

| 10.02 Shared Information and Communication | | | |
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| Domain | Communication, ACH Human Resources Management | | |
| Effective | July 01, 2014 | Revision Dates | 01-2018, 12-2019, 8-2022, 10-2022, 3-2024, 4-2024 |
| Documents | | | |
| Reference | 3W CBC Joint Operations Manual, Employee Participating in Legal Proceedings, COA NET 5.01 | | |

Purpose:

To provide standard methods of communication in order to reduce human error and create an environment of efficient and timely responses between DFPS, OCOK, clients and the Network Providers.

Policy:

Providing information to legal entities to support well-informed decisions for children and youth in care of ACH Child and Family Services is the responsibility of ACH Child and Family Services staff and contractors. ACH Child and Family Services employees and subcontractors will appear and testify in judicial proceedings, depositions, administrative hearings, and other legal proceedings when requested by TDFPS or by ACH Child and Family Services administration. The responsibility for participation will continue even after employment with ACH Child and Family Services ends in cases where youth served by the previous ACH Child and Family Services staff member require testimony or other involvement.

Procedure:

OCOK will communicate and disseminate SSCC Contract changes and Amendments to its staff via email and/or during unit/department staff meetings.

OCOK will communicate and disseminate SSCC/OCOK Policy and Procedures changes to its staff via PowerDMS system. OCOK staff is informed, during Orientation, that the OCOK Operations, Case Management, and Provider Manuals can be found on the OCOK website www.oc-ok.org.

OCOK will communicate and disseminate Human Resources and Training related topics via email and/or intranet system.

Network Providers will be notified via email when there is a change to an existing policy and procedure, when there is a new policy and procedure, and when there is a revised Manual available on the OCOK website for their review. At all times it is the Network Provider's responsibility to perform services based on the most up to date policy and procedures. During the contracting process, Network Providers are informed the OCOK Operations, Case Management, and Provider Manuals can be found on the OCOK website www.oc-ok.org.

The OCOK DFPS CBC Contract Administration Manager will be notified via email when there is a change to an existing policy and procedure, when there is a new policy and procedure, and when there is a revised Manual for review and acceptance as needed.

OCOK has established the following email boxes so that regardless of staff changes at OCOK for any reason, the contact information will always remain the same and accurate information is provided in order to support well-informed decisions and quality of care. Additionally, multiple OCOK staff can have access to the same e-mail box to ensure communication is monitored and responded to in a timely manner. This methodology will also prevent information/communication from getting lost in staff's email boxes. This information can also be found on the OCOK website www.oc-ok.org

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| 3 in 30 | 3in30@oc-ok.org |
| Adoption Services | adoption@oc-ok.org |
| Complaints/Concerns/Grievances | consumeraffairs@oc-ok.org |
| Courtesy Requests | S3CC3B_CVS_KIN_LPS_ADO@oc-ok.org |
| Data – Certification Form 2279b | CertificationForm2279b@oc-ok.org |
| Daycare | daycare@oc-ok.org |
| Family Services Providers | familyservicesproviders@oc-ok.org |
| Finance Department | finance@oc-ok.org |
| Foster-Adopt and Kinship Inquiries | fosteradopt-inquiry@oc-ok.org |
| Kinship | ocok_kinship@oc-ok.org |
| Information Technology | support@oc-ok.org |
| Quality Improvement and Contracts | qualityandcontracts@oc-ok.org |
| Referral and Placements | intake@oc-ok.org |
| Service Planning, Court Reports | caremanagment@oc-ok.org |
| PAL (Preparation for Adult Living) | palreferral@oc-ok.org |
| Professional Home-Based Foster Care | phbc@oc-ok.org |
| Psychiatric Hospitalization Notification | psychhospitalization@oc-ok.org |