

## PROCEDURE

<b>Series:</b>	<b>Operating Procedures</b>	<b>COA: Net A 5.01-5.05, 6.01- 6.03</b> <b>CFOP:</b>
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<b>Procedure Name:</b>	On Call Procedure & Protocol
<b>Procedure Number:</b>	OP1158
<b>Revision #/Date:</b>	(1) 06/01/15, (2) 01/29/2020 (3) 04/14/22 (4) 04/13/23
<b>Review Date:</b>	01/29/2020, 04/16/24, 9/29/25
<b>Effective Date:</b>	01/03/12

<b>Applicable to:</b>	All FPOCF staff and subcontracted providers
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<u><b>PURPOSE:</b></u>	To outline the steps for after-hours on-call, weekends, and holidays
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### PROCEDURE:

#### **Overview**

To outline Family Partnerships of Central Florida's (FPOCF) call procedure for the management of after hour requests for placement of children entering licensed out of home care. To support the continuing efforts of FPOCF to ensure the safety and wellbeing of the children entrusted to our care, this procedure clarifies the protocols, steps, and line of authority of parties involved in placement and other on call duties (defined below). The proper application of this procedure ensures that FPOCF in partnership with its subcontracted providers meets its commitment to ensure the safe and appropriate placement of children.

#### **Period of On Call Responsibilities**

This procedure is applicable from 5:00 p.m. to 8:00 a.m. on weekdays and from 5:00 p.m. Friday to 8:00 a.m. Monday on weekends, including all Family Partnerships of Central Florida (FPOCF) recognized holidays when offices are closed. On-call teams are assigned by circuit, with each circuit maintaining a distinct phone line: Circuit 18 (Brevard and Seminole) at 321-298-6550 and Circuit 9 (Orange and Osceola) at 321-300-0466. The on-call staff members respond to all calls within 15 minutes of receipt. At all times, six team members are available on call, including a first-responding tier 1 for each circuit, a second tier for each circuit comprising of supervisors and/or behavioral health coordinators, a third tier of managers and directors overseeing both circuits, and a fourth tier of senior directors and administrators overseeing both circuits.

#### **On Call Schedules**

On-call schedules are issued six months in advance at the beginning of the preceding quarter. Family Partnerships of Central Florida (FPOCF) on-call participants include, but are not limited to, the following departments: Out-of-Home Care, Behavioral Health, Utilization Management, Licensing Level I, Licensing Level 2I-5, Operations, Independent Living, Adoptions, and Quality Assurance. Any revisions or changes to the on-call schedule must be submitted through the department of the assigned team member, and it is the responsibility of the assigned team member to ensure coverage. For planned or unplanned absences, departmental leadership overseeing the

assigned team member is required to seek out and provide the necessary coverage from within that department. Each team member or department shall be responsible for notifying the Senior Director of Out-of-Home Care of any changes to the assigned schedule.

## **E-Docs**

All on-call participants are trained by Out-of-Home Care Managers or their designee prior to performing on-call responsibilities. On-call participants have access to all necessary systems and communications, including, but not limited to, the incoming phone line, Microsoft Teams and Outlook, FSFN, tier-specific on-call instructions, instructions on how and when to utilize internal and external DCF over-capacity and directories for FPOCF, each case management area, diversion, mobile response, foster homes, shelters, and group homes. Participants also have access to critical incident operating procedures and reporting forms, as well as missing child operating procedures. All responses from Tier 1 shall be summarized by 8:00 a.m. on the following business day and disseminated to the appropriate distribution group to ensure effective communication flow.

## **1st Tier Responders**

The 1<sup>st</sup> tier on call rotation consists of but is not limited to the following staff: MDT Coordinators, Out of Home Care (OOHC) Specialists, Licensing Specialists, and Utilization Management Specialists. On-call rotations are one week in duration beginning on Monday at 5:00 PM and conclude the following Monday at 8:00 AM. These positions are the first responders when a placement need has been identified. The 1<sup>st</sup> tier staff coordinates the placement of children entering licensed out of home care or those who are currently being served by our subcontracted Case Management Agency. The 1<sup>st</sup>-tier responder receives requests for placement and initiates all placement requests. As appropriate, placement is sought in a family foster home setting first.

The 1<sup>st</sup> tier responder receives a shelter call notification in Brevard County which prompts a team's meeting to learn more about the removal, in Seminole/Orange/Osceola this communication consists of a call to the on-call line. If family finding results are unsuccessful, the CPI (Child Protection Investigator) will send a Placement Assessment Tool to the on-call team. The Placement Assessment tool contains detailed information regarding the child's needs and the reason for removal. Receipt of the Placement Assessment Tool prompts the on-call 1<sup>st</sup> tier to initiate a placement search and begins the 4-hour window to secure placement. Placement of children is not to exceed 4 hours.

If an appropriate placement is not secured at hour 2 of the 4-hour window, Tier 1 will request assistance from Tier 2 and resume immediate placement searches.

If appropriate placement is not secured at hour 3, Tier 2 will request assistance from Tier 3. If Tier 3 requires assistance, Tier 3 will request assistance from Tier 4 to ensure that the 4-hour window is not exceeded.

If the child meets criteria for a Child Placement Agreement, Tier 1 will consult with Tier 2 to discuss placement precautions. Tier 2 will document in the child's case of record in FSFN the verbal Child Placement Agreement with the prospective foster home/provider. This information is communicated the following day in the "on-call summary" to ensure the behavioral health team is alerted to initiate the creation of a child placement agreement the following business day.

When placement is secured, Tier 1 immediately notifies the CPI team with the location of the placement to include the children's names, foster family name, address, and telephone number. Additionally, Tier 1 creates a placement letter and sends it through e-mail to the foster home. All communications from Tier 1 include the appropriate on-call team members and the corresponding placement team ([C18intake@familypartnerships.org](mailto:C18intake@familypartnerships.org); [C9intake@familypartnerships.org](mailto:C9intake@familypartnerships.org)).

At any time, the four-hour time frame has been exceeded, and a licensed placement cannot be located the Placement and Behavioral Health Administrator, or designee must be notified immediately for Vice President and CEO notification. A written summary which must include: the child or children's names, efforts to locate a placement, and any other pertinent information. Additionally, once placement has been secured, notification must occur **immediately** with the placement name, address, and contact information of all children.

The FPOCF Out of Home Care Team must be notified at 8am the following morning with an on-call summary. A distribution list is provided in the referenced instruction manual.

## **2<sup>nd</sup> Tier Responders**

The 2<sup>nd</sup> tier on call rotation consists of but is not limited to the following staff: Licensing Supervisors, Clinical Service Specialists, Out of Home Care Supervisors, Behavioral Health Coordinators, and Placement Support Specialists. On-call rotations are one week in duration beginning on Monday at 5:00 PM and conclude the following Monday at 8:00 AM. These positions serve as second-tier support responders when the 1<sup>st</sup> tier staff is unable to locate a placement within the first hour and require support and assistance, and/or when the 1<sup>st</sup> tier staff has more than one placement request received.

2<sup>nd</sup> tier responders provide support and guidance to the 1<sup>st</sup> tier staff members. The 2<sup>nd</sup> tier responder also provides consultation as needed in cases where a Child Placement Agreement (CPA) or Behavior Management Plan is required and ensures that the placement provider has the necessary information regarding the precautions. These conversations are documented in the child's record in FSFN. 2<sup>nd</sup> Tier provides guidance and support for any internal capacity waivers and will consult with 3<sup>rd</sup> Tier for any DCF Over-capacity waivers needed. 2<sup>nd</sup> Tier completes these waivers.

## **3<sup>rd</sup> Tier Responders**

The 3<sup>rd</sup> tier on call rotation consists of but is not limited to the following staff: Out of Home Care Managers, Independent Living Directors, APD Manager, Behavioral Health and UM Manager and Child Welfare Directors. On-call rotations are one week in duration, beginning on Monday at 5:00 PM and conclude the following Monday at 8:00 AM. This position supports the 1<sup>st</sup> and 2<sup>nd</sup> tier staff. The 3<sup>rd</sup> tier responder should be contacted for authorization for Over Capacity Waivers prior to seeking DCF approval.

## **4<sup>th</sup> Tier Responders**

The 4<sup>th</sup> tier on-call rotation consists of but is not limited to FPOCF Administrators (Placement and Behavioral Health, Licensing and Kinship, Youth Services, Case Management and Permanency, Quality Assurance and Training), Senior Director of Out of Home Care, Senior Director of Licensing, the Senior Director of Behavioral Health, Senior Director of Provider Partnerships, and Senior Directors of Operations. This position supports 1<sup>st</sup>, 2<sup>nd</sup>, and 3<sup>rd</sup> tier responders and should be contacted by 3<sup>rd</sup> tier if the 4-hour window is in jeopardy of being surpassed. In addition, the 4<sup>th</sup> tier

responder should be notified of any placement that is not in a clinically appropriate setting, child death, potential media coverage or the serious injury or serious illness of a child.

(For Brevard) In the event placement of a child (ren) in the care of a CPI has not been located at the 3-hour period of placement efforts, 4<sup>th</sup> tier will then authorize and deploy the On Call CARES team at (321) 449-6403. A CARES department staff member will be deployed to the care center closest to the CPI (Central or South) to assume custody of the child(ren) at the 4<sup>th</sup> hour. Placement efforts must continue until a licensed placement has been secured.

For children who have an open dependency case, the Family Allies department on Call staff will remain with the child(ren) until a licensed placement is located.

(For Seminole, Orange and Osceola Counties) In the event placement of a child (ren) in the care of a CPI has not been located at the 3-hour period of placement efforts, 4<sup>th</sup> tier will then notify the on call staff at the case management agency assigned to that specific county (Thompson for Seminole, Camelot for Orange County and Gulf Coast for Osceola County). The same process is followed for children who have an open dependency case in Seminole, Orange, and Osceola Counties. The assigned case management on call staff member will remain with the child(ren) until a licensed placement is located.

### **Placement and Behavioral Health Administrator**

The Placement and Behavioral Health Administrator or designee must immediately be notified of any child death, potential media coverage, serious injury or serious illness of a child, and if a child or children were not able to be placed in a licensed setting. The Placement and Behavioral Health Administrator or designee will ensure the Vice President/COO or designee is made aware.

### **Over Capacity Waivers**

- a. Over cap or approval of a waiver for a foster home: It may be necessary to temporarily over cap a foster home to accommodate a placement request. Reasons for over cap must be in compliance with Florida Administrative Code 16C-13.032 Capacity, Placement and Over Capacity Assessment and include the following: 1. To allow a parenting youth in foster care to remain with the child of the parenting youth; 2. To allow siblings to remain together; 3. To allow a child with an established relationship with the family to remain with the family; and 4. To allow a family with special training or skills to provide care to a child who has a severe disability.
- b. DCF Over cap approval: In the event that an overcapacity request is needed for a home that will have more than 5 dependent children or more than a total 8 children in the home, to

include biological, adoptive, and foster children; must be approved by the Central Region Point of Contact. The POC is Heather Recchia (407-765-8142) [heather.recchia@myflfamilies.com](mailto:heather.recchia@myflfamilies.com) and her supervisor is John Hammett (407-873-1549) [john.hammett@myflfamilies.com](mailto:john.hammett@myflfamilies.com).

BY DIRECTION OF THE PRESIDENT AND  
CHIEF EXECUTIVE OFFICER:



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

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