



Series: Operating Procedures **COA: NA**
CFOP: 175-43

Procedure Name: Courtesy Supervision
Procedure Number: OP-1043
Revision #/Date: (1)01/29/09
Effective Date: 11/29/04

Applicable to: All CBCB Staff and Contract Providers

SUBJECT: Courtesy Supervision

PURPOSE: To outline the steps for requesting, receiving, and managing courtesy supervision cases from one agency, district, or state to another.

PROCEDURE:

References

CBCB Policies/Procedures: OP1054, OP1055

Scope

This procedure includes children who are under protective supervision- including children in relative care, foster care cases involving children who are living in licensed foster homes, facilities, therapeutic placements, foster care post-placement supervision, and adoptive placement supervision in other agencies, districts or states.

General Guidelines

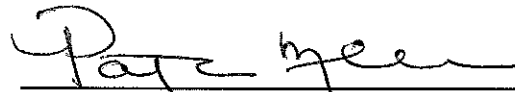
- a. The fact that families change residence does not release CBC of Brevard from its responsibility to continue to provide supervision to protect the children. Requests for courtesy supervision to or from another agency or district in Florida or another state that has court jurisdiction shall be handled in the following manner:
 1. Requests for courtesy supervision to or from another state must be processed through the sending and receiving states' Interstate Compact on Placement of Children offices. Periodic reports must be made as indicated by the Compact agreement. (Refer to CBCB OP1054, Interstate Compact on the Placement of Children, and CBCB OP1055, Priority Placement Under the Interstate Compact on the Placement of Children.)
 2. All requests for courtesy supervision within Florida shall be processed in accordance with the written procedures established by each Zone program office. The procedures must require that all requests be in writing. The sending agency is responsible for providing the receiving agency with a copy of the case plan; all court orders; all information regarding the family, such as medical, psychological, psychiatric, developmental, academic reports, as well as predisposition studies; and copies of Florida Safe Families Network (FSFN) reports. These documents are

necessary for the receiving agency to properly assess the current family situation, the child's needs and safety factors.

3. Requests to or from another agency or Zone within Florida shall not normally be initiated by telephone. If the situation requires immediate expedition, a telephone call or facsimile transmission shall be directed to the other Zone's program administrator or designee for a decision regarding case handling, immediately followed by a written request including the information listed in paragraph a (2) above. The receiving unit supervisor shall respond in writing to the sending unit supervisor, accepting the courtesy supervision case and providing the name and phone number of the care manager assigned once the written request and pertinent documents are received. If the receiving supervisor refuses to accept the case, a full written explanation shall be provided to the sending unit. If the sending supervisor believes the response is unjustified and agreement cannot be reached with the receiving unit, then the matter must be referred to the next level of supervision until a final decision is reached.
4. Courtesy supervision shall be requested in the following situations:
 - a. Any time a child is placed outside of the sending agencies service area, but within the state;
 - b. The child/family is placed or moved to another state; or,
 - c. There may be circumstances when exceptions need to be made for when courtesy supervision should or should not be requested, which may include but are not limited to a strong relationship between the care manager and child/family and a change of the care manager may be detrimental to the child/family.
- b. Cases involving court-ordered supervision shall not be terminated without prior written approval of the court. Court-ordered services shall continue without lapse until terminated or modified by the court.
- c. In voluntary cases, if the family moves to another locality or district and requests continuation of services, the case must be treated as a request for courtesy supervision subject to the procedures contained in this operating procedure. The receiving agency may elect to first assess the need for services prior to accepting supervision, but must commence an investigation of the need for services within 5 working days of receipt of the request.
- d. When supervision and jurisdiction are both in Florida, all case management requirements and procedures are applicable. Once the case has been accepted (unless the request solely pertains to meeting with a parent to help with a case goal, e.g., making referrals to the parent identifying appropriate providers or some other type of short-term assistance to the sending district), the primary case management responsibility belongs to the receiving agency. The receiving agency will keep the sending agency informed until supervision is terminated. The sending agency will be responsible for initiating and maintaining the case plan since it must be filed with the court.
 1. The responsibility of the receiving care manager will be to:
 - a. Have a minimum of one face-to-face contact with the child and family every thirty (30) days (more frequent contact if the needs of the child or family warrant); and,

- b. Provide pertinent information to the sending care manager, including a detailed quarterly report that would include information on the child and family's progress plus any concerns about the current placement.
2. The responsibility of the sending care manager will be to attend case staffings whenever possible and initiate and maintain the case plan.
- e. In cases with the goal of reunification, where the parent and child are in separate areas of the state, staff in each location must maintain regular contact with the family members they serve and document reunification efforts in the case file.
 - f. When jurisdiction is in Brevard County, Florida and supervision is with another state (Interstate Compact placements), all case management requirements with the exception of face-to-face supervision are the responsibility of the referring care manager. Regular written and telephone contacts with the assigned care manager and supervisor in the supervising (receiving) state shall be made and must be documented in the case file. The referring care manager must also keep the Interstate Compact office informed as to relevant case management and legal issues. The referring care manager is required to send and receive written documents by facsimile transmission or mail directly with the care manager in the receiving state as long as copies of the same documents are also simultaneously sent to the Florida Interstate Compact central office.
 - g. Transfer of jurisdiction shall not be considered until the family has physically moved to the new community and established a mailing address. The decision to request the transfer of jurisdiction by the court shall be made jointly by the involved staff after consultation with the child welfare attorney, and program administrator or designee. Jurisdiction must not be transferred until there is a firm commitment in writing to accept the case in the new location. In interstate situations, the Interstate Compact office must be kept informed of all actions in this regard.
 - h. It will be the responsibility of both the sending and receiving agency, if placement is in Florida, to maintain an accurate FSFN provider record using the proper status code as long as they continue a role in the case, and to terminate that record correctly when their role ends.

BY DIRECTION OF THE CHIEF EXECUTIVE OFFICER:



DR. PATRICIA NELLIUS-GUTHRIE
Chief Executive Officer
CBC of Brevard, Inc.

APPROVAL DATE: 2-12-09