

Part	Name	Effective Date
418	Transfer of Client Record	October 26, 2010
Authorization *Federal Register, Volume 66, Department of Education, 34 CFR 361, Part VI, State Vocational Rehabilitation Services Program, §361.47 and §361.52.**		

I. TRANSFER OF CASE RECORDS (ACTIVE OR CLOSED)

A case record is transferred when a consumer permanently relocates to a new address or when the transfer is felt to be in the best interest of the consumer.

1. Before a case record is transferred out, the counselor must submit the hard copy case file to the Regional Manager for review and approval of the transfer-out request. After Regional Manager's approval of the transfer out, the Regional Manager or designee will:
 - a. Send the hard copy case record material to the attention of the RECEIVING Regional Manager with a transmittal letter or memorandum.
 - b. Grant Guest Access (Read-Only security) in AWARE for a two week period to the RECEIVING Regional Manager for viewing purposes.
2. When the record is received by the RECEIVING Regional Manager, both the case file and the AWARE case record documentation should be reviewed for consideration of acceptance.
3. After the RECEIVING Regional Manager determines whether or not the case will be accepted, the receiving Regional Manager will notify the Transferring-Out Regional Manager of either acceptance or, if not accepted, other action required.
4. The RECEIVING RCA will perform the case transfer in AWARE, Case Transfer Module, as soon as possible, but no later than 7 days.
5. The RECEIVING Counselor or RCA will contact the consumer by phone or letter to inform him/her of the receipt of the case to continue services.

II. REQUEST FOR TRANSMITTAL OF INFORMATION OUT OF STATE

A person who has moved out-of-state must request vocational rehabilitation services as a new applicant from the vocational rehabilitation agency of the state in which the individual is currently residing.

Pertinent information from the consumer's hard copy case record and appropriate printed information from AWARE can be shared with the new state if the Counselor obtains a written consent to release information signed by the consumer.