

# Family Partnerships of Central Florida

## PROCEDURE

---

**Series:** Risk Mgmt/Quality Assurance COA: RPM 2.02- 2.04, PQI 4.02  
CFOP: NA

**Procedure Name:** Risk Management Review Process (Level 1 Review)  
**Procedure Number:** RQ-502  
**Reviewed Date:** 03/02/2016, 08/26/2016, 12/13/2019, 3/27/2024  
**Revision #/Date:** 08/11/2014, 08/26/2016, 4/11/2024  
**Effective Date:** 1/9/09

**Applicable to:** All Family Partnerships of Central Florida and The National Center for Innovation and Excellence Staff, Volunteers, and Contract Providers

---

**SUBJECT:** Risk Management Committee Review Process (Level 1 Review)

**PURPOSE:** To ensure the health and well-being of the children and families served by Family Partnerships of Central Florida and The National Center for Innovation and Excellence Staff, its subcontractors, and partner agencies by reviewing and identifying trends, risks and training needs to ensure continuous quality improvement of services.

**References:** BFP Policies/Procedures: GOV-202, GOV-203, RQ-505

**PROCEDURE:**

### **Procedure and Documentation Requirements:**

1. The Risk Management Committee consists of representatives from the Family Partnerships of Central Florida Programs Division, representation from Family Allies Case Management Division, to include but not be limited to Director, Manager and or Supervisory representatives or their designee from Intake and Placement, Licensing, Quality Assurance and Performance, Contracts and Compliance, Brevard C.A.R.E.S. Prevention and Diversion Divisions and Client Relations staff. In addition, based on the nature of the discussion, the appropriate Executive team member may attend.
2. The Risk Management Committee meets monthly and at a minimum quarterly to review and identify trends, training needs and critical issues to ensure quality and effective service delivery and resources are provided to our network and within Family Partnerships of Central Florida. The following logs and/or documents contained within the Risk Registry are reviewed during these meetings:
  - a. Exit Interviews
  - b. Critical Incident Reports
  - c. Placement Disruptions
  - d. Institutional Abuse/Neglect Reports
  - e. Client Grievances
  - f. Missing Children Reports
  - g. Request for Action (RFA) for Licensed Out of Home Care Placements
  - h. Any other essential log/report that reflect child safety issues

# Family Partnerships of Central Florida

Each quarter, the Risk Management Committee reviews quarterly data regarding each of the aforementioned areas in order to identify trends, make recommendations and provide a plan for resolution of issues identified. These reports are provided to the Executive Team for review.

## Response and Follow-Up:

1. The Risk Management Committee can request that an issue be reviewed for follow-up due to safety and/or quality concerns; and a designated date (time frame) will be established by the committee for follow-up to occur.
2. All high probability risks and/or high impact risks will be referred to the Executive Team as part of their compliance review process within 24 hours of the Risk Management Committee meeting.
  - a. The Risk Management Committee will determine based on information received whether to refer other issues for the Executive Team to review. .
  - b. The compliance review by the Executive Team is deemed a 2<sup>nd</sup> Level Review for issues related to strategic planning, network, and/or internal maintenance.
  - c. The Executive Team will decide which issues are referred to the Family Partnerships of Central Florida Board Risk Committee for review and decision.
3. Any recommendations not followed up within the time frames established by the Risk Management Committee will be immediately referred to the Executive Team or designee for discretionary action.
4. The Chair (or designee in the absence of the Chair) of the Risk Management Committee will maintain written minutes of all items reviewed during the Risk Management Committee meetings. These minutes will document vital information such as identified risks, follow up actions and plan for resolution. The Chair will also be responsible for ensuring all quarterly reports are completed in a timely manner.

## Management Review:

The Risk Management Review Committee will cumulate data for each Quarter. On a quarterly basis this information will be analyzed for the purpose of improving service delivery and diminishing risk and shared as part of the Performance Quality Improvement process contained within the Quality Assurance Plan and as part of the compliance review process with Senior Management.

1. Any recommendations that are provided by the Executive Team through the review process will be incorporated into the quarterly report and this report will be provided to the Board Risk Committee who will review the information and provide a report to the Family Partnerships of Central Florida Governance Board of Directors at their next board meeting as part of the Board's annual review of risk.

BY DIRECTION OF THE PRESIDENT AND  
CHIEF EXECUTIVE OFFICER:



PHILIP J. SCARPELLI  
President and Chief Executive Officer  
Family Partnerships of Central Florida

APPROVAL DATE: 4/11/2024