

Family Partnerships of Central Florida

PROCEDURE

Series:**COA:****CFOP:****Procedure Name:** Paid Time Off (PTO) Coverage and Task Assignment Policy**Procedure Number:** HR2814**Reviewed Date:** N/A**Revision #/Date:** N/A**Effective Date:** 08/13/2025**Applicable to:** All Child Welfare Staff (including Case Managers, Licensing Workers, Supervisors, Administrative Support, and Program Directors)

PURPOSE: To ensure the continuity of care and regulatory compliance during employee absences, this policy outlines procedures for planning, assigning, and documenting coverage responsibilities when an employee is on paid time off (PTO). Due to the time-sensitive and client-centered nature of child welfare work, appropriate coverage is essential to maintain service quality, safety, and communication.

Policy Statement

All staff are encouraged to use PTO for rest and well-being. However, to ensure uninterrupted services to children, families, foster homes, and licensing applicants, supervisors and employees must proactively plan for coverage. This includes identifying and assigning case-specific tasks, court deadlines, licensing milestones, and required communications, as well as any business operating needs, according to employee's job description.

Procedures

1. Pre-Leave Planning and Handoff

- Once PTO is approved, the employee and supervisor must meet to:
 - Review open cases or assignments.
 - Identify tasks that must be completed during the employee's absence, including but not limited to:
 - Court reports or appearances
 - Home visits and safety checks
 - Licensing assessments or renewals
 - Client or provider communications
 - State-mandated documentation deadlines (e.g., SACWIS entries)
 - Other business related responsibilities
 - Document the coverage plan using a standardized PTO Handoff Form or email summary.

2. Assignment of Responsibilities

- Teams are expected to coordinate a coverage plan to assign individual responsibilities.

3. Communication and Documentation

- The employee must:
 - Set an out-of-office email reply that includes contact information for the assigned covering staff or supervisor.

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- Set a voicemail on work phone that includes contact information for the assigned covering staff or supervisor.
- The supervisor will:
 - Distribute the coverage plan to all impacted parties, including the covering staff, relevant departments (e.g., legal, clinical, administrative staff), and any outside stakeholders (e.g., court-appointed attorneys, GALs, contracted providers) as appropriate.

4. Supervision During Coverage

- The supervisor remains responsible for oversight of all reassigned duties and will provide guidance to staff covering tasks beyond their usual responsibilities.
- Any emergent issues that arise during the employee's absence will be triaged by the supervisor and reassigned if necessary.

5. Return and Debrief

- Upon return from PTO, the employee will:
 - Be debriefed by their supervisor and/or covering staff.
 - Review updates and resume full responsibility for their caseload or duties.
 - Address any follow-up items or documentation that may require their attention.

Exceptions

- In emergency or unplanned leave situations (e.g., illness, family emergency), the supervisor will quickly triage tasks and assign essential duties with the support of the team.

BY DIRECTION OF THE PRESIDENT AND
CHIEF EXECUTIVE OFFICER:



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

APPROVAL DATE: 08/13/2025