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PROTECTION AND PERMANENCY TRANSMITTAL LETTER, 26-21

TO: Service Region Administrators
Service Region Administrator Associates
Service Region Clinical Associates
Regional Program Specialists
Family Services Office Supervisors

FROM: Julie R. Ferrell, Assistant Director II
Division of Protection and Permanency

DATE: August 24, 2026

SUBJECT: SOP C5.2 Timeframes and Ongoing Service Requirements for All-In-Home Services Cases.

This transmittal letter notifies staff of edits to [SOP C5.2 Timeframes and Ongoing Service Requirements for All In-Home Services Cases](#). To create consistency throughout the manual, the phrase "fifteen (15) calendar days" is changed to "ten (10) working days".

If you have questions regarding this SOP edit, you may refer to [PPTL 26-21 Statement of Consideration for SOP C5.2 Timeframes and Ongoing Service Requirements for All In-Home Services Cases](#).

Please remember to use CHROME as the browser when accessing the SOP manual.

If you have questions regarding this transmittal letter, please contact:

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