

**B. PROCEDURES FOR COUNTY TRANSFERS AND AG CLOSURES**

The following information provides procedural instructions for case actions common to all programs.

**1. County Transfers**

When a recipient moves to another county, data system action is taken immediately to change the address and transfer the case. The local office in the client's new location must be notified electronically of the case name, case number, new address, effective date of the transfer and any other pertinent information the new county of residence needs before receipt of the case record, such as a redetermination due or overdue or a domestic violence situation, etc.

The Worker forwards the case record and any separate file which contains information about a domestic violence situation to the new local office, within 10 days. A memorandum is attached to the case record. In addition to case name and case number, the memorandum must include the new address, type of benefit and/or services being received and the date the case is due for redetermination. If the client is in a nursing facility, this is indicated. A copy of this memorandum is retained in the closed files of the originating office. If the case is active with the Division of Children and Adult Services or BCSE, the Worker must notify the other units of the transfer electronically or by DHS-1.

**2. AG Closures**

When a client's circumstances change so that he becomes ineligible, the AG is closed. In some situations, the AG is automatically closed by the data system. However, most AG closures are completed by the Worker. AG closures usually involve failure to continue to meet an eligibility requirement. These are addressed in the Program-specific items which follow. The closures described below are related to general requirements, common to all Programs.

**a. Automatic Closures**

AG's are automatically closed by the data system under the following circumstances: