

## PROCEDURE

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<b>Series:</b>	<b>Operating Procedures</b>	<b>COA: Net A</b> <b>5.01-5.05, 6.01- 6.03</b> <b>CFOP:</b>
<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	
<b>Review Date:</b>	01/29/2020	
<b>Effective Date:</b>	01/03/12	
<b>Applicable to:</b>	All BFP staff and subcontracted providers	

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

PROCEDURE:

### Overview

To outline Brevard Family Partnership's (BFP) on call procedure for the management of after hour requests for placement of children entering licensed out of home care. In order to support the continuing efforts of BFP to ensure the safety and wellbeing of the children entrusted to our care, this procedure will clarify 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 will ensure that BFP in partnership with its subcontracted providers meets its commitment to ensure the safe and appropriate placement of children.

1. Public Access to Network Services: All calls are received through BFP's Centralized Point of Access and screened by Intake Specialists Monday through Friday 8:00 AM to 5:00 PM. Intake Specialists guide callers appropriately based on case track; outlined below.
2. Program Guidelines: The types of assistance available through case tracks include Information and Referral, Prevention and Diversion (Brevard C.A.R.E.S.), Mobile Response Team, Non-Judicial In-Home Cases and Court ordered cases (In home licensed and non-licensed care and non-shelter cases).

### Time Frame of On Call Responsibilities

This procedure applies to the time frame of 5:00pm to 8:00am on weekdays and from 5:00pm Friday to 8:00am on Monday during weekends. This also includes all BFP recognized holidays in which offices are closed. The BFP Intake Line (321-752-3226) maintains an ongoing message which instructs the caller to whom they should contact based on the needs. This message instructs callers of the subcontracted Case Management Agency on call numbers, 211, CARES, 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 call for initial placement of children entering care only. The on-call staff member responds to all calls within a minimum of 15 minutes from 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 called upon in the event that additional assistance is needed.

### **Transferring of calls**

There is an on-call phone with the dedicated-on call phone number of (321) 298-6550 which is carried by the 1<sup>st</sup> Tier on call staff member. This phone is turned on and fully charged at all times during the designated on call time frames listed above. BFP Intake and Placement messaging services begin each business day at 5:00 P.M. and are resumed the following business day at 8:00 AM unless offices are closed for a recognized holiday. Callers are directed to the appropriate number via voice message and instruction.

The BFP Intake Specialist will send an e-mail to 1<sup>st</sup> tier on call staff member outlining any pending movements, issues or concerns or other Intake related matters by 5:00 P.M. each day.

### **On Call Schedules**

Each month a list of the 1<sup>st</sup>, 2<sup>nd</sup> and 3<sup>rd</sup> tier staff is distributed to all on call staff members. Staff are provided with an electronic copy of the most current CMA, CPI, and Brevard CARES on call schedule. 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 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 voluntarily or involuntarily departure) it is the responsibility of the direct supervisor to ensure adequate on call coverage for the assigned time frame.

### **On Call Binder**

A Master on Call Book is provided to all on call staff. The Master On Call binder consists of the following information: Pre Placement Tool, Case Management Agency On Call Schedule, phone directories of all foster families, group and shelter providers, BFP 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, Reporting and Services To Missing Children Operating Procedure. It is the responsibility of the assigned on call member to ensure that the binder is kept current and has all updated available information at the time of on call.

## 1st Tier Responders

The 1<sup>st</sup> tier on call rotation will consist of the following staff: Assessment Specialists, Intake Specialists, and Licensing 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 will initiate all placement requests. As appropriate, placement is sought in a family foster home setting first.

Hotline homes are utilized by the 1<sup>st</sup> tier on call staff when indicated and are defined as traditional foster and therapeutic foster homes who agree to act as emergency placements for the temporary care of children entering licensed out of home care during afterhours and weekends. In this arrangement, the foster parents must elect to participate in the hotline rotation and will be available 24 hours a day/7 days per week for short term placement (up to 7 days for any newly sheltered child in need of placement). Hotline homes serve as short term placement to allow for completion of assessment of the child in order to identify a suitable ongoing match with a foster home (Pathways, Connections, and Passages).

The 1<sup>st</sup> tier responder utilizes the BFP 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 1<sup>st</sup> tier responder gathers all available information on the BFP Placement Request Form from the CPI requesting placement. This information is used to contact all available foster home providers. The 1<sup>st</sup> tier responder makes all efforts to gather as much information as possible on the child or children in order 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 1<sup>st</sup> tier responder has reached the two-hour mark and is unable to locate a placement they should contact their 2<sup>nd</sup> tier staff member for placement support and consultation

If the 1<sup>st</sup> & 2<sup>nd</sup> tier responder has reached the three-hour mark and is unable to locate a placement they should contact their 3<sup>rd</sup> tier staff member or designee for placement support and consultation. The 4<sup>th</sup> tier Director of Intake, Placement and Assessment or designee may be contacted by the 3<sup>rd</sup> tier staff for additional support. 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 BFP Intake Specialists must be notified in the morning of the next business day of placement activities. If an enhanced board rate is clinically indicated the 2<sup>nd</sup> 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, and Wrap Around Coordinators. On call rotations are one month in duration beginning on the 1<sup>st</sup> 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 1<sup>st</sup> tier staff is unable to locate a placement within the first two hours and require support and assistance, 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 member. 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 is provided a copy of the CPA by the CPI and that all required signatures are obtained at the time of placement. The 2<sup>nd</sup> tier staff initiates the written request for an Over Capacity Waiver in writing to the 3<sup>rd</sup> tier staff member. The 2<sup>nd</sup> 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.

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

The 3<sup>rd</sup> tier on call rotation consists of the following staff: Intake & Placement Manager or designee. 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 placement in a group home and for Over Capacity Waivers. In addition, the 3<sup>rd</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. In the event of any of the above the 3<sup>rd</sup> tier staff must notify Director of Intake, Placement and Assessment or designee who will then ensure the Senior Executive of Programs or designees will be made aware. The Senior Executive of Programs or designee will ensure the CEO and all executive team members are made aware.

## Authorization from Third Tier

The third tier BFP 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 without the approval of the on call administrator. If there is any question about what is and is not clinically appropriate the on-call respondent should contact the second-tier administrator. ***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 BFP second tier administrator 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 BFP operated or contracted facility or service center; while in the physical custody of BFP 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 BFP subcontracted facility or service center.

- d. Potential Media Coverage: Any incident that may result in negative media coverage. The BFP 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.

### 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 accommodate a sibling group. This may be a sibling group with some of the children already in the home as well as a sibling group being placed for the first time; 2. To accommodate a child or sibling group needing placement who has previously lived in the home; 3. To allow a teen parent in substitute care to have his or her child or children placed in the same home; and 4. If the prohibition of the placement would be contrary to the child's best interest.
- b. Over cap approval next day: Any home that meets the above criteria and required an over cap of the home for placement must be submitted to [Intake@brevardfp.org](mailto:Intake@brevardfp.org) with all required signatures and a copy of the most current home study by the next business day for review and final approval.

### After Hours Request for New Placements

The BFP Intake line maintains a message of instruction for any caller seeking assistance. DCF PI's are instructed to contact the on-call Placement Number beginning at 5:00 PM at the close of each business day or BFP 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 PI 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 1<sup>st</sup> tier responder will not search for a placement until there has been a removal episode.
2. The 1st tier responder will reference the Pre Placement Tool 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 1<sup>st</sup> tier staff member will utilize the Placement Tracking Log to assess for the most appropriate placement for the child.



4. Once a placement has been secured the 1<sup>st</sup> tier staff will notify the PI of the placement location and transport the child.
5. The on-call Provider will advise the PI to send a Pre-Placement Tool to the BFP Intake Unit the following day and the Shelter Order when this becomes available.
6. All information about after hour placements is sent in e-mail format to [Intake@brevardfp.org](mailto: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 Intake Specialists the next business day.
7. Children requiring a higher level of care outside of Pathways (Traditional) level of care must be approved by the 2<sup>nd</sup> tier staff member. The case will be reassessed the following business day by the BFP Manager of Intake and Placement or designee. If the on-call responder believes a child needs a higher level of care including Connections, Passages or STFC 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 avoid placement in a more restrictive setting must be submitted to [Intake@brevardfp.org](mailto:Intake@brevardfp.org) by close of business the next business day.

BY DIRECTION OF THE CHIEF EXECUTIVE OFFICER:

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PHILIP J. SCARPELLI  
 Chief Executive Officer  
 Brevard Family Partnership Family of Agencies

APPROVAL DATE: 2/14/2020