

Family Partnerships of Central Florida

PROCEDURE

Series:	Operating Procedures	COA: Net A 5.01-5.05, 6.01- 6.03 CFOP:
Procedure Name:	On Call Procedure & Protocol	
Procedure Number:	OP1158	
Revision #/Date:	(1) 06/01/15, (2) 01/29/2020 (3) 04/14/22 (4) 04/13/23	
Review Date:	01/29/2020, 04/16/24	
Effective Date:	01/03/12	
Applicable to:	All FPoCF staff and subcontracted providers	

PURPOSE: To outline the steps for after hours on-call, weekends, and holidays

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 5:00pm to 8:00am on weekdays and from 5:00pm Friday to 8:00am on Monday during weekends. This also includes all FPoCF recognized holidays in which offices are closed. The FPoCF Intake Line (321-752-3226) maintains an ongoing message which instructs the caller to whom they should contact based on the need. This message instructs callers of the subcontracted Case Management Agency on call numbers, Mobile Response Team (MRT), and the on-call placement line. There are two identified phone numbers on the Intake Line: (321) 213-0315 (for anyone seeking Mobile Response Services) and (321) 298-6650 for DCF Child Protective Investigators to request initial placement of children entering care. The on-call staff member responds to all calls within a minimum of 15 minutes of receiving a call. If the on-call first-tier staff member fails to respond, the requester will reach out to the second-tier supervisor for assistance. There is also a third-tier director on call that can be contacted if additional assistance is needed. Third tier staff include: Director of Out of Home Care, Director of Behavioral Health Services, Director of Kinship Care, Director of Licensing and Director of Independent Living.

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On Call Schedules

Each month a list of the 1st, 2nd and 3rd tier staff is distributed to all on call staff members. Any revisions or changes are submitted no later than the following business day to the on-call service group. It is the assigned staff member's responsibility to ensure they locate an alternative/approved staff member to cover their on-call shift in the event they are unable. This includes planned and unplanned leaves from the agency. It is each staff member's responsibility to inform the Director of any requested schedule change to ensure that the change is made to the schedule. If a staff member assigned to on call leaves the agency for any reason (including voluntary or involuntarily departure) it is the responsibility of the direct supervisor to ensure adequate on call coverage for the assigned period.

E-Docs

The 1st tier On Call Staff rotates an Ipad and phone which contains documents to support them during their on-call rotation. Information includes: Pre Placement Tool, Case Management Agency On Call Schedule, phone directories of all foster families, group and shelter providers, FPoCF Agency Staff directory, Brevard C.A.R.E.S. Staff directory, Case Management Agency Staff directory, On Call Policy and Procedure, Critical Incident Operating Procedure and Reporting Form, The Prevention and Placement of Child Victims and Aggressors Involved in Child on Child Sexual Abuse, Sexual Assault, Seduction or Exploitation in Substitute Care Operating Procedure, and the Prevention, and Reporting and Services To Missing Children Operating Procedure. It is the responsibility of the assigned on-call member to ensure that the e-docs are current and have all updated available information at the time of on call.

1st Tier Responders

The 1st tier on call rotation consists of the following staff: MDT Coordinators, SOR Specialist, Out of Home Care (OOHC) Specialists, Licensing Specialists, Kinship Specialists and Kinship Coordinators, 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 1st 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 1st tier responder receives requests for placement and initiates all placement requests. As appropriate, placement is sought in a family foster home setting first.

The 1st tier responder utilizes the FPoCF Placement Tracking Log to locate a home that is most appropriate and least restrictive to meet the needs of the child or children being placed. The 1st tier responder gathers all available information on the FPoCF Placement Request Form from the CPI requesting placement. This information is used to contact all available foster home providers. The 1st tier responder makes every effort to gather as much information as possible on the child or children to make an appropriate placement. If information is provided to indicate that a child is a sexual abuse victim or is suspected to be sexually reactive, a Child Placement Agreement must be initiated. Placement of children is not to exceed 4 hours.

If the 1st tier responder has reached the two-hour mark and is unable to locate a placement, they should contact their 2nd tier staff member for placement support and consultation.

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If the 1st & 2nd tier responder has reached the three-hour mark and is unable to locate a placement, they should contact their 3rd tier staff member or designee for placement support and consultation. At any time, the four-hour time frame has been exceeded and a licensed placement cannot be located the Senior Executive of Programs or designee must be notified immediately for 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 OOHC Specialists must be notified in the morning of the next business day of placement activities. If an enhanced board rate is clinically indicated the 2nd tier staff member must be contacted for approval.

2nd Tier Responders

The 2nd tier on call rotation consists of the following staff: Licensing Supervisors, Clinical Service Specialists, Kinship Supervisors, UM Program Manager, SAMH Program Manager, Placement Support Specialist, Behavioral Health Coordinators and the OOHC Manager. On call rotations are one month in duration beginning on the 1st day of each month at 5:00 PM and concluding the last day of each month. These positions serve as the second-tier support responders when the 1st tier staff is unable to locate a placement within the first two hours and require support and assistance, and/or when the 1st tier staff has more than one placement request received. 2nd tier responders provide support and guidance to the 1st tier staff members. The 2nd 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 is provided a copy of the CPA by the CPI and that all required signatures are obtained at the time of placement. The 2nd tier staff initiates the written request for an Over Capacity Waiver in writing to the 3rd tier staff member. The 2nd tier staff assesses and approves all enhanced board rates. These should be clinically indicated and are designed to provide support and care of the child. Clinical justification must be provided prior to approval.

3rd Tier Responders

The 3rd tier on call rotation consists of the following staff: Director of OOHC, Director of Licensing, Director of Behavioral Health, Director of Independent Living, and Director of Kinship. This position supports the 1st and 2nd tier staff. The 3rd tier responder should be contacted for authorization for placement in a group home and for Over Capacity Waivers. In addition, the 3rd 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. 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, 2nd tier responder must notify the 3rd tier responder who will then authorize and deploy the On Call CARES team at (321) 449-6403. A Brevard CARES 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 4th hour. Placement efforts must continue until a licensed placement has been secured.

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For children who have an open dependency case, the Family Allies on Call staff should remain with the child(ren) until a licensed placement is located. If needed, the Brevard CARES On Call support may be deployed to assist.

Senior Executive of Programs

The Senior Executive of Programs or designee should be immediately 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 Senior Executive of Programs or designee will ensure the Vice President/COO or designee is made aware.

Authorization from Third Tier

The third tier FPoCF staff must be contacted for authorization of the following:

- a. Placement in a clinically inappropriate setting: At no time is a child to be placed, or requested to be placed, in a facility where that placement would result in exceeding the capacity for that facility or to be placed in a clinically inappropriate setting. If there is any question about what is and is not clinically appropriate the on-call respondent should contact the second-tier administrator for support and guidance. ***At no time shall a child be retained overnight in an office space or other equally inappropriate location. The on-call respondent should contact the FPoCF second tier administrator who will notify the 3rd tier staff if the four-hour requirement of placement is exceeded.***
- b. Client Death: 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 FPoCF operated or contracted facility or service center; while in the physical custody of FPoCF or its subcontracted staff, or when a death review is required pursuant to the Child Death Review Procedures.
- c. Serious injury or serious illness of a child: 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 FPoCF subcontracted facility or service center.
- d. Potential Media Coverage: Any incident that may result in negative media coverage. The FPoCF administrator must be contacted in the event of a client death, serious injury or serious illness of a child or for potential media coverage.
- e. Over cap or approval of a waiver for a foster home.
- f. Placement has not been secured by the 3rd of 4-hour placement time and request for a Brevard CARES On Call team member is needed.
- g. Enhanced payment: In the event a child or youth present with complexities that require increased supervision, care precautions, interventions the 3rd tier responder may authorize

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an enhanced provider rate. Rates should be time limited to not exceed 3 business days without additional review by the Director of OOHC or designee. Enhanced payment authorization notification must be provided in writing to the OOHC team the next business day.

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 7 children in the home, to include biological, adoptive, and foster children; must be approved by the Central Region Point of Contact. The POC is Stephanie Weiss, Family and Community Services Director, she can be contacted at 407-766-7100 and stephanie.weiss@myflfamilies.com

After Hours Request for New Placements

The FPoCF Intake line maintains a message of instruction for any caller seeking assistance. DCF CPIs are instructed to contact the on-call Placement Number beginning at 5:00 PM at the close of each business day or FPoCF recognized holidays in which offices are closed. The on-call staff member must secure a placement for all new removals within four (4) hours of the placement request. The four hours starts when the CPI notifies the on-call respondent that a removal episode has occurred, they have custody of the child, and a placement is needed. The on-call staff responds to after hour requests in the following manner:

1. The Child Protective Investigator (PI) will notify the on-call staff that placement is needed after the removal of a child. **The 1st tier responder will not search for a placement until there has been a removal episode.**
2. The 1st tier responder will reference the Comprehensive Placement Assessment as a guideline to obtain the following demographic information: child name, date of birth, gender, race, reasons for removal, child's siblings, educational needs, medical/mental health needs, social, sexual abuse history, and behavior, recreational, and any special needs. Any additional background information available will be shared at this time.
3. The 1st tier staff member will utilize the Placement Tracking Log to assess the most appropriate placement for the child.
4. Once a placement has been secured the 1st tier staff will notify the CPI of the placement location and transport the child.
5. The on-call Provider will advise the CPI to send a Comprehensive Placement Assessment to the FPoCF Out of Home Care Unit the following day and the Shelter Petition and Shelter Order when this becomes available.

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6. All information about after hour placements is sent in e-mail format to Intake@brevardfp.org by 10:00 am the next business day. This narrative should include the following as a minimum guideline and additional information should be provided as available: names of children placed, DOB of all children, level of care of each child, name of placement provider, CPI name and information and reason for removal. It is imperative that all on call activity be reported to the Out of Home Care Specialists the next business day.
7. Children requiring a higher level of care outside of the Traditional level of care must be approved by the 2nd tier staff member. The child will be reassessed the following business day by the FPoCF Out of Home Care Manager or designee. If the on-call responder believes a child needs a higher level of care, including Level II Enhanced Foster Home or Specialized Therapeutic Foster Care documentation must be provided to support that request.

It is best practice that children under the age of 12 outside of sibling groups are not considered for group care unless absolutely required and no other alternative can be located. A written narrative which includes documentation of progressive interventions and efforts to secure placement in the least restrictive setting must be submitted to Intake@brevardfp.org by close of business the next business day.

BY DIRECTION OF THE PRESIDENT AND
CHIEF EXECUTIVE OFFICER:



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

APPROVAL DATE: 04/17/2024