



# TRANSFERRING REPORTS BETWEEN REGIONS

## STANDARD WORK

VERSION DATE 07/01/21

This standard work outlines how regions work together when it has been determined a new report needs to be transferred to another region, with the exception of transfers within Maricopa county. This is used when, upon receipt of a new report, it is determined a family's current residence is not in the assigned region's zip codes or there is an open dependency within another region.

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### **P1 reports:**

This process in its entirety should not exceed 30 minutes.

1. The requesting Program Manager calls the receiving Program Manager, informs them of the request, and alerts them this is a P1.
  - a. If the requesting Program Manager cannot reach the receiving Program Manager, they contact their Program Administrator.
2. The requesting Program Manager emails the receiving Program Manager and uses the subject line: Transfer Request Report #.
3. The receiving Program Manager provides a response indicating if they agree to the request for transfer.
  - a. If the Program Managers are not in agreement:
    - i. The information is elevated to both the requesting and receiving Program Administrator immediately to decide.
    - ii. A decision is made by the Program Administrators and communicated to both Program Managers.
4. If the decision is made for the report to be transferred:
  - a. The requesting Program Manager transfers the report to the newly assigned unit.
  - b. The requesting Program Manager emails the receiving Program Manager to let them know the report has been transferred.

### **For all other reports:**

This process in its entirety should not exceed 12 hours, excluding weekends and holidays.

1. The requesting Program Manager calls the receiving Program Manager and informs them of the request and the response timeframe.
2. The requesting Program Manager emails the receiving Program Manager and uses the subject line: Transfer Request Report #.
3. The receiving Program Manager provides a response indicating if they agree to the request for transfer.
  - a. If the Program Managers are not in agreement:
    - i. The information is elevated to both the requesting and receiving Program Administrators immediately to decide.
    - ii. The Program Administrators make a decision on the request for transfer and communicate the decision back to both Program Managers within an hour of receiving the request for a decision.
4. If the decision is made for the report to be transferred:
  - a. The requesting Program Manager transfers the report to the newly assigned unit.
  - b. The requesting Program Manager emails the receiving Program Manager to let them know the report has been transferred.