



Series: 800: Quality Management

Policy Name: Out of County Services (OCS)

Policy Number: 810

Origination Date: 4/21/03

Revision Date: 7/1/2018

Attachment: Exhibit B-Contacts and OCS Working Agreement

Policy: It is the policy of Communities Connected *for Kids* to serve effectively and efficiently all cases referred, including those Out of County Services (OCS) as per working agreement with all CBCs. Communities Connected *for Kids* will provide services and/or assistance as appropriate. The Out of County Services procedure may include request for home studies, making and receiving requests for supervision services between counties in Florida, case plan assistance and managing regular and ongoing case supervision activities to and from another county within the state.

Procedure:

All incoming requests for services from other counties will first be sent to the appropriate county's incoming email address listed on Exhibit B-Contacts, including adoptions and Intake and Operations Coordinators.

Response Requirements

1. Communities Connected *for Kids* will not be responsible for responding to an OCS request for investigation. The DCF Protective Investigation unit will handle those requests and should Communities Connected *for Kids* receive such a request it will be forwarded to DCF for a response.
2. When an OCS referral is received for non-investigation reasons, it will be assigned to Communities Connected *for Kids* for a response. The timeframes for initial contact by a DCM with the family must be made no later than five (5) business days of the home study request being uploaded into SACWIS. The home study request must be assigned within five (5) days of receipt by the Lead Agency. The time frame may be shortened if it is determined that services must be provided more quickly.
3. At least one home visit is required prior to completion of a requested home evaluation. Collateral contacts, criminal records checks, and background screening must be made if indicated. A home study will be completed within thirty (30) calendar days of the request being received by the Lead Agency. After thirty (30) calendar days notes must be entered into the SACWIS system at minimum every five (5) business days to show the status of the home study and the efforts being made.



4. An OCS may request courtesy supervision, a home study and/or case plan assistance.
5. The Dependency Case Management Supervisor or OCS contact will review the documentation for completeness, accuracy and approval. All incomplete and/or inaccurate documentation will be clarified with the sending source prior to approval of case acceptance.
6. Case assignment for a request for case plan assistance and/or courtesy supervision will be made within five (5) days of confirmation by the Communities Connected *for Kids* DCM OCS contact including confirmation that the OCS referral is complete, accurate, and ready for services.
7. 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 no more than business days following the receipt of the request by the unit supervisor and no later than five (5) business days of receipt of the request by the Lead Agency. Face-to-face visits should continue every thirty (30) days until reunification occurs or the case plan assistance request is closed. All contacts and unsuccessful attempts at contact will be documented in SACWIS. Attempts will continue until contact is successfully made. Any extraordinary length of time where initial contact is unsuccessful will be reported by the DCM to the unit supervisor immediately. The agency supervisor will then work closely with the supervisor to clarify the next step.
8. Upon receipt of the courtesy supervision request, face-to-face contact with the child must be made no later than five (5) business days of request being uploaded into SACWIS. 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.
9. Service delivery on courtesy supervision cases, including but not limited to the frequency and number of contacts with the family, intensity of services, focus of interventions, etc., will be determined in coordination with the sending source and the needs of the family.

Communities Connected *for Kids* OCS Requests: Outgoing

1. DCMs wishing to make an OCS request will complete the appropriate packet including their supervisor's signature attesting to the completeness and accuracy of the packet information.
2. Pending approval, Communities Connected *for Kids* will submit the completed OCS packet through the county Data management Specialist (DMS). The DMS will upload the file into the FSFN file cabinet and notify the receiving OCS contact that an OCS request has been made.
3. The Placement Unit and the DCM will collaborate to ensure a smooth transition.
4. All outgoing requests for OCS will be tracked by Communities Connected *for Kids*, noting the nature of the request, date, and response from the receiving county.



Approved: Carol Deloach

Carol Deloach, CEO

July 1, 2018