

COUNTY BENEFITS INTER COUNTY TRANSFERS

COMMON QUESTIONS

If you have been receiving County benefits in another County, and move to Santa Clara County, you will need to request an “inter County Transfer (ICT)” from your previous County. Benefits that you must transfer from your old County to your new one include:

- Medi-Cal
- Cal Fresh
- CalWorks/cash-aid

I have recently moved to Santa Clara County. How can I get my case (Medi-Cal, Cal Fresh CalWorks/cash-aid) transferred to Santa Clara County so I can continue to receive benefits?

When you move to Santa Clara County from a different county it is important that you contact your case worker in the old county within 10 days to report your address change and request an Inter County Transfer (ICT).

**Note: See [“Residency and Inter County Transfers \(ICT\)”](#) for more details*

Will I still be eligible for an Inter County Transfer if my case was closed before I moved to Santa Clara County?

Your case must be active in your old county in order to be considered for an Inter County Transfer of your case.

If your case is not active in the old county you will need to begin the application process. You can apply online at <http://www.mybenefitscalwin.org> or make an appoint your local social services office. See the County’s [Apply For Benefits](#) web page for details.

What should I do if I have a renewal interview or a quarterly report due?

If you have a Quarterly Report (QR7) or an Annual Renewal due in your old county you must turn in the documents to your old county in order to be considered for an Inter County Transfer to Santa Clara County. If you have any questions contact your worker in your old county.

I have notified my old county of my move to Santa Clara County, what will happen next?

Your old county will send Santa Clara County an alert that you are now in Santa Clara and a case will be opened for you in Santa Clara County. The Inter County Transfer process provides uninterrupted benefits.

Santa Clara will not send a notice until your case is approved in our county. Your old county will send a notice to acknowledge your request for the Inter County Transfer.

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Do I have to bring in copies of all my paperwork to the Santa Clara County Intake office?

If you are currently receiving CalFresh and/or Medi-Cal benefits in your old county you will not need to send any paperwork or come into our office, as long as you have reported your new address to your old county and requested to transfer your case. You will receive a letter about this case transfer usually within 30 days from your old county. Please note: For circumstances beyond a county's control the process may take longer than 30 days.

If you are currently receiving Cash Assistance (CalWORKs/cash-aid) you will be asked to provide current verifications and keep an appointment to see a Santa Clara County worker. As long as you reported your new address to your old county and requested a transfer you will be notified of an appointment date and time. This process can take up to 30 days from the date you've notified your old county.

How long will it take to receive benefits from Santa Clara County after I have requested a transfer?

If your case is going to be transferred, your benefits will continue from your old county until Santa Clara County begins to issue your benefits as long as you have reported your new address to your old county. You will receive a letter in about this case transfer usually within 30 days from your new county. Please note: For circumstances beyond a county's control the process may take longer than 30 days.

I have moved to Santa Clara County from another State. Will I qualify for an Inter County Transfer?

If you moved to Santa Clara County from another state you will need to begin the application process. You can apply online at <http://www.mybenefitscalwin.org> or make an appointment at your local social services office. See the County's **Keep Your Benefits** web page for details.

**Note: If you wish to receive emergency Mental Health Services, contact the Santa Clara County Mental Health Call Center at 800-704-0900*

***Note: If you are running out of psychiatric medications, and need a temporary refill supply, you can contact the Santa Clara County Psychiatric Urgent Care Clinic at 408-885-7855.*