Memorandum of Understanding

1. **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 and young adults eligible for the Independent Living Program 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 or each jurisdiction’s Independent Living Specialist.

2. **Scope.** This operating procedure is applicable statewide to the Participating Lead Agencies and its designees who provide case management and supervision of children and families.

3. **Explanation of Terms.** For the purposes of this operating procedure, the following definitions shall be understood to mean:

   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.

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. "Extended foster care" is the program for young adults who were placed by the court in licensed care and who remained placed in licensed care on their 18th birthday, who have not achieved permanency, are under the age of 21, or 22 with a qualifying disability, and who wish to remain in or reenter care as an adult.

k. "Family" means collective body of persons, consisting of a child and a parent, legal custodian, or adult relative.

l. "In writing" means a FSFN entry, e-mail, facsimile, or a handwritten note, letter or memo as appropriate.

m. "OCS Liaison" means a person who is assigned, by the Participating Lead Agency or 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. **Up-dated Liaison contact list to be maintained by each CBC and is located in Google.** Hyperlink
https://docs.google.com/spreadsheets/d/1Y9qmSvLFEYxwxp5gQ5jdrm7s-eBE_5TsFstOiod1aiE/edit#gid=845281009

n. "Non-Removal Parent" means the parent with whom the child was not removed from when the abuse, neglect or abandonment occurred.

o. "Parent without allegations" means a parent who was not involved in the act of abuse, neglect, or abandonment that may or may not have
been residing with the child at the time said abuse, neglect or abandonment occurred.

p. "Out of county supervision" means those activities that are performed by the assigned Out of County Case Manager in the county where the child and/or other family member(s) are located.

q. "Parent" means a parent or legal custodian as defined in s. 39.01, F.S.

r. "Participating Lead Agencies" refers to the Lead Agencies who have signed and agree to follow the working agreement jointly drafted and agreed to by all parties.

s. "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 non-judicial services when the family relocates.

t. "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.

u. "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. It also includes the relocation of a parent and child to a different county for non-judicial cases.

v. "Request for a home study" means a request made to another county to perform a home study on the home of a parent/parent without allegations Other Parent Home Assessment (OPHA), 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.

w. "Request for Out of County supervision" means a request made to another county to provide supervision services to a child or family who is planning/wishes 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.

x. "FSFN " means the state automated child welfare information system
and will include Comprehensive Child Welfare Information System
(CCWIS).

y. "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.

z. "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.

aa. "Transfer of Jurisdiction" means the legal transfer of a case
between counties/judicial circuits.

bb. "Young Adult" means an individual who has attained 18 years
of age but who has not attained more than 21 years of age. Or in the
case of youth adult with disabilities 22 years of age.

4. **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 must be fully complied with by authorized agents of the participating
Lead Agencies and community-based care staff in the county where the
child, family or parent resides. This includes authorization to relocate or
place the child.

5. **Non-Judicial Cases Must Receive the Same Consideration as Court
Ordered Cases.** Whenever a family parent and child under Non-Judicial
services 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, or has been staffed and approved by CBC’s for transfer. Written notification of case closure should be provided when services are terminated. The provisions of this agreement shall not apply to open investigations in a sending county where the CBC in the sending county has/is not providing services or supervision. Such cases shall be governed by CFOP 170-7.

a. Transmission of a Non-Judicial Request.

1. A completed and signed copy of the “Out of County Services Non-Judicial Transmittal” form, which is Exhibit F 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.

2. A cover letter (Exhibit G) that includes:

   - Reason for the Non-Judicial Services
   - Child’s Full Name
   - Child’s Date of Birth
   - Name/Address of child & parent
   - Sending Case Manager’s and Supervisor’s Name and Phone Number
   - Date family began working with non-judicial services
   - Current level of cooperation parent/child

3. Attachments to include:

   - FFA-Ongoing
   - Non-Judicial Case Plan
   - Progress Up-date
   - Safety Plan

6. Illegal placements. If a child is placed without a court order or home study the child’s safety is paramount. Primary lead agency shall take immediate and all reasonable steps to address illegal placement to include court action. Upon notice of an illegally placed child being within an Agency’s geographic area of supervision the Lead Agency should arrange for an initial visit within 24 hours and follow-up with a home study. Supervision at minimum every 30 days in the home until a court order is received or arrangements are made for the child to be moved to another location. If there are concerns regarding the child’s safety in the home the worker should contact the Abuse Hotline or local CPI to coordinate efforts to have the child removed from the home or services put in place to ensure the child’s safety.
7. Home Studies

a. Initiating a Home Study Request. With the exception of parent or
reunification home studies; when a family is identified the Primary
Case Manager should contact the family to verify they are interested
in being a resource for the child. The Primary Case Manager should
obtain information on all household members and have a provider
number created for all home study requests that do not involve a
parent. The primary Case Manager will prepare a packet of
information on the child and family and submit it to the primary Lead
Agency Liaison to include:

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 verify which documents and
information have been provided with the request and to
provide pertinent contact and tracking information.

2. A cover letter (Exhibit C) that includes:
   • Reason for the Request
   • Child’s Full Name
   • Child’s Date of Birth
   • 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 30 days or written
     status reports should be issued every 30 days until
     completion of the study)
   • Medical Needs (to include dental and psychological
     needs)

3. 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)-if not available in FSFN
   • Any Psychological Evaluations
   • Child Behavioral Health Assessment (CBHA)
   • Individual Education Plan (IEP)
• Current Case Plan-if not available in FSFN
• School Records
• TPR Orders-**must have** (Adoption Cases)
• Child Study (Adoption Cases)

b. **Transmission of a Home Study Request.** All requests should be transmitted through FSFN. After a review by the primary Lead Agency Liaison the request for a home study should be uploaded into the FSFN [child’s electronic record]. If the FSFN [child’s electronic record] is not available, the receiving Lead Agency Liaison must be contacted to discuss the most expeditious means of transmitting the request [EXHIBIT B “Contacts”], and the request must be uploaded as soon as the FSFN [child’s electronic record] becomes available. The receiving Lead Agency Liaison should review the request for a home study within 3 business days of receipt. Initial contact with the family must be made no later than 5 business days of the request being uploaded into FSFN. The request must be assigned within 5 days of receipt by the Lead Agency.

c. **Receiving Case Manager Expectations for Completion of Home Study Requests.** Upon receipt of the request, the assigned Case Manager should contact the family and provide them information about background screenings, scheduling the home study and ensure the information obtained regarding household members is up-to-date. The family should be informed that all household members should schedule background screens, for household members age 12 and older, including local law enforcement callouts and fingerprints within 5 business days. A note should be entered in FSFN with the details of the initial contact. After 5 business days, follow-up should be made with the background screening unit to ensure the family has scheduled screenings. If they have not, the family should be contacted and a letter sent out giving them 5 additional business days to schedule the screenings with an indication that if screenings are not scheduled within that timeframe it could lead to the denial of the home study. The home study should be completed as previously scheduled with the family. All efforts to complete the home study and contacts with the family should be documented in FSFN. The home study or a status report must be provided within 30 calendar days of the request being received by the Lead Agency. After 30 calendar days weekly notes must be entered into the FSFN [child’s electronic record] to show the status of the home study and the efforts being made.
d. Completion of the Home Study. After the home study is completed and approved the receiving Lead Agency Liaison should be notified and will have 3 business days to provide the completed home study to the sending Lead Agency Liaison [EXHIBIT B “Contacts”]. The Home Study should be uploaded into FSFN [child’s electronic record].

8. Case Plan Assistance. When a parent is in a different county than the child, and a request is made for Out of County services, 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. This should include documented monthly Face to Face contact as required in 65C-30.007(2)(b).

a. Initiating a Case Plan Assistance Request. With the exception of absent or unknown parents, a request for case plan assistance should be made for all parents residing within the State of Florida. When a parent is identified the Primary Case Manager will prepare a packet of information on the child and family and submit it to the primary Lead Agency Liaison to include:

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 verify which documents and information have been provided with the request and to provide pertinent contact and tracking information.

2. A cover letter (Exhibit C) that includes:
   - Reason for the Request
   - Child’s Full Name
   - Child’s Date of Birth
   - 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 30 days or written status reports should be issued every 30 days until completion of the study)
   - Medical Needs (to include dental and psychological needs)
3. Attachments to include:
   - Current Court orders showing legal status and any activity since the last JR
   - JRSSR or PDS/FFA & Shelter Order (within the last 6 months)—if not available in FSFN
   - Any Psychological Evaluations
   - Child Behavioral Health Assessment (CBHA)
   - Individual Education Plan (IEP)
   - Current Case Plan—if not available in FSFN (child’s electronic record)
   - School Records

b. Transmission of a Case Plan Assistance Request. All requests should be transmitted through FSFN. After a review by the primary Lead Agency Liaison the request for case plan assistance should be uploaded into the FSFN [child’s electronic record]. If the FSFN [child’s electronic record] is not available the receiving Lead Agency Liaison must be contacted to discuss the most expeditious means of transmitting the request [EXHIBIT B “Contacts”], and the request must be uploaded as soon as the FSFN [child’s electronic record] becomes available. The receiving Lead Agency Liaison should review the request for case plan assistance within 3 business days of receipt. Initial parent contact must be made no later than 5 business days of the request being uploaded into FSFN. The request must be assigned within 5 days of the request being uploaded into FSFN.

c. Receiving Case Manager Expectations for Case Plan Assistance Requests. Upon receipt of the case plan assistance request the parent should be contacted and initial face to face contact with the parent should be made within 2 business days of review by the OCS specialist of the request by the Lead Agency. Face to face visits should continue every 30 days until reunification occurs or the case plan assistance request is closed. All parent contacts or attempted contacts should be documented in FSFN. Case Plan assistance may also include, but is not limited to; assistance in obtaining the parent’s signature on the case plan, assisting a parent with obtaining services needed for the completion of their case plan, and obtaining voluntary consents for the relinquishment of parental rights. All contacts with the parents and service providers must be documented in FSFN.
d. **Closure of a Case Plan Assistance Request.** A request for case plan assistance is ongoing unless one of the following occurs.

1. The parent moves outside of receiving county.
2. The parent is deceased.
3. The parent is deemed no longer a participant for the purposes of reunification (this will be determined by the primary agency).
4. The worker is never able to contact the parent. Attempts must be documented in FSFN and the attempts must span at least 6 weeks.
5. The parent refuses contact with the worker after initial contact is made or refuses services. The parent’s refusal must be documented in FSFN.
6. Supervision is terminated by court order.

9. **Supervision of Children**

   a. **OCS for group home placements**

   1. Prior communication with receiving county

      Upon identification of a planned placement in a shelter, group or therapeutic group placement in another circuit, the sending county will notify the receiving county’s placement supervisor of the intent to place, including the proposed placement date.

   2. The receiving county lead agency will provide relevant information including contract status (e.g., good standing, corrective action plan), rate, and any current corrective action plans the group provider is completing.

   3. All other elements of initiating a request for supervision will be followed as outlined below.

   b. **Initiating a request for supervision.** When a child moves outside of the county of jurisdiction a request is to be submitted no later than 3 business days by the Primary Case Manager who will prepare a packet of information on the child and family and submit it to the primary Lead Agency Liaison to include:

      i. 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.

ii. A cover letter (Exhibit C) that includes:

- Reason for the Request
- Child's Full Name
- Child's Date of Birth
- 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 30 days or written status reports should be issued every 30 days until completion of the study)
- Medical Needs (to include dental and psychological needs)

iii. Attachments to include: If requested and available

- A copy of the completed home study if not completed by the supervising Lead Agency
- Current Court orders showing legal status and any activity since the last JR including the child's current placement information. If the current order does not reflect the current placement this MUST be documented in the cover letter and the primary worker would obtain and provide the order and must be sent within 45 days of the initial request.
- JRSSR or PDS/FFA & Shelter Order (within the last 6 months)-if not available in FSFN
- Family Functioning Assessment
- Any Psychological Evaluations – Mental Health Diagnosis Mandatory for Qualified Residential Treatment Program
- Child Behavioral Health Assessment (CBHA)
- Individual Education Plan (IEP)
- Current Case Plan-if not available in FSFN
- School Records
- Guardian ad Litem contact information
- Attorney contact information (CLS, parent, GAL)
- Current mental health counselor's contact information
b. Transmission of a Supervision Request. All requests should be transmitted through FSFN. After a review by the primary Lead Agency Liaison the request for supervision should be uploaded into the FSFN [child's electronic record]. If the FSFN [child's electronic record] is not available the receiving Lead Agency Liaison must be contacted to discuss the most expeditious means of transmitting the request [EXHIBIT B "Contacts"], and the request must be uploaded as soon as the FSFN [child's electronic record] becomes available. The receiving Lead Agency Liaison should review the request for supervision within 3 business days of receipt. Face to face contact with the child must be made no later than 5 business days of the request being uploaded into FSFN. The request must be assigned within 5 days of receipt by the Lead Agency.

c. Case Management Expectations for Supervision

i. Responsibility of the sending county will be to:

If notified of a potential placement disruption the sending county will immediately coordinate services with the receiving case manager to prevent disruption and begin the process of finding a suitable placement if services fail.
1. If all services have been exhausted and a new placement is needed immediately, the sending county must complete a removal within (1 to 3) days unless other arrangements are made with the receiving county.

2. 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 to effectively serve the child, family or parent.

3. When the primary case manager schedules a staffing the receiving case manager should be invited to attend via phone. If the receiving case manager is unable to attend their input should be presented by the primary case manager in their absence. The documented conversation should be inputted into FSFN.

4. Provide updated court orders and information as it becomes available.

5. Perform all court activities and inform the receiving county of court actions and court ordered requirements.


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 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) business
days prior to the date it must be provided to
the court. The receiving county 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 FSFN all case activities
performed in the sending county and update
case information as required.

11. Review the FSFN 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 at least twenty (20) business days in
advance of when it is needed to prepare for a
judicial review.

13. Immediately notify the OCS 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.

ii. The responsibility of the receiving county will be
to:
1. Assign a Case Manager in the FSFN [child's electronic record], at the time the supervisor makes the assignment.

2. Upon receipt of an assignment, the assigned receiving case manager is to contact the primary case manager either via phone or email to discuss the case before the assigned receiving case manager calls the resource to set up an appointment. A documented conversation or attempt should be documented in FSFN.

3. Alert the appropriate Liaison and Primary Case Manager from both the sending and receiving 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. Both liaisons and primary case manager must be notified within 4 hours for any critical incidents and within 24 hours for non-critical incidents. This must be followed by FSFN documentation within two (2) business days.

4. If there are any issues that arise in the home that may lead to a disruption the Liaison in both the sending and receiving county and Primary Case Manager should be immediately notified and services initiated to remedy the situation.

5. If a placement disrupts, after services have been explored, assist the sending county in identifying another suitable placement. Note: final responsibility for placement will remain with the sending county.
6. Make initial face-to-face contact with the child or family no more than two (2) business days following the receipt of the request by the unit supervisor and no later than five (5) business days of receipt by the Lead Agency. This must be done whether or not the receiving county is in agreement with the request for case supervision.

7. Reasonable efforts will be made to see all children within thirty (30) days of the child’s last documented home visit of when a request is received. The Primary Case Manager and the appropriate Liaison should be contacted if a request is received and there is no possibility of a face to face visit within thirty (30) days of the previous visit.

8. Conduct the minimum number of face-to-face contacts with the child and caregiver or family in the home every thirty (30) days 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 of 65C-30.007 every thirty (30) days.

   b. Document child’s education process as required by administrative code within FSFN educational tab for each visit.

   c. 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. Caregiver's Progress on Case Plan  
12. Caregiver's/Parent's concerns/comments:  
13. OCS case worker concerns/comments:  

9. 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.  

10. 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.  

11. Provide written notification to the sending county of recommended changes for the case plan.  

12. 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) business days of receiving the case plan or update from the sending county.  

13. Document in FSFN all case activities performed in the Receiving County and update case information as required.
14. Obtain updated photographs and fingerprints if not previously taken for FSFN.

15. Review the FSFN case file on an ongoing basis to remain aware of case activities and case status in the sending county.

16. Within (10) business days of receiving notification of a pending judicial review, provide information in writing necessary to prepare for the judicial review.

17. If for any reason court action becomes necessary in a Non-Judicial 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.

18. If there is local DJJ involvement, court hearing should be attended by the out of county services case manager.

19. 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. The OCS case manager shall remain assigned as secondary to the FSFN case for thirty (30) days to assist in coordinating efforts to locate and, in the event the child is recovered locally within that timeframe, to assist in the recovery.

20. Detailed quarterly supervisory reports should be documented in FSFN by the receiving county's assigned supervisor.
d. **Closure of Supervision.** Supervision will not be closed until one of the following criteria is met.

   i. The court case closes.
   ii. The child moves out of county. If the move is within county a new transmittal should be requested for an updated home study of the new residence.
   iii. The child reaches the age of majority.
   iv. The child is missing, abducted, absconded. The receiving Case Manager should ensure that a police report is filed and the primary worker notified. If the child is gone more than 72 hours and not recovered the OCS case worker is continue to be assigned as secondary in FSFN for an additional 30 days in FSFN but should still attempt to assist the primary worker, when applicable, with attempts to locate the child.
   v. The child is deceased.

10. **Young Adult Supervision and Services**

a. **Coordination Involving Independent Living and Extended Foster Care Requests.** Independent Living and Extended Foster Care Requests should be sent in the same manner as other requests for supervision with the sending agency’s Independent Living Coordinator contact information included. The receiving Liaison will send a copy of the request to the Independent Living Coordinator or designee in the receiving county within three (3) business days of the need for OCS. The Independent Living Coordinator in the receiving County will have three (3) business days to contact the sending county Independent Living Coordinator to discuss the child, their needs, and any cost of services required. Financial responsibility remains with the sending (primary) agency. Assignment in FSFN and first contact to be made within 5 working days of request being received. Home visits are to be made quarterly as outlined in FAC 65C-41. Monthly face to face contact is to be made as per F.S.39.6251 and notes to be entered into FSFN. 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 the child is in a residential group home, the residential group home should be included in any staffings. 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 forth coming conflict resolution procedures may be initiated.

11. Post Adoption Support Services

Requests for Post Adoption Support shall be conducted like requests for case plan assistance. The party requesting assistance shall include the contact information for their Post Adoption Liaison and what assistance is being sought. The agency responsible for adoption subsidy shall be responsible for the costs of services upon their review and approval. Receiving agencies shall assist in locating and referring the clients to services in their area.

12. Unexpected Relocation of a Child or Family.

A child, family or parent should not relocate without the prior knowledge of the receiving county. Also, in the absence of a court order, such relocations must never occur prior to the agreement of the receiving county. However, if such an unexpected relocation does occur, the sending county must notify the appropriate Lead Agency 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. If the Liaison is not available, the backup should be contacted. The telephone contact must be followed by a written request within two (2) business 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 relocation or order a placement without allowing time for the sending county to provide a prior request for Out of County supervision.
c. For children relocated by the Department of Juvenile Justice, at minimum an Out of County Services Transmittal [Exhibit B], must be submitted within 2 business days of the primary case manager becoming aware the child has moved. The full OCS should be provided within five (5) business days after the submission of the transmittal.

d. Unexpected relocations also occur when a child is accepted in an out of county licensed group home facility following a placement disruption. Best practice for out of county group placements would include prior communication with the receiving county contract department to ensure the provider is under contract, or otherwise in good standing and to verify the bed-day rate. Should the child welfare licensed group home facility not be contracted and not be in good standing, or other concerns exist regarding the appropriateness of the placement, the receiving lead agency may initiate conflict resolution procedures regarding the request for OCS, as outlined in paragraph 4 of this document.

e. Upon a county, or unit, 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 within two (2) business days of receipt of the request by the OCS worker and no later than five (5) business days of receipt by the Lead Agency. 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.

f. To ensure the safety and well-being of the child, the receiving county 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 upon receipt of the results. If there are any suspicions or occurrences of abuse or neglect, an abuse report must be submitted to the Abuse Hotline and the Primary Case Manager notified immediately and provided with a copy of the Incident Report.

g. If there was no prior notification of the relocation provided to a Liaison in the receiving county, the appropriate Liaison [EXHIBIT B “Contacts”] in the receiving county must be notified by the receiving Case Manager within one (1) business day 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 assigned OCS case worker will maintain documentation of the case and any related placement until supervision has been terminated or the child, family or parent has relocated out of area.

h. Whether or not a home study has already been completed or is required, the sending county must provide the receiving county 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 (30) days or a status report regarding the efforts to obtain the documents.

i. If a home study has not been completed for a relative or non-relative placement, the receiving county will conduct a home study within thirty (30) days of learning of the child’s relocation and inform the sending county within two (2) business days of the results or provide a status report. If a home study is not completed within thirty (30) days a written status report must be
entered as a note in FSFN every 7 days until the home study is completed

j. 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 has already ordered a placement of a child or approved a relocation of a family, both counties will coordinate with appropriate attorneys to reach an agreement regarding whether a change in the court order addressing placement is needed and what information may be needed to properly inform the court. If necessary, conflict resolution procedures should be used.

13. FSFN Documentation.

a. 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 FSFN [child’s electronic record] by the sending Case Manager.

   i. Home study activities and documentation are to be maintained in FSFN by the receiving county.

   ii. The assigned Case Manager should be entered into FSFN [child’s electronic record], within two (2) business, but no more than five (5) business days of receipt by the Lead Agency. The supervisor receiving a request for home study has two (2) business to process each request. The worker should be entered in the FSFN case as “Type: Out of County”, “Responsibility: Home Study”, and “Role: Secondary”.

b. Case Supervision Documentation. Once a receiving Case Manager has been assigned out of county supervision responsibility, the OCS worker must be immediately assigned as a Case Manager in the FSFN [child’s electronic record] and must begin documenting all case supervision activities they
perform. The receiving county should enter the Case Manager in the FSFN [child’s electronic record] within four (4) business days from the receipt of request by the Lead Agency. The worker should be entered as Participant specific for each child under supervision. The worker must be entered under each participant as “Type: Out of County”, “Responsibility: Case Management and/or Supervision”, and “Role: Out of County”. For Case Plan Assistance case the Case Manager should be entered into the FSFN [child’s electronic record] as “Type: Out of County”, “Responsibility: Case Management and/or Supervision”, and “Role: Secondary”. The worker should document all case activities performed.

i. **Case Manager Contact Information.** All Case Managers and supervisors should have their FSFN detail updated periodically. The Case Managers should have their phone number, cell phone number, and e-mail address entered into FSFN if available.

14. **Communication Following request for OCS.** Once a request for services has been received, communication between the two counties regarding the case will be performed directly between the case managers 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, 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.

15. **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 may not unilaterally choose to deny supervision 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 65C-30.018.
1. The OCS 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.

2. Disputes regarding post adoption will be resolved between the
two post adoption contacts. This process will be elevated to
higher levels of authority, as necessary, until resolution is
reached.

3. 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 or their designee will be
asked to become involved.

16. Continuation of Supervision by the County of Jurisdiction. The
only exception to requesting case supervision by the receiving county
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 county must be notified for
permission in these cases. Florida Administrative Code 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.

b. The county of jurisdiction will retain jurisdiction when services
are terminated if the county retained supervision responsibility.
17. **Case Closure**. Cases shall not be closed and jurisdiction shall not be transferred to the contracted service provider in the receiving county prior to specified actions being taken:

c. Prior to recommending case closure to the court or closing a non-judicial supervision case, the case manager in the county of jurisdiction shall inform the case manager in the receiving county of the planned action and ensure that the case manager in the receiving county has an opportunity to comment on the advisability of the planned action. This information from the receiving county must be presented to the Court. Once terminated, the receiving county will have no continued responsibility to the family.

d. 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 must be provided with a copy of the court’s termination order within two business days of being signed.

e. FSFN should be updated immediately with the closure information and a transmittal of closure sent to the receiving county.

f. In **Non-Judicial Cases**, supervision activities in the receiving county cannot be terminated prior to agreement by the sending and receiving counties involved that termination of supervision is appropriate. If necessary, conflict resolution procedures shall be used to resolve disagreement about the appropriateness of terminating supervision.

g. No adoptions cases will have supervision end dated in FSFN prior to the adoption finalization date.

18. **Transfer of Jurisdiction**

a. Each request for transfer of jurisdiction should be evaluated on a case-by-case basis. In order for a case to be considered for
transfer of jurisdiction the case shall meet the following
guidelines:

(1) The child(ren) in the case should be adjudicated
dependent, or when adjudication is withheld when it is
determined to be in the best interest of the child,
expediting permanency, or promoting the efficient
administration of justice, and;

(a) Parent(s) have resided in the receiving county a
minimum of 3 months,
(b) There is an existing request for case plan
   assistance, and
(c) The parent(s) should be partially compliant with
   their current case plan.
(d) An exception to this provision shall be the
   immediate transfer of jurisdiction in situations
   where the receiving agency/jurisdiction previously
   retained jurisdiction of the case.

(2) In cases under non-judicial supervision, primary
supervision responsibility shall not be transferred to the
receiving county unless the receiving lead agency is in
agreement with the transfer; the appropriate single points
of contact for both the sending and receiving agencies
shall help coordinate the transfer.

b. The Lead Agency should be contacted and a signed Judicial
Transfer Form [Exhibit E] received prior to a recommendation
being made to the court. The receiving agency must provide a
response within (5) business days of receipt of request. They
may ask for an extension, but this must be in writing (email will
suffice). Please consult the appropriate Liaison to coordinate
the transfer [Exhibit B]. After the court has transferred
jurisdiction, a copy of the file should be kept and the original
sent over night to the appropriate contact with a copy of the
completed and approved Judicial Transfer Form attached
[Exhibit E].

c. If the sending agency has followed all applicable procedures
and received case acceptance prior to a case being transferred;
the receiving agency shall become financially responsible upon
court order of the transfer. If the receiving agency has not been
notified of the transfer prior to court order they will not become
financially responsible until each of the following has occurred:

i. The sending agency has notified the receiving agency
   and provided a copy of the court order.

ii. The receiving agency has reviewed and accepted the
    case. The review should be completed within 1 business
    day of notification. If there has been verbal contact (email
    or voice mail is not sufficient) and there has been no
    response provided before the end of business on the 2nd
    day, it will be assumed accepted and the receiving
    agency shall accept full financial responsibility for the
    case as of that date.

iii. The legal case has been received by the clerk of court in
    the circuit to which the case was transferred.

19. Financial Responsibility

a. The sending agency shall always have the final responsibility to
   pay for services provided to children and families that are living
   outside of their agency jurisdiction, unless other arrangements
   have been made with the receiving agency. An effort should
   always be made by the receiving agency to assist in finding
   appropriate community services for children and families in
   care. If payment is required, the Lead Agency contact for the
   sending agency should be notified so payment can be
   coordinated between agencies.

20. Transfer of Interstate Compact for the Placement of
    Children cases

When a family or prospective caregiver relocates from one county to
another county, the case manager providing services from the receiving
county which received the original case should immediately notify their
Lead Agency Contact and submit a notice to the sending state informing
that the family has relocated and no longer in residence in the originating
county. Status report and case closure should be up-loaded in NEICE as
well as an email sent to both ICPC FL specialist and liaison in the new
county where the family has relocated. A copy of the case file is to be
forwarded to the new county of residence through the lead agency CBC
liaison. The Lead Agency Contact should notify the appropriate Lead
Agency Liaison within two (2) business days. The sending Florida agency
will transfer any open FSFN case(s) to the receiving agency and remain on the case until a new primary worker has been assigned by the new county of residence. Documents will not be available in NEICE until the new case has been created by the Central Compact ICPC case specialist and assigned to the new county ICPC liaison.

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Big Bend Community Based Care, Inc.

Date: 7/23/18  By: Stephen Pennypacker, CEO
Partnership for Strong Families, Inc.

Date: 7/23/18  By: Bob Miller, CEO
Family Support Services of North Florida, Inc.

Date: 7/24/18  By: Irene Toto, CEO
Kids First of Florida, Inc.

Date: 7/23/18  By: Mark Jones, CEO
Community Partnership for Children, Inc.

Date: 7/24/18  By: Shawna Novak
St. Johns County Board of County
Commissioners, Family Integrity Program

Date: 7/23/18  By: Laura Gilbert, CEO
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Date: 7/23/18  By: Brian Bostick, Executive Director
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Date: 7-23-2014

By: Chris Card, Executive Director
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By: Terri Saunders, CEO
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By: James Carlson, Interim CEO
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By: George Sheldon, CEO
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