



Family Partnerships of Central Florida

BREVARD | ORANGE | OSCEOLA | SEMINOLE

Disaster Preparedness & Recovery Plan FY 2024-2025

Updated 7/01/2024

Brevard County

Admin Office, 389 Commerce Parkway, Ste. 120, Rockledge, FL 32955
Central Care Center, 4050 Riomar Drive, Ste. 2, Rockledge, FL 32955
South Care Center, 6100 Minton Rd, Ste202, Palm Bay, FL 32907
NCFIE, 2575 N. Courtney Pkwy, Ste 224, Merritt Island, FL 32953

Orange County

Admin Office, 901 N. Lake Destiny Rd., Ste. 400, Maitland, FL 32751
East Orange, 4001 Pelee St., Orlando, FL 32819

Osceola County

Osceola Service Center, 3600 Commons Blvd., Bldg. B, Kissimmee, FL

Seminole County

Seminole Visitation Center, 2921 S. Orlando Dr., Ste. 129, Sanford, FL

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1 INTRODUCTION

This document lays out responsibilities and tasks for all Family Partnerships of Central Florida (FPOCF) personnel in the event of a disaster striking Brevard, Orange, Osceola, Seminole Counties, the State, or portions of it.

Florida's State of Emergency Operations Center (EOC) will notify the Department of Children & Families (DCF) Family Well-Being Director that a natural disaster is imminent. The Well-Being Director will then notify the impacted CBC lead agencies' President and/or Chief Executive Officer. Following notification, all disaster preparedness notifications will be issued through the chain of command.

2 APPLICABLE LAWS AND POLICIES: FLORIDA STATUTES

2.1 [Chapter 252 - 2020 Florida Statutes](#)

[252.34 Definitions](#)

[252.36 Powers of the Governor;](#)

[252.41 Emergency Management Support Forces](#)

[252.42 Government Equipment, Services and Facilities](#)

[252.45 Lease or Loan of State Property; Transfer of State Personnel](#)

[252.46 Orders and Rules](#)

3 DISASTER PREPAREDNESS & RECOVERY PLAN OVERVIEW

3.1 *Policy Statement*

It is the policy of Family Partnerships of Central Florida (FPOCF) and its affiliate the National Center of Innovation & Excellence to take the appropriate steps to maintain critical operations in case of a major disaster.

FPOCF and its affiliate's senior management have endorsed this statement of policy regarding the maintenance and use of this Disaster Preparedness & Recovery Plan. The FPOCF Chief Administration Officer (CAO) shall have the final authority on the implementation of this plan. This plan is the Disaster Preparedness and Recovery Plan for FPOCF and its affiliate the National Center of Innovation and Excellence.

The organization is determined to aggressively manage the avoidance and mitigation of any disaster that could have an impact on its ability to service its clients. All levels of the organization are responsible for protecting and preserving its assets.

All Supervisors are responsible for:

- Protecting all assets in their assigned area of control;
- Communicating the importance of this responsibility to their staff;
- Ensuring compliance with this plan and disseminate information timely;
- Vigorously participating in this process;
- Keeping this plan current within their department;

- Keeping staff current with the plan;
- Ensuring that the procedures and activities in this plan are properly executed;
- Review with teams the notification procedures, office preparations and the location of alternative work sites;

This document is evolutionary in nature, it will be reviewed annually in July and revised from time to time. The CAO ensures that this plan is updated annually, and it is imperative that all involved parties keep advised of any:

- Changes to internal procedures or other areas that might impact the content of the Plan;
- Changes in personnel that might have an impact on Recovery/Restoration Team assignments;
- Any specific duties or responsibilities they will be expected to perform;

Employees must be aware that they may be required to perform necessary tasks to assist clients, other employees, or the general public during a period of disaster where a clear danger to life and property may exist. FPOCF understands that disasters can create additional stress for employees and their families. FPOCF and its affiliate's staff will be given contact information for our Employee Assistance Program (EAP) to help them cope with any disaster related stress.

All staff will assist in assuring client safety is a priority during an emergency. In addition to assigned tasks, employees should be prepared to serve as a backup for other employees in the event of an emergency. This includes, but is not limited to, critical tasks that are vital and necessary to the function and safety of the agency and the children and families served. Staff members may be asked to work longer shifts, possibly at an alternate job site, should a disaster/emergency occur. Staff will not be asked to perform any task that would endanger them physically.

3.2 Purpose

The purpose of the Disaster Preparedness & Recovery Plan is to provide FPOCF with the means to accomplish this policy in an effective and organized way. This document contains information, procedures, and reference material for Preparation, Emergency Response, Recovery, and Restoration operations in case of a disaster striking a facility.

The purpose of this document is:

- To prepare for as many contingencies and develop procedures to survive a disaster, before a disaster occurs;
- To identify the participants who will complete the specific activities necessary for Preparation, Emergency Response, and Recovery/Restoration operations;
- To provide a clear recovery process, safeguarding both the well-being of employees and the business capability of FPOCF;
- To specify the critical business activities needed to continue after a disaster;
- To outline the planning of recovering critical business functions;
- To establish procedures for release of information to employees and the general public;

3.3 Scope of the Plan

This plan will be used by FPOCF and its affiliate's staff, and when necessary, those contracted providers housed in FPOCF facilities.

3.4 Plan Structure

This plan is divided into sections based on the disaster level. Each section contains sufficient detail to permit the reader to understand or accomplish the section's objectives.

Team Design: Several teams have been coordinated to respond to potential and occurring disasters. The team membership breakdown is listed within the plan.

Many operations have procedures that will be implemented after a disaster. These procedures may be external to this document. Procedures not described in this document include normal or standard operating practices.

3.5 Definition of a Disaster

Disaster means any natural, technological, or civil emergency proclaimed by a county, the governor, or the president of the United States. Disasters are identified by the severity of the resulting damage as follows:

1. "Minor Disaster" means a disaster that is likely to be within the response capabilities of local government and will result in only a minimal need for state and federal assistance (tornado, local flooding, fire, etc.).
2. "Major Disaster" means a disaster that will likely exceed local capabilities and require a broad range of state and federal assistance (major hurricane, etc.).
3. "Catastrophic Disaster" means a disaster that will require massive state and federal assistance, which could include military involvement.
4. "Pandemic" a wide geographic area and affecting an exceptionally high proportion of the population as declared by the United States center for Disease Control.

It is essential that:

- The plan is maintained and kept up to date;
- The key individuals and teams are up to date on their responsibilities and have responded to the interruption, and;
- A sufficient number of qualified personnel will be available to implement preparation, emergency, recovery, and restoration activities;

As it is impractical and cost-prohibitive to maintain separate plans for each disaster scenario, the Disaster Preparedness & Recovery Plan presents a consolidated approach for all classified disasters.

3.6 Contracted Provider Responsibilities

It is the policy of FPOCF that each contracted provider is responsible for maintaining a current emergency plan and staff roster and that each contracted provider has both available in the event of an impending natural disaster/severe weather. The FPOCF Contracts & Compliance Director shall ensure that FPOCF has on file each contracted provider's agency Emergency Preparedness Plan. These Emergency Preparedness Plans are due each year from each contracted provider to the Network Support staff by July 31st or 30 days after contract execution.

It shall be the responsibility of each contracted provider to follow their Emergency Preparedness Plan as written. It is possible, depending on the disaster situation, which contracted providers housed in FPOCF facilities will need to follow the FPOCF Disaster Preparedness & Recovery Plan. The Contracts & Compliance Director and/or other designated FPOCF staff (including the CBC County Directors) will contact each contracted provider upon notice of an impending disaster to discuss whether implementation of an emergency preparedness plan is needed. Continued notification will continue every 24 hours with the contracted provider's contact person until it has been assessed that the emergency has ended, and normal working conditions can resume.

If the Emergency Response Team deems a facility to be closed, all staff and providers are not to enter the facility. Provider staff may need to work remotely from home or a different location if their home agency is not open and operational.

In preparation for a disaster, FPOCF requires contracted providers account for all clients through one of the following methods: FPOCF Communication System, and/or direct communication, (telephone or in-person contact) to ensure the families safety and plans for evacuation or disaster preparation by the family. (**See section 4.3, "System of Care Notifications"**)

3.7 Emergency Response Team

To facilitate preparation and the orderly and rapid recovery of critical functions, the Emergency Response Team (ERT) will oversee and carry out necessary activities that cut across organizational boundaries and affect all personnel and business functions.

Some of the key objectives of the ERT are listed here. A complete listing of responsibilities can be found in the sections for each disaster phase.

- To assess the emergency or disaster situation and present findings to the team leader;
- Oversee the corporate communication function in the threat of disaster;
- To ensure that critical business functions at FPOCF are recovered within the required recovery time objectives following a declared disaster and ensuring a smooth return back to normal operations as quickly as possible;
- To serve as the central communication point to employees, emergency assistance providers, Recovery/Restoration teams, and DCF Contract Managers;
- To approve actions of teams that are not pre-planned where reasonable time is available for that team to request approval;

- Assure that FPOCF Disaster Preparedness & Recovery Plan is adequately tested;
- Assure implementation of appropriate training programs to support planning requirements;
- Oversee the Recovery/Restorations team’s crisis management including but not limited to communication with the media, cost tracking and insurance claim management, human resource issue management, client and public communications, and the activities associated with salvage operations;
- Keep documentation of all recovery-related activities and expenses to document the execution of the Disaster Preparedness & Recovery Plan;

The Emergency Response Team consists of the following people:

- President and Chief Executive Officer
- Vice President and Chief Operations Officer
- Chief Financial Officer
- Chief Administrative Officer
- Chief Legal Officer
- MIS Director
- Director of Human Resources
- Director of Contracts and Compliance
- County and Circuit Directors (Brevard, Orange, Osceola, Seminole)
- County Administrative Assistant
- Quality Assurance and training Administrator
- Director of Information and Eligibility
- Placement and Behavioral Health Administrator
- Licensing and Kinship Administrator
- Case Management and Permanency
- Youth Services Administrator
- Building and Property Manager and Coordinator
- **See Attachment G “Current Emergency Response Team Contact List”**

4 DISASTER DECLARATION PROCEDURES

4.1 Responsibility for Declaring a Disaster

It is the primary responsibility of the ERT Leader Chief Administrative Officer to declare a disaster. Once the ERT has assessed the situation, the Leader will be notified of the findings and will declare a disaster if necessary. If the ERT Leader cannot be contacted within one hour, the Chief Executive Officer or the Chief Operating Officer can issue a declaration. The decision to initiate the Emergency Preparedness & Recovery Plan should be made when it has been determined that a disaster is imminent.

4.2 Overview of Procedures for Disaster Notification

The ERT will oversee the corporate communication function. The President/CEO is the primary contact for the coordination of child welfare disaster planning, communication with the local media, other state, and child welfare entities, and the FPOCF provider network.

(1) Disaster occurred *outside* normal business hours (weekend/holidays):

Staff - The FPOCF Emergency Communication System will be the notification system for staff/ including interns. (**See Section 7**).

Providers- Provider staff will follow their own procedures for internal communication and notification of a disaster.

(2) Disaster occurred *during* normal business hours (M-F):

Employees - Designated employees at each location will follow the checklists provided for the specific disaster situation.

- ASC – FP Business & Property Manager or BERT team designee
- East – FP Business & Property Coordinator or BERT team designee
- Osceola – Admin. Assistant
- Rockledge – Central care Center
- Palm Bay – South Care Center
- Merrit Island – National Center for Innovation and Excellence

As soon as is possible, information about the disaster will be sent to all staff via the AlertMedia Emergency Communication System (Text, email, phone). (*See Section 7 “AlertMedia Mass Notification”*)

Providers - Provider staff will follow their own procedures for internal communication and notification of a disaster. If provider staff is located in one of the FPOCF buildings, they will follow the instructions of the designated FPOCF lead at that location.

4.3 System of Care Notifications (including all staff, providers, clients, etc.)

Information about the Disaster will be posted on our company’s website and recorded on the Emergency Call-In Phone Number (321) 441 – 2060 if it can be done safely.

Clients will be contacted by their assigned contracted provider. Contracted providers will follow their own Disaster Policy for client contact and report client contact results back to the designated FPOCF staff.

4.4 BREVARD COUNTY- EMERGENCY OPERATIONS CENTER

In the event of a disaster alert, the CBC Emergency Operations Center (CBC EOC) will be established at the Maitland Administrative Service Center, 901 N. Lake Destiny Dr., Ste. 400, Maitland, FL. The alternate location for the CBC EOC will be the Orange East Service Center, 4001 Pelee St., Orlando, FL. Once activated, the CBC EOC will be staffed by the Emergency Leadership Team members or their designees. The President and Chief

Executive Officer will determine what hours the Center will be open and what level of staffing will be maintained. These decisions will be driven by the specifics of the emergency.

4.5 FPOCF CBC

At the time of initial licensing and/or home study process, each licensed family completes a disaster preparedness safety plan that identifies a *primary* and *secondary* location in the event that evacuation is required. A copy of the plan is retained in the licensing file and uploaded into FSFN. Plans are updated annually. As new homes are licensed the Foster Care Navigator inputs the parents' contact information into AlertMedia for emergency notifications.

The FPOCF Emergency Communication System is the primary notification system for all licensed family foster homes Levels 2-5.

If a home does not reply to the AlertMedia system, the FPOCF Licensing contacts providers that are licensed within tri-county area and case management contacts licensed caregivers for Level 1-5 out of area.

- (1) Severe weather warnings are to be taken seriously and Adoptive/Licensed placements must evacuate if ordered to do so.
- (2) When substitute care parents evacuate, they must take adequate clothing and medication for the child and applicable legal documents. Families must notify FPOCF intake line at 321-752-4650 during business hours and 321-298-6550 after hours as soon as it is safe to do so, and no later than their arrival at the emergency shelter or other safe residence. At that time, licensing will inform the assigned DCM of any immediate needs that a child has, such as medication, medical attention, clothing, etc.
- (3) The Adoptive/Licensed placement will keep the ~~ESG~~/DCM advised of any change in their location and of any needs the child may have.
- (4) For tracking purposes, the Licensing Specialists will notify the FPOCF Placement and Behavioral Health Administrator, and the Contracted Case Management Agencies will notify the assigned County Directors that contact has been made with the substitute care family providing care to a child under supervision of CBC and the status of that family/child i.e. location, safety concerns, etc., should they not respond to the AlertMedia Communication system.

In- Home and Non-licensed Relative/Non-relative/Adoptive placements:

FPOCF requires each Contracted Case Management Agency (CMA) takes the lead in the following notifications in in home and non-licensed relative, non-relatives and adoptive placements.

- (1) At the time of initial contact, initial Placement and/or during the home study process, the CMA Dependency Case Manager (DCM) completes a disaster preparedness safety plan identifies a *primary* and *secondary* location in the event that evacuation is required. This plan is filed in the case management file and uploaded into FSFN. The plan is updated annually as long as the case remains open.
- (2) Severe weather warnings are to be taken seriously and parents must evacuate if ordered to do so.

- (3) When a parent/caregiver is required to evacuate, they must take adequate clothing and medication for the child and other applicable legal documents. Families must notify the assigned DCM as soon as it is safe to do so, but no later than their arrival at the emergency shelter or other safe residence. At that time, the parent will inform their DCM of any immediate needs that a child has, such as medication, medical attention, clothing, etc.
- (4) The parent/caregiver will keep the DCM advised of any change in their location and of any needs the child may have.
- (5) For children placed through Interstate Compact Placement for Children (ICPC) the assigned DCM shall be responsible for contacting those families and children to ensure their safety and that their needs are met in wake of the disaster. The Florida ICPC Office shall work directly with the central ICPC offices in other states to send and receive information and documents, as customary. CBC shall also make available to the DCF Interstate Compact Specialist a list of names of children from other states in which CBC has been assigned to case manager. All information needed to communicate the safety of these children and families to neighboring states shall be made available as soon as contact has been made with these families. For further information on ICPC Disaster Response please refer to the Florida Interstate Compact on the Placement of Children Disaster Preparedness and Response Team Plan: http://www.dcf.state.fl.us/programs/ICPC/docs/icpc_disasterprep_responseplan.pdf

Required Actions following a disaster:

- (1) Immediately following any disaster, the following actions will occur:
 - a. The FPOCF Licensing contacts providers that are licensed within tri-county area and case management contacts licensed caregivers for Level 1-5 out of area with active FSFN contact information utilizing the AlertMedia Communication system to determine if the family has been adversely affected or displaced due to the disaster. If an out of home caregiver family does not respond through AlertMedia then the assigned DCM will contact any family that via telephone or in person to determine any adverse effects or displacement due to disaster.
 - b. The assigned DCM shall contact each family/client via telephone or in person to ensure their safety and determine if they have been displaced or adversely affected by the disaster.
- (2) If a family has been adversely affected or displaced due to the disaster the assigned DCM shall do the following:
 - Determine the needs of the family/children;
 - Determine if the family needs assistance from CBC or if plans for recovery have already been established by the family;
 - If assistance is needed (i.e., shelter, clothing, food) the DCM, Licensing Specialists and CBC shall explore and initiate immediate avenues to aid the family until the family can begin continuing recovery independent of CBC;
- (3) FPOCF shall coordinate with the DCF Child Protective Investigation (CPI) staff to plan and prepare for implementation any changes in the acceptance of new cases needing

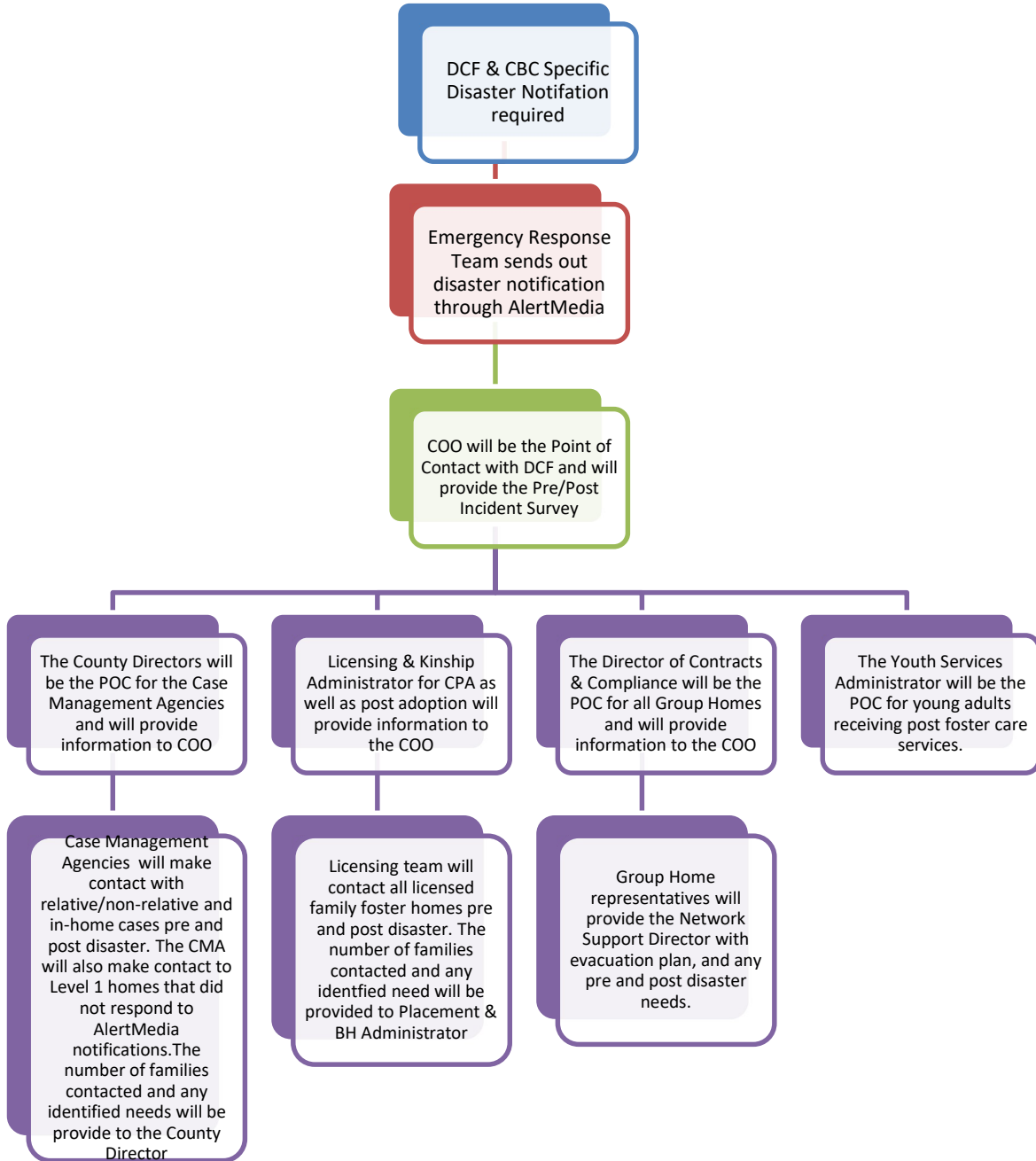
services and supervision. This will be especially important for areas adversely affected by the disaster. Coordination with the CPI shall be of utmost importance in locating and contacting new clients, especially if entrance to damaged areas is prohibited unless accompanied by a person(s) of law enforcement. Priority to these clients shall be to ensure their safety and that their basic needs are met following the disaster and then continuing on with normal service operations and supervision.

- (4) In all cases where children and families have been adversely affected by the disaster appropriate community partners associated with the family and child (ren) [i.e., judicial, Guardian Ad Litem (GAL)] other service providers shall be notified in writing, when applicable, and/or via telephone or electronic communication immediately, when possible, of their well-being.

FPOCF' main goal is continuity of care to our clients. FPOCF shall resume normal operations as soon as readily possible following any disaster. The FPOCF President/CEO and/or the ERT Lead shall determine when normal operations shall resume.

FPOCF CBC will actively participate in local disaster calls with DCF and other CBCs regarding plans in place for children in care and continuity of operations. CBC will complete the Pre and Post Incident Reports which solidify the information needed for the local disaster call with the Department regarding the plans and whereabouts of children in care and operations.

4.6 Notification Flow Chart:



4.7 Partner Notifications

FPOCF will notify partner agencies to provide them with information as to potential office closures as well as hurricane emergency assistance resources and information as needed.

4.8 Vendors

The following agencies/vendors/providers will be contacted immediately following disaster declaration:

- DCF Contract Managers – Network Support Director or designated staff
- Licensing/Kinship Administrator
- Case Management Agency’s - COO and /or the CBC County Directors
- Other Contracted Providers – Network Support Director or designated staff
- Building Landlords – Building and Property Manager
- Insperity HR/Payroll: HR Director
- Child Placing Agencies – Licensing

5 DISASTER PHASES

The following section contains specific procedures to follow during the various stages of a disaster. Each is intended to provide sufficient information for the respective teams so that they can carry out the required business continuation requirements efficiently and with a minimum of outside supervision. **The success of this plan will depend upon the successful accomplishment of each team’s tasks.** Procedures for each respective activity should be documented so that as many decisions as possible concerning the post-disaster activities will already have been considered and addressed. This typically reduces confusion, repetition of effort and communication problems during disaster responses.

Phases of a Disaster

The Disaster Preparedness & Recovery Plan consists of three distinct phases: Preparation, Emergency Response, and Recovery/Restoration; each with its own set of objectives. The duration of each phase will depend on the nature of the event and its effect on FPOCF critical business functions. As the length of the interruption increases, so does the level of response necessary to minimize its impact.

(a) Preparation – The activities in this phase may only be applicable to disasters which occur with prior warning. The purpose is to prepare both staff and property for the event of a disaster. Other activities in this phase are ongoing and will be performed as scheduled (supplies and training).

(b) Emergency – These are the immediate and reactionary actions that are performed during the unfolding of a disaster. The purpose of these actions is to protect life, safety, and property. Once this is accomplished, the priority shifts to mitigation of damage and preservation of property. A determination of whether to declare a disaster will be made based on detailed evaluations of the event’s impact on FPOCF’ critical business functions.

(C) Recovery/Restoration – This phase is implemented once a disaster has occurred. The initial objective is to reestablish critical business functions in order to provide services to clients. It later involves completion of rebuilding, repairing, and reestablishing damaged facility/equipment. This phase will continue until restoration of original business operations is complete.

5.1 PREPARATION PHASE

This phase contains information in order to prepare for a disaster for which there is prior notice, such as hurricanes or pandemics. This step should only be taken if preparation does not put the staff's safety at risk. The ERT is the only team that will be deployed to make decisions during the Preparation Phase of a disaster.

5.2 Emergency Response Team Procedures

- (1) Receive and immediately investigate any notice or warning of an occurring or potential disaster;
- (2) Report findings to ERT leader who will declare disaster if necessary;
- (3) If a disaster is declared, ensure staff takes the following steps to ensure building, data and equipment are safe and staff is prepared;

5.3 Department Preparations

CBC Client Safety: (Information and Eligibility Managers, Licensing Specialists, CMAs)

- Print Client List: Information and Eligibility Managers will print client lists from ARGOS (Client by Area/Zip) and the FSFN CARS report. CMAs and ~~ESCs~~ Licensing need to verify all contact information is correct in FSFN.

Financial: (Finance Department)

- Cut checks if necessary;
- Print physical inventory;
- Evaluate if payroll needs to be processed early
- Assess need for Cash on hand CFO or designee;

Financial: (CFO)

- Maintain Emergency Management Kit to include checks, a check register, copies of tax-exempt certificate, and other company documents deemed necessary;
- One emergency declared – withdrawn \$2,500 cash from FPOCF account to purchase goods and services for the company, families, or agency needs.

Insurance (Chief Financial Officer)

- Gather all documents that will assist with claims made to insurance;

Human Resources: (Director)

- Print current listing of all staff as well as emergency contact information;

Training and Plan review

- The CAO ensures that this plan is updated annually.
- The ERT will meet annually in July to review the Plan and adjust, as necessary.
- Annually a representative from each facilities BERT team will meet with the ERT team to review the plan and the preparedness status of each facility.
- Annually, FPOCF personnel will receive training on the annual plan.

5.4 Building Preparation

- Identify materials around the outside of the buildings that may pose a threat in the disaster situation and dispose of them;
- Close and latch/lock all filing cabinets and desk drawers;
- Move all supplies inside a cabinet to protect from damage;
- Close all doors to hallways or offices that have windows;
- A list of supplies has been developed by the FPOCF Building and Property Manager and those supplies are stored and maintained by the executive assistant at each building;

5.5 Data Preparation

Records

The following steps should be taken to preserve any client, financial, electronic data or other record which is essential to the function of FPOCF business.

Physical Records

- (1) Records Management staff should take inventory of client files and ensure that borrowed files are returned to their original location.
- (2) All staff should collect records from the floor or desktop and ensure they are stored inside document boxes, cases, file cabinets, or covered shelving. All staff should ensure that all confidential information is stored in the locked file room or locked cabinet/desk.
- (3) Cover any records that may be damaged by water from above with plastic sheeting or a garbage bag.

Electronic Records

- (1) Ensure current backups/images are made of all electronic data and store offsite;
- (2) Confirm backups/images offsite;

5.6 Equipment Preparation:

The IT Contractor, CNI, maintains a redundant computer system for services in Brevard County that is housed at a remote location with backup power, ensuring continuous and uninterrupted network accessibility and backup of all data systems. This system supports the accounting functions of the agency, as well as supporting care management activities.

Family Partnerships of Central Florida maintains all core systems in Orange, Osceola, and Seminole county at Coresite, a SOC 1 Type facility, with diverse underground utility feeds from high-reliability electrical grid, using N+1 2N redundancy, and a 100% uptime SLA. Services at Coresite serve for state of Florida (FSFN) connectivity, backup and restore processes, and core data for Orange, Osceola, and Seminole counties.

The following steps should be taken to preserve any equipment from damage including computer workstations, servers, telephone systems, copy/fax machines, A.V., and any other water vulnerable equipment.

Computer workstations, telephone systems, APC units, battery backups, copy/fax machines, A.V. equipment

- (1) Turn off and unplug all equipment from the wall power outlet. Do not unplug network cables.
- (2) Pick any equipment up off the floor, if possible.
- (3) If the end user has a company laptop, and they need to take it home they may do so. The Disaster Preparedness and Recover Team may also require that laptops be taken home so that needed resources may be accessed remotely if a facility is closed due to the disaster.

Servers

- (1) Ensure servers are off the floor and under sturdy shelving.

If there is a tropical system that is a Category 2 or lower:

- (1) Leave servers plugged in and on.

If there is a tropical system that is a Category 3 or above:

- (1) Safely shut down servers.
- (2) Unplug power outlets and network cables.

5.7 Communication:

FPOCF has developed communication templates to be sent to staff and Network Providers during the preparation stages. **(Attachment A)**

6 EMERGENCY PHASE

Should an emergency disaster occur during normal business hours (8:00am – 5:00pm, Monday through Friday) the emergency phase may be implemented. The ERT is the only team that will be deployed to make decisions during the Emergency Phase of a disaster.

If an emergency disaster occurs outside normal working hours, anyone with a cellular telephone can notify appropriate emergency services in addition to the ERT Leader. If a cellular phone is not available, they should go to the nearest landline.

6.1 Staff Notification Procedures

(Section 6.1 may be replaced by a main emergency hotline number if/when it is established)

Every employee is required to immediately contact the first available responsible person whenever that employee becomes aware of any hazardous or imminently hazardous condition. A responsible person in this situation is any of the following:

- An FPOCF Administrator Director/Manager from the applicable FPOCF affiliate of the affected area.
- A member of the ERT.

When a responsible person has been contacted, the notifying employee shall provide the following information:

- Their name, current location, and telephone number;
- The location of the reported condition and concise description of why a hazard is believed to exist or is imminent;
- If known, the cause and extent of the condition;
- The extent of any injuries, the names of the injured parties, and possible medical requirements;

The notifying employee will follow the instructions of the responsible person until either the condition is found to be non-threatening, or an emergency is declared, and appropriate emergency procedures are activated. Once a responsible person has been contacted, this individual will contact an ERT member, if not already a member.

6.2 *Emergency Response Team (ERT) Procedures for Emergencies*

Once the ERT members have been contacted, the following procedures apply:

- (1) Notify appropriate state and local emergency personnel as to the nature of the emergency if necessary;
- (2) If the emergency is not an immediate threat to personnel, meet either in person or via conference call to discuss the status of the emergency;
- (3) Reach a decision of action based upon all of the available information and input from staff on-site. If/When the team leader declares a disaster, initiate the FPOCF communication process via the AlertMedia Emergency Communication System;
- (4) Take appropriate action regarding the emergency situation according to company emergency procedures (evacuations, etc.);
- (5) Assess the threat to FPOCF personnel or property. Evaluate the operating condition as a result of the threat or disruption;

6.3 *Emergency Situations*

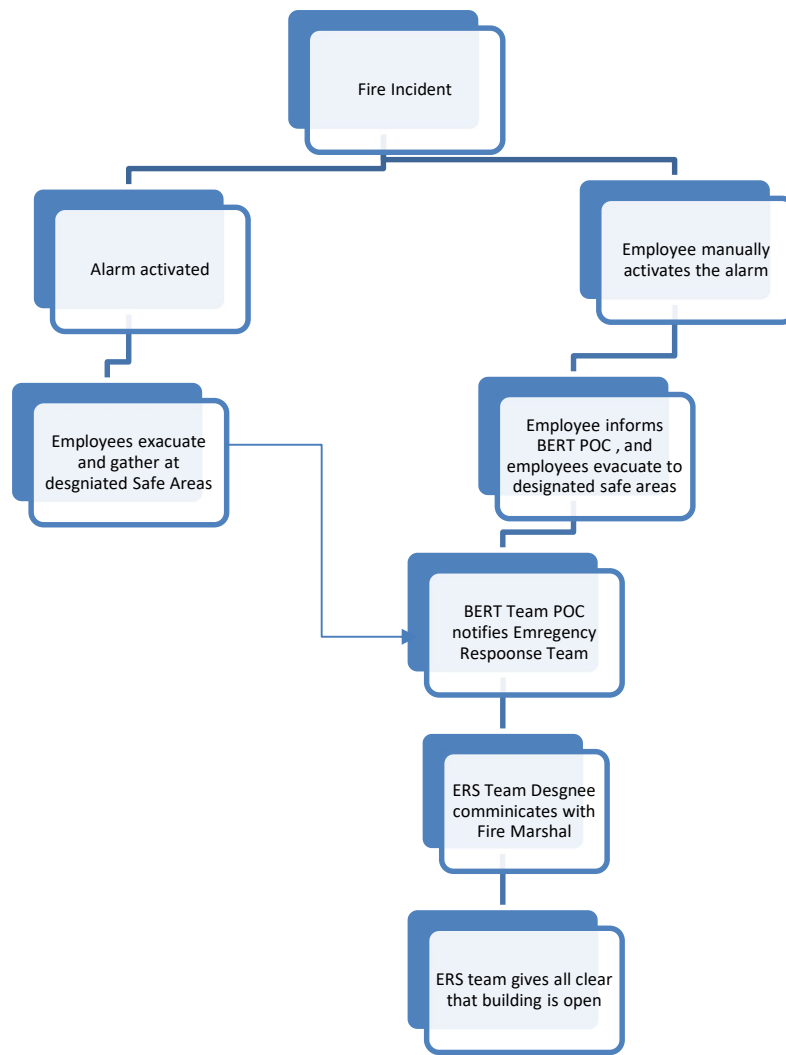
The type of emergency will determine the plan of action. The following list is not intended to cover all types of emergencies that may occur. When an emergency occurs that is not listed, it is up to the discretion of the staff member to decide of action based on the information obtained. Evacuation routes have been developed for each of the FPOCF buildings and are posted in each of the buildings. **(Attachment B)** FPOCF conducts drills quarterly to ensure

staff and Network providers are aware of the evacuation routes and pre-determined evacuation location. FPOCF has designated staff (BERT team members) in each building that will ensure clients and other known in visitors have exited the building to the pre-determined evacuation locations. Staff/clients should take all keys, wallets/purses in case staff/visitors are not allowed re-entry into the building.

Fire

- (1) Any staff member may alert employees by either pulling a fire alarm in the building or using the telephone intercom system;
- (2) Anyone in the affected building should safely exit the building;
- (3) No one should re-enter the building until the “all clear” has been given by emergency officials;
- (4) Notify a member of the ERT as soon as possible;

Fire Flowchart:



Tornado/Severe Weather Warning

- (1) If a tornado/severe weather warning has been issued for a storm cell that is near one of the FPOCF buildings, all personnel should be alerted via the telephone intercom system, AlertMedia system and e-mail.
- (2) If there is a tornado warning, clients and staff should go to one of the following locations.
 - a) Any inside room or office without windows.
 - b) Any bathroom with a door that latches.
- (3) Once the storm has passed, ensure that all personnel are accounted for and call emergency officials if needed.
- (4) Notify a member of the ERT as soon as possible.

Serious Injury or Illness

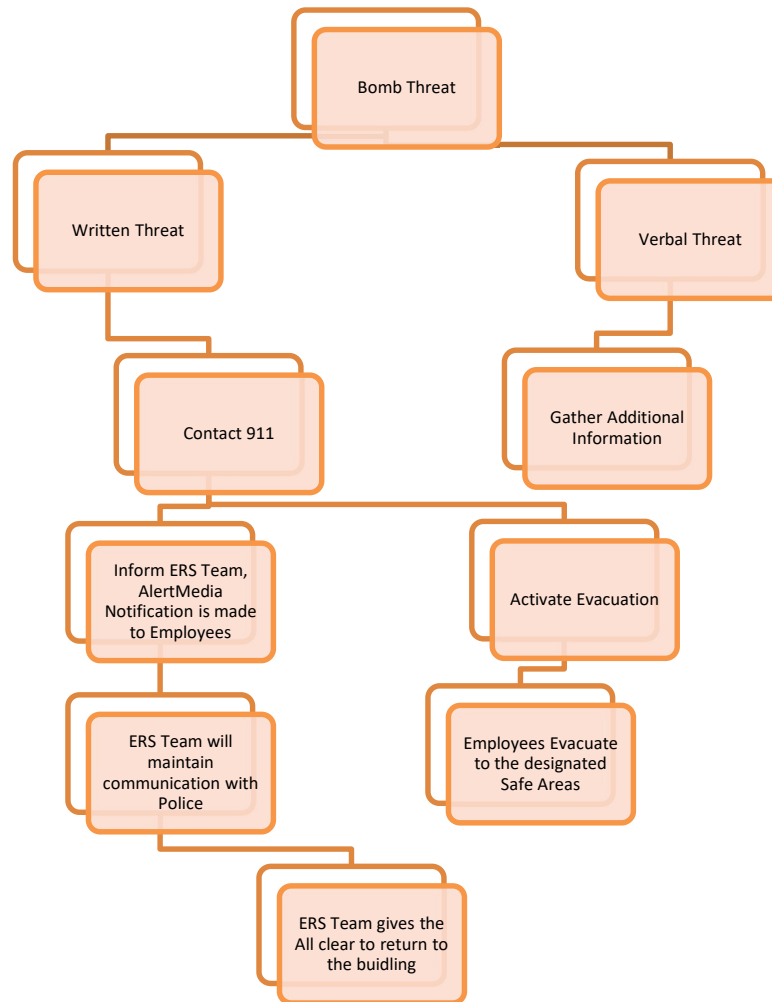
- (1) Any staff member notified should call 911 to alert emergency officials;
- (2) Any staff member professionally trained in first aid may administer assistance while waiting for an ambulance to arrive;
- (3) Notify a member of the ERT as soon as possible;

Terrorist or Bomb Threat

If possible, the Homeland Security "*Bomb Threat Checklist*" should be used to help guide conversation with person making the threat. (**Attachment C**)

- (1) If possible, write a note to a colleague to call the authorities (911) and the ERT or as soon as the caller hand up immediately notify them yourself;
- (2) All personnel should be evacuated to a safe location if the situation deems it necessary;
- (3) No one should reenter the building until the "all clear" has been given by emergency officials;

Fire Flowchart:



Client/Visitor Threat

This is intended to alert personnel that a client/visitor is directly threatening the safety of either another client/visitor or a staff member. Staff should review and utilize the *Homeland Security: Pathway to Violence Warning signs and what you can do* info sheet. (**Attachment D**)

- (1) Activate the “alert system” if there is one available in the building location by pressing the push button located by the receptionist’s desk;
- (2) Law enforcement should be called immediately by a staff member not involved with the threat;
- (3) That person should also notify the ERT;
- (4) All personnel should be evacuated to a safe location if the situation deems it necessary;
- (5) No one should reenter the building until the “all clear” has been given by emergency officials;

Active Shooter

- (1) Annually review Homeland Security’s “How to respond when an active shooter is in your vicinity” **(Attachment E)**
- (2) Quickly determine the most reasonable way to protect your own life. Clients are likely to follow the lead of employees.
- (3) Law enforcement should be notified immediately by staff when it is safe to do so.

6.4 Emergency Evacuation

The goal is to provide a safe exit and meeting location in the event of an emergency evacuation of a building. The **highest priority** is the preservation of the lives and safety of the people in the area. If the disaster is of a nature that makes orderly evacuation impossible, every effort will be made to get all personnel to safety as quickly as possible.

- If not already done, activate the evacuation alarm and evacuate the building.
- Follow posted building evacuation routes. **(Attachment B)**
- Once evacuated, take a head count of all employees. Ensure any contracted providers do the same if the building in which they are housed is affected.
- A buddy system consisting of two employees, designated by their Building Emergency Response Team (BERT) Captain, will assist those who require assistance in exiting the building.

Communication:

FPOCF has developed communication templates to be sent to staff and Network Providers during the emergency stage. **(Attachment A)**

7 RECOVERY/RESTORATION PHASE

7.1 Recovery/Restoration Process

Once a disaster is declared, the ERT Leader is responsible for the overall recovery and restoration of the operations back to pre-disaster condition.

FPOCF outsources various services; including but not limited to, payroll, email, general office applications, internet access and accounting systems and data. In the event of an interruption, FPOCF would need to recover these services and establish general network functions. Personnel would need to be able to access the network, either directly or by remote access. Many of the processes would not be directly affected by a location out of service. To do so, critical resources, particularly the most critical information and applications of the network, voicemail, and telecommunications must be restored as soon as possible. This and succeeding sections provide a description of the activities required to begin recovery.

7.2 Disaster Assessment Team (DAT) Procedures for Recovery/Restoration

- (1) Once the event is over, perform an overall assessment of the status of the facilities;

- Receive and manage incoming status reports from the DAT as the execution of the plan progresses;
- (2) Assess progress of the plan's execution based on reports and data received to make the appropriate business decisions or requests;
 - (3) Mobilize external resources (vendors, other agencies, consultants, etc.) to handle more complex problems or issues when required;
 - (4) Oversee Damage Assessment and Status Determination by each DAT to determine:
 - the degree of damage, if any, to the buildings;
 - the potential duration that the building will be inaccessible;
 - the degree of damage to the work space and equipment;
 - the availability of utility services (such as telephone lines and internet);
 - the initial assessment of damage to documents and records;
 - (5) Public statements will only be made by the CEO/President or the Senior Director of Public relations or someone designated by them.
 - (6) Meet with local officials, the DAT and construction officials to review and approve the proposed restoration schedule.
 - Formally declare an end to the emergency situation, once operations have been restored at the site;
 - Meet with DAT and vendors (if necessary) to assist in post execution analysis;
 - Incorporate feedback or modifications from this into the plan's next revision;

7.3 Disaster Assessment Teams for Recovery/Restoration

Several Infrastructure Recovery/Restoration efforts will be undertaken to recover the business during the Recovery/Restoration Phases. The following Infrastructure services are identified:

- a. Technology - Members: MIS Director, CFO, CAO
- b. Facility - Members: Building and Property Manager, County Director(s), Human Resources Director, COO, CEO, CAO
- c. Logistics - Members: Human Resources Director, Chief Legal Officer, County Director(s), CEO, Business and Property Manager
- d. Finance- Members: Finance Director, CFO
- e. Human Resources - Members: Human Resources Director, HR Managers, COO, CEO, CAO
- f. Records - Members: CAO, Director of Information and Eligibility, Information and Eligibility Managers, Records Manager
- g. Insurance - Members: CFO and Chief Legal Officer

The decision of which recovery/restoration teams will be activated will be made by the ERT team and will be based on the specific nature of the disaster. The members will mobilize and begin recovery/restoration operations. From the time the disaster is declared, and all personnel are notified to assume their recovery roles, the focus of all immediate activities will be the rapid and orderly recovery of critical functions.

7.3.1 Technology Recovery/Restoration Team

OBJECTIVES

Ensure the recovery/restoration of data communication networks and internet links. Once connectivity is achieved, revert to a maintenance and support role where the team will monitor and maintain connectivity among all external entities. The team will report both initial and comprehensive findings to the ERT.

These operations are highly integrated with the insurance claim process and, in some cases, represent the single opportunity to retrieve sensitive source documents and data. Some collaboration with the Finance Team, Logistics Team, and Facility Team will be needed.

The team will also ensure the salvage and repair (where applicable) of computer equipment and hardware after the event and assist with the salvage of any computer records.

RESPONSIBILITIES

- (1) Once the facility is safe to enter, perform an initial assessment of the computer and hardware equipment;
- (2) Establish communications with vendor representatives (i.e., telecommunications, and computer equipment vendors) and determine the probable duration of any outages;
- (3) Report comprehensive damage assessment findings to the Disaster Preparedness & Recovery Management Team;
- (4) Conduct a detailed assessment and inventory of the computer hardware, telecommunications equipment, and peripherals. All equipment should be inventoried;
- (5) Arrange to remove and store any damaged equipment;
- (6) Arrange to have a salvage/repair vendor provide a cost estimate for repairs for equipment;
- (7) Report any data loss to the ERT;

7.3.2 Recovery/Restoration of Data Processing

These procedures will direct the recovery priority of work stations, servers, applications, telecommunications, FPOCF company computers and other technology resources. The technology environment may temporarily be restored to an emergency restoration configuration and may not necessarily replicate the day-to-day production environment. This set up may include a virtual environment created from server images and/or work remotely. Restoration includes loading

operating systems and applications software, and data files (where backed up through the network).

Strategy

The order in which equipment comes back online relies largely on the extent of the disaster/damage. Domain servers are identical from server to server. As such the alternative service location will support continued services. Core vendor will assist in securing any replacement hardware (especially servers) quickly.

Recovery of Voice Communications

Voice communications is an important support function for FPOCF.

Strategy

Recovery of voice communications can be arranged by requesting the current telecommunications provider to repair or redirect the lines of FPOCF.

Recovery of Internet

FPOCF employees rely on the internet to conduct operations. Access to the internet is essential for FPOCF to continue normal operations. FPOCF has a redundant system that automatically initializes if the primary service is disabled.

Strategy

The internet service provider(s) will do recovery of service

7.3.3 Facility Recovery/Restoration Team

OBJECTIVES

Responsible for analyzing the salvage ability of physical structures necessary for the operation of the FPOCF system. Reports both initial and comprehensive findings to the ERT. Some collaboration with the Technology Team, Physical Records Team, Claims Team, Finance Team, Logistics Team, and Human Resource Team will be needed. Arrange repair of the facility as soon as cost effectively as possible or assist with arranging a permanent relocation to a new site.

RESPONSIBILITIES

- (1) Obtain an immediate assessment of the safety of the building from the local emergency authorities on the scene to determine habitability;
- (2) Establish communication with applicable vendor representatives (i.e., public utility, landlords) and determine the probable duration of any outages;
- (3) Facilitate a comprehensive assessment of damage to the building pertaining to the safe operation of FPOCF (if required);
- (4) Provide an initial analysis of the damage to the ERT with recommendations on whether the FPOCF facilities can support FPOCF operations after a disaster has occurred:

- a. The facility can be repaired and re-used;
 - b. The facility must be re-built at its current location;
 - c. The facility must be re-built in another location.
- (5) Assess damage to non-computer equipment and develop a list that indicates undamaged, damaged but salvageable, and unsalvageable equipment;
 - (6) Assemble information for purchasing necessary equipment. This information will be used for purchasing and insurance claim processing;
 - (7) Facilitate the repair or reconstruction of the building. Schedule a walk-through of the new or restored facility and review any final tasks that must be completed prior to relocating to this facility;

Building Repair

- Landlord/insurance – Confirm that the facility is suitable for repair. Retain engineers to assist in this determination and consult with CBC insurance carriers.
- Ensure all water has been extracted from the building (if applicable). Check for mold growth.

New Building Development

- If the decision is made to rebuild the facility, coordinate with vendors, resolve contractor problems, develop a budget, and allocate expenses associated with the rebuilding effort.
- Confer with the Technology Team to determine the timing of the switch of computer operations to the new or restored facility. Confer with all business units to determine if they have any specific concerns regarding the move.

7.3.4 Logistics Recovery/Restoration Team

OBJECTIVES

This team will be responsible for coordination of any temporary operation sites that may be set up when a permanent operation site is unavailable. Initial and comprehensive findings should be reported to the ERT. Some collaboration with the Technology Team and Facility Team will be needed.

Temporary Relocation

If there is reason to believe that the effects of a disaster may extend beyond one day, the ERT Leader may initiate the procedures for temporary relocation. This will involve the relocation of key personnel to a temporary work location.

Recovery/Restoration of Operations

If a permanent site is not available, the migration of operations to the temporary site should be initiated.

Strategy

If the Administrative Support Center (ASC) has been damaged, key personnel will be relocated to the County Service Center locations and vice versa, if possible. If a temporary site cannot be established immediately, staff should utilize FPOCF' ability to connect to software applications remotely until a site can be established.

Recovery of Mail Services

FPOCF relies on domestic mail services from the USPS and various overnight vendors.

Strategy

Check the availability of various points of service by the USPS and overnight services. Reroute mail services to temporary relocation site, if applicable.

7.3.5 Finance Recovery/Restoration Team**OBJECTIVES**

Ensure proper coding of disaster-related replacement, relocation, and rebuilding costs for insurance reporting, in addition to acting as a liaison with the insurance companies. Responsible for coordinating purchasing information for the purchase of any supplies or equipment during disaster situations. Some collaboration with the Technology Team, Facility Team, and Human Resource Team will be needed.

RESPONSIBILITIES

- (1) Advise insurance carriers of the disaster (provide as much detail as possible) and track carrier's actions. Coordinate with the Facility Recovery/Restoration and Technology Recovery/Restoration Team to meet insurance adjusters at facility to review all damage.
- (2) Collect (from Disaster teams) and maintain a record of all disaster related losses (equipment, furnishings, etc.) and expenses (relocation costs, extra salary costs, transportation, lodging, meals).
- (3) Arrange to provide timely payments to disaster related vendors, suppliers, and distributors.
- (4) Coordinate purchasing information for all replacement supplies/equipment.

- (5) Compile a final accounting of expenses, rebuilding/ construction costs, travel and lodging expenses, replacement costs, overtime, and all other monetary outlays associated with the recovery efforts.
- (6) Request a preliminary (or final, if appropriate) disposition of insurance claims.

7.3.6 Human Resources Recovery/Restoration Team

OBJECTIVES

Ensure safety and well-being of employees in all phases of a disaster. Responsible for assisting in the resumption of normal business with as little interruption as possible. Some collaboration with the Finance Team and Facility Team will be needed.

PROCEDURES

- (1) Make appropriate internal communications message to employees notifying status of recovery using AlertMedia.
- (2) Refer personnel to the appropriate employee assistance services as needed.
- (3) Be prepared to assist family members with preparing and filing health insurance claims and other benefits as needed.
- (4) Evaluate potential personal and family issues (i.e., child care) resulting from an interruption and define strategies to mitigate their impact on business continuity.
- (5) Oversee workforce management for the teams and departments. Coordinate compensation disbursements as required.
- (6) Contact any employees who are off-site to return to their assigned relocation site.

7.3.7 Physical Records Recovery/Restoration Team

OBJECTIVES

This team will be responsible for recovering and restoring physical records that are essential to business operations. During a disaster, physical records may have been damaged, depending on the ability to prepare for the disaster. Some collaboration with the Facility Team will be needed.

RESPONSIBILITIES

- (1) Evaluate the condition of physical records and report findings to the Emergency Response Team.
- (2) Take inventory of records to include the following:
 - Records that do not need repair.
 - Records that need to be repaired.

- Records that are damaged beyond repair and need to be replaced.
 - Records that are damaged beyond repair and cannot be replaced.
- (3) Restore documents to their prior condition if possible. Resources for records restoration could include reprinting documents from FSFN, the FPOCF network servers, Finance applications, or other sources.
- (4) Send final findings of case records status to the Department of Management Services and the DCF Contract Managers.

Communication:

FPOCF has developed communication templates to be sent to staff and Network Providers during the recovery/restoration stage. (**Attachment A**)

8 EMERGENCY RESPONSE AND NOTIFICATION: ALERTMEDIA

FPOCF uses the AlertMedia Mass Notification for Emergency Response and Notification. AlertMedia enables FPOCF to send notifications to individuals or groups using lists, locations, and visual intelligence. This comprehensive notification system keeps everyone informed before, during, and after events whether emergency or non-emergency. AlertMedia makes it an efficient process to notify or manage contacts and/or manage contact data across multiple distributed data stores from a single access point.

In an emergency, a member of the ERT prepares a notification regarding the event and the requested responses needed. The member then broadcasts the message via one or all of the known communication methods (business phone, business text, business cell phone, business email, personal phone, personal text, personal cell phone, and/or personal email) to those staff/licensed placements in the affected locations. Staff/Licensed placement will receive this message on a 30-minute basis until they respond. Staff/Licensed placement responds in the following manner:

- Business or Personal, Cell or Landline Phone: Staff receive a recorded message that includes a mandatory request for response. At minimum, the response is a key code entered response as noted:
 - 1) I am OK and understand my required actions.
 - 2) I am OK but cannot complete my required actions due to current weather conditions or damages.
 - 3) I need to be connected to the Emergency Conference Line.
- Business or Personal Email or Text: Staff receive a written message that includes a mandatory request for response. At minimum, the response is a text / email entered response as noted:
 - 1) I am OK and understand my required actions.
 - 2) I am OK but cannot complete my required actions due to current conditions or damages.
 - 3) I need to be connected to the Emergency Conference Line.

The ERT and officers have access via web or cell to the response reports and are continually staffing the Emergency Conference Line. If a staff does not respond to the emergency notification

within 24 hours after the first attempt, the CEO will decide on whether to notify emergency personnel.

The Pathways to Home Executive Director and/or the FPOCF Building and Property Manager is responsible for notifying all residents in the Pathways Homes of the nature of the disaster and take any necessary actions with the assistance of whatever staff is needed, such as the FPOCF Building and Property Manager.

9 HURRICANE/TROPICAL STORM SPECIFIC ACTIVITIES

This plan is intended to outline activities to address all types of disasters. With hurricanes and tropical storms being the most probable disaster expected to be faced, the ERT has identified additional specific activities for these weather events in the Preparation and Recovery/Restoration phases.

9.1 Preparation Process

When a storm is forecast to impact FPOCF' service area, the Team will begin to meet daily to evaluate the situation and will meet daily including weekends throughout all phases of the storm. If facilities are closed, the team will meet by conference call if possible. After evaluation is complete, the team may take the following actions if deemed necessary.

- 1) Monitor public school schedules in Central Florida. In general, FPOCF' offices will close if any of the school districts close, but final determination will be made by the Team.
- 2) If necessary, the Team will establish a separate Operations daily meeting by conference call to be led by the VP of Operations – Child Welfare. This call will include CMAs, Licensing, Intake and Placement and other parties identified by the team.
- 3) Verify that the Team passwords are up to date for AlertMedia.
- 4) FPOCF Building and Property Manager will ensure that materials needed for building preparation are available at each building and verify that appropriate preparation steps have been followed and report to the Team when the buildings are secure.
- 5) Director of Caregiver Information and Eligibility will notify Licensing that the Plan has been enacted and request they follow appropriate procedures.
- 6) VP of Operations – Child Welfare will notify the CMAs that Plan has been enacted and that they begin taking appropriate actions including printing client lists.
- 7) The Chief Operating Officer will notify DCF that the Plan has been enacted.
- 8) FPOCF Building and Property Manager will use the key fob system to lock the doors of any facility when it is closed.
- 9) Upon closure of a facility, MIS Director will forward desk phone lines to one number with a voicemail message stating the status of what is closed. Message will also include a number for Intake and Placement so that someone may be reached in the event of a non-life-threatening emergency.
- 10) Team designee will contact Intake and Placement to ensure that they have an on-call person during the storm.

- 11) Team designee will ask Licensing to identify and determine the status of any children in care who may be in evacuation zones or in mobile homes.
- 12) COO will contact other CBCs in the storm area to communicate CBC's plans and discuss children placed in homes in their areas.
- 13) CFO will maintain possession of the physical bank checks.
- 14) Director of Information and Eligibility will request that CMAs return client files to the records rooms.
- 15) HR Director will print staff and Team contact lists.
- 16) The AlertMedia system will be used to provide updates and instructions as needed for staff.
- 17) If facilities are closed, the Director of Contracts and Compliance will notify co-located agencies and the rest of the provider network.
- 18) If facilities are expected to close, the Team will identify staff who can serve as points of contact for each building. The FPOCF Building and Property Manager will provide keys to them so they can access their designated building.

9.2 Recovery/Restoration

- 1) Once roads are open, the building points of contact will evaluate the buildings, report the status of each to the Team and take any action needed to address issues as long as those actions can be done safely.
- 2) FPOCF Building and Property Manager will contact landlords about the condition of the facilities.
- 3) AlertMedia will be used as needed to determine the status of staff and to notify them of work schedules.

9.3 Post Incident Review Process:

The Emergency Response Team will complete a post incident review (PIR) after all ERT'S incidents to evaluate the ERT'S response and recovery efforts for major, critical, and high priority incidents.

The ERTS lead will initiate the PIR once the incident has been fully resolved. The goal of the PIR is to identify how the incident could have been handled better. (What went well, and areas of improvement). The PIR will be held as soon as possible but at a minimum completed at the following quarterly Emergency response team meeting. The PIR will help identify improvement needed, evaluate if communication was timely and helpful, changes to current processes or procedures, and ensure the timeliness of recovery efforts. Documentation of the PIR will be in quarterly ERS team meeting minutes.

10 Attachments

10.1 Attachment A: Emergency Communication Templates

Communication 1: Hurricane and Preparedness

Good afternoon, everyone,

CBC's leadership team is closely monitoring the approach of (Hurricane....) We will be providing updates in the coming days and (if needed) throughout the storm via the Everbridge Emergency Response System (ERS). As a reminder, if the ERS message asks you to respond, please do so to ensure we can collect the requested data.

In preparation for the storm, we ask your assistance with the following items:

- To ensure that we are able to stay in touch with you, please review your contact information in Insperity, and update if needed, by COB tomorrow -- Thursday, September 7th.
- Please familiarize yourself with the Disaster Preparedness & Recovery Plan attached. This document will be available shortly on the homepage of the CBConnect website.

While preparation is necessary to ensure the safety and well-being of the children and families we serve, along with the continued operations of our system of care, we recognize that there are many things that you and your family need to prepare for as well. Attached please find some helpful resources that you may need over the course of the next few days. Also, in the event supplies are running short at your local store, a reminder that supplies can be ordered online through certain stores such as Amazon, Jet, Boxed, etc. Be sure to select expedited shipping when necessary for pre-storm arrival.

We encourage you to take all precautions necessary to ensure your safety.

Thanks, and be safe!

Includes attachment to email: Hurricane and Preparedness Links

Communication 2: Office Closure and Storm Assistance

Just a reminder that the CBC offices and service centers are scheduled to be closed beginning on

We will stay connected with all team members and our provider contacts via the AlertMedia throughout the coming days. Please be sure to respond to those messages when prompted. This will let us know you are safe and up to date on relevant information.

If emergency assistance is needed, each county has shelters and other services available to residents. You will find a list of county-specific resources attached (on email).

Above all, stay safe along with your family and other loved ones. We look forward to hearing that all is well once the storm has passed.

Communication 3: Update

Hope that all are well as we continue to await the full impact of Hurricane....

While we realize that schools will be closed on Tuesday, we are waiting to determine when to reopen CBC offices until after the storm passes. Once all clear to travel has been received, we will assess the safety of each of our locations. We hope to provide additional information about our Tuesday operating schedule sometime tomorrow afternoon.

Thank you for your understanding. Stay safe!

Communication 4: Safety Check

[Please click here to acknowledge receipt of this message](#)

First, it is essential you ensure the safety of yourself, family, and property. We also want to know you are safe. Please confirm this ERS message indicating you are safe. If we do not receive confirmation, a member of the Emergency Preparedness Team will contact you. You will receive this message for 3 hours or until you confirm once. If replying by text type in ALL CAPS.

Communication 5: Post event Update:

Hope all are well. If you have not yet responded to the ERS safety update request sent at 1:20pm today, please do so immediately.

As curfews remain in place, we are still waiting to verify the safety and power status at each of our locations. Please be advised that CBC offices will remain closed tomorrow -- ... -- for all team members, with the exception of those supporting our emergency recovery efforts.

You will be contacted by a supervisor if your services are needed to support recovery efforts. Otherwise, please use the extra day to make sure that all is well with your family and home. We will stay connected with plans for the remainder of the week.

Communication 6: Office Re- Opening

CBC operations will resume tomorrow, Recognizing that many personal and family challenges remain, we will be extremely flexible throughout the week. Reply YES if you are able to return to work tomorrow. Reply NO if you are unable to return to work tomorrow due to personal circumstances. If so, you will need to reach out to your supervisor to discuss scheduled accommodation. When replying by text, type in ALL CAPS.

1.[YES](#)

2.[NO](#)

Communication 7: Return to Regular Operations:

What a week! Sincere thanks to all for staying alert and staying connected through our ERS system. It helped to know you were all safe, even as you worked through damage and disruptions caused by Hurricane ... We hope that, slowly but surely, power is being restored and things are getting back to normal for you and your families. Your spirit and determination through adversity was not unexpected, but admirable all the same.

While it has been a relief to all of us to have flexible operating schedules this week, we did want to confirm that we will return to standard operating times and time off protocols on If

you are unable to return to work on Monday, please reach out to your supervisor immediately to request the use of PTO.

Due to building damage, ... employees will not be able to return to that location immediately. ...members are aware of their work location options. All other CBC locations will be fully operational.

Again, thank you for your support and good work throughout the past week.

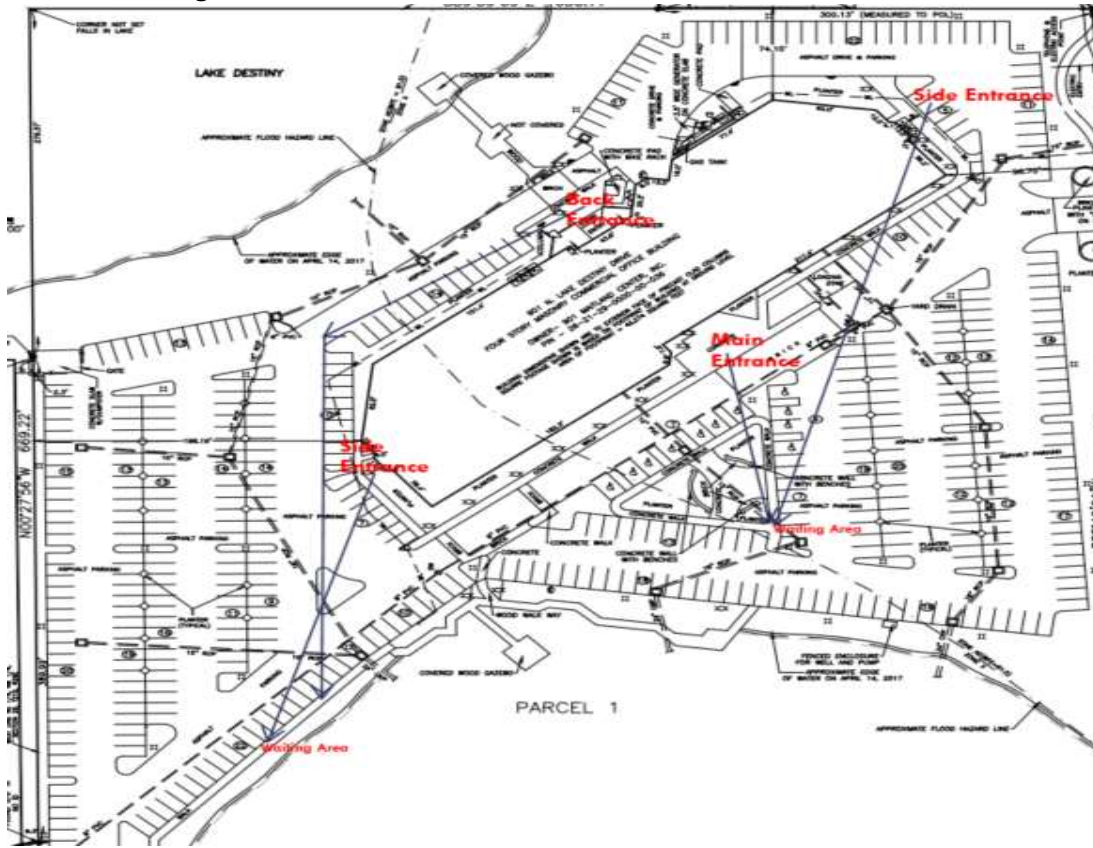
10.2 Attachment B: Building Evacuation Routes

Brevard County

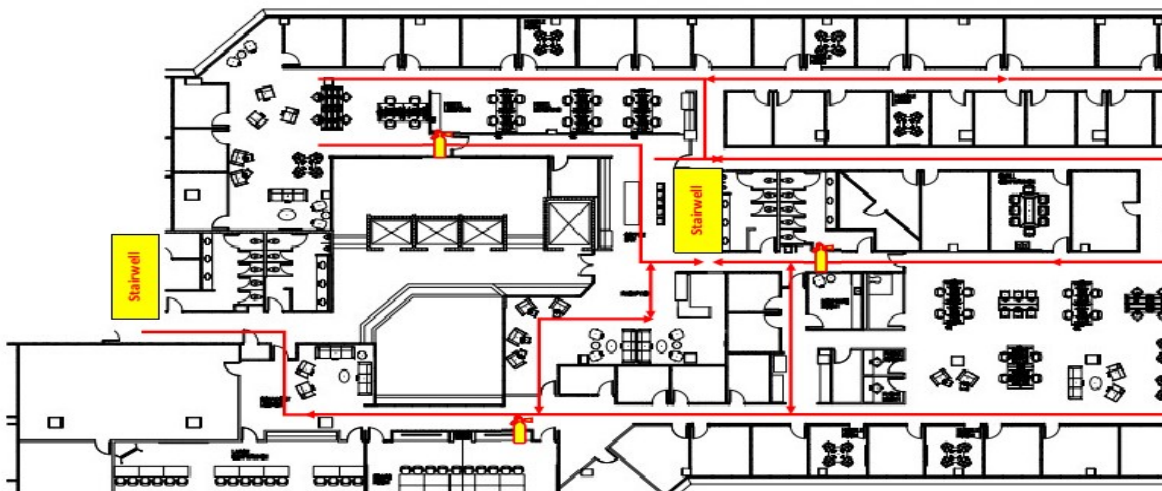
Need all three of BFP locations and evacuation route maps to be included.

Orange County – Administrative Support Center (ASC)

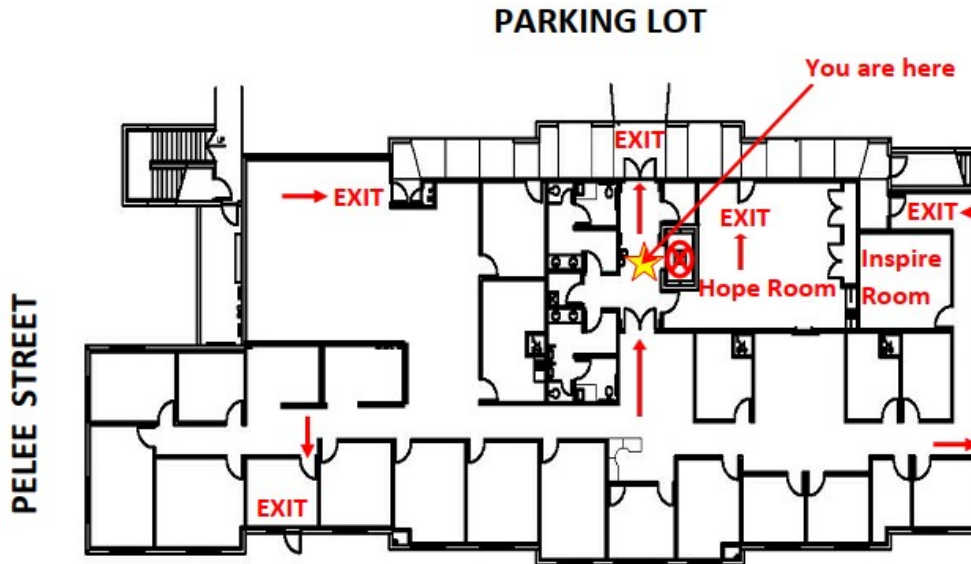
Exterior Holding Areas



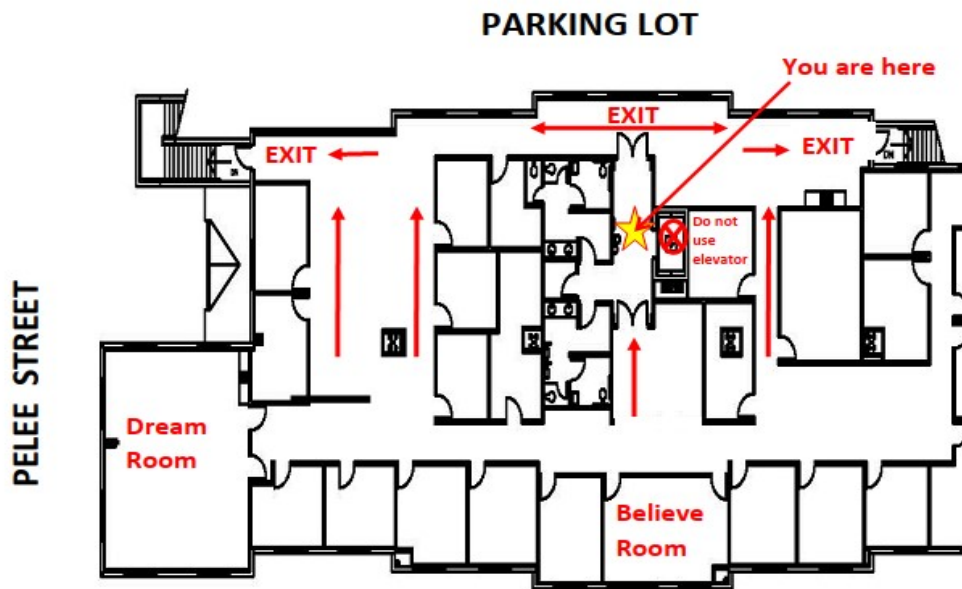
Interior Routes



Orange County - East



1st Floor Evacuation Plan



and 1st Floor Evacuation Plan

Osceola County

Waiting on landlord to send PDF file to us.

10.3 Attachment C: Homeland Security “Bomb Threat Checklist”

BOMB THREAT PROCEDURES

This quick reference checklist is designed to help employees and decision makers of commercial facilities, schools, etc. respond to a bomb threat in an orderly and controlled manner with the first responders and other stakeholders.

Most bomb threats are received by phone. Bomb threats are serious until proven otherwise. Act quickly, but remain calm and obtain information with the checklist on the reverse of this card.

If a bomb threat is received by phone:

1. Remain calm. Keep the caller on the line for as long as possible. DO NOT HANG UP, even if the caller does.
2. Listen carefully. Be polite and show interest.
3. Try to keep the caller talking to learn more information.
4. If possible, write a note to a colleague to call the authorities or, as soon as the caller hangs up, immediately notify them yourself.
5. If your phone has a display, copy the number and/or letters on the window display.
6. Complete the Bomb Threat Checklist immediately. Write down as much detail as you can remember. Try to get exact words.
7. Immediately upon termination of call, DO NOT HANG UP, but from a different phone, contact authorities immediately with information and await instructions.

If a bomb threat is received by handwritten note:

- Call _____
- Handle note as minimally as possible.

If a bomb threat is received by e-mail:

- Call _____
- Do not delete the message.

Signs of a suspicious package:

- No return address
- Excessive postage
- Stains
- Strange odor
- Strange sounds
- Unexpected delivery
- Poorly handwritten
- Misspelled words
- Incorrect titles
- Foreign postage
- Restrictive notes

*** Refer to your local bomb threat emergency response plan for evacuation criteria**

DO NOT:

- Use two-way radios or cellular phone. Radio signals have the potential to detonate a bomb.
- Touch or move a suspicious package.

WHO TO CONTACT (Select One)

- 911
- Follow your local guidelines

For more information about this form contact the DHS Office for Bombing Prevention at OBP@dhs.gov



Homeland Security

2014

BOMB THREAT CHECKLIST

DATE:

TIME:

TIME CALLER HUNG UP:

PHONE NUMBER WHERE CALL RECEIVED:

Ask Caller:

- Where is the bomb located? (building, floor, room, etc.)

- When will it go off?

- What does it look like?

- What kind of bomb is it?

- What will make it explode?

- Did you place the bomb? Yes No

- Why?

- What is your name?

Exact Words of Threat:

Information About Caller:

- Where is the caller located? (background/level of noise)

- Estimated age:

- Is voice familiar? If so, who does it sound like?

- Other points:

Caller's Voice	Background Sounds	Threat Language
<input type="checkbox"/> Female	<input type="checkbox"/> Animal noises	<input type="checkbox"/> Incoherent
<input type="checkbox"/> Male	<input type="checkbox"/> House noises	<input type="checkbox"/> Message read
<input type="checkbox"/> Accent	<input type="checkbox"/> Kitchen noises	<input type="checkbox"/> Taped message
<input type="checkbox"/> Angry	<input type="checkbox"/> Street noises	<input type="checkbox"/> Irrational
<input type="checkbox"/> Calm	<input type="checkbox"/> Booth	<input type="checkbox"/> Profane
<input type="checkbox"/> Clearing throat	<input type="checkbox"/> PA system	<input type="checkbox"/> Well-spoken
<input type="checkbox"/> Coughing	<input type="checkbox"/> Conversation	
<input type="checkbox"/> Cracking voice	<input type="checkbox"/> Music	
<input type="checkbox"/> Crying	<input type="checkbox"/> Motor	
<input type="checkbox"/> Deep	<input type="checkbox"/> Clear	
<input type="checkbox"/> Deep breathing	<input type="checkbox"/> Static	
<input type="checkbox"/> Disguised	<input type="checkbox"/> Office machinery	
<input type="checkbox"/> Distinct	<input type="checkbox"/> Factory machinery	
<input type="checkbox"/> Excited	<input type="checkbox"/> Local	
<input type="checkbox"/> Laughter	<input type="checkbox"/> Long Distance	
<input type="checkbox"/> Lisp		
<input type="checkbox"/> Loud	Other Information:	
<input type="checkbox"/> Nasal	_____	
<input type="checkbox"/> Normal	_____	
<input type="checkbox"/> Ragged	_____	
<input type="checkbox"/> Rapid	_____	
<input type="checkbox"/> Raspy	_____	
<input type="checkbox"/> Slow	_____	
<input type="checkbox"/> Slurred	_____	
<input type="checkbox"/> Soft	_____	
<input type="checkbox"/> Stutter	_____	

10.4 Attachment D: Homeland Security “Pathways to Violence”



Homeland
Security

Pathway to Violence

Warning Signs and What You Can Do

Be Alert to Signs of Trouble



Potential warning signs include:

- Increasingly erratic, unsafe, or aggressive behaviors.
- Hostile feelings of injustice or perceived wrongdoing.
- Drug and alcohol abuse.
- Marginalization or distancing from friends and colleagues.
- Changes in performance at work.
- Sudden and dramatic changes in home life or in personality.
- Financial difficulties.
- Pending civil or criminal litigation.
- Observable grievances with threats and plans of retribution.

Appropriate Intervention



Help ensure the safety of you and your colleagues by:

- Being aware of drastic changes in attitude toward others.
- Taking note of any escalations in behavior.
- Providing any information that may help facilitate intervention and mitigate potential risks.

Reach Out for Help



Concerned? Witnessed disturbing behavior?

Contact your supervisor or your human resources department to alert them of potential dangers and enable them to mitigate any emerging risks.

You are the first line of defense. Report suspicious activity.

In an emergency, always call 9-1-1 or contact local law enforcement.

10.5 Attachment E: Homeland Security “Active Shooter”

HOW TO RESPOND WHEN AN ACTIVE SHOOTER IS IN YOUR VICINITY

QUICKLY DETERMINE THE MOST REASONABLE WAY TO PROTECT YOUR OWN LIFE. CUSTOMERS AND CLIENTS ARE LIKELY TO FOLLOW THE LEAD OF EMPLOYEES AND MANAGERS DURING AN ACTIVE SHOOTER SITUATION.

1. Run

- Have an escape route and plan in mind
- Leave your belongings behind
- Keep your hands visible

2. Hide

- Hide in an area out of the active shooter’s view.
- Block entry to your hiding place and lock the doors

3. Fight

- As a last resort and only when your life is in imminent danger.
- Attempt to incapacitate the active shooter
- Act with physical aggression and throw items at the active shooter

CALL 911 WHEN IT IS SAFE TO DO SO

HOW TO RESPOND WHEN LAW ENFORCEMENT ARRIVES ON THE SCENE

1. HOW YOU SHOULD REACT WHEN LAW ENFORCEMENT ARRIVES:

- Remain calm, and follow officers’ instructions
- Immediately raise hands and spread fingers
- Keep hands visible at all times
- Avoid making quick movements toward officers such as attempting to hold on to them for safety
- Avoid pointing, screaming and/or yelling
- Do not stop to ask officers for help or direction when evacuating, just proceed in the direction from which officers are entering the premises

2. INFORMATION YOU SHOULD PROVIDE TO LAW ENFORCEMENT OR 911 OPERATOR:

- Location of the victims and the active shooter
- Number of shooters, if more than one
- Physical description of shooter/s
- Number and type of weapons held by the shooter/s
- Number of potential victims at the location

RECOGNIZING SIGNS OF POTENTIAL WORKPLACE VIOLENCE

AN ACTIVE SHOOTER MAY BE A CURRENT OR FORMER EMPLOYEE. ALERT YOUR HUMAN RESOURCES DEPARTMENT IF YOU BELIEVE AN EMPLOYEE EXHIBITS POTENTIALLY VIOLENT BEHAVIOR. INDICATORS OF POTENTIALLY VIOLENT BEHAVIOR MAY INCLUDE ONE OR MORE OF THE FOLLOWING:

- Increased use of alcohol and/or illegal drugs
- Unexplained increase in absenteeism, and/or vague physical complaints
- Depression/Withdrawal
- Increased severe mood swings, and noticeably unstable or emotional responses
- Increasingly talks of problems at home
- Increase in unsolicited comments about violence, firearms, and other dangerous weapons and violent crimes



Contact your building management or human resources department for more information and training on active shooter response in your workplace.

10.6 Attachment F: Emergency Response Team Contact List

Edited: 5/2024

Title	Name	Phone
President & Chief Executive Officer	Phil Scarpelli	321-522-9598
Chief Operating Officer	Valerie Holmes	386-233-5991
Chief Financial Officer	Don Johnson	321-272-0994
Chief Administration Officer	Stacy Peacock	407-921-0120
Chief Legal Officer	Kelly Swartz	321-302-1518
Director MIS/Technology	Mark Monn	321-441-2070
Director of Human Resources	Cyndi Hernandez	321-480-4119
Director of Contracts & Compliance	Chris Goncalo	321-693-2966
Sr. Executive of Programs	Ashley Carraro	321-544-8697
Director of Licensing	Melissa Eady	321-652-0841
County Director - Orange East	Jennifer Anan	321-588-5172
County Director - Orange West	Nikki Riggsbee	407-906-8234
County Director – Seminole	Nicole Musgray	407-600-4202
County Director – Osceola	Nasseam James	407-491-8461
County Administrative Assistant – Seminole	Kelly Turcotte	407-462-6317
County Administrative Assistant – Osceola	Kenia Sanchez	321-442-8564
Director of Quality Assurance	Diane Greene	407-335-5528
Sr Director of Licensing	Kim Pleasants	407-775-8413
Executive Director of Clinical Services	Amanda Reineck	321-257-4560
Director of Youth Services	Keri Flynn	407-921-2216
Building and Property Manager	Shannon Caruso	407-490-6739
Building and Property Coordinator	Meredith Canzonieri	407-946-5231
Program Directors - Brevard CARES	Rebecca Melick	321-507-4885
Program Directors - Family Allies	Katie Guemple	850-556-2069
Permanency Directors - Family Allies	Colleen Fleming	321-514-1916
Program Director - National Center of Innovation & Excellence	Kathryn Parker	321-506-9617

10.7 Attachment G: Pandemic Operations Plan

Pandemic preparation and response plan addresses challenges related to ensuring staff stay safe and healthy, while still providing quality case management to children and families served. The plan includes an increase in staff/supervisor communication to include daily check-ins and weekly team meetings, completing a pandemic screening questionnaire with all clients prior to a home visit or face-to-face contact, continuing in person visits with families where unsafe children are placed in home with their parents, utilizing video conferencing for home visits where children are placed in a safe location (foster care, relative/non-relative care), tracking any potential exposure to the virus for staff, clients, and providers, and completing Family Time visits via video conference.

When pandemic protocols are active, all staff work from home when possible. Staff who work remotely keep their daily calendars up-to-date and utilize a daily work report reviewed by their immediate supervisor. Staff utilize Microsoft Teams as a mode of communication to promote teamwork, support, and collaboration during pandemic active protocols. Supervisors engage in regular video conferencing with all staff. All face-to-face meetings are modified to phone or video conference when at all possible. If a face-to-face meeting is required, social distancing is practiced. The leadership team holds daily calls initially to discuss ongoing protocols and updates. Daily communication via email is sent to all staff. FPOCF finance and legal offices are staffed during regular business hours. When in the office, all staff practice social distancing with at least 6 feet of space between themselves and others.

Home Visits for Non shelters, Post Reunification cases, Prevention, Family Support Services, Non-Judicial In-Home Services, and the Safety Management Services Team

Care Managers (CM) continue to assess safety in person for all children placed in home-post reunification, or families involved in non-shelters/in home dependency action, prevention, family support services, non-judicial in-home services, and the safety management services team.

Prior to the Home Visit, staff contact the caregiver and ask the below 3 questions:

1. Is anyone in your household sick, feverish, or experiencing ongoing coughing or sneezing?
2. Has anyone in your household encountered someone who is sick, feverish, or experiencing ongoing coughing or sneezing?
3. Has anyone in your household traveled outside the United States or to any “hot spots” in the last three weeks?

If the caregiver answers yes, or if the team member believes there is a concern, the decision to visit is escalated to leadership to determine the best course of action in ensuring child safety.

If the answer is “no” staff schedule the visit. Staff may complete a quick walk through of the home if required (i.e... to check sleeping arrangements of a baby or to check food if concerns are present that there is not enough, to check med logs, conditions for return assessment, etc.). Then the interview part of the visit may be conducted outside of the home ensuring that staff are 6 feet from the client.

If the parent refuses to allow the CM a face-to-face contact, or if there is a potential for exposure, the case is staffed with their Program Director or designer to waive the need for a face-to-face or to discuss next steps. The CM documents the alternative methods of contact with the family to ensure child safety (i.e., Skype, Facetime, WhatsApp, or another video teleconferencing platform.) in FSFN using the guidance below. The use of Facebook Live, Twitch, TikTok, and other similar public-facing video communication applications are not permitted.

For any “in home” cases where the Program Director or designee waives the need for a face-to-face visit, Program Directors submit a report daily *by 4:00 p.m.* to the Executive Director. Once a case is added to the report, it remains on the report until a face-to-face home visit is conducted by a CM. The report includes, at minimum, the following information:

- Case Name
- FSFN ID Childs Name
- Brief Summary of reason for involvement
- Date of reunification
- Brief description what led to the case being placed on the list
- Plan to manage/determine the child’s safety

Children Placed in Out of Home Care Licensing Levels 1-5 and Relative/Fictive Kin Care

Children placed in out of home care may be exempt from face-to-face visits and videoconferencing can be completed. All staff assess the need for a face-to-face Home Visit based on various risk factors which may include:

- The type of danger threat identified
- Age of the child(ren)
- Type of placement
- Access to informal safety supports and friendly visitors
- Individual needs of the child(ren) and family.

Children in Extended Foster Care, Children placed with Non-Offending Parents, and Parent Contact (on cases with children placed out of home)

Care Managers and Supervisors work together to determine the best mode of contact for these cases while still ensuring safety. This is assessed on a case-by-case basis, based on the information provided above, and the decision is documented as outlined in this document.

Family Support Services and Prevention

Care Coordinator prevention staff contact their families weekly to check in and to assess current and any new/additional needs. Family Team Conferences and home visits are conducted via video teleconference.

Non-Judicial In-Home Services (NJIHS) and Safety Management Services Team (SMST)

FPOCF recognizes that families served in NJIHS and SMST are the most vulnerable children served and as a result have implemented diligence in ensuring child safety. NJIHS and the SMST conduct

weekly check-ins to assess current and any new/additional needs, which includes food, supplies and other tangible support needed, or areas where the families are limited in resources. All cases are reviewed for risk level to determine the required frequency of home visit with a supervisor consult. Consultations for all cases are completed by the supervisor. This consult provides guidance to the Care Manager and documents the frequency of contact/visits required for that family's specific needs. Family Team Conferences and home visits are being conducted via Video Teleconferencing until further notice. The home visit modification includes a phone call prior to the home visit to ask the questions outlined above with regards to symptoms of the family. If there are symptoms identified the supervisor is notified immediately. The supervisors communicate this information to the Program Director but are still required to carry out the visit. Once it has been determined when the visit will commence, the worker practices universal precautions including remaining a safe distance from the family. Each case is assessed on an individual basis and the supervisor is consulted regarding the best way to perform the home visit. Providers continue to be engaged in providing services and until further notice the following services may be provided via Telehealth if the provider chooses to do so:

1. Behavior Management
2. Individual Counseling
3. Tutoring
4. Life Skills Coaching
5. Medication Management
6. Mentoring

Supervisor Responsibilities and Consultations

Supervisor Consultations are completed on all cases to determine the frequency and mode of contact with the family. This is labeled as a consult "Family Engagement Planning." Documenting is completed on all cases, so everyone is in the loop on the plan. Discretion is given for increased frequency when moving to a video conference with a family, depending on the circumstances.

Care Manager

For cases where a face-to-face visit is not warranted or there are concerns in the home, the Care Manager conducts a face-to-face visit via a teleconferencing application, if possible. The Care Manager documents the concerns, the information provided to the family, and the method of communication with the family in FSFN as outlined below. This guidance is specific to virtual home visits and does not apply to telephone calls. To conduct a virtual home visit, the Care Manager has the option of using video teleconferencing applications such as Skype, Facetime, and WhatsApp. Facebook Live, Twitch, TikTok, and other similar public-facing video communication applications are not permitted.

All virtual home visits are entered into FSFN as a case note using the following steps:

1. Create: Case Note
2. Enter: Contact begin date and time
3. Category: Case
4. Type: Home visit- Child's current residence
5. Narrative: Type in the narrative of the email. This needs to be descriptive and clear and MUST include in the first sentence the following: "This face-to-face home visit was completed using a virtual platform."

6. Attempt to speak to the children alone if they are age appropriate or document if the child is not age appropriate.
7. Click: on participants
 - a. Add face-to-face contacts.
 - b. Enter Completed for every child you were able to see and speak to through the virtual home visit.
 - c. CASE MANAGERS DO NOT MARK COMPLETED IF THE CHILD WAS NOT AWAKE AND IF THE CASE MANAGER DID NOT SPEAK TO THE CHILD OR OBSERVE THE CHILD MAKING AGE-APPROPRIATE NOISES/MOVEMENTS ON THE VIRTUAL HOME VISIT.
8. Enter: Contact end date and time
9. Save: Note

All traditional in-home face to face visits are entered into FSFN as usual. If most of the visits occurred outside the home, those specifics are noted.

Court

Circuit 18 may be conducting court virtually except for shelter hearings or other emergency hearings. Care Managers continue to complete Judicial Reviews in accordance with Judicial Reviews tracker of due date even though hearings may be rescheduled. This keeps the workload on the Care Manager from becoming overwhelming and helps management and leadership stay apprised of case activity and family well-being.

The case management team actively engages in consultations and Multidisciplinary Team Reviews occurring biweekly; a listing of the names of families actively under supervision in the below categories is provided:

1. Families and children appropriate/ready to motion for reunification.
2. Families and children appropriate to motion for change of placement.
3. Families and children appropriate to motion for closure.

CM Staff will collaborate on orders for closure, reunification, change of placements, etc. CM staff actively work with Childrens Legal Services (CLS) to get these filed expeditiously and emergency hearings are heard during shelter hearings each day. The leadership team also works collaboratively with CLS to avoid any further delays.

Family Time Visitation

All previous court orders in person parent/child, legal guardian, or sibling visitation requiring the attendance of a DCF employee or contractor may be suspended until a specified date and time. In lieu of in-person visitation, to the maximum extent feasible, visitation is conducted by electronic means with video communication preferred and telephonic communication permitted when video communication is not feasible. Upon the lifting of the state of emergency, the presiding judge may determine any appropriate make-up visitation. Case Management staff document all details of visits in notes. The same guidance noted above for home visits is used for family time visits. All caregivers who are supervising Family Time are encouraged to provide details of the visit to their Care Manager, details may be sent via email to FTIntake@familyallies.org.

All Level of Licensure Home Studies for Children Already Placed in the Home by Licensing Specialist

- (1) Licensing Staff complete all interview elements of the home study via telephone/video conferencing.
- (2) Licensing Staff assess the physical environment of the home through the following steps:
 - a. If Licensing Staff had been to the home, they will complete the section based on their observations.
 - b. If Licensing Staff have never been to the home, they will complete the section through the following steps:
 - i. Discuss the physical layout in depth with the caregiver,
 - ii. Review pictures of the home or complete a video walkthrough of the home, and completion of the Health Assessment.
- (3) Licensing Staff will request re-runs of stored fingerprints. If client had not been in fingerprints previously, they will work with EZ Mobile to schedule appointments if it can be safely completed.
- (4) Licensing staff email the completed home study to the prospective Foster Parent for review. If foster parents have the capability to sign remotely, they will do so. If they are unable to sign remotely, they confirm the accuracy of the home study via email which will be uploaded in to FSFN.
- (5) Home studies/files continue to be reviewed and approved electronically by Licensing Supervisor and Director and then submitted to DCF for approval.

All Levels of Licensure Visits by Licensing Specialist

Licensing Staff complete all Relicensing, Initial, Quarterly and Over Capacity Waiver home visits via telephone/video conferencing.

Adoption Home Studies

Adoption Support Coordinators continue to conduct Adoption Home Studies through virtual home visits. Pride Class and Matching Events in person contact is evaluated based upon the status of the situation regarding quarantine measures. Interviews and questions for home studies are addressed over the phone when necessary.

Post Adoption Services

Adoption Support Groups are conducted via the tele-health platform. The Post Adoption Care Coordinator sends invites so that the families can participate in the group through devices from home. For the required contact with families after 1 year of adoption, telephonic contact is still being initiated.

Initial FTC's (Family Team Conferences) are being held via the tele-health platform. The Post Adoption Support Care Coordinator conducts outreach to those families who cancelled, (as well as

moving forward with upcoming FTC's) and each family has been invited to use the tele-health platform so that the families can participate through devices from home.

Facebook support group titled "Space Coast Adoptive Parents" is still an active, private group, which consists of families who have adopted, or are in the process of adopting. This platform is used to communicate with families, as well as to share any updates.

Families in need of crisis services continue to access the Mobile Response Team. Providers are continuing to be engaged with families, and service provision is ongoing via telehealth services.