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**Series:** Operating Procedures COA: CM 7, CM 10.07

**Procedure Name:** Intensive Case Management and On Call Procedure

**Procedure Number:** OP BC 1018

**Revision #/Date:** (1)11/19/2012, (2) 6/26/2017, (3) 05/07/2021  
(4) 3/23/2026

**Effective Date:** 09/28/2009, 3/23/2026

**Applicable to:** Family Partnerships of Central Florida Staff

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**SUBJECT:** Employees after hours on call and intensive case management protocols for families served at Family Partnerships of Central Florida (FPOCF).

**PURPOSE:** This operating procedure outlines Family Partnerships of Central Florida (FPOCF) protocol for after-hours assistance for all families receiving services through Family Partnerships of Central Florida (FPOCF) and the agency's intensive case management protocol. This procedure clarifies the protocols and steps to be taken by the Family Partnerships of Central Florida (FPOCF) staff to ensure prompt quality access to services, and integrity and confidentiality for families to the services offered by Family Partnerships of Central Florida (FPOCF). The proper application of this procedure ensures that Family Partnerships of Central Florida (FPOCF) meets its commitment to ensure continuity of care for families using the strength-based wraparound principles of care.

**PROCEDURE:**

Family Partnerships of Central Florida (FPOCF) provides on call support to families 24/7. Crisis response services are available through the Family Partnerships of Central Florida (FPOCF) provider network. Services provided include assessments, evaluations, after school care, camps, certified behavior analysts, child care, clinical consultations, crisis intervention, Dialectal Behavioral Therapy, domestic violence advocacy, domestic violence services, educational stabilization, family therapy, flexible funding, housing and employment assistance, intensive family services, individual therapy, mentor services, outreach to families, parenting groups, parent support and advocacy, post adoption support, respite, relative and non-relative support, social skills building groups, specialized after school programs, substance abuse counseling, therapeutic groups, mentoring and trauma/recovery services.

The procedure is designed to provide the following for all families being served through after hours support:

- a. Ensuring that information has been elicited for all team members and potential team members about immediate crisis or potential crisis in the Crisis and Safety Plan.
- b. Ensuring that if immediate response is necessary, the team has formulated a response for immediate intervention and/or stabilization which may include Mobile Response Team.
- c. Ensuring that the team has prioritized according to seriousness and as to the likelihood of occurrence and created an effective and well specified crisis prevention and response plan that is consistent with the wraparound principles. A more pro-active safety plan may also have been created.
- d. Ensuring that the Coordinator has guided the team in a discussion of serious risk identified that included safety needs or concerns and potential crisis situations, as well as antecedents and associated strategies for preventing each potential type of crisis.
- e. Ensuring that the team has a plan of how to maintain the safety of all family members and of other issues that could potentially go wrong, followed by a process of prioritization based on seriousness and likelihood of occurrence.
- f. Past crisis and the outcomes of strategies used to manage the family should be considered as an important source of information in current and subsequent crisis/safety planning.
- g. Ensuring that each specific member's role and responsibilities is clarified on the team along with the means of contacting members in the events of a crisis. The plan should include creative and open-ended manners about strategies for meeting needs in a time of crisis that generates multiple options.
- h. Ensuring that this information is documented in the written crisis plan and is made available in the Family Partnerships of Central Florida (FPOCF) database and is revisited and updated to respond to the successes and/or the need for new strategies, and that all parties are informed of their individual role.
- i. The team will follow steps outlined in the Crisis and Safety Plan for resolution. If the family still identifies there is an unresolved risk or safety issue and if assistance is needed from the Family Partnerships of Central Florida (FPOCF) on call Care Coordinator including accessing the Mobile Response Team, families can access the Family Partnerships of Central Florida (FPOCF) after Hours number by calling 321-449-6403.
- j. Family Partnerships of Central Florida (FPOCF) provides an on call cell phone which is rotated amongst Coordinators. Each on call shift extends from 5:00pm weekly through 8:00am daily Monday through Friday and then 5:00pm Friday through 8:00am Monday on the weekends. There are Two Tiers that will respond to on-call requests from families. The First Tier consists of all Care Coordinators who shall serve as the first responders, and the Second Tier consists of the Supervisor. The on-call Care Coordinator can provide

authorization to use the Mobile Response Team (MRT) by calling the MRT hotline number at 321-213-0315.

- k. Each Care Coordinator will be required to rotate on call duties in weekly shifts spanning from Monday through Sunday. Care Coordinators will be paid \$100.00 per day on agency approved holidays. Each Care Coordinator is responsible for planning to cover their assigned shift if there are circumstances in which they will not be available for the shift.
- l. The after-hours number that is provided to all families being served allows families to directly contact the on call Family Partnerships of Central Florida (FPOCF) Coordinator. The on-call Coordinator will access the FSFN database if necessary, to solicit additional information regarding a family including the Strengths Discovery, most recent Care Plan and/or Crisis and Safety Plan. If additional information is needed from the Coordinator assigned to the family, the on call Family Partnerships of Central Florida (FPOCF) Coordinator may contact the Coordinator assigned to the specific family (and for any case in which a Coordinator has not been assigned) If the Coordinator is unavailable or if additional assistance is needed, the Family Partnerships of Central Florida (FPOCF) Coordinator will contact the assigned 2nd Tier assigned supervisor.
- m. If necessary, the on-call Coordinator will review and reinforce the Crisis and Safety Plan for the specified family that has been developed by the family's team in anticipation of the family's call to the on call responder.
- n. If the 2nd Tier Supervisor needs additional assistance the Director of Family Safety and Support will be contacted.
- o. The Director of Family Safety and Support will always be available as the 3rd Tier on Call. The Director of Family Safety and Support Prevention and Diversion Director will be always notified under all of the following circumstances by the 2nd Tier on Call:
  - 1. Client Death - This includes a person whose life terminates due to, or allegedly due to, an accident, act of abuse, neglect or other incident occurring while in the presence of an employee, in a Brevard Family Partnership or Family Partnerships of Central Florida (FPOCF) operated or contracted facility or service center, or when a death review is required to the Child Death Review Procedures.
  - 2. Serious injury, or serious illness of a child - This is defined as a medical condition of a client requiring medical treatment by a licensed health care professional sustained or allegedly sustained due to an accident, act of abuse, neglect or other incident occurring while in the presence of an employee, in a Family Partnerships of Central Florida (FPOCF) facility or service center.
  - 3. Potential Media Coverage- Any incident that may result in negative media coverage.

Family Partnerships of Central Florida (FPOCF) C18 Director of Family Safety and Support C18 Prevention and Diversion Director Responsibilities

- a. The assigned 2nd Tier Supervisor shall be readily available to provide technical assistance to the on-call Coordinator for crisis and emergency situations that are received on Family Partnerships of Central Florida (FPOCF) families after hours.
- b. The Supervisor will contact the 3rd Tier Family Partnerships of Central Florida (FPOCF) Director of Family Safety and Support or designee if additional assistance is needed.
- c. All on call activity must be reported by the assigned on call staff to the relevant and responsible parties the following business day.

Intensive Case Management: Employee Workloads and Caseload Sizes

The Non-judicial Supervisor is responsible for all assignments to the Family Partnerships of Central Florida (FPOCF) Non-judicial program and for ensuring that each staff member has a balanced caseload of low, moderate and high risk cases. The Non-judicial Supervisor manages the flow of intake into the program and evaluates case distribution and assesses the workforce to ensure caseloads remain within Intensive Case Management, Coordinator and Case Management Council On Accreditation standards and are evenly distributed to the greatest extent possible.

Cases are assigned incrementally on a staggered basis to the greatest extent possible. However, it should be noted that the agency is not permitted to place families on a waiting list. The Non-judicial Supervisor monitors and subsequently balances each employee's workload electronically through FSFN as well as through individual supervision and the case review process. All employee workloads support the achievement of client outcomes, are regularly reviewed and are based on an assessment of each staff member's qualifications, competencies and experience of the staff member. This includes the level of supervision needed based on employee experience, tenure, the work and time required to accomplish assigned tasks and job responsibilities and service volume while accounting for assessed levels of needs of current families served and new referrals. It should be noted also that referrals to Family Partnerships of Central Florida (FPOCF) fluctuate as do staff caseloads based on influx and trends. The average recommended caseload for intensive case management (defined as having an active safety or present danger plan) is 15. Data on caseload size and risk level of each family is reviewed on an ongoing basis and aggregated monthly for review.

BY DIRECTION OF THE PRESIDENT AND  
CHIEF EXECUTIVE OFFICER:



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

APPROVAL DATE: March 26, 2026