DATE: October 15, 2010

TO: Regional Directors

THROUGH: Pete Digre, Assistant Secretary for Operations
         David L. Fairbanks, Assistant Secretary for Programs

FROM: Alan Abramowitz, State Director, Office of Family Safety

SUBJECT: Provision of Out-of-County Services and Elimination of "Courtesy Supervision"

ACTION REQUIRED: Disseminate to all impacted staff
DUE DATE: Effective Immediately

PURPOSE: The purpose of this memorandum is to provide an update on actions taken regarding out-of-county services and to eliminate the term "courtesy" when describing services provided to children and families residing outside their counties of jurisdiction.

BACKGROUND: During the 2010 Dependency Summit, Secretary Sheldon asked: “Why do we call it courtesy supervision when it is actually a responsibility?” Florida’s child welfare system has historically used the term “courtesy” when describing case management services provided to children and families residing in counties other than their counties of jurisdiction. However, the term “courtesy” implies that such services are optional and at the discretion of the receiving county.

As you all know, an even higher level of attention, coordination and responsiveness is needed to effectively address the investigative and case management challenges for staff when our families and children are being served outside their county of origin.

To provide additional support for cross-jurisdiction service delivery, the following specific actions have been taken to support diligent efforts in out-of-county services cases:

- As required by Section 65C-30.018(4), F.A.C., a statewide out-of-county services working agreement has been developed and implemented by the Community-Based Care lead agencies to coordinate supervision and provision of services among jurisdictions.

- Modifications to the Florida Safe Families Network (FSFN) are underway to eliminate the term “courtesy” from the system and to replace it with “out-of-county.” Upon completion of these modifications, all FSFN training materials and guides will
be revised to reflect the changes in functionality and terminology. The corrected FSFN terms will be out-of-county services and out-of-county services worker. Worker assignments in FSFN will be designated as Primary, Secondary and Out-of-County.

- Modification to contract language which will require cross-jurisdiction coordination of out-of-county services.

- Management is working with supervisors to ensure compliance with oversight of cross-jurisdictional cases.

- All documents referring to out-of-county services as “courtesy” services are being edited and revised to eliminate use of the word “courtesy” and replace it with the term of “out-of-county.”

**ACTION REQUIRED:** Please disseminate this memorandum to all staff responsible for investigations and case management supervision and services to children. Please review any local documents to ensure the term “courtesy supervision” is replaced with “out-of-county supervision.”

**CONTACT INFORMATION:** For additional information or comments regarding this change in policy, please contact Linda D. Johns, Linda_D_Johns@DCF.State.FL.us or by telephone at (850) 414-9982.