



## What do we do when a child/family is moving to a new region?

Young families make many moves in the early years, it is important to assist families to ensure that they do not see breaks in supports from AzEIP. Sometimes the whole family moves, and other times the child may be the only one moving. Some moves are temporary, while others are permanent. No matter the reason, with planning and communication we can make the move go smoothly.

### If the child/family is moving into a region with only 1 contractor:

1. Call or send a secure email to the new contractor and let them know that the family is moving.
2. After coordinating with the receiving contractor, the sending contractor Transfers the record in I-TEAMS to the new contractor.
3. Both the sending and the receiving Contract Admins must acknowledge the transfer in I-TEAMS.
4. The receiving contractor will need to go to the Assign/Change Team members page and add the core team and the appropriate service coordinator.

### If the family is moving into a region with 2 or more contractors\*:

1. Call or send a secure email to the Central Referral line and let them know that the child/family is moving.
2. Call or send a secure email to the new contractor and let them know that the family is moving.
3. After coordinating with the receiving contractor, the sending contractor transfers the record in I-TEAMS to the new contractor.
4. Both the sending and receiving Contract Admins must acknowledge the transfer in I-TEAMS.
5. The receiving contractor will need to go to the Assign/Change Team members page and add the core team and the appropriate service coordinator.

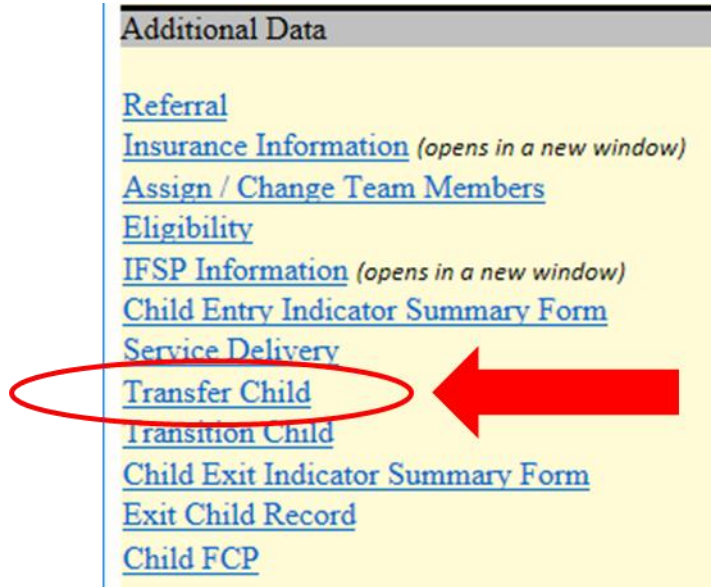
## How do I Transfer the child record in I-TEAMS?

The link to the **Transfer Child** page is located at the bottom of **Child Demographics** page. This page can be used to facilitate the transfer of a child from one contract or region to another. In order to transfer a child to another program, the child must have an open record and must have a service coordinator/contract provider assigned. The transfer must be initiated by the sending program, that is, the program that the child is transferring FROM.

- *Note: Two different alerts will be sent out to the Contract Administrator assigned to the child. 1. Alert will be sent to the Contract Admin of the new program. 2. Alert will be sent*

to Contract Admin of the sending program. After receiving an alert both contractors need to individually acknowledge the transfer of child.

- **Note:** The sending program will be able to access the child record for **30 days** after the transfer has been acknowledged by the receiving program so that the sending program can complete data entry and billing for services they provided before the transfer.



Actors Access Table:

Actor #	Actor Name	Access
1	Referral	<b>Write</b>
2	Service Coordinator	<b>Write</b>
3	DDD Service Coordinator	Read
4	ASDB Service Coordinator	Read
5	Professional Provider	<b>Write</b>
6	DES AzEIP App Admin	<b>Write</b>
7	Contract Admin	<b>Write</b>
8	Supervisor	<b>Write</b>
9	DDD Admin	Read
10	ASDB Admin	Read
11	Finance	Read
12	Data Entry Expanded	<b>Write</b>
13	Monitor & TA Contactor	Read

14.1. Screen Display of Transfer Child:

## Transfer Child

ITEAMS ID: 2

Child: **Bhatt, Aliya** DOB: **1/1/2013** Status: **Open** as of **1/20/2013**

Agency: **AzEIP** Contract Region: **UCP of Central AZ 1f & 1g Maricopa Central & NE**

AzEIP 45th day from Referral Date:

**Thursday, January 10, 2013**

Current Organization Name	Contract Start Date
UCP of Central AZ	1/20/2013

Select Transfer Reason: [Please select an Transfer reason..] ▾

Select City: ▾

Select Zip Code: [Select Zip Code] ▾

Select Organization: [Select Organization] ▾

ASDB

AzEIP

DDD

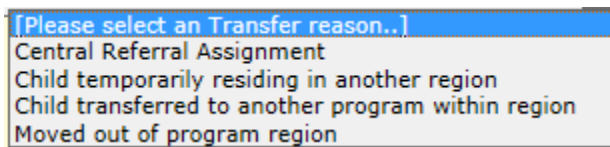
[Back to Child Demographics](#)

[Back To Home Page](#)

[Transfer]

### 14.2. Select Transfer Reason:

The user must select one reason for the transfer using the drop down list.



### 14.3. Effective Date of Transfer:

Select transfer date using text box or calendar icon.

### 14.4. Select City:

Select the city where the child is transferring to using drop down list.

### 14.5. Select Zip Code:

Select zip code related to the city chosen above using drop down list.

### 14.6. Select Organization:

Organization will be displayed based on the zip code selected.

#### 14.7. Steps to Transfer Child:

- Click the Transfer Child link on the Child Demographics page. \*
- Select Transfer Reason from drop down list. \*
- Select Effective Date of Transfer. \*
- Select City where transfer is being made to. \*
- Select Zip Code based on the city chosen above. \*
- Select Organization from drop down list. \*
- Click on Transfer button.
- Select Yes in the transfer verification window.
- Select Ok from the transfer confirmation window.

#### 14.8. Steps to Acknowledge Pending Transfer:

After the transfer has been initiated by the sending program, the **Contract Admin** of the receiving program will receive an **alert** message to acknowledge the transfer of the child. On the Home page the child's status will display as Pending Transfer.

- Select **Locate Child** link from left hand menu.
- Enter at least three fields and select search button.
- Click on the **Pending Transfer** hyperlink in the child's record in the search results table.
- Pending Transfer page will open.
- Select **Acknowledge Transfer** link from page to accept the transfer.

Screen display of search result from search for referral page:

[Search Results Below](#)

<a href="#">Child ID</a>	<a href="#">Child Last Name</a>	<a href="#">Child First Name</a>	<a href="#">Child DOB</a>	<a href="#">Status</a>	<a href="#">Status Date</a>	<a href="#">Referral Date</a>	<a href="#">Service Coordinator</a>	<a href="#">Parentl Address</a>
75372	Aday	Tatum	7/22/2012	<a href="#">Pending Transfer</a>	3/25/2013	12/12/2012	<a href="#">Service Coordinator</a>	<a href="#">Available Address</a>

Screen Display of Pending Transfer Page:

\* Multi-contract regions are located in the following counties: Gila, Maricopa, Pima, Pinal and Santa Cruz.