**Section 10.390 Request for Case Transfer**

a) Once an applicant is determined eligible for assistance, he or she has a right to request to have the case transferred to another local office for his or her convenience, based upon one of the following factors:

1) the location of his or her employer;

2) the location of his or her child care provider;

3) access to reliable transportation; or

4) the location of a social service provider that he or she sees on a regular basis.

b) Within five business days after the request for transfer, the local office will transfer the case, assign a caseworker, make appropriate entries in the computer system, and issue a written notice to the recipient per Section 10.270.

c) The location of the case may be reconsidered, based upon the criteria in this Section, per the recipient's request or at the time of redetermination of eligibility.

(Source: Added at 35 Ill. Reg. 7670, effective April 29, 2011)