

- **Who do I correspond with for ICPC/OCS?** Any questions/reports/requests should be sent to the ICPC or OCS mailbox. Embrace Families POC for ICPC/OCS is Seanna Liburd, Seanna.Liburd@EmbraceFamilies.org
- **How soon should I make contact?** Assignment and first contact within 5 business days of OCS/ICPC Manager receiving the request.
- **How often should I see the child (ren)?** Ensure that the Caregiver Support Manager needs to see the children as requested by the other county (usually anywhere between weekly to 23 -25 days). ICPC should be seen monthly (or whatever your agency policy is for primary children (usually anywhere between weekly to 23 -25 days).
- **Do I have to send any reports to the primary workers?** Yes, you should send quarterly reports for all OCS and ICPC cases.
- **Where do I send quarterly progress notes/reports for ICPC and/or OCS?** Any ICPC should be sent to icpc@cbccfl.org. Any OCS should be sent to OCSRequests@EmbraceFamilies.org
- **What if the child moves out of the county I am assigned and out of Embrace Families area?** If the child moves out of the county (Seminole, Osceola or Orange) they must submit a transmittal and cover letter noting termination of supervision. This is only if the other county does not send the notification first. **IF** the child moves back to their primary state, then just an email to the ICPC box is needed so Embrace Families ICPC contact can notify Tallahassee.
- **What if the child moves within the Embrace Families area, but out of my assigned area?** If the child moves within the Embrace Families area you would notify OCS mailbox and OCS contact will reassign to a new CSA. They would then notify the primary county of the reassignment.
- **Who is responsible financially if the child/caregiver needs something?** If there is a financial need for an OCS/ICPC child, the primary county/state is responsible to meet that need. The Caregiver Support Manager would need to reach out to the primary worker and have a conversation. They can do that agency to agency; however, if the Caregiver Support Manager is having a difficult time connecting with the other agency then they should loop in the OCS contact for Embrace Families, so she can reach out to the POC.
- **Do I have to write home studies, too?** If there is not a contractor to complete a Relative HS or Non-Relative study then the request will go to the Caregiver Support Agency to complete within 30 days (OSC) or 45 days (ICPC).