



Agency to Agency Case Transfer SOP

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Summary: This Standard Operating Procedure (SOP) describes the process for transferring a case from one resettlement agency to another.

Target Audience: Resettlement agency staff providing ONS services.

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The Purpose of this SOP

This SOP describes the process to follow when two agencies are collaborating to transfer a case from one agency to another.

Receiving Agency and Originating Agency

For the purposes of this SOP, the term ‘receiving agency’ refers to the agency **to which** the case will be transferred. ‘Originating agency’ refers to the agency **from which** the case will be transferring.

Information Security and Protection of PII

Agencies are required to use the most secure methods available to protect clients’ private information at all times during the case transfer process.



1 The Case Transfer Process

This section describes the process to be followed when transferring a case from the Originating Agency to the Receiving Agency. Please note that ONLY level 2 (case workers) and level 3 (local managers) are able to conduct case transfers in VNIS. See **Table 1** for details.

1.0 Requesting a Case Transfer

- 1.0.1 The Receiving agency will complete the top portion of the transfer request form with the client, including the signature of the client.
- 1.0.2 The Receiving agency will email the transfer request to the originating agency and provide a copy to the client requesting the transfer.

1.1 Approved Transfers

- 1.1.1 If approved, the originating agency will sign the transfer request and e-mail it back to the receiving agency within three business days and within that timeframe, ensure the case is open in VNIS.
- 1.1.2 If approved, the receiving agency, upon receipt of the completed transfer form from the originating agency, will go into VNIS and transfer the case within two business days. A follow-up e-mail will then be sent to the Originating Agency to confirm the transfer in VNIS has been successfully conducted.
- 1.1.3 Once the Originating Agency confirms the transfer in VNIS, they will respond to the Receiving Agency's email confirming the transfer has been verified on their end. .
- 1.1.4 Once the Receiving Agency has received confirmation from the Originating Agency, no further communication is needed and the receiving agency owns the case. Both agencies should document the case transfer process as required by their contract. A copy of the completed transfer form should be placed in both receiving and originating agency case files.

1.2 Declined Transfers

- 1.2.1 If declined, the originating agency will complete the bottom portion of the transfer form indicating 'NOT approved for transfer' in the Action Taken field of the form. The agency will also include a detailed comment explaining the reason for declining the request.
- 1.2.2 Upon completion of the transfer form, the originating agency will email the document back to the requestor.
- 1.2.3 Upon receipt of the form indicating the originating agency declined the transfer, the requesting agency will not initiate a transfer in VNIS, but may request intervention from ONS by sending them a copy of the completed form, with an explanation of why they are requesting intervention for the case.
- 1.2.4 When ONS receives a request for intervention, ONS will review the case and take further steps as necessary to resolve the issue.

2 Case Transfer Form Instructions

This section describes how Originating and Receiving Agencies complete the case transfer form.

2.0 Agency Information – To be completed by Receiving Agency

- 2.0.1 **Originating Agency** – Use the drop down menu to select the agency the case is transferring **FROM**.
- 2.0.2 **Originating Agency Worker** – Enter the name of the individual working with the client at the originating agency.
- 2.0.3 **Contact Email** – Enter the e-mail address of the worker listed in section 2.1.2 (Current Agency Worker)
- 2.0.4 **Contact Phone #** – Enter the work-phone number of the worker listed in section 2.1.2 (Current Agency Worker)



- 2.0.5 Receiving Agency** – Use the drop down menu to select the agency the case is transferring TO.
- 2.0.6 Contact Name** – Enter the name of the individual working with the client at the Receiving Agency.
- 2.0.7 Contact Email** – Enter the e-mail address of the worker listed in section 2.1.6 (Receiving Agency Worker)
- 2.0.8 Contact Phone #** – Enter the work-phone number of the worker listed in section 2.1.6 (Receiving Agency Worker)

2.1 Client Information – To be completed by Receiving Agency

- 2.1.1 Client Name** – Enter the full name of the client being transferred.
- 2.1.2 Alien #** - Enter the alien number of the client being transferred.
- 2.1.3 Email Address** – Enter the client’s e-mail address
- 2.1.4 Physical Address** – Enter the client’s current physical address at the time of the transfer request.
- 2.1.5 Reason for Request** – Enter the reason for the transfer request.
- 2.1.6 Client Signature** – After reviewing the transfer request form and confirming the client’s agreement to submit the request, and confirmation of the reason for the request, instruct the client to sign the request form. An original signature is required to process the request.
- 2.2.7 Date** – The date field should auto-populate, but if it does not, enter the date of the request in this field using the M/D/YYYY format.

NOTE: Once this step is complete, refer to section 1.1 for the process of submitting the request.

2.2 Approval for Transfer – To be completed by Originating Agency

- 2.2.1 Action Taken** – Use the drop down menu to select an option to either approve or decline the transfer request. If approved, do not complete section 2.3.2 below.
- 2.2.2 Reason Declined** – If the transfer is declined, explain the reason for declining the transfer request in the expandable field. If the transfer is approved, do not enter any information into this field.
- 2.2.3 Authorized Approver’s Signature** – The designated individual who authorizes the transfer will sign, affirming the agency’s decision to approve or deny the case transfer. Each agency will decide internally what level of management is required to authorize the transfer.

NOTE: Once this step is complete, refer to section 1.2 (if approved), or section 1.3 (if declined) for the process of submitting the request.



3 Agency to Agency ONA Case Transfer Form Template

Agency to Agency ONA Case Transfer Form

Top section to be completed by Receiving Agency

Agency Information

Originating Agency	[SELECT]
Current Agency Worker	
Contact Email	
Contact Phone #	
Receiving Agency	[SELECT]
Contact Name	
Contact Email	
Contact Phone #	

Client Information

Client Name	
Alien #	
Phone #	
Email Address	
Physical Address	
Reason for Request	

Client signature

Date:

Bottom section to be completed by Originating Agency

Approval for Transfer

Action taken	Approved ☐ Declined ☐
Reason Declined (If applicable)	

Authorized Approver's Signature

11/8/2022

Date:



4 Instructions for Conducting a Transfer in the VNIS Application.

In order to be transferred a case must be 'open' by the originating agency.

4.0 Case Transfer Process for Receiving Agency

4.0.1 From the VNIS Landing Page (homepage) Conduct "External Case Search" for the case to be transferred.

Figure 1: External Case Search

New Family Case

My Case Search

First Name Last Name Alien Number

Search My Cases

0 - 0 of 0

Name	Alien Number	Address	Primary Worker	Office Location	Case Status
No records found.					

0 - 0 of 0

External Case Search

4.0.2 Complete fields shown in the figure below to identify the client being transferred.

Figure 2: External Case Search Fields

External Case Search

First Name Last Name Alien Number

Office Location Unassigned Cases Case Status

Search External Cases

4.0.3 If the case is open, a link to 'Select to Transfer' will be available in the 'Transfer Column' as shown in the figure below. **If the case is closed, there will be no 'Select to Transfer' button and you must reach out to the originating agency for them to open the case so it can be transferred.**

Figure 3: External Search Results

External Case Search

First Name Last Name Alien Number

Office Location Unassigned Cases Case Status

Search External Cases

Name	Alien Number	Address	Primary Worker	Office Location	Case Status	Transfer	Reopen	Assign To My Office	Refugee Type
John Doe	123456789	1234 Main St	VVF031	400 Lutheran Soc. Svcs. of the National Capital Reg	Open	Select to Transfer			Parolee (AFG)



- 4.0.4** Once you click on 'Select to Transfer', a confirmation pop-up will appear with a button that says 'Transfer' on the bottom left (see below). By clicking on the transfer button you will confirm the transfer.

Figure 4: Transfer Confirmation Pop-Up

- 4.0.5** Once you have confirmed the transfer, you will be brought back to the search page, and a banner will appear stating that the 'Client has been transferred to your office successfully'.

Figure 5: Transfer Confirmation Banner

- 4.0.6** After the above steps have been followed, the case transfer is complete. You should be able to find the client in your office's case load by searching in the 'My Case Search' section of the landing page. (Home page).

Figure 6: My Case Search Result Confirming Transfer



5 VNIS Levels of Access/Permissions Chart

Table 1: VNIS Permissions and Functions

VNIS Permissions and Functions																
	General Information				RCA	Training, Employment, Services				Manage Case					Reports	
Levels # -VNIS USER Role	Add/Edit Client Demographic	Add/Edit Case Info	VRSAP PEACE SOAR	RMS	Add/Edit Refugee Cash Assistance	Add/Edit Employment	Add/Edit Training	Add New Employer / Add New Training Location	Services	*Search Case Info	Transfer Case	Move/Split a Client	Delete a case	Close/Reopen Case	Generate Reports	View SSN within Reports
Level 1 - LDSS Caseworker/ View Cases	Add Edit	View mode	View mode	Add Edit	Add Edit	View mode	View mode	Not Applicable	View mode	Allowed Search	N A & Not visible	Not allowed	N A & Not visible	N A & Not visible	Generate RCA, RCAT, OMS, RMS Reports	Last 4 digits
Level 2 - Resettlement Caseworker/ Caseworker	Add Edit	Add Edit	Add Edit	Add Edit	View Mode	Add Edit	Add Edit	Not Applicable	Add Edit	Allowed Search	Allowed Transfer	Allowed	N A & Not visible	Allowed Close/ Reopen	Generate All reports excluding VDC	Last 4 digits
Level 3 - Local Manager (Resettlement)	Add Edit	Add Edit	Add Edit	Add Edit	View Mode	Add Edit	Add Edit	Add Edit	Add Edit	Allowed Search	Allowed Transfer	Allowed	N A & Not visible	Allowed Close/ Reopen	Generate All reports excluding VDC	Last 4 digits
Level 4 - Regional Manager (Resettlement)	Edit Only	Edit Only	Edit Only	Edit Only	View Mode	Edit Only	Edit Only	Add Edit	Edit Only	Allowed Search	N A & Not visible	Not allowed	N A & Not visible	Allowed Close/ Reopen	Generate All reports excluding VDC	Last 4 digits