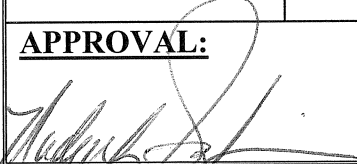


COURTESY SUPERVISION

<u>Department Name</u> Case Management		
<u>CHAPTER:</u>	<u>SUBJECT:</u> Requesting, Receiving, And Managing Courtesy Supervision Cases From One Unit, District, Or State To Another.	<u>POLICY NUMBER:</u> CM-003
<u>APPROVAL:</u> 	<u>EFFECTIVE DATE:</u> 4-12-07	<u>REPLACES (policy # and date):</u> CFOP 175-43 CFOP 175-48 HRSOP

- I. **PURPOSE:** This operating procedure explains the steps for requesting home studies, making and receiving requests for supervision services between counties in Florida, and managing regular and ongoing case supervision activities to and from another county within the state. Procedures are included to ensure timely completion of home studies and that children and families are closely tracked following a request for supervision services in another county. Procedures are also included for handling unexpected relocations of children and other family members. All children who are placed out of county should receive equal treatment and attention by both the Primary Case Manager and the Out of County Services Case Manager.

- II. **REVIEW HISTORY:** New Policy

- III. **CONTACT:** Designated ICPC/OTI Coordinator

- IV. **PERSONS AFFECTED:** Children’s Network of Southwest Florida and contracted Case Management Organizations.

- V. **POLICY:** This procedure provides the steps to request/deliver courtesy supervision for children under the care of the Children’s Network of Southwest Florida when they reside in another location, and to reciprocate for other child welfare agencies when they require the same.

- VI. **RATIONALE:** The policy is written to assure that children receive services and supervision when they are not living outside of the area that has jurisdiction.

- VII. **CROSS REFERENCES:**
CFOP 175-43
CFOP 175-54
CFOP 175-55
CM-001

- VIII. **DEFINITIONS:**
 - A. “Caregiver” means a licensed facility, including DJJ Facilities, licensed caregiver or an unlicensed, approved relative or non-relative caregiver with whom the court has placed a child.

- B. “Case” means an ongoing supervision case.
- C. “Case Manager” means a Child Protection Professional or contracted provider staff with responsibility for providing supervision and/or case management services to children and families.
- D. “Child Welfare Check(s)” are visits that are performed that satisfy the definition of a face to face home visit. These are checks performed prior to receiving a request for out of county supervision and/or the completion of an approved home study.
- E. “Contact” means any correspondence to include telephone, email or facsimile.
- F. “County of jurisdiction” means the county where the court of jurisdiction is located or the county where the voluntary supervision agreement was signed.
- G. “Custodian” means a person or entity to whom a court of competent jurisdiction in Florida has granted custodial rights for a child.
- H. “Department” means the Department of Children and Families, unless otherwise specified.
- I. “Designee” means a person, contractual provider or other agency or entity named by the Lead Agency.
- J. “Family” means a child and his/her parent(s) or a child and his/her custodian, including a caregiver with whom the child has been placed.
- K. “In writing” means a SACWIS entry, e-mail, facsimile, or a handwritten note, letter or memo as appropriate.
- L. “Liaison” means a person who is assigned, by the Participating Lead Agency or district/region who will be responsible for sending and receiving requests for home studies, requests for Out of County supervision as well as any other communication related to such requests.
- M. “Non-offending/non-custodial parent” means the parent with whom the child was not residing when the abuse, neglect or abandonment occurred.
- N. “Out of County supervision” means those activities that are performed by the assigned Case Manager in the county where the child and/or other family member(s) are located.
- O. “Parent” means a parent or legal custodian as defined in s. 39.01, F.S.
- P. “” refers to the Lead Agencies who have signed and agree to follow the working agreement jointly drafted and agreed to by all parties.
- Q. “Receiving County” means the county to which a request is made regarding a case while supervision services continue to be needed. It also means the county to which a parent has

relocated and the permanency goal is reunification. It includes counties that serve families under voluntary supervision when the family relocates.

- R. "Receiving unit" means the particular Lead Agency/community-based care provider unit in a receiving county that will be or is responsible for performing a home study or serving a child, family or parent.
- S. "Receiving zone" means the zone within which the receiving county and unit are located.
- T. "Relocation" means the, court authorized, placement of a child in a county other than the county of jurisdiction or the, court authorized, movement of a family or a parent to a county other than the county of jurisdiction. It also includes the, court authorized, move of a child when he or she is released to a parent in a county other than the county of jurisdiction.
- U. "Request for a home study" means a request made to another county/unit to perform a home study on the home of a non-offending/non-custodial parent, relative or non-relative which is being considered as a placement resource for a child or where a child has already been placed by the court after the background checks have been completed.
- V. "Request for Out of County supervision" means a request made to another Zone, District/Region, CBC or Sheriff's Office Liaison to provide supervision services to a child or family who is planning to relocate or has relocated to another county. It also means a request to such liaisons when a parent has relocated or is planning to relocate to another county and the permanency goal is reunification.
- W. "SACWIS" means the state automated child welfare information system.
- X. "Sending county" means the county where the court of jurisdiction is located and that requests a home study, refers a child or family for supervision in another county or requests an emergency placement. It also means the county that requests services in another county when a parent has relocated and the permanency goal is reunification. It includes counties that refer a child or family for continuation of voluntary supervision by another county or the county from which a child or family has unexpectedly relocated. [See 6 d (2) &(3)]
- Y. "Sending unit" means the particular Lead Agency/community-based care provider unit, in the county of jurisdiction that initiates a request for a home study, a request of a child, family or parent for supervision in another county or a request for emergency placement. It also means the unit responsible for a case in the county from which a child or family has unexpectedly relocated.
- Z. "Sending zone" means the zone within which the sending county/unit is located.
- AA. "Transfer of Jurisdiction" means the legal transfer of a case between counties/districts.

IX. PROCEDURES:

- 1. Critical Factors: The following factors are provided as an overview of important considerations regarding procedures relating to Out of County supervision activities. Additional detail regarding these factors is provided in later sections of this operating procedure. (See page 13-16)**
 - A. Child Safety is Paramount: When a child who is under court ordered supervision and/or in out-of-home care relocates to another county, once that county becomes aware of the relocation it is required that child welfare checks be initiated within (5) working days of receiving a written request in that county and continue as long as the child remains in that county and under court ordered supervision. (See page 14) This is true whether or not the child has been accompanied by his/her parent. If the placement is not a court ordered placement the receiving county/unit must initiate a child welfare check and a home study to assess the safety of the placement and its appropriateness.**
 - B. Unexpected Relocations: A child should never be placed in, or a family should never relocate to, another county without advance notification to the receiving county, whether or not the court has already approved the relocation. If the court has not approved the placement of a child in, or the relocation of a family to, another county, the relocation should not occur without notifying that county. (See page 13)**
 - C. Case Plan Assistance: When a parent is in a different county than the child, the permanency goal is reunification and a request is made for Out of County supervision, then the parent must receive services in accordance with the case plan to fully support the parent in meeting the permanency goal and in documenting these efforts.**
 - D. Voluntary Cases Must Receive the Same Consideration as Court Ordered Cases: Whenever a family under voluntary supervision relocates to another county, supervision services must be initiated as they are for court ordered cases and will continue until there is agreement between the sending and receiving counties that supervision is not needed. Written notification of case closure should be provided when services are terminated.**
 - E. Conflict Resolution: When there is a disagreement between the sending and receiving counties, conflict resolution procedures must be initiated and brought to a conclusion with final agreement on how to proceed. The receiving county/unit may not unilaterally choose to deny or cease supervision or unilaterally reduce a level of supervision already being provided. The sending county must ensure proper procedures are followed as stipulated in the Florida Statutes. (See page 18)**
 - F. Court Orders Must be Followed: Regardless of the location of a child, family or parent in Florida, the orders of any court of competent jurisdiction in Florida must be fully complied with by authorized agents of the and community-based care staff in the county where the child, family or parent resides. This includes authorization to relocate or place the child.**

G. Coordination and Tracking: Due to differing circumstances and administrative structures in the various departmental zones, each participating Lead Agency may determine whether and how requests for home studies are to be coordinated and tracked and how requests for Out of County supervision are to be coordinated and tracked when they originate from within the zone or have originated in another zone. may choose to have a Zone Liaison, District/Region Liaisons, or CBC Liaisons, or any combination of these. The participating Lead Agency may also choose to bypass the departmental liaisons, but must log all requests and correspondences to submit monthly to the department Liaison.

2. Appropriate Situations for Initiating Out-of-County Activities: Case supervision in another county may be initiated whenever the following situations occur in a case, or explored in voluntary cases:

- A. There are plans to place a child outside the sending Case Manager's county;
- B. There are plans to release a child to a parent outside the sending Case Manager's county and continued supervision is needed toward meeting the case goal;
- C. A family under supervision has plans to move to another county;
- D. The parent with whom reunification is planned, or any parent who is involved in the case plan, lives in or is planning to move to another county, regardless of whether the child is residing in the same county;
- E. An adoptive family under supervision resides in a county other than the child's county of jurisdiction;
- F. A child who is placed in a Department of Juvenile Justice (DJJ) secure detention facility or residential program or other non-Child Welfare and Community-Based Care program in another county requires continued supervision while in the facility or program; or
- G. When it becomes known that a child, family or parent under the supervision of the department has already relocated to another county prior to the sending county/unit requesting case supervision in the other county.

3. Coordination of Activities: This section addresses the variety of activities regarding Out of County supervision and the variety of ways that the participating Lead Agencies may choose to coordinate and track these activities. Certain types of activities require more detailed coordination and tracking than others, and the participating Lead Agencies are provided some flexibility in determining the staff that will be responsible for this coordination and tracking.

- A. Whenever a child, family or parent has relocated from one county to another, the county/unit where the child, family or parent resides shall perform all case supervision and documentation activities as long as the child, family or parent remains in that county and the case remains open. Whenever possible, the sending county/unit should coordinate with the receiving county/unit and receive court authorization prior to the relocation. (See page 18)

B. There are a variety of activities involved with initiating out-of-county activities, each requiring efforts to ensure that children and families are properly served when services in another county are or may be needed. There are three basic scenarios involved, each of which is addressed below. These scenarios are:

- (1) A request for home study to determine the appropriateness and viability of a particular relative or non-relative caregiver for placement of a child or of a non-offending/non-custodial parent for release to that parent;
- (2) A request for out-of county supervision due to the planned relocation of a child, family or parent;
- (3) A child, family or parent has relocated without the prior knowledge of the receiving county/unit or, in the absence of a court order, prior to the agreement of the receiving county/unit.

C. Coordination Involving Requests for Home Studies. Because of the greater volume of requests for home studies and the fact that multiple home studies may be requested in multiple counties, requests for home studies may be made directly to the participating Lead Agency. However, the participating Lead Agency may elect to utilize Zone, District/Region, CBC or Sheriffs Office Liaisons to whom these requests are to be sent.

(1) Prior to a child being placed with a relative or non-relative caregiver or releasing a child to the non-offending/non-custodial parent in another county, a request for a home study must be made for the receiving county/unit to ensure the safety and appropriateness of the home (following the guidelines within the Florida Statutes). This request must be made by the sending county/unit. To ensure that adequate information is available for the receiving county/unit to perform the home study, the following information and documents, when available, must be provided by the sending county/unit at the time the request is made:

(a) A completed and signed copy of the “Out of County Services Transmittal” form, which is Exhibit A to this operating procedure. This is to verify which documents and information have been provided with the request and to provide pertinent contact and tracking information.

(b) A cover letter (Exhibit C) that includes:

- Reason for the Request
- Child’s Full Name
- Child’s Date of Birth
- Child’s Social Security #
- Child’s Current Address
- Child’s Current Caregiver
- Name/Address of Proposed Caregiver

- Sending Case Manager's and Supervisor's Name and Phone Number
- Information regarding any missing documents and when they can be expected (must be within 60 days)
- Medicaid numbers
- Amount of any SSI received

(c) Attachments to include:

- Current Court orders showing legal status and any activity since the last JR
- JRSSR or PDS & Shelter Order (within the last 6 months)
- Any Psychological Evaluations
- Child Behavioral Health Assessment (CBHA)
- Individual Education Plan (IEP)
- Current Case Plan
- Abuse/Neglect Reports
- Photo of Child
- School Records
- TPR Orders-*must have* (Adoption Cases)
- Child Study (Adoption Cases)

- (2) Within five (5) working days following the receipt of the written request, by the Lead Agency, the receiving county/unit shall assign a supervisor/case manager into the SACWIS system. The case manager's SACWIS contact information should contain their phone number and e-mail address (if available). (See page 16)
- (3) If the Case Manager is not assigned within five (5) working days of receipt by the Lead Agency, the sending county/unit is to inquire with the appropriate Liaison [EXHIBIT B "Contacts"]. If agreement to perform a home study cannot be reached within seven (7) working days of the date the original request was received by the Lead Agency, the sending county/unit may initiate conflict resolution procedures.
- (4) If a written request cannot be provided in advance, a telephone contact, facsimile, or e-mail must be directed to the appropriate Liaison [EXHIBIT B "Contacts"] for a decision regarding the home study request. These expedited requests must be followed by a written request within two (2) working days. The sending county/unit must retain documentation in the case file of all requests made by mail, e-mail or facsimile transmission. The receiving county must retain documentation of receipt of all such requests in a home study file created for this purpose.
- (5) The receiving county/unit shall review the request and the documents and information provided, review the Child Safety Assessment and electronic

case file in the SACWIS system and complete the home study. Within thirty (30) days following assignment of a Case Manager to perform the home study, the receiving county/unit is to provide the sending county/unit with the completed home study or status report. If a response is urgently needed, the receiving county/unit may initially provide the resulting recommendation by telephone with a written follow-up by facsimile, or e-mail to the appropriate Liaison [EXHIBIT B “Contacts”] as soon as possible following the request, followed by the written home study within the required thirty (30) days. The sending county/unit is required to present any safety concerns of the receiving county/unit to the court of jurisdiction.

- (6) If, based on the home study, the sending county/unit determines the placement is safe and secure for the child and is in the child’s best interest, the court may be petitioned to approve the placement. If the court approves the placement, the sending county/unit must initiate a request for Out of County supervision in the receiving county/unit, in accordance with this operating procedure (see paragraph 6.d. (2), page 14).

D. Coordination Involving Requests for Out of County Supervision: Requests for Out of County supervision are made either in regard to a licensed placement, or following the completion of a home study of a relative’s, non-relative’s or non-offending/non-custodial parent’s household by the receiving county/unit, when a family is planning to relocate to another county or when reunification is planned with a parent who resides in or is moving to another county. A placement may be made prior to the court ordering the placement if the receiving Agency is in agreement. The court must be notified and an order issued.

- (1) **General Procedural Requirements:** These requests and the resulting relocations must at a minimum be coordinated and tracked through the Participating Lead Agency Liaison, both in the sending zone and in the receiving zone. At the option of the Participating Lead Agency, these requests may also, or in lieu of the Participating Lead Agency’s Liaison involvement, be centrally coordinated and tracked by the Zone or District/Region Liaison.

- (a) Such coordination and tracking needed for communication to the proper unit and case manager. It will also enable conflict resolution procedures to be quickly initiated and coordinated if there is any disagreement about the request. The assigned Liaison will track the request until the relocation has been finalized and there are no outstanding issues regarding the relocation.
- (b) All requests for Out of County supervision should be in writing. If circumstances do not allow time for the sending county/unit to make a written request, a telephone/e-mail contact must be directed to the appropriate Liaison [EXHIBIT B “Contacts”] for a decision regarding case handling. These expedited requests

must be followed by a written request within two (2) working days.

- (c) To ensure that adequate information is available for the receiving county/unit to properly supervise the case, the following information and documents, when available, must be provided by the sending county/unit at the time the request is made:
- 1 A completed and signed copy of the “Out of County Services Transmittal” form, which is Exhibit A to this operating procedure. This is to document which documents and information have been provided with the request for supervision.
 - 2 If this is the preliminary request all items noted in 6.c. (1), must be submitted. If this is a secondary request following an approved home study, submit updated court orders (since the original request).
 - 3 A copy of the completed home study (only if the request involves a parent, relative or non-relative placement). Also a copy of all criminal clearances should be included or notification provided that these were not transferred during the CPI staffing and will be needed.
 - 4 Copies of the following, which are necessary for supervising the case:
 - Child’s photograph
 - Child’s fingerprints
 - Copy of Child’s Social Security Card
- (d) If a request for a licensed foster home placement is involved, the supervising Case Manager in the receiving county/unit must coordinate the request through the designated placement specialist staff in the receiving zone.
- (e) Within five (5) working days following receipt of the written request, by the Lead Agency, or of learning of a relocation (whichever is earlier), the receiving county/unit shall assign a supervisor/case manager into the SACWIS system. The case manager’s contact information should contain their phone number and e-mail address (if available).
- (f) If the Case Manager is not assigned within five (5) working days of receipt by the Lead Agency, the sending county/unit is to inquire with the appropriate Liaison [EXHIBIT B “Contacts”]. If

agreement to perform a home study cannot be reached within seven (7) working days of the date the original request was received by the Lead Agency, the sending county/unit may initiate conflict resolution procedures.

- (g) Once out of county supervision has been accepted, communication between the two counties regarding the case will be performed directly between the units involved. However, if agreement later cannot be reached about any aspect of the case, the Liaisons may help to resolve the impasse.
 - (h) Initial face-to-face contact with the child and parent or caregiver must occur no more than ten (10) working days following the date the child is physically placed or following the date the receiving county learns of the relocation, whichever is later.
 - (i) At the time a relocation occurs, the sending county/unit is responsible for providing the receiving county/unit with a copy of all available documents and information that are required for a request for Out of County supervision that were not provided previously with the request for a home study or with the request for Out of County supervision. If any such document is not available at the time of request, it will be sent to the receiving county/unit within sixty (60) days of the request.
 - (j) If, after observing the child or family, the receiving county/unit is not in agreement that the relocation is appropriate, a written explanation shall be provided to the sending county/unit, which includes a physical description of the child and home as well as a safety assessment. If there are any suspicions/occurrences of abuse or neglect an abuse report must be called in and the Primary Case Manager notified immediately.
 - (k) Documentation of all requests made by mail, e-mail or facsimile transmission must be retained by the sending county/unit in the case file. Once Out of County supervision is initiated, documentation of receipt of all such requests must be placed in the case file created in the receiving county and documented in SACWIS.
- (2) **Request Following Court Approval:** A written request is to be provided following court approval of a relocation and prior to the relocation occurring unless circumstances do not allow time for the sending county/unit to make a written request. Following receipt of the request, supervision must be initiated as soon as possible in the receiving county and continue as long as the child remains in that county and under court ordered supervision.

(3) Coordination Involving Independent Living Requests: Independent Living Requests should be sent from Independent Living Coordinator to Independent Living Coordinator. Independent Living staffings should be coordinated by the Primary Case Manager. The Out of County Case Manager should be contacted for availability to attend these staffings via phone. If there are issues that arise regarding Out of County supervision or services, for a client in the Independent Living Program or Road to Independence, that cannot be resolved by the Independent Living Coordinators they should refer the issue to the appropriate Liaison [EXHIBIT B “Contacts”]. If a resolution is still not forthcoming conflict resolution procedures may be initiated.

(4) Unexpected Relocation of a Child or Family:

(a) A child, family or parent should never relocate without the prior knowledge of the receiving county/unit whether or not the court has ordered a placement or approved a relocation. Also, in the absence of a court order, such relocations should never occur prior to the agreement of the receiving county/unit. However, whenever such an unexpected relocation does occur, the sending county/unit must notify the appropriate Liaison [EXHIBIT B “Contacts”] by telephone within one (1) workday. This must be a verified contact and leaving a voice mail message is not sufficient. The telephone contact must be followed by a written request within two (2) working days.

(b) These unexpected relocations have been known to occur following a home study or other prior knowledge of the child or family by the receiving county or with no prior knowledge. At times the court may approve a relocation or order a placement without allowing time for the sending county/unit to provide a prior request for Out of County supervision.

(c) Upon a county, unit, district/region or zone learning that a child or family who requires supervision has moved to or has been placed in its jurisdiction, the child must be seen in the caregiver’s home by the receiving county/unit within 5 working days. The out of county Case Manager assigned will provide monthly child welfare checks during the home study process and for an additional 30 days after the home study has been completed, unless other arrangements are made between the sending and receiving agencies.

- 1** To ensure the safety and well being of the child, the receiving county/unit must perform a home study and appropriate background screenings of the relative or non-relative placement, parental home or other living arrangement of the child if this has not already been done. The results of the home study and background screening must be provided to the sending county/unit upon receipt of the results. If any suspicions/occurrences of abuse or neglect an abuse report must be called in and the Primary Case Manager notified immediately.
 - 2** If there was no prior notification of the relocation provided to a Liaison in the receiving zone, the appropriate Liaison [EXHIBIT B “Contacts”] in the receiving zone must be notified by the receiving Case Manager within two (2) working days following the knowledge of the child’s relocation. This Liaison will document the relocation and track the case until a home study has been completed, a formal request for supervision has been received and there are no issues regarding the appropriateness of the relocation. The Liaison will maintain documentation of the case and any related placement until supervision has been terminated or the child, family or parent has relocated.
- (d)** Whether or not a home study has already been completed or is required, the sending county/unit must provide the receiving county/unit with all available required documents and information that are required for a request for a home study (see paragraph 6.c.(1),). Also, the additional available documents and information that are required for a request for Out of County supervision must be provided (see paragraph 6.d.(1)(c),), including a completed and signed copy of the “Out of County Services Transmittal” form, which is Exhibit A to this operating procedure. Any information not available at the time the request is made must be submitted within (60) days.
- (e)** If a home study has not been completed for a relative or non-relative placement, the receiving county/unit will conduct a home study within thirty (30) days of learning of the child’s relocation and inform the sending county/unit within two (2) working days of the results or provide a status report.

- (f) Supervision must be provided while the two counties determine if the relocation is appropriate and what further actions are necessary to resolve the situation. If the court in the sending county/unit has already ordered a placement of a child or approved a relocation of a family, both counties or Liaisons will coordinate with appropriate Child Welfare Legal Services (CWLS) attorneys to reach an agreement regarding whether a change in the court order is needed and what information may be needed to properly inform the court. If necessary, conflict resolution procedures should be used.
- (g) If a parent has relocated to another county and reunification is the goal, then that county/unit must initiate supervision services in support of the reunification effort.

E. HomeSafenet Documentation:

- (1) **Home Study Documentation.** All actions taken in regard to requests for home studies or requests for Out of County supervision must be documented in the Case File in the SACWIS system by the sending Case Manager.
 - (a) Home study activities and documentation are to be maintained in the SACWIS by the receiving county/unit.
 - (b) The assigned Case Manager should be entered into the SACWIS system as a HSn Case Manager, within five (5) working days of the Lead Agency receiving a request for home study.
 - (c) A HSn Case Manager should be entered into the SACWIS system when child safety visits are needed no more than 5 working days from receipt of request by the Lead Agency.
- (2) **Case Supervision Documentation:** Once a receiving Case Manager has been assigned out of county supervision responsibility, he/she must be immediately assigned as a Case Manager in the SACWIS system and must begin documenting all case supervision activities he/she performs. The receiving county/unit should enter the Case Manager in as a Courtesy Case Manager in the SACWIS system within 5 working days from the receipt of request by the Lead Agency. For Case Plan assistance the Case Manager should be entered into the SACWIS system as a Secondary Case Manager and document all case activities performed.

(3) **Case Manager Contact Information:** All Case Managers and supervisors should have their SACWIS detail updated periodically. These Case Managers should have their phone number, cell phone number, and e-mail address entered into SACWIS if available. (EXHIBIT D “Entering Worker Info into HSn”)

4. **Communication Following Case Acceptance:** Once case supervision has been initiated and there is agreement that a relocation is appropriate, communication between the two counties regarding the case will be performed directly between the units involved. However, if agreement later cannot be reached about any aspect of the case, the Liaisons may help to resolve the impasse. If agreement cannot be reached between the Liaisons, conflict resolution procedures must be initiated. In court ordered cases, CWLS attorneys should be involved in helping to determine if a change in the court order is needed and what information may be needed to properly inform the court.

5. **Continuation of Supervision by the County of Jurisdiction:** The only exception to requesting case supervision by the receiving county/unit is when the child or other person who requires case supervision services lives in or has relocated to an adjoining or nearby county and the Case Manager from the county of jurisdiction elects to continue to perform all necessary case supervision activities rather than referring the case to the other county. The appropriate Liaison [EXHIBIT B “Contacts”] in the receiving zone must be notified for permission in these cases. Florida Statutes must be followed regarding the retention of jurisdiction in these cases.

A. The decision by the county of jurisdiction to retain supervision responsibility must be based solely on the best interest of the child. Factors that should be considered include, but are not limited to, the relationship established with the child and family, the Case Manager’s knowledge of resources in the other county and the ability of the Case Manager to perform all necessary tasks without involving Child Welfare and Community-Based Care staff in the other county.

6. **Conflict Resolution Procedures:** The Liaisons will work to resolve any disputes regarding the appropriateness of a request for a home study, a request for Out of County supervision, an unexpected relocation, case plan assistance and Independent Living requests. This process will be elevated to higher levels of authority, as necessary, until resolution is reached.

A. The appropriate designated Liaisons in each Lead Agency will first attempt to resolve the conflict. If they are unable to resolve the issues the Lead Agency CEO’s will be asked to become involved. If there is still no resolution they will elevate to the District/Region Director of Operations in each district/region and, if necessary, to the District Administrators.

B. Whenever there is a disagreement about the court ordered placement of a child or court approved relocation of a family, both Liaisons will coordinate with appropriate CWLS attorneys to reach an agreement regarding whether a change in the court order is needed and what information may be needed to properly inform the court.

7. **Case Management and Case Supervision Requirements:** Once a child or family relocates or services are needed to promote reunification with a parent, all case management and case supervision requirements and procedures are applicable and must be observed by the Case Manager in the receiving county/unit in regard to any child, family or parent subject to this operating procedure. Following the relocation of the child or family or the identification of a parent needing services for reunification, the Case Manager in the sending county/unit continues to be the SACWIS Primary Case Manager and retains primary responsibility for the case.

A. The responsibility of the sending county/unit will be to:

- (1) If notified of a potential placement disruption they will immediately coordinate services with the receiving case manager to prevent disruption and begin the process of finding a suitable placement if services fail.
- (2) If all services have been exhausted and a new placement is needed immediately, removal must be made within (1 to 3) days unless other arrangements are made with the receiving county.
- (3) Provide any documents that were not provided when the child, family or parent was referred for case supervision services and that are necessary for the receiving county/unit to effectively serve the child, family or parent.
- (4) Provide updated court orders and information as it becomes available.
- (5) Perform all court activities and inform the receiving county/unit of court actions and court ordered requirements.
- (6) Keep the SACWIS system updated (including psychotropic medications).
- (7) Immediately alert the assigned out of county case manager of any extraordinary activity
- (8) Initiate and maintain the case plan, including coordination with the receiving county/unit in modifying the case plan and identifying services as needed. If any party to the case plan resides in the receiving county, the plan must be sent for signature to the service unit in that county at least twenty (20) working days prior to the date it must be provided to the court. The receiving county/unit must be advised of any assistance needed in ensuring completion of the case plan.
- (9) Take the lead in arranging visitation between a child in an out-of-home placement and his/her parent and sibling(s) or with other persons ordered by the court to have visitation with the child.
- (10) Document in SACWIS all case activities performed in the sending county and update case information as required.

- (11) Review the SACWIS case file on an ongoing basis to remain aware of case activities and case status in the receiving county.
- (12) Request information from the receiving county/unit at least twenty (20) working days in advance of when it is needed to prepare for a judicial review.
- (13) Immediately notify the case manager and Liaison of case closure or movement of the child(ren).
- (14) If the child(ren) runs away or is missing the Primary Case Manager is ultimately responsible for following up per required procedures. All reporting requirements will be observed.

B. The responsibility of the receiving county/unit will be to:

- (1) Alert the appropriate Liaison and Primary Case Manager in the sending county to any extraordinary activities or occurrences (e.g., incident report, runaway child, delinquent acts, need for surgery, need for psychotropic medication). Notification should be by telephone; a voice mail message is not sufficient in these cases. This must be followed by SACWIS documentation within two (2) working days.
- (2) If there are any issues that arise in the home that may lead to a disruption the Appropriate Liaison and Primary Case Manager should be immediately notified and services initiated to remedy the situation.
- (3) If a placement disrupts, after services have been explored, assist the sending county/unit in identifying another suitable placement.
- (4) Assign a Case Manager in the SACWIS system, at the time the supervisor makes the assignment.
- (5) Make initial face-to-face contact with the child or family, or with a parent with whom reunification is planned, no more than (10) working days following the receipt of the request. This must be done whether or not the receiving county/unit is in agreement with the request for case supervision.
- (6) Reasonable efforts will be made to see all children by the end of the month regardless of when a request is received. The Primary Case Manager and the appropriate Liaison should be contacted if a late in the month request is received and there is no possibility of a face to face visit for the current month.
- (7) Conduct the minimum number of face-to-face contacts with the child and caregiver or family in the home each month as required, or more frequently

if necessary, and conduct required contacts with a parent with whom reunification is planned.

(a) All out of county supervision visits should be completed and recorded per requirements by the 25th day of the month.

(b) All visit notes should contain at minimum all of the below that are applicable:

- 1** Physical condition of the home:
 - a. Child(ren)'s room (verify infants have their own bed)
 - b. Kitchen/bathrooms
- 2** Behavior of child(ren):
 - a. Sexually acting out
 - b. Hoarding food
 - c. Stealing or hiding items
- 3** Child(ren)'s interaction with and attitude toward:
 - a. Parents
 - b. Caregiver
 - c. Others in the home
 - d. Other children in the home
- 4** Private conversations with child(ren):
 - a. thoughts, concerns, hopes and dreams
- 5** Medical information:
 - a. Last appointment
 - b. Next appointment
 - c. Medications
- 6** Mental Health Provider Contacts:
 - a. Progress with counseling
 - b. Contact Names and contact info
- 7** School
 - a. Name of school
 - b. Grade Level
 - c. Attendance
 - d. Behavior at school
 - e. Progress reports(grades)
 - f. Extracurricular activities
- 8** Visitation
- 9** Changes in Family Situation
 - a. Marital problems or Divorce
 - b. New paramour (background checks should be done)
 - c. Loss of or new job
 - d. New home
 - e. New household member (background checks should be done)
 - f. Death in family

g. Illness

10 Parents Progress on Case Plan

11 Caregivers Progress on Case Plan

12 Caregiver's/Parent's concerns/comments:

13 Counselor's concerns/comments:

- (8) Perform case supervision activities to ensure child safety and well being. All necessary contacts and services must also be made with any parent or other party to the case plan who resides in the receiving county to assist that parent or other party in complying with the case plan and to monitor case plan compliance.
- (9) Assist in arranging visitation between a child in an out-of-home placement and his/her parent and sibling(s) or with other persons ordered by the court to have visitation with the child.
- (10) Provide written notification to the sending county/unit of recommended changes for the case plan.
- (11) Obtain any required signatures on the case plan and case plan updates and return them to the unit in the sending county within ten (10) working days of receiving the case plan or update from the sending county/unit.
- (12) Document in SACWIS all case activities performed in the Receiving County and update case information as required.
- (13) Obtain updated photographs and fingerprints if not previously taken for SACWIS.
- (14) Review the SACWIS case file on an ongoing basis to remain aware of case activities and case status in the sending county.
- (15) Within ten (10) days of receiving notification of a pending judicial review, provide information in writing necessary to prepare for the judicial review.
- (16) If for any reason court action becomes necessary in a voluntary case under Out of County supervision, initiate the court involvement in the county where the child and family reside. This is necessary due to the logistics involved in attendance at court hearings by family members (particularly parents) throughout the life of the case.
- (17) If there is local DJJ involvement, court hearing should be attended by the out of county services case manager.
- (18) If the child(ren) runs away or is missing the Case Manager will assist the primary with coordinating the search. All reporting requirements will be observed.

8. Case Closure:

- A. Prior to recommending case closure to the court or closing a voluntary supervision case, the sending county/unit must inform the receiving county/unit of the planned action and ensure that the receiving county/unit has an opportunity to comment on the advisability of the planned action.
- B. Cases involving court-ordered supervision shall not be terminated without court approval and case supervision activities in the receiving county cannot be terminated prior to closure of the case or court ordered transfer of supervision responsibility to another county. The receiving county/unit must be provided with a copy of the court's termination order.
- C. The SACWIS should be updated immediately with the closure information.
- D. In voluntary cases, supervision activities in the receiving county cannot be terminated prior to agreement by the two counties involved that termination of supervision is appropriate. If necessary, conflict resolution procedures may be used to resolve disagreement about the appropriateness of terminating supervision.
- E. No adoptions cases will have supervision end dated in the SACWIS prior to the adoption finalization date.

9. Transfer of Jurisdiction:

- A. Transfer of jurisdiction shall not be considered unless the family has physically moved. The Lead Agency should be contacted and a signed Judicial Transfer form [Exhibit E] received prior to a recommendation being made to the court. Please consult the appropriate Liaison to coordinate the transfer [Exhibit F]. After the court has transferred jurisdiction a copy of the file should be kept and the original sent over night to the appropriate contact.

X. EXHIBITS:

- Attachment A (Out Of County Services Transmittal)
- Attachment B (Contacts)
- Attachment C (Cover Letter)
- Attachment D (Entering Worker Information Into Hsn)
- Attachment E (Judicial Case Transfer Form)
- Attachment F (Transfer Of Jurisdiction)

Out of County Services Transmittal

District ▼

Request Date: _____

To (County): ▼

To (District/Region): ▼

HSn Case Name:		Child's Full Name	Rilya Wilson	DOB	M/F	Race	SSN	Legal Status	Goal	Current Placement Type	SSI Amount	Medicaid #
Services Requested/Performed By:												
Lead Agency:												
Sub Agency:												
Address:												
Case Manager:												
Phone:												
Email:												
Fax:												
Resource 1 st & All Adults in Home (Full Names)				Relationship to Child				Address			Phone #	

All Requests: Detailed Cover Letter *(See Sample Cover Letter)*

Home Study Request Type: ▼

Current Court Orders-showing legal status & any court activity since last JR

JRSSR or PDS & Shelter Order if no JR (within last 6 months)

Abuse/Neglect Reports CSA FAHIS

For Adoption HS Requests: TPR Orders (*Required*) Child Study

Out of County Supervision: All Licensed Placements, DJJ Facilities & requests without previous HS should include all above attachments

Copy of the HS (If not completed by receiving agency) Updated court orders (since original request)

Date of Last Visit _____ Month next visit needed: ▼ Frequency of Visits: _____

Case Plan Assistance Case Plan JRSSR or PDS & Shelter Order if no JR (*within last 6 months*) Psychological Evals/CBHA/IEP

Updates/Other Requests: _____

Completed HS: APPROVED DENIED

Termination of Out of County Supervision (*Include court orders if any*)

Transfer of Jurisdiction (*Must include Transfer Cover sheet and Original Case File*)

CBC Contacts

Dst	Lead Agency	Countries	Address	Name	E-Mail
1	Families First Network	All Below	Town & Country Plaza Bldg # 400, 3300 North Pace Blvd, Pensacola, Florida 32505	Ramsey Long	ramsey.long@bhcpns.org
1	Families First Network	Escambia	Town & Country Plaza Bldg # 400, 3300 North Pace Blvd, Pensacola, Florida 32505	Cynthia L Williams	cynthial.williams@bhcpns.org
	Families First Network	Santa Rosa	6557 Caroline Street, Milton, Florida 32570	Chuck Albeck	chuck.albeck@bhcpns.org
1	Families First Network	Okaloosa/Walton	Att: FFN of Lakeview Center, Inc. 340 Beal Pkwy. NE Ft. Walton Beach, FL 32548	Marcy Kirkpatrick	marcy.kirkpatrick@bhcpns.org
2A	Big Bend CBC	Bay/Gulf	500 West 11 th Street Panama City, FL 32401	Teresa Jordan	tjordan@bigbendcbc.org
2A	Big Bend CBC	Holmes, Washington, Jackson, Calhoun	1352 South Blvd Chipley, FL 32428	Shawn Block	sblock@bigbendcbc.org
2B	Big Bend CBC	Gadsden, Liberty, Franklin, Leon, Wakulla, Jefferson, Madison, Taylor	525 N. Martin Luther King Blvd., Tallahassee, FL 32301	Jennifer Johnson	jjohnsonisrael@bigbendcbc.org
3	Partnership for Strong Families	Dixie, Gilchrist, Levy	PO Box 1199 Trenton, FL 32693	Carol Ruth	carol.ruth@pfsf.org
3	Partnership for Strong Families	Alachua	515 North Main St. Gainesville, FL 32601	Theima Clayton	theima.clayton@pfsf.org
3	Partnership for Strong Families	Columbia, Hamilton, Lafayette, Suwannee	1389 US Hwy 90 West Lake City, FL 32055	Anita Franklin	anita.franklin@pfsf.org
3	Partnership for Strong Families	Union, Bradford, Putnam	600 College Road Palatka, FL 32178	Marianna Cotter	Marianna.cotter@pfsf.org
3	Partnership for Strong Families	Adoption Requests for all D3 counties	Childrens Home Society 605 NE 1st St Gainesville, FL 32601	Jennifer Lee/Jennifer Anchors	Jennifer.Lee@chsf.org Jennifer.Anchors@chsf.org
4	Family Support Services of N. FL	Duval	4057 Carmichael Avenue Jacksonville, FL 32207	Coline Hollar	Coline.Hollar@fssnf.org
4	Family Matters of Nassau Cnty	Nassau	86004 Christian Way, Yulee, FL 32097	Beth McDonald	bmcdonald@nassaucountyfl.com
4	St. Johns County Board of Commissioners	St. Johns	1955 US 1 South Suite B-6 Saint Augustine, FL 32086	Alison Hall McMorrow	amcmorrow@co.st-johns.fl.us
4	Clay & Baker Kids Net	Clay/Baker	1726 Kingsley Av. Ste. 2 Orange Park, FL 32073	Diane DiGuisepppe	ddiguisepppe@ccbhc.org
SC	Safe Children Coalition	Pinellas	6451 126 Avenue North, Ste 300 Largo, FL 33773	Marie Salmon	msalmon@sarasota-ymca.org
SC	Safe Children Coalition	Pasco	36739 SR 52, Dade City, FL 33525	Kaytrenia Nichols-Garcia	KNichols-Garcia@sarasota-ymca.org
SC	Safe Children Coalition	DeSoto, Manatee, & Sarasota	925 N. Mills Avenue Arcadia, Florida 34266	Dara Palmieri	DPalmieri@sarasota-ymca.org

CBC Contacts

Dst	Lead Agency	Counties	Address	Name	E-Mail
SC	Hillsborough Kids	Hillsborough	1002 E Palm Ave Tampa, FL 33605	Lisa Coy	Lisa.Coy@Hillsboroughkids.org
7	Family Services of Metro Orlando	Orange/Osceola	2600 Technology Drive, Suite 250, Orlando, FL 32804	Kenny Almonte	kalmonte@fsmetroorlando.org
7	CBC of Brevard County	Brevard	4451 W. Eau Gallie Blvd, Ste 180 Melbourne, FL 32734	Kenneth Teague	kenneth.teague@cbcbrevard.org
7	CBC of Brevard County	Brevard	4450 W. Eau Gallie Blvd, Ste 180 Melbourne, FL 32734	Valerie Holmes	valerie.holmes@cbcbrevard.org
7	CBC of Seminole County	Seminole	605 Crescent Executive Ct, Ste 428, Lake Mary, FL 32746	Diane Greene	diane.greene@cbcseminole.org
8	Children's Network of Southwest Florida	Lee, Hendry, Glades, Collier, Charlotte	2232 Altamont Avenue, Fort Myers, FL 33901	Rebecca Hicks	rhicks@camelotcare.com
9	Child and Family Connections	Palm Beach	3333 Forest Hill Blvd. , 2nd Floor, West Palm Beach, FL 33406	Patty Seidel	pseidel@cfcpcb.org
10	Child and Family Connections	Palm Beach	3334 Forest Hill Blvd. , 2nd Floor, West Palm Beach, FL 33406	Eric Ripley	eripley@cfcpcb.org
10	ChildNet	Broward	1400 W Commercial Blvd 2nd Flr Fort Lauderdale, FL 33309	Raquel Garcia	Rgarcia@childnet.us
11	Our Kids of Miami-Dade/Monroe	Dade/Monroe	401 NW 2nd Av, Ste 212, South Tower, Miami, FL 33128	Danica Mamby	mambyd@ourkids.us
12	Partners for CBC	Volusia/Flagler	160 North Beach Street, Daytona Beach, FL 32114	Debby Kagan	debra.kagan@cbcvf.org
12	Partners for CBC	Volusia/Flagler	160 North Beach Street, Daytona Beach, FL 32114	Kelli Daniels (Back-up to Debby)	kellie.daniels@cbcvf.org
13	Kids Central	Citrus, Marion, Lake, Sumter, Hernando	3200 SW 34th Avenue, Suite 601, Ocala, FL 34474	Kayler McGill	Kayler.McGill@kidscentralinc.org
13	Kids Central	Citrus, Marion, Lake, Sumter, Hernando	3201 SW 34th Avenue, Suite 601, Ocala, FL 34474	Maggie Matias	maggie.matias@kidscentralinc.org
14	Heartland for Children	Polk, Hardee, Highlands	1239 E. Main Street, Bartow, FL 33831	Jacquelyn Bobb	JBobb@heartlandforchildren.org
15	United for Families	Indian River, St. Lucie, Martin, Okeechobee	10570 S. Federal Hwy, Suite 300, Port Saint Lucie, FL 34954	Ollie C. Harvey	Ollie.harvey@uff.us

→ Indicates Agencies currently receiving OTI requests directly from the sending Zone/Agency

Phone
850.595.6202
850.595.6000
850.626.3050
850.833.3771
850.747.5755
850.522.4270
850.410.1020
352.463.3110 X303
352.393.2740 X331
386.758.5757 X303
386.329.3599 X303
352.334.0955 x 307
904.421.5835
904.548.4850 X3501
904.823.4430
904.278.5644 X2096
727.456.0600 X2203
352.521.1266 X232
863.494.5082

Phone
813.225.1105
407.398.7368
321.752.4650 X2013
321.752.3183 X2005
239.425.6325
561.357.4800 X251
561.357.4800 X224
954.336.7310
305.455.1046
386.254.3765
386-238-4945
352.873.6332 x6708
352.873.6332 x38
863.519.8900 X244
772.398.2920 X207

THIS LETTER IS TO BE TYPED ON THE AGENCY'S LETTERHEAD

Date:

To: Name of Receiving Out of County Services Specialist (*see Contact list*)

Subject: Request for (enter type of services)

Re: Enter Child(ren)'s Name(s) and Date(s) of Birth

Dear (Name Specialist),

Letter Content:

- Describe the specific service(s) being requested including the name(s) of the placement resource, their address, telephone number and relationship to the child(ren),
- Explain circumstances leading to child(ren)'s removal from the home, including date removed, legal status of the child, current placement, and, date and type of next scheduled Court hearing.
- Note the Case Plan Goal and the Case Plan Status for any party involved in the request.
- Describe any special needs of the child(ren), including medical needs, physical handicaps, dietary requirements, allergies, medications, emotional problems (sexual acting out, violent or aggressive behavior, delinquency history, etc.). If the child is receiving SSI benefits note the dollar amount of these benefits. Also include their Medicaid number.
- Describe the visitation arrangements including any restrictions on visitation, where visitation will take place and who is responsible for arranging and supervising visitation.
- Provide the names and contact information for physicians, services providers and counselors actively involved with the child(ren). Also provide Medicaid numbers for each child.
- If child has not been seen in the current month, request the need for the child to be seen before the end of the month.

If any additional information is required, please call me at the number listed below.

Sincerely,

Case Manager's Name
Title
Work Telephone Number
Work Email Address

Supervisor's Name
Title
Work Telephone Number
Work Email Address

Entering a Worker's Contact information into HSn

- 1. Sign into HSn**
- 2. Click on Admin**
- 3. Click on List of Employees**
- 4. Click on detail**
- 5. Click on Assignments**
- 6. Scroll down until you get to the current Unit Assignment**
- 7. Click on Phone/Email**
- 8. Click on Edit/Add**
- 9. Enter Phone/email information**

Agency Logo

JUDICIAL CASE TRANSFER FORM

Case Name: _____ FAHIS# _____

Child's Name: _____	DOB: _____	CID: _____
Child's Name: _____	DOB: _____	CID: _____
Child's Name: _____	DOB: _____	CID: _____
Child's Name: _____	DOB: _____	CID: _____
Child's Name: _____	DOB: _____	CID: _____
Child's Name: _____	DOB: _____	CID: _____

Mother's Name: _____	DOB: _____	CID: _____
Address: _____		
Telephone # _____		
Father's Name: _____	DOB: _____	CID: _____
Address: _____		
Telephone # _____		

Reason For Transfer Request: _____

Jurisdiction to be transferred? YES NO

Additional Comments: _____

SENDING SUPERVISOR/LIAISON:

I have discussed the transfer of this case with the receiving county and believe that this transfer would be in the best interest of the child(ren) and the family.

(Signature)

(Date)

(Print Name)

(Tel#)

RECEIVING SUPERVISOR/LIAISON:

I acknowledge that this case has been discussed with me and I agree with the transfer of the case.

(Signature)

(Date)

(Print Name)

(Tel#)

Transfer of Jurisdiction		
District	Agency	Transfer
1	Families First Network	Supervisor
4	Family Support Services of N. FL	Coline Hollar
7	CBC of Brevard County	Intake
7	Family Services of Metro Orlando	Jennifer Bishop
8	Children's Network of SWFL	Rebecca Hicks
9	Child & Family Connections	Myra McLeod
10	ChildNet	Raquel Garcia
11	Our Kids	Must contact legal in D11. Contact Intake with questions (305) 455-1055
12	CBC Volusia/Flagler	Debby Kagan/Kellie Daniels
14	Heartland for Children	Supervisor
SC	Safe Children Coalition-Pasco	Monique Myers
SC	Safe Children Coalition-Pinellas	Brian Bostick
SC	Safe Children Coalition-Sarasota	Kevin McKenney
SC	Safe Children Coalition-DeSoto	Kevin McKenney
SC	Safe Children Coalition-Manatee	Jessica Osborne



**State of Florida
Department of Children and Families**

Charlie Crist
Governor

Robert A. Butterworth
Secretary

Robert McHarry
District Administrator

April 12, 2007

Ms. Michelle Farquharson, QM Director
Children's Network of SW Florida, LLC.
2232 Altamont Avenue
Fort Myers, Florida 33901

Dear Ms. Farquharson;

This is to advise of the Department approval of Children's Network's Operating Procedures, CM-003, Out of County Courtesy Supervision. This document with attachments was created in collaboration with Department Central Office staff and other Lead Agencies in the state, modeled after 65C-30.018 F.A.C. Per instructions from Central Office on April 3rd, this is an approved document and meets the contract requirements for the development of the Lead Agency's own policies and procedures to use in lieu of the Department's operating procedures.

Please extend our appreciation to your staff, particularly Rebecca Hicks, who has worked diligently for many months in collaboration with other professionals around to state to finalize these procedures.

Sincerely,

A handwritten signature in cursive script, appearing to read 'Mary Lynn Smith'.

Mary Lynn Smith
Contract Manager

cc: Lori Feige, Children's Network
Rebecca Hicks, Children's Network

District Eight, P.O. Box 60085, Fort Myers, Florida 33906-0085

Mission: Protect the Vulnerable, Promote Strong and Economically Self-Sufficient Families, and Advance Personal and Family Recovery and Resiliency