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**ORANGE COUNTY SOCIAL SERVICES AGENCY  
CFS OPERATIONS MANUAL**

**Effective Date: December 1, 1994**  
**Revised: May 15, 2007**  
**Revised: February 17, 2010**

**Number: K-0501**

## **Courtesy Supervision**

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**Purpose**

To provide guidelines for sending and receiving courtesy supervision requests.

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**Approved**

This policy was approved by Mike Ryan, Director of CFS, on February 17, 2010. *Signature on file.*

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**Background**

Courtesy supervision occurs between child welfare agencies when children are placed with relatives or non-relative extended family members (NREFMs) living in a county other than that having court jurisdiction. The county agency of the child's residence provides supervision of placement and visitation. These services are supported by a signed agreement between the two counties outlining the responsibilities of each.

Courtesy supervision agreements are designed to be voluntary, reciprocal, and limited to non-adjacent counties only. Agreements must meet the guidelines of California Department of Social Services (CDSS), Division 31, and be signed by the agency director.

In 1994, Children and Family Services (CFS) initiated agreements with each of the non-adjacent counties. [Attachment 1](#) of this policy lists the counties that have reciprocal agreements with CFS and those that have conditions regarding courtesy supervision. The attachment is updated when changes are made.

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**Legal Mandates** [Welfare and Institutions Code Section 361.2\(f\)\(1-5\)](#) provides exceptions for placing children in counties other than that of the parent's residence.

[Welfare and Institutions Code Section 361.2\(f\)\(6\)](#) mandates a formal, signed agreement between counties when it is determined that the child's county of residence will provide placement supervision.

[California Department of Social Services Manual Section 31-505.12](#) outlines the responsibilities for both sending and receiving counties for these placements.

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**Definitions** None.

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## **POLICY**

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**CDSS  
Agreement  
Provisions**

A. **Counties Requesting Supervision:**

1. Arrange for services by the county providing supervision, specifying in the case plan how the service needs of the child will be met during the out-of-county placement.
2. Provide a copy of the case plan and include information about any known or suspected dangerous behavior of the child that might pose a safety concern.
3. Provide family history, dependency status and special needs, if any, of the child.
4. Remain responsible for services to the child's parent/guardian and continued case plan updates.
5. Provide consultation and advice on the case, as needed.
6. Pick up the child as quickly as possible in the event of a needed emergency placement.
7. Ensure the agency has a signed, formal supervision agreement with the other county prior to placement of the child.

B. **Counties Providing Supervision:**

1. Assess and concur with the requesting county that the proposed placement meets the child's needs.
2. Provide placement supervision and services necessary to comply with the court-ordered case plan.
3. Provide CWS/CMS contact entries to report the child's condition and progress.
4. Provide emergency placement, if needed, until such time as the sending county can pick up the child.
5. Ensure the agency has a signed, formal supervision agreement with the sending county prior to placement of the child.

**CFS Policy**

A. **General Guidelines:**

CFS courtesy supervision:

1. Will be extended to, and requested of, non-adjacent counties provided there is a signed, reciprocal agreement.
2. Will not be provided to, or requested of, adjacent counties (e.g., Los Angeles, San Bernardino, Riverside, and San Diego).

B. **Receiving Requests:**

The assigned Courtesy Supervision/Intercounty Transfer (ICT) Coordinator will be responsible for processing incoming requests, including:

1. Communication with requesting county regarding case and placement needs.
2. Confirmation of the county's agreement and participation by review of [Attachment 1](#) and/or contact with requesting county.
3. Communication with appropriate CFS program regarding assignment of a Senior Social Worker (SSW) for counties who have a signed mutual agreement.

4. Referral to assigned PDU Analyst for initiation of a signed, reciprocal agreement between Orange County and the requesting county (if the existing signed agreement includes conditions or exceptions or if there is currently no signed agreement).
5. Referral to Placement Coordination/Relative Assessment Unit (RAU), if home evaluation is needed.
6. Notification to requesting county of the CFS decision.

C. **Sending Requests:**

The assigned SSW will be responsible for:

1. Assessment of child's out-of-county placement and courtesy supervision needs.
2. Review of [Attachment 1](#) or contact with Courtesy Supervision/ICT Coordinator for status of courtesy supervision agreement with receiving county.
3. Written request to receiving county with case information, per above policy.
4. Continuation of case management services, if courtesy supervision provided.
5. Consultation with assigned social worker providing supervision and services to the child.

D. **Home Evaluation Needs:**

The placing SSW will be responsible for communication with receiving county to request an evaluation of the relative or NREFM home, including the timeframe expected for completion. If receiving county cannot process the request in a timely manner, consider CFS staff evaluating the out-of-county home.

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## REFERENCES

### Attachments and Data Entry Standards

Hyperlinks are provided below to access attachments to this P&P and any CWS/CMS Data Entry Standards that are referenced.

- [Attachment 1—Courtesy Supervision Agreements with Non-](#)

[Adjacent Counties](#) provides historical agreements between CFS and non-adjacent counties

- [CWS/CMS Data Entry Standards—Qualifying Referral/Case Contact Instructions](#)

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## Hyperlinks

Users accessing this document by computer may create a direct connection to the following references by clicking on them.

- [CWS/CMS County Contacts](#) provides staff contacts in all counties for ICT/Courtesy Supervision issues (CWS/CMS website)
- [Courtesy Supervision/Home Evaluation Contacts](#) provides county contacts for relative/NREFM home evaluation and courtesy supervision issues (California Welfare Directors Association [CWDA] website)
- [Relative/NREFM Assessment Request](#) provides counties a form to use when requesting a courtesy home inspection from a non-contiguous county (CWDA website)
- [Guidelines for Counties Requesting Relative/NREFM Assessments](#) outlines the roles and responsibilities of each county when assisting in a relative/NREFM approval process (CWDA website).

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## Other Sources

Other printed references include the following:

None.

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## REQUIRED FORMS

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### Online Forms

Required forms listed below may be printed out and completed, or completed online, and may be accessed by clicking on the link provided.

	Form Name	Form Number
None.		

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### Hard Copy Forms

Forms listed below must be completed in hard copy (including multi-copy NCR forms). ***For reference purposes only***, links are provided to view these hard copy forms, where available.

	Form Name	Form Number
None.		

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**CWS/CMS  
Forms**

The following required forms may **only** be obtained in CWS/CMS. ***For reference purposes only***, links are provided to view these CWS/CMS forms, where available.

	<b>Form Name</b>	<b>Form Number</b>
	None.	

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**Brochures**

Brochures to distribute in conjunction with this procedure include:

	<b>Brochure Name</b>	<b>Brochure Number</b>
	None.	

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**PROCEDURE**

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**Required Actions—  
Receiving  
Requests**

The following actions must be completed when receiving a courtesy supervision request from another county.

**Staff****Responsible****Step****Required Action**

**Courtesy  
Supervision/ICT  
Coordinator**

1.
  - a. Receive informal request from non-adjacent county by phone or email contact.
  - b. Refer requesting worker to Placement/RAU if a relative/NREFM home evaluation is needed.
2. Request a faxed or mailed formal request on agency letterhead.
3. For approved home evaluation:
  - a. Review [Attachment 1](#) for status of courtesy supervision agreement with the requesting county.
  - b. If status is no signed agreement or conditional/exceptional, refer matter to the assigned PDU Analyst for initiation of a reciprocal agreement.
  - c. If status is full reciprocal agreement with no conditions/exceptions, contact the appropriate program's assignment desk for SSW assignment.

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| <b>PDU Analyst</b>                          | <ul style="list-style-type: none"> <li>4. If referral is received as outlined in 3b:           <ul style="list-style-type: none"> <li>a. Contact requesting county about any conditions or exceptions and inquire if they will sign a full reciprocal agreement. If willing to sign full agreement, complete and submit for signature, inform Courtesy Supervision/ICT Coordinator of status.</li> <li>b. If conditions exist, notify requesting county of need for CFS Director approval.</li> </ul> </li> </ul>  |
| <b>Program Assignment Desk</b>              | <ul style="list-style-type: none"> <li>5. Assign case according to program policy.</li> </ul>  |
| <b>Courtesy Supervision/ICT Coordinator</b> | <ul style="list-style-type: none"> <li>6. Communicate with requesting county:           <ul style="list-style-type: none"> <li>a. Obtain CWS/CMS case secondary assignment.</li> <li>b. Report CFS-assigned SSW name and phone number.</li> <li>c. Request informational documents, per above policy, by mail.</li> </ul> </li> <li>7. Communicate with CFS staff:           <ul style="list-style-type: none"> <li>a. Email assigned SSW and Senior Social Services Supervisor (SSSS), with cc to RAU, noting acceptance of courtesy supervision case and secondary assignment.</li> <li>b. Send any case documents received to newly-assigned SSW via pony mail.</li> </ul> </li> <li>8. Log in receipt of courtesy supervision case.</li> </ul> |
| <b>Assigned SSW</b>                         | <ul style="list-style-type: none"> <li>9. Complete case activities per requesting county's case plan and court orders.</li> <li>10. Enter CWS/CMS contacts. See CWS/CMS Data Entry Standards Qualifying Referral/Case Contact Instructions for a step-by-step guide to contact entries.</li> <li>11. Communicate with requesting county, as needed.</li> </ul>   |

<b>Required Actions— Sending Requests Staff Responsible</b>	<b>The following actions must be completed when sending courtesy supervision requests to another county.</b>	
	<b><u>Step</u></b>	<b><u>Required Action</u></b>
<b>Assigned SSW</b>	<b>1.</b>	Assess child’s out-of-county placement and supervision needs.
	<b>2.</b>	Ensure the county is non-adjacent (e.g., Los Angeles, San Bernardino, San Diego, or Riverside).
	<b>3.</b>	Contact CFS Courtesy Supervision/ICT Coordinator for current information on the receiving county’s policy.
	<b>4.</b>	Locate receiving county’s contact name (ICT/Courtesy Supervision Coordinator) and phone number by:
		a. Checking <a href="#">CWS/CMS state website</a> listing.
		<b>OR</b>
		b. Checking <a href="#">CWDA website listing</a> .
		<b>OR</b>
		c. Contacting CFS Courtesy Supervision/ICT Coordinator.
<b>Placing SSW/ Assigned SSW</b>	<b>5.</b>	Contact receiving county’s designated contact person and request courtesy supervision and/or home evaluation.
		If home evaluation requested, ask for estimated timeframe for completion of evaluation. Consider CFS staff conducting assessment if receiving county cannot provide in a timely manner.
<b>Assigned SSW</b>	<b>6.</b>	Provide written request with family history, dependency status, case plan information, and any special needs of the child to the receiving county. Include any known or suspected dangerous behavior of the child that might post a safety concern.
		Ensure CWS/CMS has the most recent case information entered.
	<b>7.</b>	Provide consultation as needed, if courtesy supervision case accepted by the receiving county.



8. Continue case management services and reports to the Court, including placement information provided by the receiving county.
9. In the event supervising county provides notice of a failing placement, ask if they will be conducting a Team Decision Making (TDM) in efforts to preserve the placement prior to any action of CFS picking up the child.