Assigning an OTI Request or Case Transfer

If the sending county submits transfer request and the receiving county accepts…
What happens next?

After accepting a transfer request, the receiving supervisor will need to assign the case to a new worker within the unit. The transfer shall be executed in the statewide automated system (FSFN) with 24 hours.

If an OTI request is received, then the OTI investigator shall be assigned in FSFN immediately upon receipt of the OTI request. OTIs shall be commenced within twenty-four hours of the receipt of the request.

- Find the case in FSFN and expand the case.
- Expand assignment and click on the actions button next to the worker’s name.
- Then click continue next to create assignment.
- Click in the radio button next to the worker’s name.
- On the right, in the first drop down box choose the correct type of assignment (investigations, ongoing services, etc)
- In the second drop down box for responsibility (i.e. choose investigations if it is a CPI)
- In the third drop down box choose the role of primary, secondary, or courtesy.
- If you are changing the primary worker (case transfer), click in the radio button for end assignment.
- If the worker was not on the left, click in the search worker button. Once the worker is found click in the radio button next to their name and click continue.
- Look over this screen and once everything is correct click assign.

If the OTI request is for the purpose of making an initial contact with the child victim, the OTI investigator shall ensure that an on-site contact with the child victim is attempted within twenty-four hours of the report received date and time.

OTIs shall be completed within five working days of the receipt of the OTI request, unless otherwise agreed upon between the sending unit and the receiving unit supervisors.

Any disagreements regarding the acceptance of an OTI request, or a case transfer within or between districts shall be referred directly to the district administrators or their designees for resolution within twenty-four hours of refusal of the OTI.

The resolution shall be documented in the chronological section of the automated investigative file.

Sources:
FSFN Assignments Job Aid
FSFN Guidebook (FSMO, 2009)
FSFN FAQ (Re: Case Assignment)
F.A.C. 65C-29.011 and 29.012 (OTI and Case Transfer)