

# VRIS UPDATE

## Case Transfers and Serving Consumers in Other Offices Effective: June 10, 2011 Number 314

### SUMMARY OF UPDATES

In March we developed a chapter concerning the process for Case Transfers and working with consumers on other teams. In that chapter we did not include information on the process for transferring closed cases. We have revised the chapter to include this process: "If a consumer contacts an office for services and their case is closed anyone on the team can contact the original office to request case transfer. The electronic file and the paper file must be transferred together."

### VRIS POSTING

Program Manual Chapter, Policy Section, [Case Transfers and Serving Consumers in Other Offices](#)

### FORMS REVISED

none

### QUEST UPDATE

none

### MONITORING REQUIREMENTS

none

### TEAM COMMUNICATION

Office Directors will make sure this is discussed at a team meeting so everyone understands the additional guidance on transferring closed cases.

### LEADERSHIP CONTACT

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