



PROCEDURE

Series:	Operating Procedures	COA: N/A CFOP: 170-19; 170-11
Procedure Name:	Out of County Services (Previous Title: Out of Town Inquiries)	
Procedure Number:	OP-1033	
Reviewed Date:	09/01/2020, 4/16/24, 10/02/2025	
Revision #/Date:	(3) 02/17/12, (4) 06/27/16	
Effective Date:	11/01/08	
Applicable to:	All Family Partnerships of Central Florida (FPOCF) Staff and Contract Providers	

PURPOSE: To establish the requirements for FPOCF's response to Out of County Services (OCS) for which the agency is responsible.

PROCEDURE:

References

Out of County Services "2021 Working Agreement" among State of Florida Community Based Care Lead Agencies revised 11/08/2021)
OP 1043 Courtesy Supervision
OP 1054 Interstate Compact on the Placement of Children (ICPC)
OP 1055 Priority Placement under the Interstate Compact on the Placement of Children (ICPC)
CFOP-170-19
Note: CFOP 175-33 repealed by DCF

Definitions

"Out of County Services" (OCS) are requests for services or assistance that originate from intrastate sources. Requests for services may include, but are not limited to home evaluations, courtesy supervision, and case plan assistance.

FPOCF "Out of County Services" responsibilities will not be confused with DCF Child Protective Investigations (CPI) "Out of Town Inquiries (OTI)" responsibilities. OTIs are requests for immediate services or assistance that originate from intrastate, interstate or international sources. Requests for services may include, but are not limited to, abuse and neglect investigations, predisposition summaries, and CPI to CPI home studies of families to whom no State of Florida Community Based Care (CBC) Lead Agency is assigned.



OCS Sources

Intrastate sources include other CBC Lead Agencies, and, as staff resources permit, may include other Florida state or local social service and other private agencies, the courts, and other entities or individuals referred through other CBC Lead Agencies and/or the DCF Office of Child and Family Well-Being. This policy also refers to requests received in the tri-county that originate from Brevard County, Public Allies.

Interstate Compact on the Placement of Children

- a. The Interstate Compact on the Placement of Children (ICPC); see sections 409.401, et seq., F.S.), is administered by the Department of Children and Families (DCF) ICPC Central Office. It is a statewide, direct service, operational program which assists FPOCF staff in efforts to place children with families in other states or in an out-of-state foster care placement pending permanency. It also approves all interstate adoptions.
- b. All incoming requests for services from other states and foreign countries should first be sent to the ICPC Central Office. If a request is received directly from another state or foreign country, the FPOCF ICPC Representative (currently the FPOCF ICPC/OCS Specialist) will review the Interstate Compact System (ICS) and the National Electronic Interstate Compact Enterprise (NEICE) system to determine if an active ICPC request exists and, if no case exists, contact the ICPC Central Office before providing services.

RESPONSE REQUIREMENTS:

- a. OCS actions will be documented in Florida Safe Families Network (FSFN).
- b. The OCS Representative (FPOCF ICPC/OCS Specialist) assigns incoming OCSs within one (1) business day of receipt. The time frame for initial client contact by the Care/Case Manager Supervisor (CMS)/Care Manager (CM) will not exceed three (3) business days from receipt from the FPOCF OCS Representative; further, initial client contact will not exceed two (2) business days from receipt by the Dependency Care/Case Manager Supervisor (DCMS) unless it is known and documented in FSFN that the subject will not be available within that time. The time frame may be shortened if it is determined that services must be provided more quickly, or if there is a request to expedite.
- c. The assigned Care/Case Manager is required to complete a minimum of one (1) home visit. Collateral contacts, criminal record checks (including fingerprint checks), and FSFN checks must be completed. A home evaluation report will address all pertinent factors. The time frame for completion shall not exceed 30 days.
- d. An OCS may result in requests for courtesy supervision, a home study and/or case plan assistance. No CBC Lead Agency will, however, recommend or obtain a transfer of jurisdiction of a case to FPOCF without obtaining the concurrence of applicable staff; parties to the agreement should include both the sending and receiving supervisors, the FPOCF ICPC/OCS Unit, and Children's Legal Services (CLS) attorneys.



- e. The FPOCF OCS Representative will forward outgoing OCSs to the appropriate CBC Lead Agency representative within one (1) business day of receipt of the request.
- f. Each Care Center Administrative Assistant/CMA designated POC will be responsible for maintaining an OCS tracking log.

BY DIRECTION OF THE PRESIDENT AND
CHIEF EXECUTIVE OFFICER:

A handwritten signature in blue ink, reading "Philip J. ScarPELLI", is written over a horizontal line.

PHILIP J. SCARPELLI
Chief Executive Officer
Family Partnerships of Central Florida

APPROVAL DATE: 12/9/2025