

INTERAGENCY WORKING AGREEMENT  
BETWEEN THE  
PINELLAS COUNTY SHERIFF'S OFFICE CHILD PROTECTION INVESTIGATION  
DIVISION  
AND  
ECKERD CONNECTS

This Agreement sets out all operating procedures and is intended to replace the May 11, 2015 Agreement. The Pinellas County Sheriff's Office Child Protection Investigation Division (PCSO-CPID) and Eckerd Connects, including the subcontractor agencies on behalf of Eckerd Connects, enter into this interagency agreement to coordinate their respective responsibilities with children and families affected by abuse, neglect and abandonment in Pinellas County. The children of Pinellas County benefit from an efficient manner of communication which ultimately contributes to their safety and well-being.

PCSO-CPID has the responsibility of investigating allegations of child abuse, abandonment, neglect and handling special condition referrals reported to the Florida Abuse Hotline. Prior to transfer, PCSO-CPID is also responsible for the development, management and modification of safety plans. If the PCSO-CPID investigation determines that services are warranted or recommended; PCSO-CPID will refer any service Eckerd Connects provides to Eckerd Connects. The services provided (internally or through subcontractors) include intensive in-home crisis services, protective services, foster care services and adoption services to at risk children and families identified by PCSO-CPID. Additionally, Eckerd handles special condition referrals related to Foster Care Referrals (FCR) and Parent Needs Assistance Referrals (PNA.)

PCSO-CPID and Eckerd Connects will work together on issues of mutual concern to improve the quality of services available to victims of child abuse and their families. Training classes will be developed, shared and conducted on issues related to legal updates, policy changes and best practice, to ensure continuity of services. Both PCSO-CPID and Eckerd Connects will exchange information regarding case activities on mutual cases.

Nothing in this working agreement is implied to supersede Federal Law, Florida Statute or Florida Administrative Code.

This document is subject to Florida Public Records Law, Chapter 119 and applied exemptions per F.S. Chapter 39. (attachment)

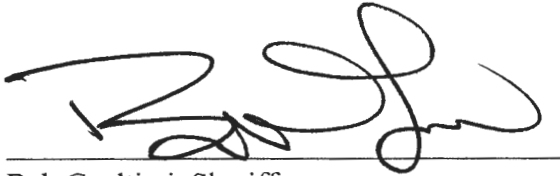
#### CANCELLATION

Either party may initiate the renegotiation process and provide the other party with a draft of proposed amendments at any time during the term of the agreement. Modification of provision of the agreement shall be valid only when they are being reduced to writing and duly signed by both parties. If neither party initiates the renegotiation process within 2 years of the full execution of this Agreement, this Agreement automatically lapses.

This Agreement as completed on the date below will become effective upon signature of both parties and will remain in effect until terminated by either party with thirty (30) days written notice to the other party. The agreement will be reviewed annually by both parties for appropriate changes and adjustments.

In no event shall this Agreement confer upon any third person, corporation or entity any right or cause of action or damages claimed against the parties to the Agreement arising from the performance of the Agreement.

IN WITNESS THEREOF, the parties hereto cause their signatures to be affixed:



Bob Gualtieri, Sheriff  
Pinellas County Sheriff's Office

5/2/19  
Date



Brian Bostick, Executive Director  
Eckerd Connects

4-4-19  
Date

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## DEFINITIONS

**Allegation:** A statement by a reporter to the Florida Abuse Hotline that child abuse, neglect or abandonment is known or suspected.

**Case Management Organization (CMO):** Contracted agency with Eckerd Connects to provide supervision of and services to dependent children and children who are at risk of abuse, neglect, or abandonment after a case is accepted through a Case Transfer Staffing (CTS) between Eckerd Connects CMO and PCSO-CPID.

**Case Manager (CM):** Certified Child Welfare Professional who is accountable for service delivery regarding safety, permanency, and well-being of children who are receiving voluntary or court-ordered services in response to founded allegations of child abuse, neglect, abandonment or threatened harm.

**Case Transfer Staffing (CTS):** A meeting held to transfer responsibility for a case involving an unsafe child from PCSO-CPID to Eckerd Connects/ CMO/Intensive In-Home.

**Chapter 39 Injunction:** An injunction sought for the protection of unsafe children when there is domestic violence and the alleged perpetrator is not a parent.

**Child Abuse / Neglect / Abandonment:** Harm or threatened harm to a child's physical, mental, or emotional health by acts or omissions of a parent, adult household member, or other person responsible for the child's welfare. See definitions of abandonment, neglect, and abuse contained in 39.01, F. S.

**Child Health Screening:** A mandatory health screening required for all children who are removed from a parent or caregiver.

**Child Placement Agreement:** An agreement created by child welfare professional to define Care Precautions or a Behavioral Management Plan for a child in out-of-home care whose behaviors or circumstances require additional supervision or safeguards.

**Child Protection Team (CPT):** A medically directed multidisciplinary team that provides specialized diagnostic assessments, evaluation, coordination, consultation, and other supportive services to abandoned, abused, and neglected children.

**Child Protective Investigation:** The investigation of each report alleging child abuse, neglect, or abandonment accepted at the Florida Abuse Hotline as well as the determination of action or disposition and referral when appropriate.

**Child Protective Investigator (CPI):** An authorized agent in a professional position within the sheriff's office with the authority and responsibility of investigating reports of child abuse,

neglect, or abandonment received by the Florida Abuse Hotline as defined in Section 39.01(63), F.S.

**Child's Resource Record (CRR):** A standardized record developed and maintained for every child entering out-of-home care that shall be housed where the child is placed and contains copies of the basic legal, demographic, available and accessible educational, medical and psychological information pertaining to a specific child, as well as any documents necessary for a child to receive medical treatment and educational services.

**Children's Multidisciplinary Assessment Team (CMAT):** An inter-agency coordinated effort with the responsibility to provide recommendations for long-term care services for children with complex medical needs based upon medical necessity.

**Commercial Sexual Exploitation of a Child (CSEC):** The use of any person under the age of 18 for sexual purposes in exchange for money, goods, or services or the promise of money, goods, or services.

**Comprehensive Behavioral Health Assessment (CBHA):** An in-depth and detailed assessment of the child's emotional, social, behavioral, and developmental functioning within the family home, school, and community as well as the clinical setting, which is funded through Medicaid and is performed by a licensed clinician, as specified in the Florida Medicaid Community Behavioral Health Services Coverage and Limitations Handbook, which is incorporated by reference in Rule 59G-4.080, F.A.C.

**Department of Children and Families (DCF):** The state agency responsible for the oversight of child protective investigations, case management, foster and adoptive services.

**Diligent Search:** Efforts made to locate a parent or prospective parent whose identity or location is unknown.

**Eckerd Connects:** The Community Based Care, Lead Agency of services that includes Case Management Organizations (CMO), Contracted Foster Home / Licensing Agencies / Placement and contracted On-Call services.

**Emergency Modification of Placement (EMOP):** A motion filed to advise the court that a child's current placement was no longer suitable, and an alternative placement was required without the option to provide advance notice to the court.

**Family Functioning Assessment (FFA):** A comprehensive assessment in which information is gathered, analyzed, and assessed to determine child safety in the household where the alleged maltreatment occurred.

**Family-Made Arrangement:** A safety action initiated by the parent/legal guardian to voluntarily and temporarily relocate the child from the family's home to a responsible adult chosen by the parent/legal guardian as part of an agency-managed safety plan, in response to present or impending danger. This does not include when a parent and child relocate to another residence.

**Family Support Services (FSS):** Services intended to prevent the occurrence of future child abuse investigation and/or child maltreatments for families with safe children determined to be at high or very high risk.

**Florida Safe Families Network (FSFN):** The Department of Children and Families (DCF) statewide automated system containing all reports, investigations, special conditions referrals, child-on-child sexual abuse reports and related child safety assessments and safety actions or plans and cases regarding child abandonment, abuse, neglect, and pertinent information regarding all activities involved in investigative and some case management functions.

**Foster Care Referrals:** Information received by the Florida Abuse Hotline regarding conditions of a child in foster care status that does not rise to the level of abuse or neglect but may constitute a licensing violation and warrants further inquiry by the supervising agency.

**Contracted Child Placing / Licensing Agency:** Agency administered by Eckerd Connects that is licensed and arranges for placement of a child(ren) as well as provides coordinated services for licensing, re-licensing, placement, recruitment and support for foster families.

**Human Trafficking:** Human Trafficking Labor is the recruitment, harboring, transportation, provision or obtaining of a child for labor or services through the use of force, fraud, or coercion. Human Trafficking Commercial Sexual Exploitation of a Child (CSEC) is the use of any person under the age of 18 for sexual purposes in exchange for anything of value, including money, goods or services, or the promise of anything of value, including money, goods or services.

**Impending Danger:** Family behaviors, attitudes, motives, emotions, or situations which pose a threat that may not be currently active, but can be anticipated to become active and to have severe effects on a child at any time.

**In-Home Judicial (IHJ) / Non-Shelter:** Unsafe child(ren) who remains with a parent in which an in-home safety plan has been implemented, with court oversight.

**In-Home Non-Judicial (IHNJ):** Unsafe child(ren) who remains with a parent in which an in-home safety plan has been implemented, without court oversight.

**Interstate Compact for the Placement of Children (ICPC):** An agreement among member states and U.S. territories requiring the receiving state's applicable laws and policies be followed before it approves a proposed out-of-state placement.

**Lockout (Problematic Release):** A child at a DJJ or Mental Health facility, to include the Juvenile Assessment Center (JAC) and Crisis Centers, whose parent / legal custodian refuses to take custody of the child, at the time of release.

**Critical Case Staffing:** A team of representatives from the Department of Juvenile Justice (DJJ), Department of Children and Families (DCF), Substance Abuse and Mental Health (SAMH) Program Office, Agency for Persons with Disabilities (APD), Pinellas County Sheriff's Office (PCSO), and Eckerd Connects, who meet to address issues related to children who are at a DJJ

facility, whose parent / legal custodian refuses to take custody of the child at the time of release, and youth 10 years and under or special needs youth who meet the criteria for secure detention.

**Pre-Disposition Study (PDS):** The Family Functioning Assessment and Addendum to PDS documents are filed with the Court as the PDS.

**Present Danger:** A significant and clearly observable family condition that is occurring at the current moment and is already endangering or threatening to endanger the child. Present danger threats are conspicuous and require an immediate protective action to be taken to ensure the child's safety.

**Relative/Non-relative Caregiver Benefits:** Monetary assistance that relative and non-relative caregivers can apply for when child(ren) are placed with them as a result of dependency action.

**Revenue Management:** The Eckerd Connects department responsible for updating information in FSFN related to case assignment, demographics, placement, etc. for all cases transferred to Eckerd Connects/CMO/Intensive In-Home.

**Risk Assessment:** An actuarial tool utilized to assess the likelihood of future maltreatment of any type based on which family characteristics have a demonstrated correlation with future abuse and neglect.

**Safe:** A child can be considered safe when there is no threat of danger or when there are sufficient caregiver protective capacities to manage threats of danger.

**Safety Management Services (SMS):** Safety actions or services to control or manage the danger threat that is making a child unsafe.

**Safety Plan:** A plan created to control present or impending danger using the least intrusive means appropriate to protect a child when a parent, caregiver, or legal custodian is unavailable, unwilling, or unable to do so.

**Shelter Packet:** A packet containing statutorily required information filed with the court to support the removal of a child, to include the establishment of probable cause and a shelter petition.

**State Attorney's Office (SAO):** The agency contracted by the Department of Children and Families to provide child welfare legal services in Pasco and Pinellas Counties.

**Take into Custody Order:** A court order issued remanding law enforcement to take a child into custody in response to a petition filed by a CPI establishing probable cause to remove the child.

**Termination of Parental Rights (TPR):** Terminating a parent's rights may occur voluntarily, via the parent signing surrenders, or involuntarily, in which a petition is filed indicating that the best interests of the child may necessitate the revocation or termination of the parent's right to custody of the child.

**Unsafe:** A child is considered unsafe when there is a danger threat to a vulnerable child and the caregiver protective capacities are insufficient to manage the threat of danger, thus requiring outside intervention.



## **I. SERVICES**

### **A. COMMUNITY SERVICES**

1. Children determined to be safe, with low, moderate or high-risk level, may be referred to community services.
2. Eckerd Connects Resource Specialist is available to discuss a family's needs to determine the most appropriate service provider and can provide community referrals/information to PCSO-CPID.
3. PCSO-CPID is responsible for providing any community service/referral information to the family prior to the closure of the investigation.

### **B. FAMILY SUPPORT SERVICES**

1. PCSO- CPID will contact the family and explain their risk assessment score and referral for services to the local FSS provider (which will make contact with the family). Upon completion of the FFA and Risk Assessment, PCSO- CPID will request FSS through the Eckerd Connects subcontracted provider Intake Line at 727-277-6886.
2. Pinellas CPID will make a joint visit with the Eckerd Connects subcontracted provider to the home to facilitate a warm hand off and explanation of FSS services.
3. Eckerd Connects subcontracted provider is responsible for offering services to address the family's needs and will inform the PCSO-CPID of the acceptance of the service via e-mail and documentation in FSFN

### **C. SAFETY MANAGEMENT SERVICES (SMS)**

1. PCSO-CPID will explore informal SMS when a safety plan is needed for unsafe children.
2. When CPI determines that an informal safety plan monitor is not available or not appropriate an Eckerd Connects subcontracted provider can be available for present danger safety plans, particularly involving family violence, substance misuse and/or mental health issues.  
When CPI determines that an informal safety plan monitor is not available or not appropriate an Eckerd Connects subcontracted provider can be available for impending danger safety plans, particularly involving family violence, substance misuse and/or mental health issues.
3. Request/Response

- a. PCSO-CPI will initiate the request for Eckerd Connects Intensive In-Home provider immediately upon the determination of present danger, via telephone or face-to-face communication.
- b. Eckerd Connects Intensive In-Home provider will respond in the field with PCSO-CPID within two (2) hours during normal business hours and three (3) hours after hours for present danger.
- c. Eckerd Connects Intensive In-Home provider will respond in the field with PCSO-CPID within two business days for impending danger and or following case transfer as mutually agreed.

#### 4. Safety Plan

- a. PCSO-CPID will determine the level of intervention necessary to manage the identified danger threat and will be responsible for implementing the safety plan with the family.
- b. The safety plan will describe the short-term safety actions that will control the present danger to a child while allowing time for information collection and analysis.
- c. Eckerd Connects Intensive In-Home provider can assist with the development of the safety plan.
- d. All parties are responsible for safety actions must sign the safety plan acknowledging their tasks/responsibilities.
- e. PCSO-CPID and Eckerd Connects Intensive In-Home provider will assist with monitoring the present danger safety plan for up to 14 days. Any involvement beyond 14 days requires approval by Eckerd Connects Diversion and PCSO-CPID.

#### 5. Safety Plan Monitoring

- a. PCSO-CPID is responsible to observe and assess each child weekly regarding the safety plan and any other pertinent issues, until the present danger safety plan is terminated or until CTS.
- b. PCSO-CPID will contact each informal SMS provider as outlined in the safety plan to discuss the safety plan, until the present danger safety plan is terminated or until CTS.
- c. Eckerd Connects Intensive In-Home Provider will respond to the needs of the family to mitigate safety concerns and monitor the Safety Plan as outlined in the agreed upon Plan.

## **D. TRADITIONAL DIVERSION SERVICES**

1. PCSO-CPID will offer Traditional Diversion Services to families identified by PCSO-CPID as being in need of immediate intensive services regardless of present/impending danger being identified. The goal is to strengthen families and prevent unnecessary removals and placements in emergency shelter and foster care, at the time of service delivery and in the future. These services are intended to prevent the unnecessary placement of children away from their families by providing fully engaging, intensive, family centered, strength-based and solution focused in-home services aimed at restoring families in crisis to an acceptable level of functioning.
2. PCSO-CPID will call Eckerd Connects subcontracted provider (on their intake line 727-330-4965) and complete a telephone intake.
3. PCSO-CPID will complete a joint home visit with the provider with the family within two (2) hours during normal business hours and three (3) hours after-hours. If the family is not available within the required timeframe as communicated to the Provider by the CPI at the time of referral, the CPI shall attempt to reschedule the initial joint home visit with the family and provider as soon as possible within the same calendar day of the referral or each day after until services are implemented.
4. PCSO CPID is assigned as primary on Traditional Diversion Services cases and is responsible for the safety determination for the children in each case.
5. PCSO-CPID will utilize information gathered during Traditional Diversion Services to help determine whether the family is better served by In-Home Non-Judicial or Family Support Services.
6. PCSO-CPID shall have availability to this service type on a (24) hours basis.
7. Services shall be provided during CPI investigation by stabilizing the family while allowing the CPI time to determine whether the family should be served by In-Home Non-Judicial or Family Support Services.
8. Safety Plan Monitoring-see section I.C.5

## **E. IN-HOME NON-JUDICIAL (IHNJ)**

1. When a child(ren) is determined to be unsafe and impending danger is identified, a non-judicial track may be considered.
2. PCSO-CPID will ensure the FFA is complete and documentation indicates that the child is unsafe, and an in-home safety plan is appropriate. An affirmative response is required for the following five (5) criteria:
  - a. The parent/Legal Guardian is willing for an in-home safety plan to be developed and implemented, and have demonstrated that they will cooperate with all identified safety service providers.

- b. The home environment is calm and consistent enough for an in-home safety plan to be implemented and for safety service providers to be in the home safely.
  - c. Safety services are available at a sufficient level and to the degree necessary in order to manage the way in which impending danger is manifested in the home.
  - d. An in-home safety plan and the use of in-home safety services can sufficiently manage impending danger prior to having input from any subsequent professional evaluations.
  - e. The parent/legal guardian have a physical location in which to implement an in-home safety plan.
3. PCSO-CPID will be responsible to monitor the safety plan and observe and assess each child weekly regarding the safety plan and any other pertinent issues, until CTS.
  4. PCSO-CPID will have face-to-face contact with each child within thirty (30) days of CTS or in accordance to the safety plan.
  5. Safety Plan Monitoring-see Section I.C.5

IHNJ cases will be transferred to Eckerd Connects/CMO/ Intensive In-Home provider via Case Transfer Staffings.

#### **F. IN-HOME JUDICIAL (IHJ)**

1. When a child(ren) is determined to be unsafe and impending danger is identified, PCSO-CPID may determine that judicial intervention is necessary.
2. PCSO-CPID will ensure the FFA is complete and documentation indicates that the child is unsafe and an in-home safety plan is appropriate. An affirmative response is required for the following five (5) criteria:
  - a. The parent/legal guardian is willing for an in-home safety plan to be developed and implemented that they will cooperate with all identified safety service providers.
  - b. The home environment is calm and consistent enough for an in-home safety plan to be implemented and for the safety service providers to be in the home safely.
  - c. Safety services are available at a sufficient level and to the degree necessary in order to manage the way in which impending danger is manifested in the home.
  - d. An in-home safety plan and the use of in-home safety services can sufficiently manage impending danger prior to having input from any subsequent professional evaluations.
  - e. The parent/legal guardian has a physical location in which to implement an in-home safety plan.

3. PCSO-CPID will staff the case with the State Attorney's Office (SAO) to determine legal sufficiency to pursue an in-home dependency petition.
4. PCSO-CPID will have face-to-face contact with each child within seven (7) days of the CTS.
5. In-home judicial cases will be transferred to Eckerd Connects/ CMO to provide case management services to the family.

## II. REMOVALS

A. When a child is determined to be unsafe and reasonable efforts have been made or there are no reasonable efforts to mitigate the substantial and immediate danger to the child, the child will be removed.

### B. PCSO-CPID Responsibilities

1. Copy of the PCSO-CPID Investigative file will be documented and uploaded into FSFN.
2. Original Fingerprints/Footprints and Photograph
  - a. Original fingerprints/footprints and photograph will be provided to Eckerd Connects CMO at CTS.
  - b. PCSO-CPID will provide any other original documents to Eckerd Connects at CTS.
3. FSFN Requirements
  - a. Update Demographic Information and Relationships
    - (1) AFCAR specific tabs (Person management page/Basic tab)
    - (2) Case Name – correct on all screens
    - (3) Case Type (i.e. In Home)
    - (4) Case removal address
    - (5) Relationship to and from
  - b. Enter birth verification (if born in Florida)
  - c. Upload photograph, including date obtained
  - d. Enter date fingerprints/footprints obtained
  - e. Upload all safety plans
  - f. Upload all Home Studies (approved and denied) If a Home study will not be completed a “notice of denied home study / home study not complete” will be filed with the court and uploaded into FSFN, unless the case is already open with a contracted case management agency, in which case it would be the responsibility of the assigned case manager.
  - g. Upload the Other Parent Home assessment
4. Eligibility and Medicaid

- a. When a child is placed in out of home care, an eligibility and Medicaid application must be completed in FSFN. Within 24 hours of the child's removal, the PCSO-CPID will submit the Rev Max referral, Petition, and Shelter Order to Eckerd Connects Revenue Management for subsequent processing.
5. School
  - a. PCSO-CPID will make efforts to obtain school information (school/daycare name, grade and special placement – EH, EMH, SLD, TMH) for any children removed and placed in out of home care.
  - b. When a child is placed in out of home care, the child is to remain in their school of origin until an Every Student Succeeds Act (ESSA) staffing is held. If it is determined at that staffing that the child will change schools, enrolling the child(ren) in school/daycare is the responsibility of the foster parent, caregiver or if necessary, PCSO-CPI. The PCSO-CPI will provide all documents for school/daycare enrollment and the caregiver will enroll and transport the child to school. If the Foster Parent or Caregiver is unable to transport the child then PCSO-CPI will initiate the process for transportation to be coordinated with the Eckerd Connects Fostering Education Initiative. PCSO-CPID will assist for the first three days following removal. After 3 days if the foster parent/placement has not enrolled the child in school, ECA or sub-contracted provider will be responsible for transportation to the child's current school until new school enrollment is completed. If the foster parent requires daycare for the children placed in their home, Eckerd placement or designee will complete an Expedited ELC referral to secure daycare for the foster parent. If after 3 days the foster parent has not enrolled the child in daycare it will be the responsibility of the foster parents or, if necessary, the Eckerd subcontracted provider to provide supervision and transportation of the child(ren) until daycare enrollment is completed.
6. For all in home children, they will be seen in their current residence, no more than 7 days prior to the case transfer staffing. Children in licensed care as well as relative and non-relative placement are required to be seen every 7 days in their current placement per DCF Operating Procedures. For all other cases, the children will be seen in their current placement no more than 30 days before the staffing. PCSO-CPID will have face-to-face contact with the child within seven (7) days of CTS.
7. Parent/Child Visit
8. PCSO-CPID or designee will coordinate and supervise the initial mandated parent/child visit within seventy-two (72) hours of the Shelter Hearing and ongoing visits ordered by the court until CTS, to include additional scheduled/ordered visits if they fall within 2 business days of the staffing.
9. Medical Needs

- a. If emergency medical treatment is required for a child(ren) prior to or within 48 hours of the CTS it is the responsibility of the foster parent and or caregiver to contact emergency medical services. In the event, non-emergency medical care is required, and the foster parent is unable to coordinate, PCSO-CPID will obtain medical treatment.
  - b. PCSO-CPID will make referrals to Children's Medical Assessment Team (CMAT) in accordance with F.A.C. 65C-28.004.
  - c. PCSO-CPID will ensure that any known medications to be prescribed to a child(ren) will be obtained and provided on the date of removal.
  - d. PCSO-CPID will ensure that the Child Health Screening is completed within five (5) business days of the removal. Refer to Section III. Out-of-Home Care/Placement for additional information. Pinellas completes health screening within 72 hours of removal.
10. Psychotropic Medication
- a. If a child is on a psychotropic medication at the time of removal, PCSO-CPID will obtain the prescription and ensure the child has their needed medication.
  - b. PCSO-CPID will complete the Parental Authorization Form in its entirety, when possible for continued provision of psychotropic medication upon a child taken into care (i.e. name of drug, dosage, amount per day, doctor, etc.)

### **C. CASE TRANSFER**

1. Case Transfer is the process by which information is presented to Eckerd Connects, contracted agency for intensive in-home services/case management, by the PCSO-CPID in order to initiate protective oversight or formal supervision of unsafe children due to impending danger and parents/caregivers who have been identified as having diminished protective capacities or children who have been sheltered by the court.
2. The case transfer meeting is designed to ensure that the transfer of information and responsibility for cases involving unsafe child(ren), based on sufficient information and understanding of the impending danger, can be managed with safety planning and case planning.
3. Once PCSO CPI completes the Initial FFA and impending danger has been identified, a case transfer meeting will be scheduled.
4. It is the responsibility of the assigned CPI to ensure the parents/caregivers and/or family supports are invited to the case transfer staffing. The CPI is responsible for explaining the case transfer process to the parents and the importance of attending the case transfer staffing.

#### **D. CASE TRANSFER STAFFING**

1. Case Transfer Staffings will be scheduled by PCSO-CPID and held at the Eckerd Connects office.
2. Case Transfer Staffings will occur at minimum four (4) days per week with each staffing scheduled for one hour. This will allow adequate time for both a professionals meeting and the parents to attend (in person or via phone depending on appropriateness). However, off-calendar staffings may occur as needed in order to ensure all parties are involved at the time of a court hearing. Packets will be provided to Eckerd Connects, by 4:00 pm two business days in advance of these staffings. The case transfers will be scheduled in order to maximize the efficiency of those involved.
3. The Case Transfer Packet, for both judicial and non-judicial cases, will include a mutually agreed upon checklist created/approved by both parties. A sufficient FFA-I, Impending Danger Safety Plan and staffing packet will be reviewed and provided to Eckerd Connects two business days prior to the staffing start time.
4. Case Transfer Packets will be located in the FSFN File Cabinet and named in accordance with the CTS Checklist. Documents, such as court orders, photos and prints, which are at times difficult to read when scanned, will also be provided in person at the CTS. All documents containing HIPPA protected material (including medical, psychological, social security information, etc.) will be placed in the medical tab or other appropriate location as needed.
5. Eckerd Connects will transfer the case to the assigned subcontracted agency within one business day following the staffing. All cases will be accepted or denied at the table.
6. PCSO-CPID is responsible for ensuring demographic information on active participants that are listed in the court documents is correct in FSFN and the FSFN Case is named properly.
7. PCSO-CPID is responsible prior to a CTS, to complete a face-to-face visit with a child every seven (7) days for all children in out-of-home care and/or out-of-home safety plans.
8. PCSO-CPID is responsible for all deaf/hard of hearing and limited English proficiency services needed for the parents until the conclusion of the CTS. Eckerd Connects and the involved contracted agency are responsible after the CTS.
9. During ongoing services with a subcontracted agency intensive in-home provider, if there is a need for an impending danger plan to be modified, such modifications will be handled by the Eckerd Connects subcontracted agency. If the impending danger safety plan consists of non-judicial in-home services via an Eckerd Connects subcontracted agency and that safety plan now requires judicial oversight, the Eckerd Connects subcontracted agency and the CPI will conduct a meeting with the SAO. The subcontracted agency will complete the staffing form and the CPI will forward



the document to the SAO in preparation for the meeting. The CPI will file a dependency petition with the involvement of the subcontracted agency. While the subcontracted agency conducts a legal staffing with the SAO, the CPI may participate in order to provide the historical information. New intakes to the Hotline are not required for this. Should a family become non-compliant or safety planning be unable to control the danger threat under an intensive non-judicial in-home services case within the first 10 days the Eckerd Connects subcontracted provider/CMO shall contact the PCSO CPID for a joint home visit in order to make a solid decision on the plan for this family. Should the child(ren) need to be sheltered at or prior to the 10<sup>th</sup> day, the PCSO CPID will assume responsibility. The subcontracted provider/CMO will share all information with the PCSO CPID for the purpose of generating a thorough shelter petition and they will be present for the shelter hearing.

10. In the event an in-home safety plan of any kind is no longer sufficient and a removal is necessary, PCSO-CPID will be contacted for a re-assignment of the CPI to assist in assessing the situation, completing the physical removal of the child (ren) and, in conjunction with the subcontracted agency, jointly file a shelter petition. The Eckerd Connects subcontracted intensive in home agency will be responsible for the placement of the child (ren), case transfer (if applicable), and ongoing services. Both PCSO-CPID and the subcontracted agency will be present at the shelter hearing to provide testimony.
11. Whenever possible, the CPI previously involved with the family will be assigned to assist the Eckerd Connects contracted agency with a removal.
12. When a report on a new sibling is received and they need to be added to an already existing family that is open to Eckerd Connects, An abbreviated case transfer staffing will occur.
13. When a removal is completed by the CPI on a child already open to an Eckerd Connects contracted agency, finger prints, photographs, and data entry into FSFN is the responsibility of the Eckerd Connects contracted agency.
14. When a new baby is born into a family with open services assigned to a contracted case management agency there will be an abbreviated case transfer staffing.

#### **E. MISSING CHILDREN**

1. When the whereabouts of a child(ren) in an investigation is unknown and PCSO-CPID obtains a Take into Custody or Pickup Order, the children will be referred to the Florida Department of Law Enforcement (FDLE) Missing Child Tracking System (MCTS) and ongoing search activities shall be transferred to the Regional Criminal Justice Coordinator for the purpose of continuing efforts to locate the child.

2. Children who been court-ordered to be taken into protective custody will be referred to the FDLE MCTS and ongoing search activities shall be transferred to the Regional Criminal Justice Coordinator for the purpose of continuing efforts to locate the child.
3. The Missing Child Report (MCR) must be completed within twenty-four (24) hours of receiving notification of a missing child(ren) by PCSO-CPID.

## **F. DILIGENT SEARCH**

1. PCSO-CPID will initiate a diligent search for absent parents in which basic demographic information is known. In the event demographic information is unknown, an Unknown, Unknown diligent search request will be submitted.
2. PCSO-CPID will remain active as the secondary caseworker until the adjudication of any remaining parent where adjudication is being sought, or the Affidavit of Diligent Search (ADS) is filed and accepted by the courts.
3. PCSO-CPID Diligent Search Analyst and Eckerd Connects Background Screening Unit Diligent Search Specialist will communicate regularly regarding ADS progress.
4. If Eckerd Connects CMO becomes aware of a parent's whereabouts, phone number, address or any other information that could assist in the location of a parent for which an ADS is being completed by PCSO-CPID, Eckerd Connects CMO will immediately notify PCSO-CPID Case Assignment Clerk who is responsible for Diligent Search requests.
5. If efforts to locate/identify a missing parent are successful and there are grounds to file a dependency petition, PCSO-CPID will file the petition as to that parent and amend and file the FFA-I.
6. If through the search, no grounds for a dependency petition are discovered, PCSO-CPID will close the investigation and Eckerd Connects CMO will be responsible for all decisions regarding court action on any absent parent not located prior to adjudication of the parent responsible.
7. Eckerd Connects CMO will assume all diligent search responsibilities once PCSO-CPID has exhausted all initial diligent search efforts and the ADS is filed with the court and provided to Eckerd Connects CMO.

## **G. PATERNITY**

1. PCSO-CPID will initiate and process all paternity testing which is court-ordered prior to CTS.
2. After the CTS, Eckerd Connects CMO will transport and schedule all paternity testing.
3. If a court order to register with the Department of Revenue is given to the parents at any court hearing, this will suffice in lieu of paternity testing.

### III. OUT-OF-HOME CARE / PLACEMENT

#### A. GENERAL

1. Placement Notification
  - a. PCSO-CPID will notify placement via telephone at (727)-401-0570 for the following non-licensed placement types:
    - (1) Children in the hospital
    - (2) Children in a facility (DJJ, mental health, etc.)
    - (3) Children placed with a parent
    - (4) Children placed with a relative/non-relative
    - (5) Children who are missing/absconded
  - b. Eckerd Connects Placement will enter all licensed placements into the Eckerd Connects COBRIS system to serve as notification to Eckerd Connects Revenue Management.
  - c. CPID will complete the Unified Home Study in FSFN for any relative or non-relative placement.
2. Child Resource Record
  - a. PCSO-CPID is responsible to complete the Child Resource Record for every child entering out of home care unless the child is currently open to the CMO.
  - b. Eckerd Connects CMO is responsible for maintaining the Child Resource Record while the child is in out-of-home care.
3. Disruptions
  - a. Placement Disruption
    - (1) Eckerd Connects Placement will notify PCSO-CPID of the new location of the child(ren) within four (4) hours of the new placement, until CTS occurs.
4. Comprehensive Behavioral Health Assessment (CBHA)
  - a. Referrals for the CBHA are the responsibility of Eckerd Connects.
5. Rilya Wilson Act
  - a. Upon CTS, Eckerd Connects CMO is responsible for informing the court of all Rilya Wilson Act Issues, including missing children forms and daycare absences.
  - b. If an absent father is located prior to the CTS, the PSO-CPI will add the father as a participant in FSFN and explore him for a possible placement via the other parent home assessment. If a diligent search is being conducted on multiple fathers, no one father will be added until paternity or other legal means confirm their role. Eckerd Connects CMO will update FSFN if this is identified after CTS.
6. Emergency Preparedness

- a. PCSO-CPID and Eckerd Connects will maintain current Continuity of Operations Plans for response to emergency situations, natural disasters, etc.
- b. PCSO-CPID maintains responsibility for the whereabouts and well-being of sheltered children who are not in a licensed placement, until CTS. This includes children placed with biological parents, relative and non-relative caregivers and children who are in a hospital/DJJ, pending discharge.
- c. Eckerd Connects maintains responsibility for the whereabouts and well-being of sheltered children who are in a licensed placement, to include foster care homes, residential group homes, or other licensed facilities.

## **B. RELATIVE / NON-RELATIVE PLACEMENT**

1. Home Studies
  - a. PCSO-CPID will complete and approved the Unified Home Studies for individuals with sufficient demographic information available prior to CTS or if a non-shelter becomes a removal prior to CTS. Every effort will be made to obtain information on potential relatives / non-relatives either from the parent, or potentially via court order.
  - b. PCSO-CPID will request the parent or caregiver completes the relative and interested party form at the time of shelter. This form will be filed with the SAO and uploaded into FSFN.
  - c. In situations when potential caregivers do not meet the criminal history or prior involvement criteria as provided by statute, a home study is not required (unless ordered by the court). This information will be documented in FSFN to include the individual's name, relationship, contact information and the statutory disqualifier(s). PCSO-CPID will complete the "Home Study Not Completed Form" which will be filed with the SAO and uploaded into FSFN.
2. Live Scan
  - a. PCSO-CPID will ensure all adult caregivers in the home are fingerprinted via Live Scan. PCSO-CPID Family Support Workers (FSW) who obtains the fingerprints will document in FSFN.
  - b. The agency that completes the emergency placement background check will obtain the fingerprints and submit via Live Scan. All exceptions require mutual agreement.
3. Relative Caregiver Benefits
  - a. PCSO-CPID will assist Relative Caregivers with applying for Temporary Assistance for Needy Families (TANF) funds by completing and submitting the signed Simplified Relative Caregiver Application to Eckerd Connects [C6\\_RevRCG@eckerd.org](mailto:C6_RevRCG@eckerd.org)

- b. PCSO-CPID will attach the completed Simplified Relative Caregiver Application to the home study and provide to the placement along with a list of services and tip sheet for the relatives.
  - c. Eckerd Connects CMO will be responsible for submitting the required documents to DCF upon adjudication to transition the TANF funds to Relative Caregiver benefits.
  - d. Eckerd Connects CMO will be responsible for completing and submitting the Simplified Relative Caregiver Application as well as the required documents after adjudication to DCF for any new relative caregiver placements that occur after CTS.
4. Child Health Screening
- a. PCSO-CPID will assist the caregiver with coordinating an appointment for a Child Health Screening to occur within five (72) hours of removal (per PCSO Operating Procedures) and follow-up to monitor compliance by the caregiver.
  - b. PCSO-CPID provide a copy of the screening to Eckerd Connects/CMO at the time of the CTS.
5. Interstate Compact for the Placement of Children (ICPC)
- a. If PCSO-CPID is aware prior to CTS, of a relative or parent outside of Florida that wishes to be considered as a potential placement, PCSO-CPID will initiate contact with the relative or parent and complete the Statement of Case Manager Form.  
PCSO-CPID will obtain the birth verification (if available), child health screening, Shelter Order and complete the FFA-I. PCSO-CPID will submit the Statement of Case Manager Form and other aforementioned documents (1 business from order signed for Reg 7. For Reg 2 the CPI has 3 business to submit the required documents) to Eckerd Connects via [ICPC@Eckerd.org](mailto:ICPC@Eckerd.org).
  - b. Eckerd Connects ICPC/OCS Specialist will review the documents and request the ICPC order from the CPI.
  - c. Eckerd Connects ICPC/OCS Specialist will initiate, track, and follow up on all court ordered ICPC requests.

### **C. LICENSED PLACEMENT**

- 1. Request
  - a. PCSO-CPID will contact Eckerd Connects Placement via telephone at (727)-401-0570 to provide all known child information (i.e. abuse history in Florida or other states, medical, dental, mental health history/treatment, specific care needs, Department of Juvenile Justice, health and safety issues) to determine the most appropriate available licensed placement.

- (1) If PCSO-CPID is unable to reach Eckerd Connects Placement directly, and must leave a voicemail message, a return call should be received within fifteen (15) minutes. If a return call is not received within fifteen (15) minutes, PCSO-CPID should continue to call Eckerd Connects Placement Supervisor and/or Management until contact is made.
  - b. If there is a wait time in which PCSO-CPID will provide supervision of the child(ren) until placement is located, this timeframe shall not exceed 4 hours from the time of the placement intake call. Deviation from the 4-hour timeframe needs to be discussed with the CPID Supervisor or Sergeant.
  - c. The wait time begins when PCSO-CPID has physical custody of the child(ren) to be placed and the intake is completed with Eckerd Connects Placement, unless the child is located at a mental health facility, DJJ or hospital and it is in the child's best interest to remain at the facility until time of transport to placement.
2. Supervision and Transportation
    - a. CPID is responsible for all supervision of children awaiting placement in licensed care. Upon placement identifying a placement and providing the information to CPID the CPI will then transport the child to their placement. All supervision and transports will be provided by CPID for the three days following the removal.
      - (1) All transports are the responsibility of the CPID for three days following removal. This includes any placement breakdowns or moves.
    - b. Eckerd Connects Placement will communicate with PCSO-CPID hourly to ensure PCSO-CPID is aware of the most up-to-date information concerning the location of the placement/progress.
  3. For licensed placements, PCSO-CPID can provide an ELC referral when needed.
  4. PCSO-CPID will assist with daycare /school transportation for three days following removal in order to allow for the foster parent to enroll/update the child(ren)'s daycare/school, as needed.
  5. When a child(ren) has been removed and the CPI has requested licensed placement be sought, but an alternative placement has been located, the PCSO-CPID will contact Eckerd Connects Placement and immediately notify them of the alternative placement.
  6. Child Health Screening – Licensed Care
    - a. PCSO-CPID is responsible for ensuring all medical screenings are scheduled and completed within 72 hours from the child's removal. When a child is in licensed care, the foster parent is expected to assist in transporting the child to medical screenings whenever possible, as trained in Professional Parenting Training (PPT) classes. PCSO-CPID will assist in scheduling this appointment and transportation if needed.

- b. For cases requiring case transfer, PCSO-CPID will place necessary items in the FSFN File Cabinet or provide the documents at the Case Transfer Staffing for all out-of-home placements.
  - c. Although this should regularly be addressed by the placement caring for the child(ren), when a sheltered child requires medical attention prior to the Case Transfer Staffing, Pinellas-CPID will have secondary responsibility for the child unless emergency assistance (911) is needed. Following Case Transfer Staffing, all responsibilities for medical appointments will be the Eckerd Connects subcontracted agency's responsibility. If, however, at the time of Case Transfer Staffing, a pre-existing appointment has been scheduled within two business days, CPI will be responsible for facilitating this appointment.
  - d. Upon removal, all psychotropic medications and prescriptions which are required or provided by the parent at the time of removal will be provided to the placement. When the child is out of medication but has a prescription, the CPI will fill the prescription prior to placement, whenever possible. If the absence of these medications is life threatening, then emergency medical care will be obtained by PCSO-CPID. Otherwise, a request at the shelter hearing will be made by the CPI to continue the medication as prescribed or order an evaluation to obtain these medications. This will be coordinated by the CPI prior to CTS to ensure the child's mental health needs are met.
7. Specialized Placements
- a. If a specialized placement is identified for a child(ren), Eckerd Connects Placement will ensure that the facility has agreed to accept the child(ren) prior to notifying PCSO-CPID of the placement.
  - b. If the facility refuses to accept the child(ren) for placement, Eckerd Connects Placement will assist to resolve the issue and/or secure an alternative placement immediately.

#### **IV. NEW REPORTS ON ECKERD CONNECTS CASES**

##### **A. NEW REPORTS ON OPEN ECKERD CONNECTS/CMO CASES/INTENSIVE IN-HOME CASES**

- 1. In all circumstances in which Eckerd Connects CMO suspects abuse or neglect of a child under Eckerd Connects CMO supervision, a report to the Florida Abuse Hotline will immediately be generated.
  - a. A report does NOT need to be generated if there are NO NEW allegations of abuse or neglect; the Eckerd Connects CMO can contact PCSO-CPID directly

to assist with a removal without calling in a new report to the Florida Abuse Hotline in the following scenarios:

- (1) A family's situation is deteriorating;
  - (2) The parent(s) is/are not compliant with the safety plan;
2. PCSO-CPID will contact Eckerd Connects CMO prior to commencement to coordinate a joint response. Contact will occur prior to conducting any interviews. If the CPI does not get response from the CMO and the CPI is in the office, the CPI will go to the CMO office in an attempt to make contact with somebody from the CMO. If this is not successful, the escalation process shall occur. This would include calling the case manager supervisor, case manager assistant program director, or the Program Director of the assigned CMO. PCSO administration and Eckerd Leadership will be contacted if there is still no response.
  3. Eckerd Connects subcontracted CMO will respond jointly with PCSO-CPID for all reports generated on open cases unless mutually agreed upon.
  4. PCSO-CPID is required to schedule an open services staffing within 5 business days of receipt of report, through the Eckerd Connects operations staff point of contact. If no response is received within 1 business day, CPI will contact the POC's Director.

## **B. CHILDREN IN CUSTODY OF PARENT – IN-HOME NON-JUDICIAL**

1. If Eckerd Connects subcontracted provider/CMO suspects abuse or neglect of a child under Eckerd Connects Provider supervision, a report to the Florida Abuse Hotline will immediately be generated. However, a report does not have to be generated if there are NO NEW allegations of abuse or neglect; the Eckerd Connects subcontracted provider/CMO can contact PCSO-CPID directly at 727-836-8400 to assist with a removal without calling in a report to the Florida Abuse Hotline in the following scenarios:
  - a. A family's situation is deteriorating;
  - b. The parent(s) is/are not compliant with the safety plan;
2. PCSO-CPID Responsibilities
  - a. If a report is made to the Florida Abuse Hotline, PCSO-CPID will conduct an investigation and ensure the investigation sub-type is reflected as a "streamlined other" Other in FSFN.
  - b. PCSO-CPID in consultation with the subcontracted case management organization, will decide if a removal is warranted.
  - c. PCSO-CPID can assist with a removal without a report being generated with the Florida Abuse Hotline (if there are no new allegations of abuse/neglect).
  - d. If PCSO-CPID determines a removal is warranted, PCSO-CPID will:



- (1) Take physical custody of the child and give the child to Eckerd Connects Provider.
- (2) Obtain photograph and fingerprints/footprints of the child(ren) and upload into FSFN.
- (3) Ensure the Child Health Screening is completed if the child(ren) are placed in out of home care and uploaded in FSFN.
- (4) If relative/non-relative placement is viable, the PCSO-CPID will complete the home study if available.
- (5) If a relative placement is identified, PCSO-CPID will provide information to the caregiver regarding the Relative Caregiver Application., .
- (6) Prepare the Shelter Packet.
- (7) Notify Eckerd Connects Provider and parents of the Shelter Hearing.
- (8) Attend the Shelter Hearing.

### 3. Eckerd Connects Provider Responsibilities

- a. If PCSO-CPID determines that a removal is not warranted, Eckerd Connects Provider will review the findings with Eckerd Connects Provider Director and notify the Eckerd Connects Director of Diversion within twenty-four (24) hours.
- b. If PCSO-CPID determines that a removal is warranted, and it has been more than ten (10) calendar days from In-Home Non-Judicial case acceptance, Eckerd Connects Provider will:
  - (1) Take physical custody of the child(ren) from PCSO-CPID.
  - (2) Obtain photograph and fingerprints/footprints of the child(ren) and upload into FSFN.
  - (3) Ensure the Child Health Screening is completed if the child(ren) are placed in licensed care and uploaded in FSFN.
  - (4) If relative/non-relative placement is viable, Eckerd Connects CMO/Provider will complete the home study.
  - (5) If a relative placement is identified, Eckerd Connects CMO will complete the Relative Caregiver Application, submit to DCFF and upload into FSFN.
  - (6) Prepare the Child Resource Record.
  - (7) Prepare a Child Care Referral, if applicable.
  - (8) Ensure the Child Health Screening is completed if the child(ren) are placed with a relative/non-relative and upload in FSFN.
  - (9) Create and update Medical Tab in FSFN to include:
    - Medical Profile Tab (any known health care providers and the Basics section).
    - Medications tab, if applicable.
    - Medical History Tab (to include documentation of the medical screening).

- (10) If a potential relative/non-relative placement is located, Eckerd Connects Provider will coordinate with Eckerd Connects Diversion/operations to assist with exploring the placement via the telephone.
  - (11) If a potential relative/non-relative placement is viable, the Eckerd Connects Provider will complete the home study.
  - (12) Notify Placement if all relative/non-relative potential placements have been explored and are not viable.
  - (13) Make CMAT referral in accordance with F.A.C. 65C-28.004.
  - (14) Provider supervision of the child(ren) until placement is secured, and/or in accordance with Eckerd On Call Program Contract.
  - (15) Provider transportation to placement, or coordinate with Eckerd Connects On Call Provider if transportation will occur after 5:00 p.m.
  - (16) Attend Shelter Hearing.
  - (17) Eckerd Connects Provider will handle any medical appointments (beyond the Child Health Screening) that arise prior to CTS.
  - (18) Eckerd Connects Provider will be responsible for any school transportation needs prior to CTS.
- c. Eckerd Connects CMO/Provider will complete a Progress Update in FSFN to reflect the change in circumstances and any new maltreatment within fourteen (14) days of the occurrence.

### **C. CHILDREN IN CUSTODY OF RELATIVES/NON-RELATIVES**

1. Eckerd Connects/Provider will determine if a report needs to be called in to the Florida Abuse Hotline. If Eckerd Connects Provider suspects new abuse or neglect of a child under Eckerd Connects Provider supervision, a report to the Florida Abuse Hotline will immediately be generated. However, a report does NOT need to be generated if there are NO new allegations of abuse or neglect; the Eckerd Connects CMO will attempt to resolve the issue with the caregiver, and if unsuccessful, will ensure that a change of custody hearing is scheduled, while other relatives and foster homes are explored. A Hotline report will not be generated and PCSO-CPID will not be re-involved.
2. PCSO-CPID Responsibilities
  - a. If a report is made to the Florida Abuse Hotline, PCSO-CPID will conduct an investigation and ensure the investigation sub-type is reflected as "Other" in FSFN.
  - b. PCSO-CPID will determine if an Emergency Modification of Placement (EMOP) is warranted.
  - c. If PCSO-CPID determines an EMOP is warranted, PCSO-CPID will:
    - (1) Determine if CPID or Eckerd Connects/ CMO facilitate the Legal Request to reopen protective supervision.

- (2) The party with the most direct information will complete all required documents, while ensuring consistent communicating with the other party.
- (3) Notify the Eckerd Connects CMO of the court hearing.
- (4) Attend the court hearing
- d. If PCSO-CPID determines there is no need for an EMOP and the family is able and willing to wait for a scheduled court date, although they remain no longer willing to care for the child(ren), PCSO-CPID will contact Eckerd Connects, Operations Specialist 727-456-0600 ext. 2018 and explain the relative/non-relative is requesting assistance.
  - (1) PCSO-CPID will provide the Eckerd Connects Operation Specialist with contact information for the relative/non-relative caregiver. PCSO-CPID will no longer need to be involved.
- 3. Eckerd Connects CMO Responsibilities
  - a. If a report is made to the Florida Abuse Hotline, Eckerd Connects CMO will commence onsite with PCSO-CPID when possible.
    - (1) If the case needs to be reopened Eckerd Connects Operations Specialist will follow the reopen process that has been agreed upon by the Judiciary.
  - b. If PCSO-CPID determines that a change of custody is warranted on an open service case, Eckerd Connects CMO will:
    - (1) Take physical custody of the child.
    - (2) Facilitate the Legal Request if it is determined that Eckerd Connects CMO has the most direct information.
    - (3) Notify Placement if all relative/non-relative potential placements have been explored.
    - (4) Provide supervision of the child until placement is secured.
    - (5) Notice the parents of the court hearing.
    - (6) Attend the court hearing.
  - c. If Eckerd Connects CMO is requesting change of custody, Eckerd Connects CMO will complete and submit the Legal Request and sworn affidavit to the SAO, and PCSO-CPID by 8:00am the following day to be placed on the Shelter Docket.

## **V. SPECIAL REPORTS**

### **A. PARENT NEEDS ASSISTANCE INTAKES**

- 1. The hotline accepts all Parent In Need of Assistance intakes. These are forwarded to PCSO-CPID and reviewed by a Child Protection Investigations Supervisor to determine safety factors and/or assignment to Eckerd Connects. Once reviewed PCSO-CPID determines which cases require an on-site visit and which cases do not. The latter are forwarded to the Eckerd Connects Diversion Director or designee for

assignment. Eckerd Connects Resource/Operations Specialists will respond to these intakes by making contact with the family within two business days. If there is an emergent need on the weekend in reference to a parent needs assistance report, the Eckerd Connects Director of Diversion or designee will be contacted, if the situation does not rise to the level of an on-site visit by a CPI. Eckerd Connects will assist the family by providing information and referral resources to address any concerns outlined in the intake. Their documentation will be entered in FSFN and Eckerd Connects is responsible to close these intakes.

## **B. INSTITUTIONAL REPORTS**

1. PCSO-CPID will be responsible for investigating all institutional abuse reports involving licensed foster homes/group homes.
2. PCSO-CPID will send preliminary institutional notification forms to DCF and Licensing and calls the assigned Eckerd Connects CMO and Licensing Specialist). PCSO-CPID will notify Eckerd Connects Licensing Director upon receipt of the report.
3. A joint response by PCSO-CPID and the Licensing Specialist is encouraged whenever possible.
4. PCSO-CPID will be responsible for assessing the safety of the child(ren) who is the subject of the report and make recommendations regarding the safety of other children in the facility/foster home to Eckerd Connects Licensing, Licensing Specialist, and CMO.
5. Prior to closure of an investigation with “Not Substantiated” or “Verified” findings, PCSO-CPID will staff the case with the Licensing Agency, Residential Provider, DCF, Eckerd Connects Licensing, Eckerd Connects CMO, and any other parties with pertinent information relating to the case. Staffings will be held weekly or as needed, and CPID will be responsible for establishing a conference line as well as notification to all parties. Notification of staffings will be made the day prior to the scheduled staffing date.
6. PCSO-CPID will complete the investigation and send a final institutional report to Eckerd Connects Licensing, DCF Licensing and the licensing agency for the home.
7. The contracted licensing agency is responsible for updates to Eckerd Connects Licensing.
8. Eckerd Connects Licensing reviews the final report and discusses the report with the licensing agency.
9. All concerns will be addressed at the next Licensing Quality Assurance Review Committee Meeting which shall be attended by DCF, Eckerd Connects, Licensing staff and all other identified committee members any time there are verified findings or other serious concerns.
10. If a foster home is determined to no longer be a safe placement, Eckerd Connects Licensing, the contracted licensing agency, and Eckerd Connects CMO will be notified. Eckerd Connects CMO will respond in a timely manner to facilitate the new placement.

### **C. HUMAN TRAFFICKING REPORTS**

1. PCSO-CPID investigates reports of Human Trafficking accepted by the Florida Abuse Hotline.
2. Verified findings for human trafficking identify the victim as a verified CSEC.
3. Human trafficking investigations received involving verified CSEC child(ren) who are in out-of-home case (OHC) are coded by the Florida Abuse Hotline as a foster care referral.
4. Refer to Section V(E) of this agreement.

### **D. CHILD ON CHILD SEX ABUSE INVOLVING CHILDREN IN CARE**

1. PCSO-CPID is responsible for conducting an assessment on child on child sexual abuse referral reports.
2. PCSO-CPID will notify Eckerd Connects of child on child sexual abuse reports in which the child resides in a foster home or child care facility for review of licensing standards. All parties will adhere to F.A.C. 65C-28.004 and 65C-29.007.
3. PCSO-CPID will address the child placement agreement as it relates to a sexual abuse safety planning.
4. PCSO-CPID will notify Eckerd Connects when the report is complete.
5. Eckerd Connects Licensing will print a copy of the report and place it in the licensing file.

### **E. FOSTER CARE REFERRALS**

1. PCSO-CPID will notify Eckerd Connects Licensing of all new Foster Care Referrals.
2. Prior to commencement and based on the merits of the report, PCSO-CPID will determine if the report should be handled as a Foster Care referral or if an investigation is warranted.
3. If PCSO-CPID determines that the report should be handled as a Foster Care Referral:
  - a. Eckerd Connects Licensing will contact the appropriate agency representative for foster homes.
  - b. A review will be commenced by the licensing agency representative.
  - c. A report will be submitted to the Eckerd Connects Foster Parent Program.
  - d. Eckerd Connects Licensing will review the findings and communicate such to all appropriate parties, including PCSO-CPID and DCF.
  - e. Eckerd Connects Licensing is responsible for updating FSFN to reflect the findings and will close the referral and case in FSFN.
  - f. Referrals and Corrective Action Plans will be followed up by the licensing agency.

## **VI. STAFFINGS**

### **A. CRITICAL CASE STAFFINGS**

1. Critical Case Staffing notifications to the Critical Case Staffing Team will be sent out by DJJ and/or DCF. Please refer to attachment A for protocol.

## **VII. CONFLICT RESOLUTION**

1. If there is a conflict, the issue should be discussed between the PCSO-CPID Supervisor and the respective Eckerd Connects CMO Supervisor (e.g. Eckerd Connects CMO/Provider, Eckerd Connects Placement, Eckerd Connects Diversion, etc.).
2. If the issues are not resolved at the supervisory level, the PCSO-CPID Manager will contact the respective Eckerd Connects Operations specialist (e.g. Eckerd Connects CMO Assistant Directors Eckerd Connects Placement, Eckerd Connects Diversion, etc.).
3. If an agreement is not reached for CMO issues, the matter will be referred to the PCSO-CPID Assistant Director and Eckerd Connects Director of Operations and or Eckerd Connects CMO Program Director.
4. For all unresolved issues with CMO/Provider or Eckerd Connects Lead Agency, the case will be referred to the PCSO-CPID Program Administrator and Eckerd Connects Senior Director of Growth and Transformation followed by the Associate Executive Director.
5. Matters still pending resolution will be referred to the PCSO Division Commander and Eckerd Connects Executive Director for a final decision.
6. Any decisions involving the legal aspects of a case shall involve consultation with the SAO.
7. The appropriate designee for these individuals and/or entities may also be involved.

## **PUBLIC RECORDS**

Section 119.0701, Florida Statutes (2016) requires that all contractors comply with Florida's public record laws with respect to services performed on behalf of the Sheriff. Compliance with Chapter 119, includes, but is not limited to:

1. Contractor shall keep and maintain public records required by the public agency to perform the service.
2. Upon request from the public agency's custodian of public records, Contractor shall provide the public agency with a copy of the requested records or allow the records to be inspected or copied within a reasonable time at a cost that does not exceed the cost provided in this chapter or as otherwise provided by law.
3. Contractor shall ensure that public records that are exempt or confidential and exempt from public records disclosure requirements are not disclosed except as authorized by law for the duration of the contract term and following completion of the contract if the contractor does not transfer the records to the public agency.
4. Upon completion of the contract, Contractor shall transfer, at no cost, to the public agency all public records in possession of the contractor or keep and maintain public records required by the public agency to perform the service. If the contractor transfers all public records to the public agency upon completion of the contract, the contractor shall destroy any duplicate public records that are exempt or confidential and exempt from public records disclosure requirements. If the contractor keeps and maintains public records upon completion of the contract, the contractor shall meet all applicable requirements for retaining public records. All records stored electronically must be provided to the public agency, upon request from the public agency's custodian of public records, in a format that is compatible with the information technology systems of the public agency.

Failure to comply with these provisions is considered an immediate breach of this contract.

**If the contractor has questions regarding the application of chapter 119, Florida Statutes, to the contractor's duty to provide public records relating to this contract, contact the custodian of public records at:**

**Pinellas County Sheriff's Office  
10750 Ulmerton Rd.  
Largo, FL 33778  
Ph.: 727-582-6200  
[contractor@pcsonet.com](mailto:contractor@pcsonet.com)**