record Motion Details** screen.



The **Legal Actions** screen appears displaying a message that your data has been saved. The new information appears in the **Legal Actions** grid section. The **Type** column displays as **Court Jurisdiction Transfer**.

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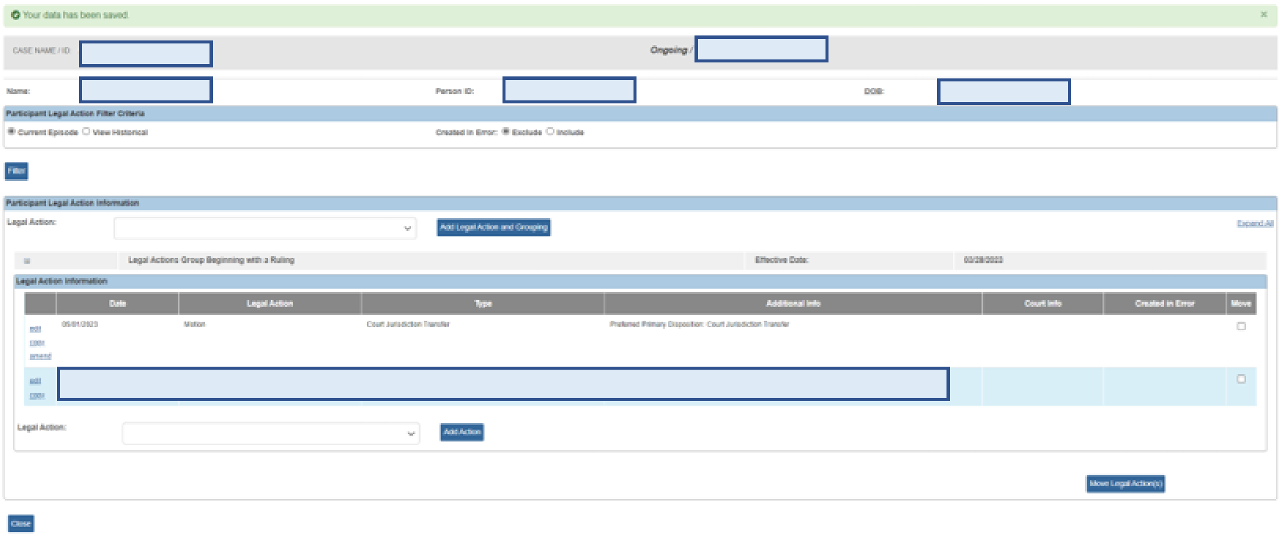
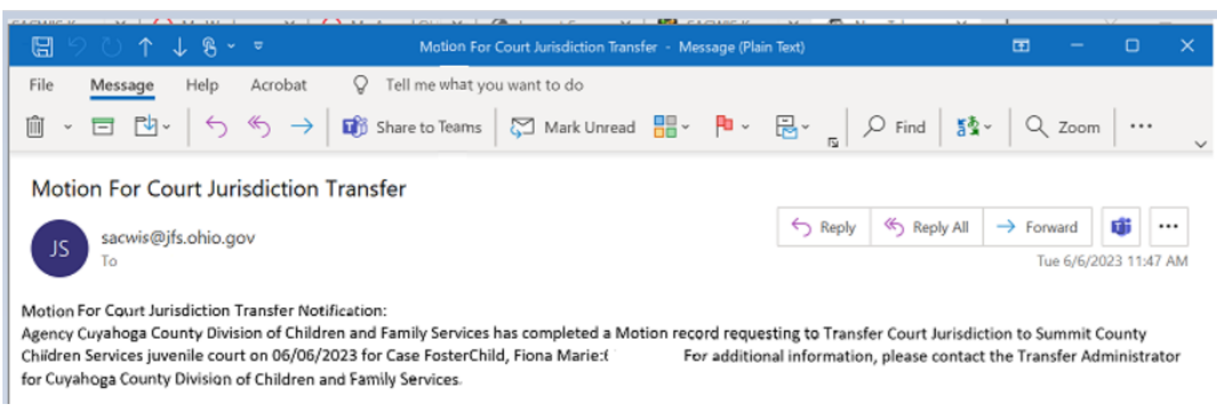


After saving a court motion, Ohio SACWIS automatically sends the following email notification to all **Receiving Agency** personnel (who have a security role of **Case Transfer Administrator**) to notify them about the request to transfer this case.



Recording a Court Jurisdiction Ruling Record

After recording the motion on a court-involved case, the Transferring Agency will record a **Court Jurisdiction Ruling Record** (also called a **Ruling Record**) to document the Court Jurisdiction Transfer.

However, the Ruling Record must meet the following criteria: A ruling type of **Court Jurisdiction Transfer** and the associated **Court Jurisdiction Transfer** record must be recorded in Ohio SACWIS for **each** active case member with an **Active** legal status.

To record a Ruling Record, complete the following steps:

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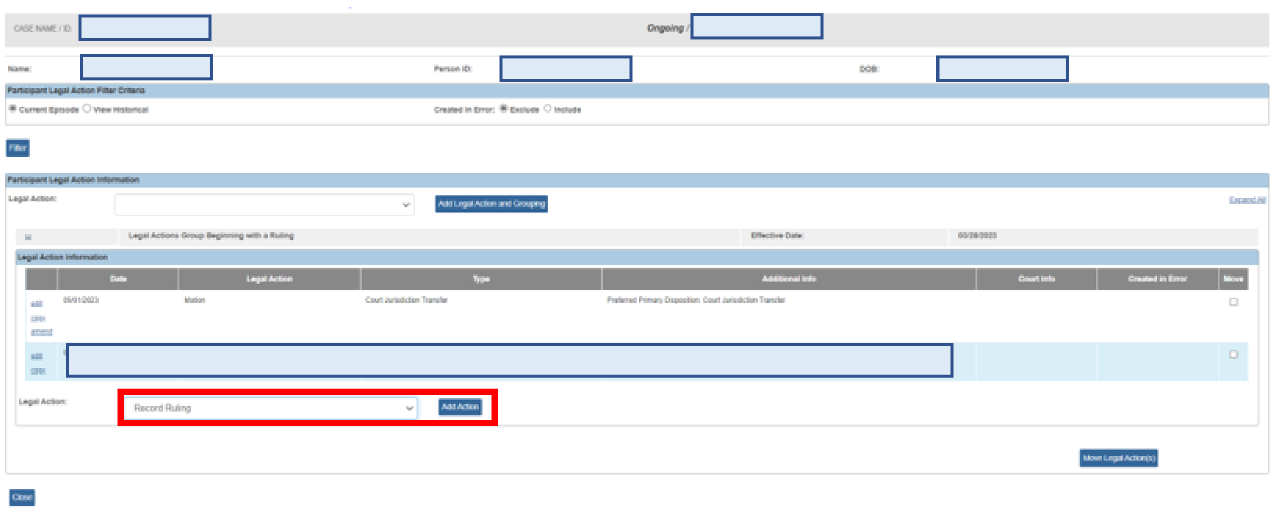
1. Navigate to the **Legal Actions Filter Criteria** (**Legal Actions**) screen using the steps discussed in the previous section.
2. In the **Legal Action** field, select **Record Ruling**.
3. Click the **Add Action** button.



The **Ruling Information** screen appears.

4. In the **Date of Ruling** field, select the appropriate date.
5. In the **Ruling Type** field, select **Court Jurisdiction Transfer**.
6. Complete the other fields, as needed, such as the **Ruling(s) Received** field.

Note: As shown in green, when the ruling type is **Court Jurisdiction Transfer**, the **Termination** link in the grid disappears and a note appears stating: **The legal status record will be transferred to the Receiving Agency upon entry of Receiving Agency court acceptance date.**

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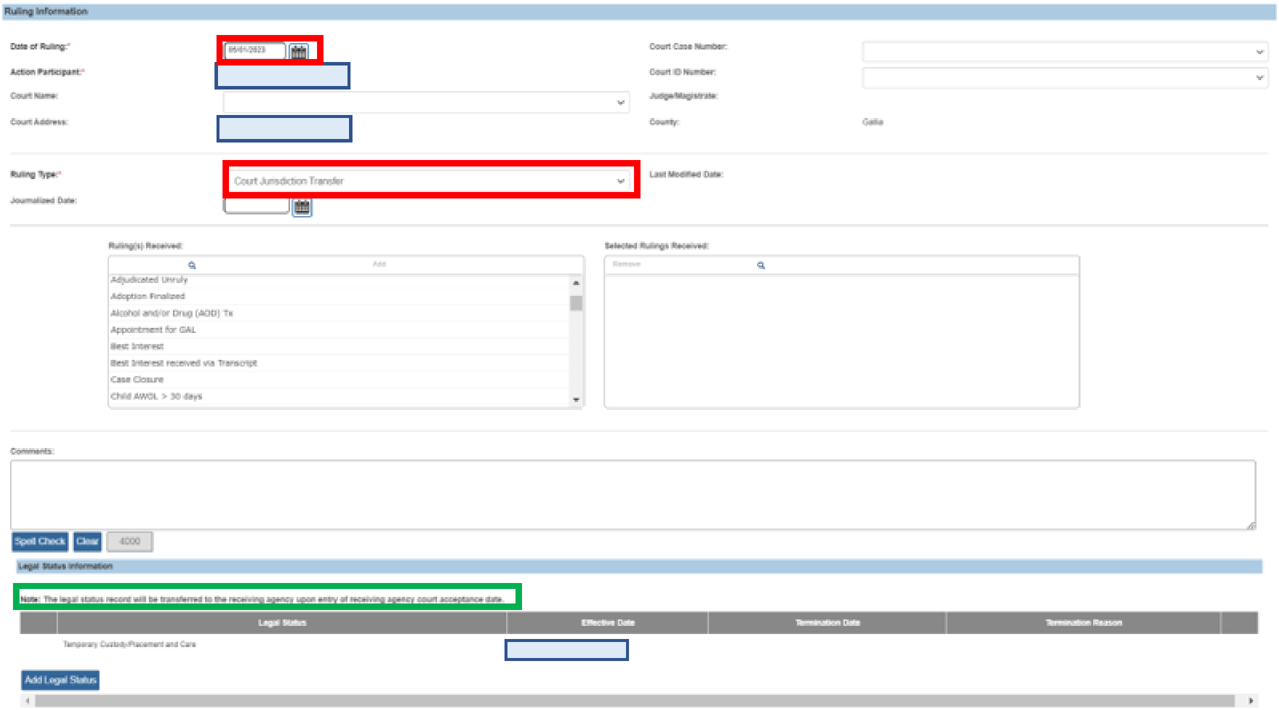

As discussed in the next section, the transfer details will then be added.

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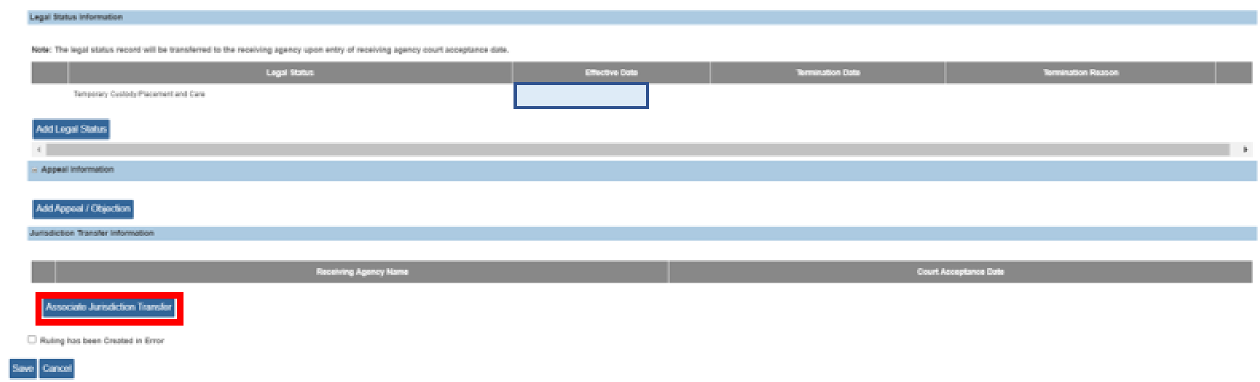
Recording Transfer Details

The **Transferring Agency** will complete the following steps:

1. Scroll to the bottom of the **Ruling Information** screen. (The steps to navigate to this screen are discussed in the previous section.)
2. Click the **Associate Jurisdiction Transfer** button.

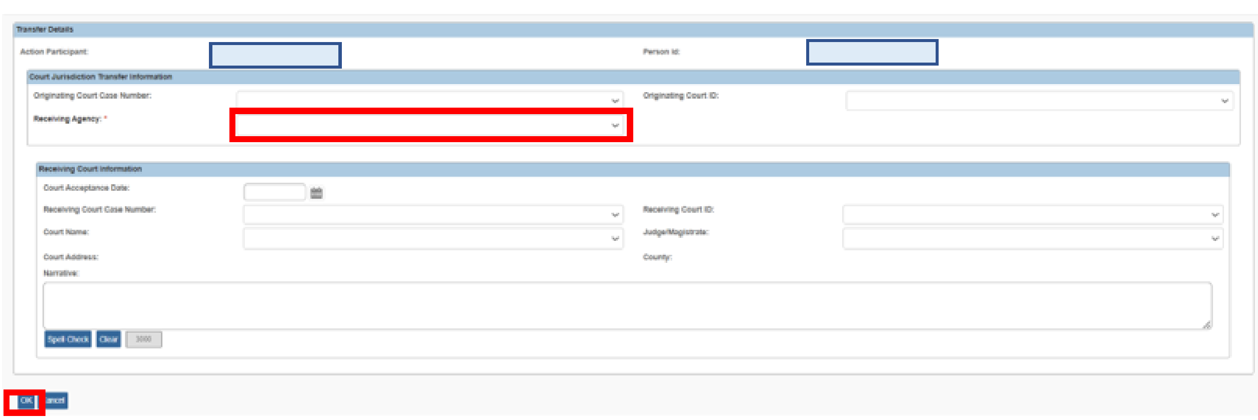


The **Transfer Details** screen appears.

3. In the **Receiving Agency** field, select the appropriate agency.
4. Complete the other fields, as needed.

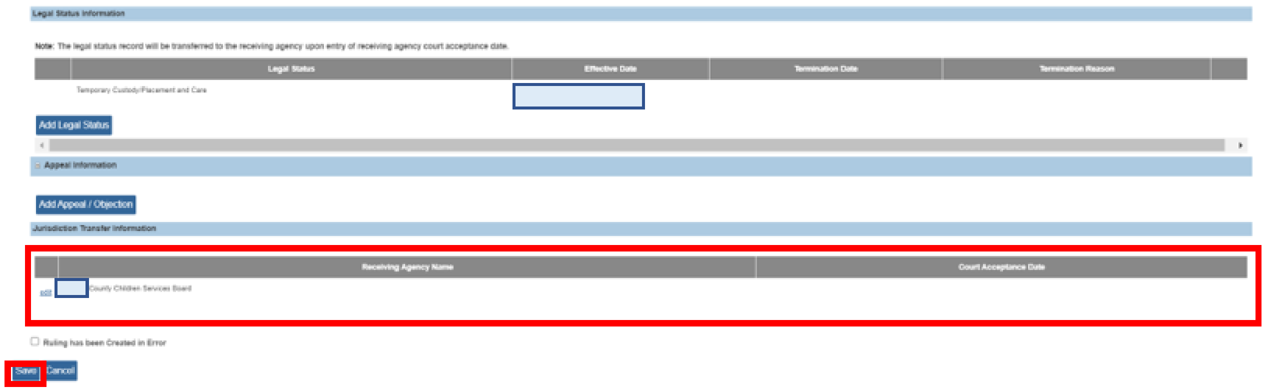
Important: The **Court Acceptance Date** field is disabled (unavailable) for the Transferring Agency.

5. Click the **OK** button.



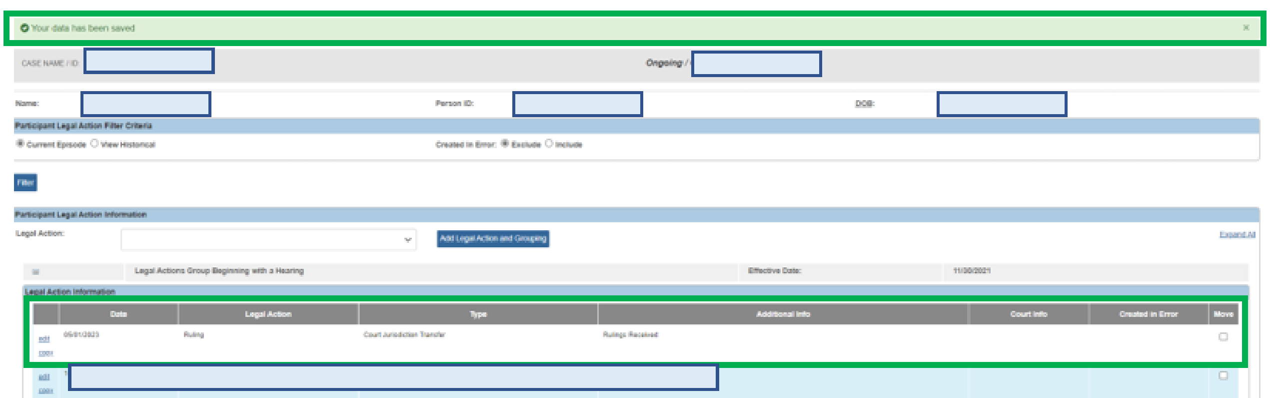
The **Ruling Information** screen appears displaying the selected information in the **Jurisdiction Transfer Information** section.

6. Click the **Save** button at the bottom of the **Ruling Information** screen.



The **Legal Actions** screen appears displaying a message that the data has been saved. The new Ruling Record appears in the **Legal Actions** grid section.

Reminder: A **Court Jurisdiction Ruling Record** is required for each active case member with an **Active** legal status record.



Adding a Case Transfer Record

The **Transferring Agency** will complete the following steps:

1. Navigate to the appropriate **Case Overview** screen using the steps previously discussed.
2. Click the **Agency Case Transfer** link at the bottom of the **Navigation** menu.

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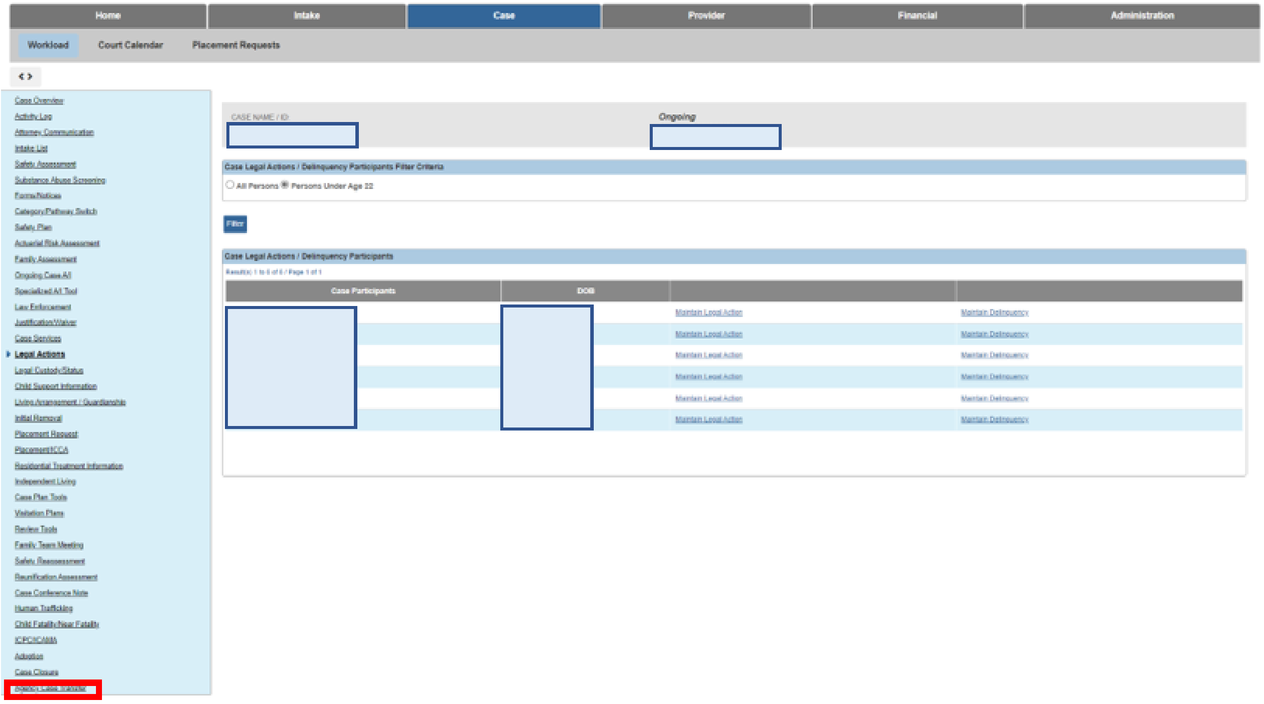
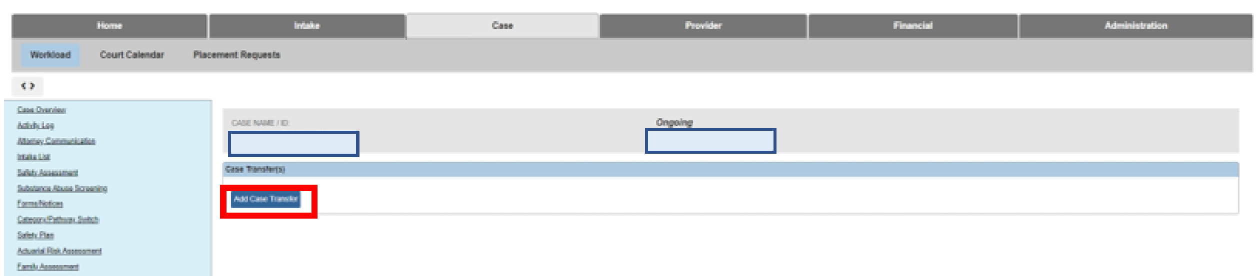


The **Case Transfer(s)** screen appears.

Note: The **Case Transfer(s)** screen is comparable to the **Case Closure** screen in that both screen look similar and require equivalent steps to complete the approval process.

3. Click the **Add Case Transfer** button.



The **Case Transfer Details** screen appears.

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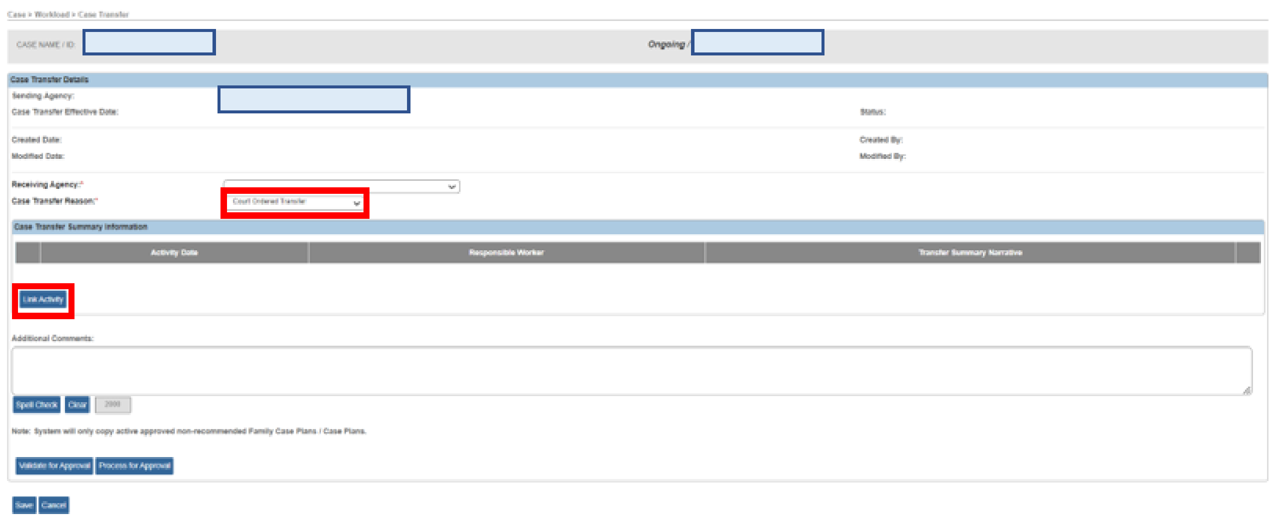
4. In the **Receiving Agency** field, select the appropriate agency from the drop-down list.
5. In the **Case Transfer Reason** field, select the appropriate value. If the transfer was court-ordered, select **Court Ordered Transfer**.
6. Click the **Link Activity** button.

Important: To process the case transfer for approval, an activity must be linked in the **Case Transfer Summary Information** section of the screen.



The **Activity Log** screen appears.

7. If needed, enter search criteria in the **Activity Log Filter Criteria** fields.
8. Click the **Filter** button. The results appear in the **Activity Log** section.
9. Click the **Select** link in the appropriate row.

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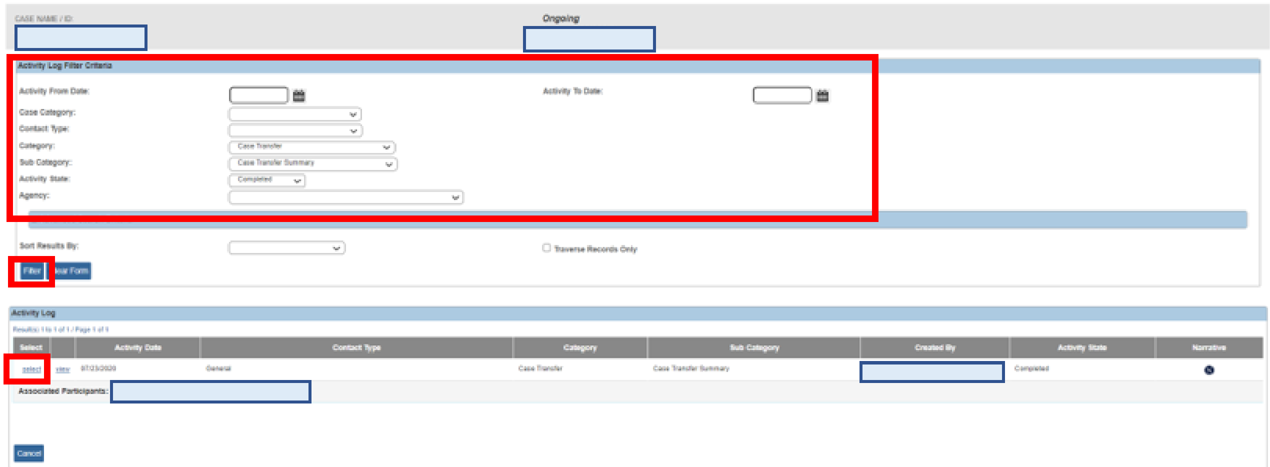

The **Case Transfer Details** screen appears displaying the activity in the **Case Transfer Summary Information** section (grid) as shown on the next page.

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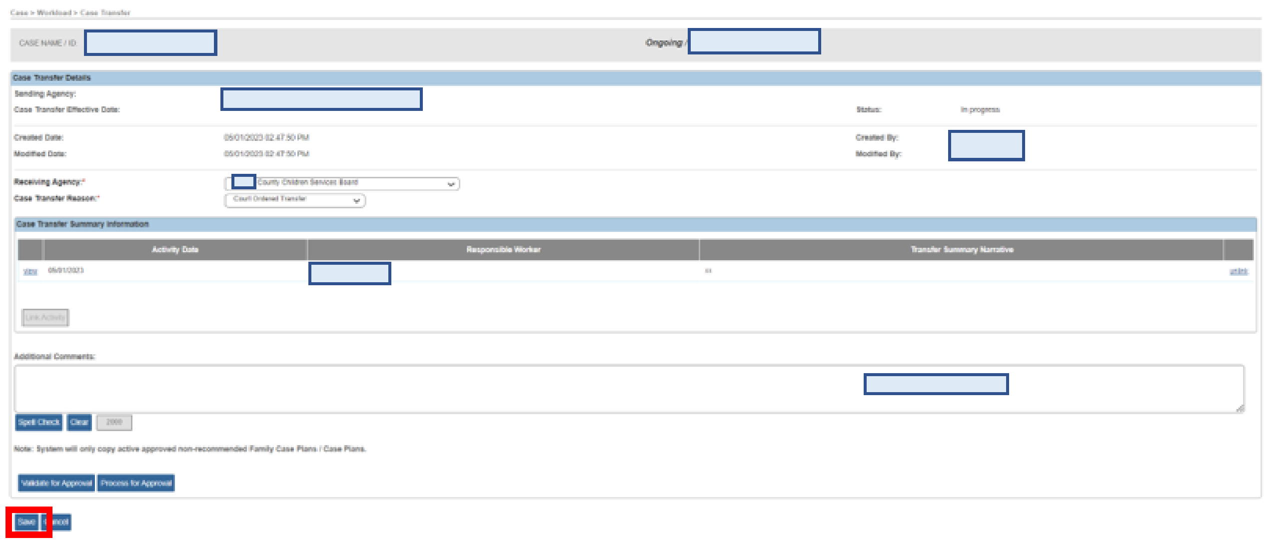
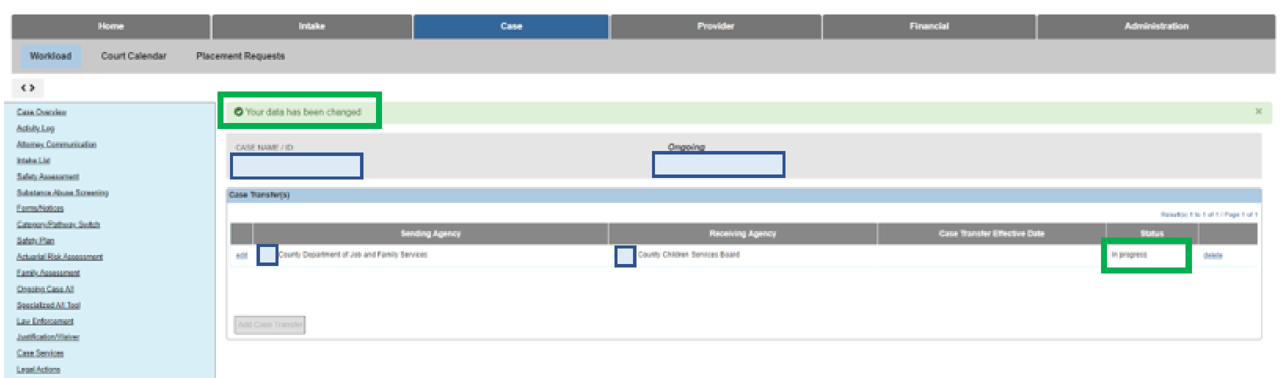
10. When complete, click the **Save** button at the bottom of the **Case Transfer Details** screen.



The **Case Transfer(s)** screen appears displaying a message that your data has been saved. As shown, the **Status** field displays **In Progress**.



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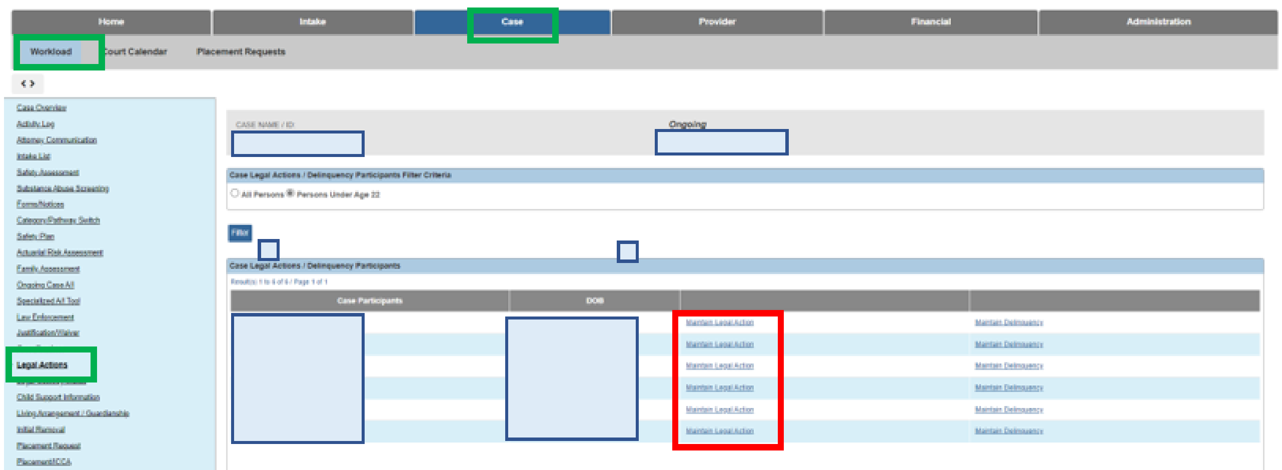
Entering the Court Acceptance Date

The Receiving Agency will locate the already existing Ruling Record(s) created by the Transferring Agency and then complete the following steps to record the Court Acceptance Date for each ruling that was recorded:

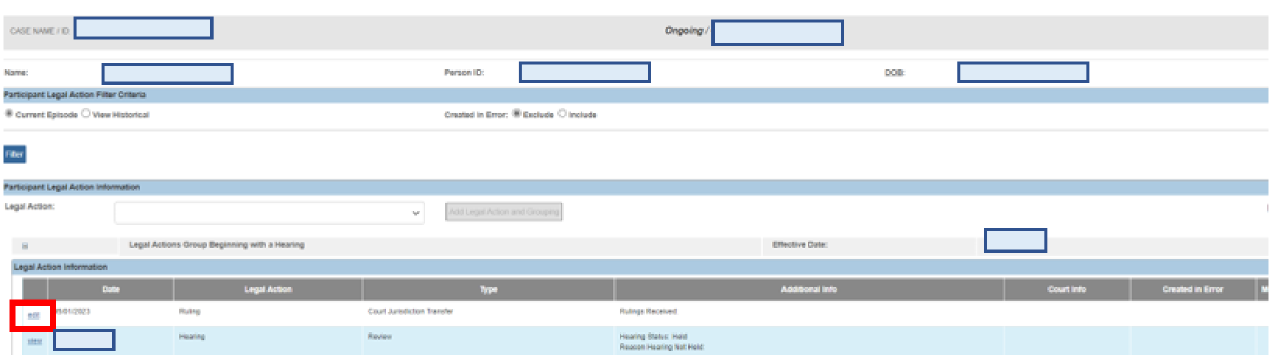
1. Navigate to the appropriate **Legal Actions** screen using the steps previously discussed.
2. Click the **Maintain Legal Action** for the correct Case Participant

Note: You can also navigate to the associated Court Ruling Record and enter the Court Acceptance Date there.



The **Participant Legal Action** screen appears.

3. Click the **edit** link for the Court Jurisdiction Transfer Ruling Record



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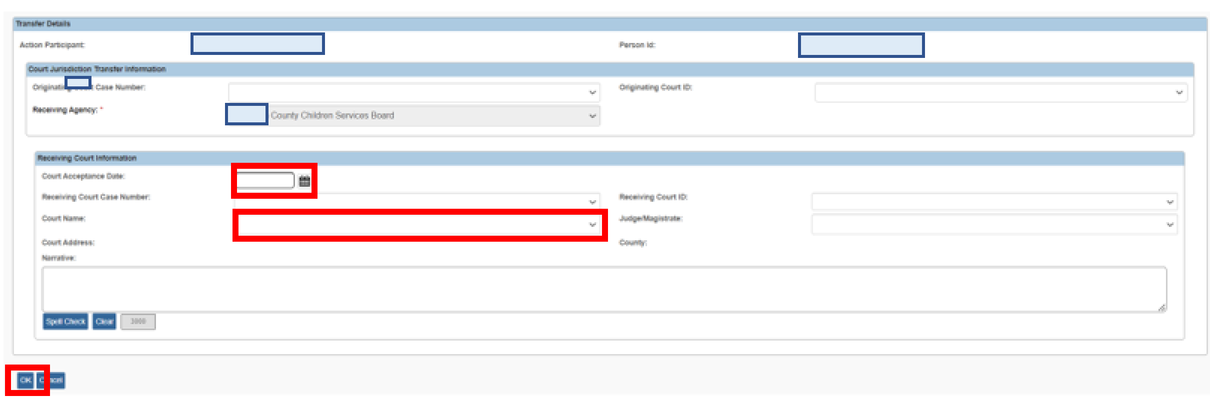
The **Ruling Information** screen appears.

4. In the **Jurisdiction Transfer Information** section, click the **edit** link.

The **Transfer Details** page appears.

Important: As previously stated, once this date is recorded, **the transfer is final and cannot be modified by anyone**.

5. In the **Court Acceptance Date**, select the correct date.
6. In the **Court Name** field, select the court name.
7. Click the **OK** button.



The **Ruling Information** Screen appears.

8. Click the **Save** button.

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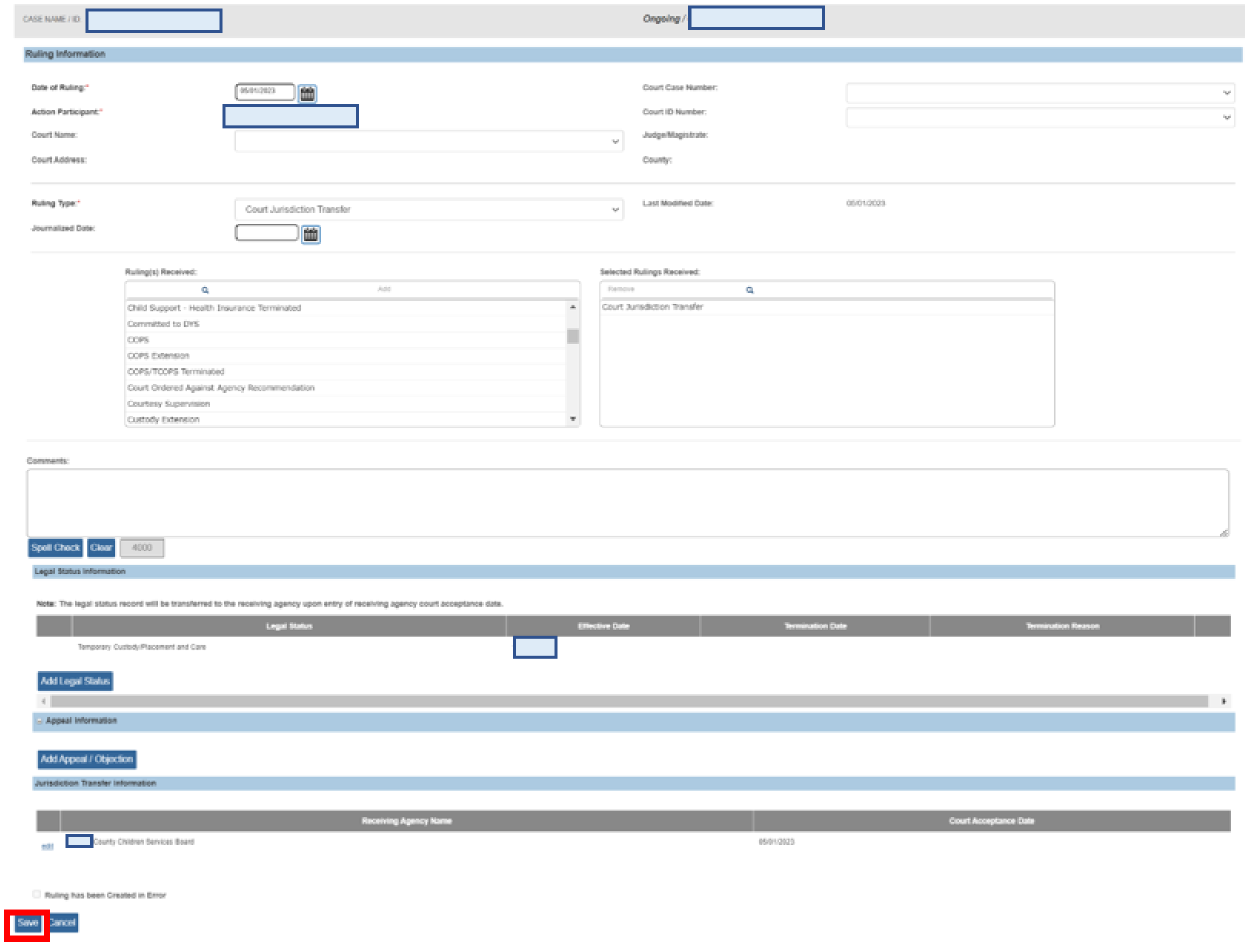

The following validation message appears.

9. Verify (again) that the court acceptance date is correct.
10. If so, click the **OK** button.

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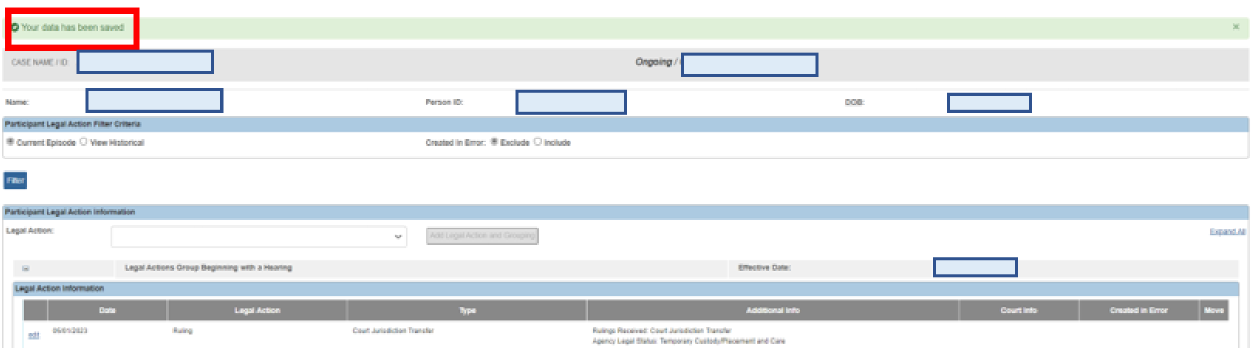
As shown on the next page, a message appears that your data has been changed and the Court Acceptance Date appears in the **Date** field grid column.

Important: Once the Court Acceptance Date has been saved, the **Receiving Agency** now has responsibility for each child's:

- Legal Status
- Placement
- Eligibility
- Reimbursability
- Service Authorization



Refer to the next sub-section for additional changes on other Ohio SACWIS screens that occur after the Court Acceptance Date is entered.

Ohio SACWIS Screen Changes after Entering the Court Acceptance Date

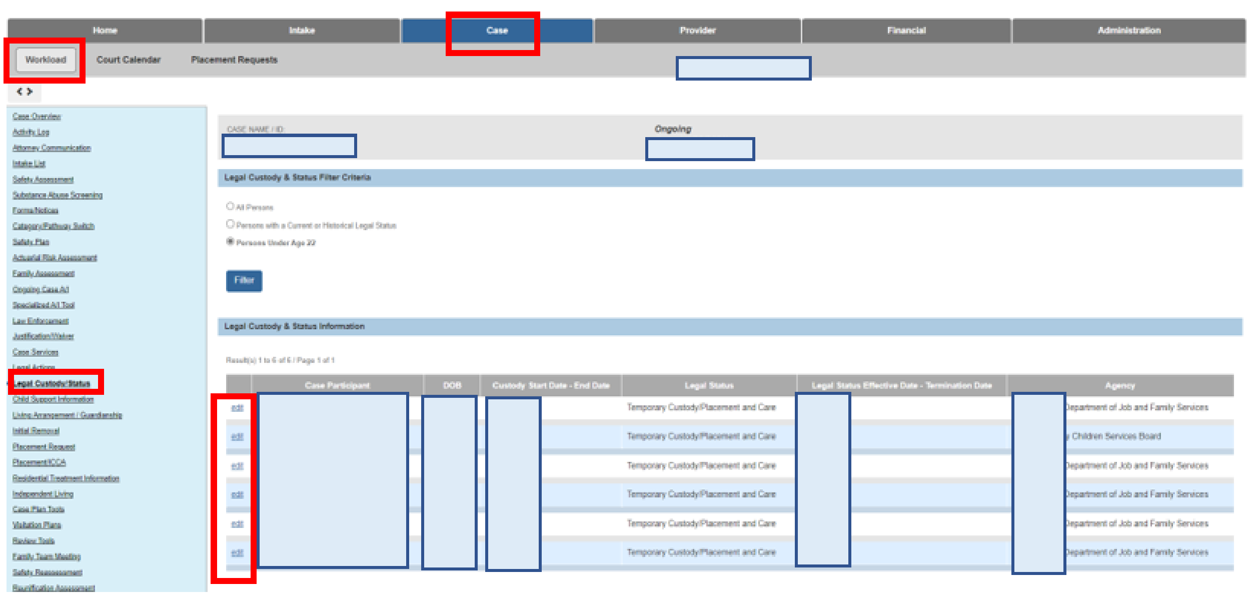
Legal Custody Episode & Status Information Screen Changes

After entering the Court Acceptance Date, Ohio SACWIS automatically updates the following on the **Legal Custody Episode & Status Information** screen:

- The Transferring Agency's legal status record is terminated and the **Termination Reason** field displays **Custody to Another Agency**.
- A new grid row appears showing that the legal status ownership has switched from the **Transferring Agency** to the **Receiving Agency**.
- The **Termination Date** field displays the Court Acceptance Date.
- The **Effective Date** field in the new grid row now displays the Court Acceptance Date.

To view these changes on the **Legal Custody Episode & Status Information** screen, complete the following steps:

1. Navigate to the appropriate **Case Participants** screen using the steps previously discussed in this Knowledge Base Article.
2. Click the **edit** link. The **Legal Custody and Status** screen appears.



The **Legal Custody Episode & Status Information** screen appears displaying a grid showing the child's legal status history.

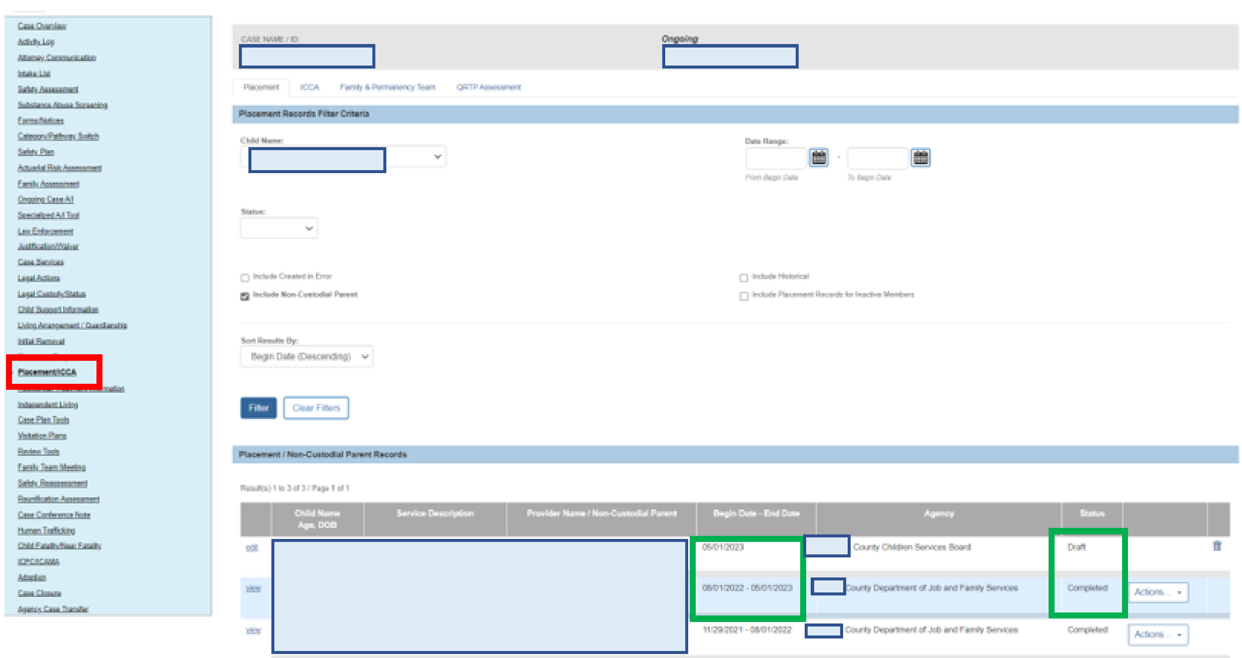
Placement Record Screen Changes

After entering a Court Acceptance Date, Ohio SACWIS automatically updates specific items on the **Placement** screen.

1. To view this screen, navigate to the **Case Overview** screen using the steps previously discussed in this Knowledge Base Article.
2. Click the **Placement/ICCA** link in the **Navigation** menu. The **Placement Records** screen appears.

As shown in green, the system updates on this screen include:

- The **Transferring Agency's** placement record is end-dated with the court acceptance date.
- A new grid row appears displaying a draft placement record with the begin date as the court acceptance date.

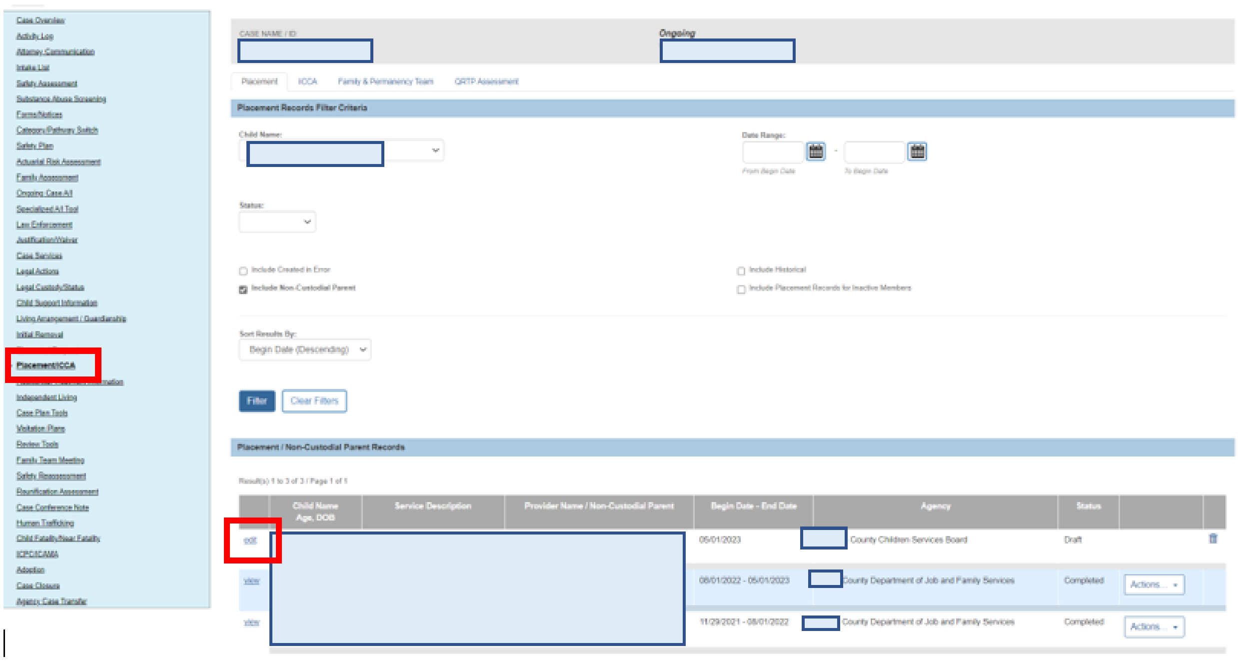


Service Information Screen Changes

After entering a Court Acceptance Date, Ohio SACWIS automatically creates a draft placement record. However, the **Receiving Agency** must navigate to the record and **complete the following steps** to link a provider:

Note: As discussed later, you may also need to refer to the **Managing Case Services** Knowledge Base Article to complete these steps.

1. Navigate to the **Case Overview** screen using the steps previously discussed.
2. Click the **Placement** link in the **Navigation** menu. The **Placement Records** screen appears.
3. Click the **Edit** link in the appropriate row.



The **Service Information** screen (also called the **Placement** screen) appears.

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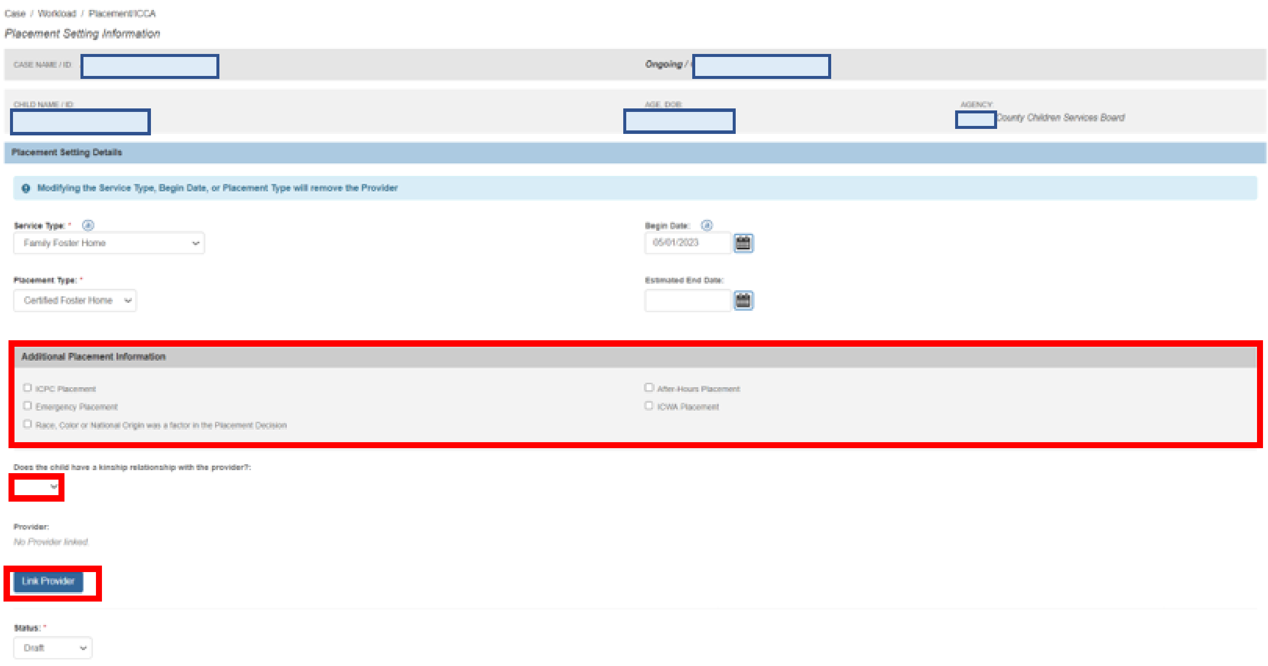
4. If applicable, complete the **applicable checkboxes in the Additional Placement Information section.**
5. In the **Does the child have a kinship relationship with the provider?** dropdown select **yes or no**
6. Click the **Link Provider** button.



The **Provider Information** screen appears.

7. Link the appropriate provider using the steps in the **Managing Case Services** Knowledge Base Article.

After selecting a provider, the **Service Information** screen appears.

8. Click the **Save** button at the bottom of the **Service Information** screen.

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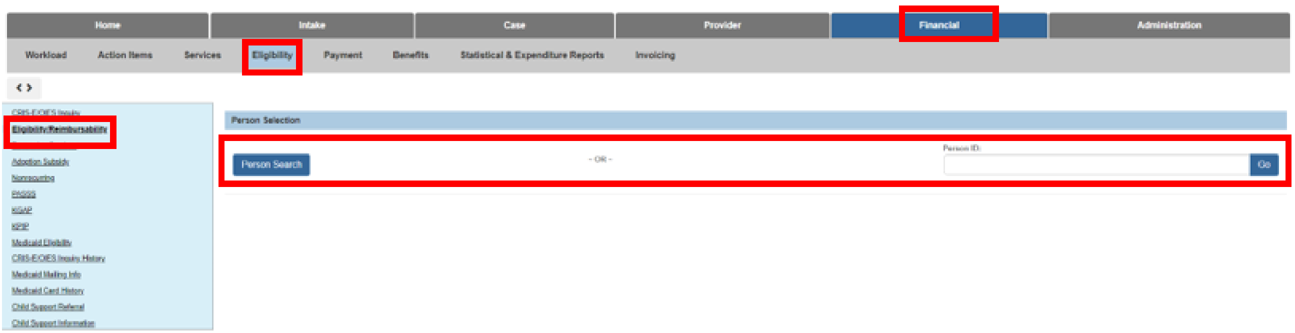
Child Selection Screen Changes

When the Court Acceptance Date is entered in the Ruling Record, Ohio SACWIS automatically updates the **Child Selection** screen's **Program Eligibility** and **Program Reimbursability** sections. To view this screen, complete the following steps:

1. From the Ohio SACWIS **Home** screen, click the **Financial** tab.
2. Click the **Eligibility** tab.
3. Click the **Eligibility / Reimbursability** link. The **Child Selection** screen appears.
4. Type the person ID number in the **Person ID** field or use the **Person Search** button to locate the child.
5. Click the **Go** button.



The **Child Selection** screen expands to display the **Program Eligibility** section and the **Program Reimbursability** section. As shown below:

- The **Program Eligibility** section shows the "switch" of legal responsibility to the **Receiving Agency**.
- In the **Program Reimbursability** section:
  - The **End Date** field is dated one-day prior to the Court Acceptance Date.
  - A new (pending) row appears with the **Effective Date** field displaying the Court Acceptance Date.

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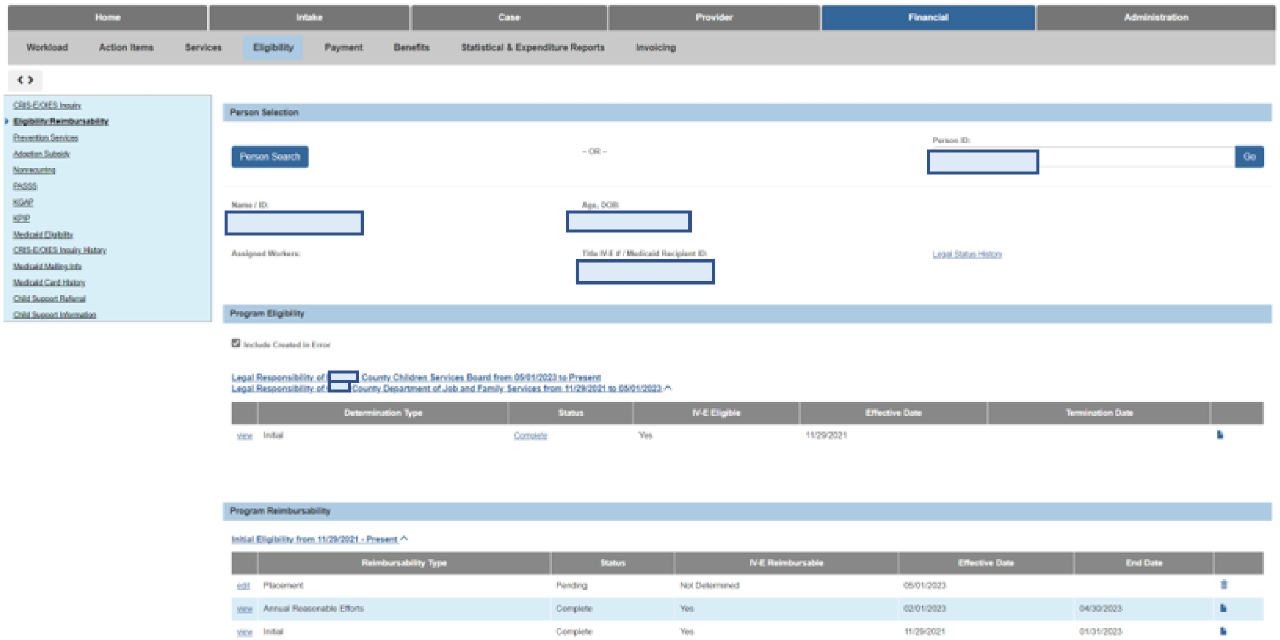

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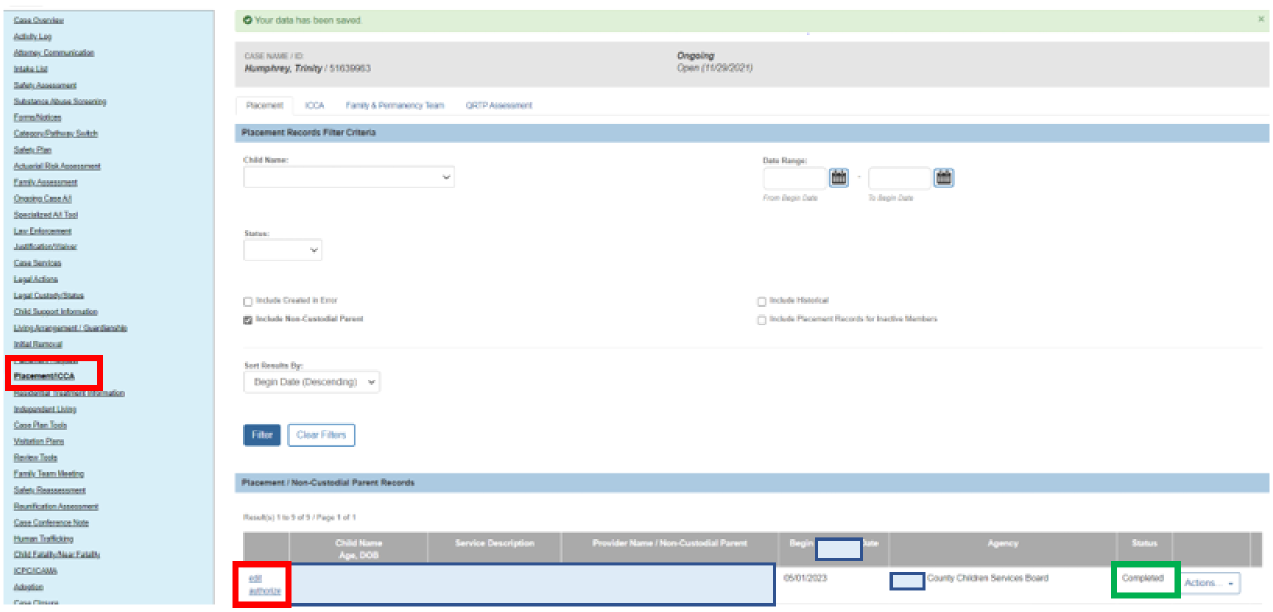
Service Authorization Summary Screen Changes

After entering a Court Acceptance Date, Ohio SACWIS automatically updates specific items on the **Service Authorization Summary** screen.

1. Navigate to the Ohio SACWIS **Home** screen using the steps previously discussed.
2. Click the **Placement** link in the **Navigation** menu. The **Placement Records** screen appears.
3. Click the **Authorize** link for the appropriate **Completed** placement record.



The **Service Authorization Summary** screen appears.

When the court acceptance date is entered in the Ruling Record, Ohio SACWIS automatically updates the following on this screen:

- The **Transferring Agency's** service authorization record is end-dated with the Court Acceptance Date.
- A new grid row appears displaying the draft service authorization record with the **Begin Date** field displaying the Court Acceptance Date.

Note: The **Receiving Agency's** Service Authorization Administrator must update the pending service authorization with the appropriate service for the placement.

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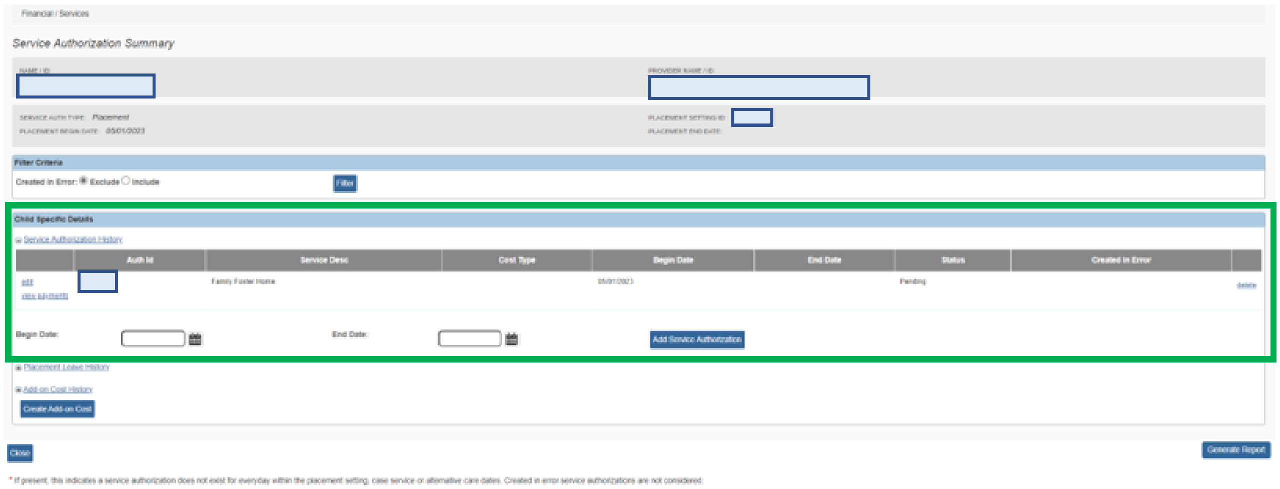

Important: This concludes the **Receiving Agency's** process for completing the child-specific transfer for court involved work items. **However, this does not mean the case has been transferred.**

To complete the case transfer process, the **Transferring Agency** must meet all requirements for any outstanding work items. Then, the **Receiving Agency** is given the opportunity to review, reassign for re-work, and/or accept the transfer. More details about this are discussed in the next sub-sections.

Completing the Case Transfer Process (Transferring Agency)

To complete the case transfer, the **Transferring Agency** must complete the following steps:

1. Navigate to the **Case Overview** screen using the steps previously discussed in this Knowledge Base Article.
2. Click the **Agency Case Transfer** link in the **Navigation** menu. The **Case Transfer(s)** screen appears.
3. Click the **Edit** link on the existing **In Progress** transfer record.

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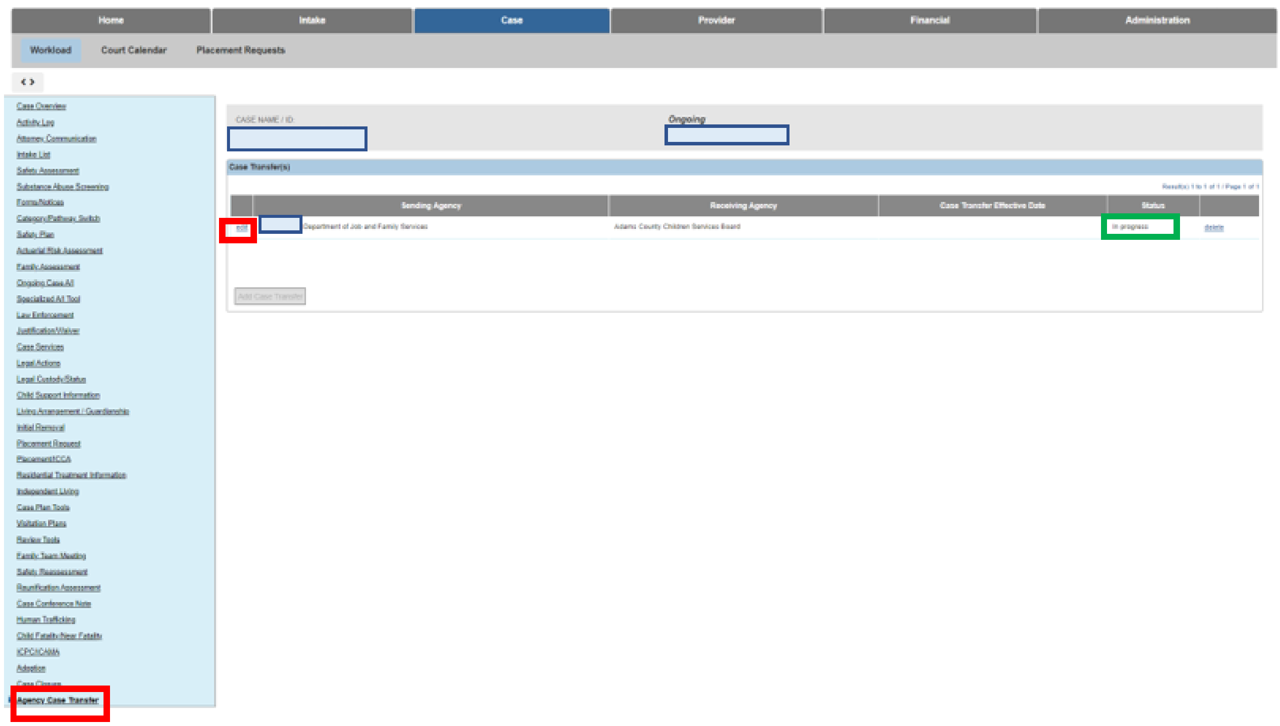
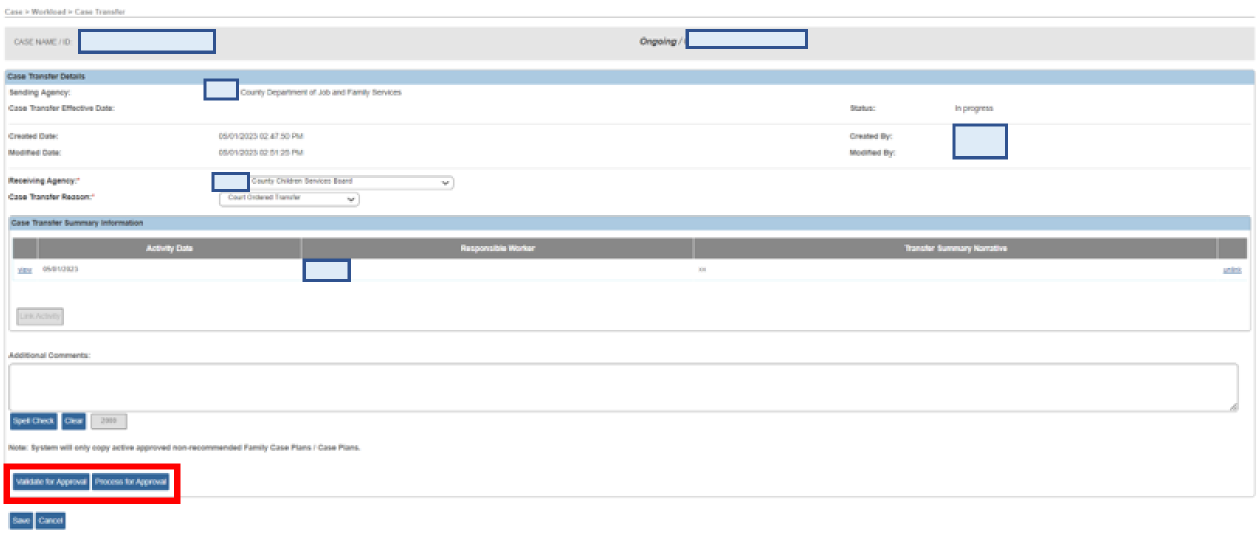


The **Case Transfer Details** screen appears.

The **Transferring Agency** will process the record for approval.

4. When complete, click the **Validate for Approval** button on the **Case Transfer Details** screen. The **Unresolved Items for Transfer** screen appears.
5. Complete any unresolved work items.
6. When work items are resolved, click the **Process for Approval** button.

Completing a Case Transfer



The **Process Approval** screen appears.

Important: The Ohio SACWIS case transfer functionality allows the **Transferring Agency** to:

- Route the case transfer record internally to the appropriate supervisor.

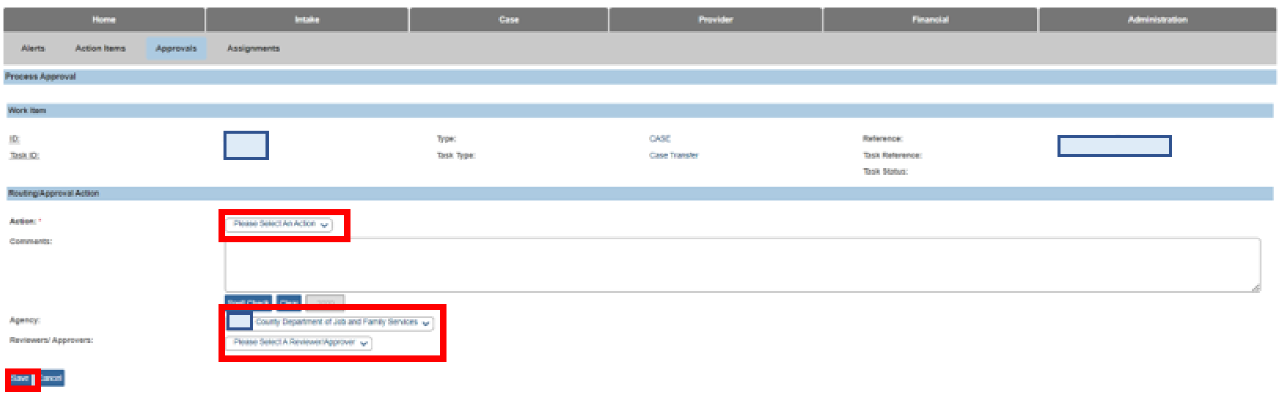
  If the process within your agency requires a manager to review the case transfer record prior to sending it to your agency's transfer administrator, select your agency from the **Agency** field drop-down list. Then, choose the appropriate name in the **Reviewer / Approver** field.

  Only agency employees who have the security of **Case Transfer Administrator** have the ability to route the case transfer to the Receiving Agency.

- Route the case transfer record directly to the Receiving Agency.

  Only Receiving Agency employees who have the security of **Case Transfer Administrator** will populate the **Reviewer / Approver** field.

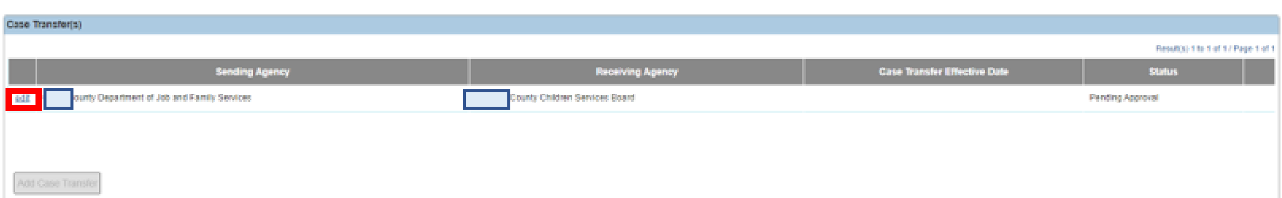
7. In the **Action** field, select the appropriate action.
8. In the **Agency** field, select the appropriate agency.
9. In the **Reviewers / Approvers** field, select the appropriate name.
10. When complete, click the **Save** button.



Completing the Case Transfer Process (Receiving Agency)

To continue the case transfer process, the **Receiving Agency** will complete the following steps:

1. Navigate to the **Case Overview** screen using the steps discussed previously in this Knowledge Base Artile.
2. Click the **Agency Case Transfer** link in the **Navigation** menu. The **Case Transfer(s)** screen appears.
3. Click the **edit** link in the appropriate row.



The **Process Approval** screen appears.

Completing a Case Transfer

Important: Upon approval, the **Receiving Agency** will receive an email notification indicating that a work item has been routed to them.

4. View the information and/or comments as needed.

5. The **Receiving Agency's Transfer Administrator** will then navigate to the **Process Approvals** screen to review the case transfer record (following the same process as all Ohio SACWIS work items that are pending approval).

6. Once the case transfer record has been reviewed, the decision can be made to:
   - Decline for re-work, record comments, and then route the case transfer work item(s) back to the **Transferring Agency**. This process can continue for as long as needed.
   - Accept the case transfer record by final approving the work item(s).

7. Once accepted and approved, the **Transferring Agency's** assignments are end dated.
   - The **Receiving Agency Transfer Administrator** will be assigned to the case effective on the case transfer approval date (unless previously assigned during the court acceptance date process)
   - The **Case Status History** screen will create a new record to show when ownership of the case changed from the Transferring Agency to the Receiving Agency.

8. At the discretion of the **Receiving Agency Transfer Administrator**, the case can then be either reassigned or assigned as needed.

If you have additional questions pertaining to this Deployment Communication, please contact the Customer Care Center.