

10.02 Shared Information and Communication			
Domain	Communication, OCOK Human Resources Management		
Effective	July 01, 2014	Revision Dates	01-2018, 12-2019, 8-2022, 10-2022, 3-2024, 4-2024, 7-1-2025, 7-17-2025, 9-1-2025
Documents			
Reference	OCOK Employee Participating in Legal Proceedings, 3W CBC Joint Operations Manual, 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:

Our Community Our Kids (OCOK) employees and subcontractors are responsible to provide information to legal entities to support well-informed decisions for children and youth in care of OCOK. OCOK employees and subcontractors will appear and testify in judicial proceedings, depositions, administrative hearings, and other legal proceedings when requested by TDFPS or by OCOK Administration. The responsibility for participation will continue even after employment or contract termination with OCOK ends in cases where youth served by the previous OCOK employee or subcontractor require testimony or other involvement.

Procedure:

OCOK will communicate and disseminate Single Source Continuum Contract (SSCC) and Amendments changes to its staff via email and/or during unit/department staff meetings. These documents are also posted on the OCOK website www.oc-ok.org for OCOK staff and Network Providers access.

OCOK will communicate and disseminate SSCC/OCOK Policy and Procedures changes to its staff via Paylocity. OCOK staff is informed, during Orientation, that the OCOK Network Management Operations Manual and OCOK Case Management Manual 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 for their review on the OCOK website www.oc-ok.org. This communication will serve as formal notification 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 for their review on the OCOK website www.oc-ok.org.

At all times it is the Network Provider's responsibility to perform services and ensure they are operating within the most current version of policies and procedures.

During the contracting process, Network Providers are informed that the OCOK Network Management Operations Manual and OCOK Case Management Manual 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.

Securing Email and Fax Communication

Prior to transmitting confidential information by email, Providers are responsible for ensuring that their email system utilizes Transport Layer Security (TLS) to provide an encrypted channel of communication between email servers. TLS is an attractive alternative to third-party email encryption systems, because encryption occurs automatically in the background without requiring the receiving party to log into a third-party system to access the email. If a Provider is not certain whether their email system uses TLS, they should check with their IT professionals or contact support@oc-ok.org for assistance. OCOK will accept emails through third-party encryption services but has a strong preference for using TLS instead. Providers are also responsible for ensuring privacy of communications received by Fax. DFPS and OCOK require physical security around fax machines to prevent unauthorized access to confidential information. OCOK encourages the use of secure digital faxing services which deliver faxes to a secure email account.

Technical Contact and Support

Each Provider must specify a technical contact, a person familiar with program operations and relevant technology systems used within the organization. The technical contact's responsibilities include the following:

- serve as liaison between the Provider and OCOK technical staff;
- request the creation and deactivation of user accounts for OCOK software systems;
- respond to periodic reports verifying the Provider's active user accounts;
- request training and support for the Provider's staff in the use of OCOK software systems; and
- report technical problems related to OCOK software systems.

OCOK provides periodic webinars and on-site training for Providers. Recorded webinars, manuals, and other useful information are posted on the OCOK website (www.oc-ok.org).

During business hours, OCOK provides live phone support at 682-432-1111 or by email at support@oc-ok.org to assist Providers with technical issues related to OCOK software.

OCOK administers Provider accounts for several data systems, including the Texas Provider Gateway and eCANS, when applicable. The Provider's technical contact is authorized to request new logins by sending a request to support@oc-ok.org. The request should include the following:

- the full name of the individual;
- their job title;
- their phone number; and
- their email address.

The Provider is responsible for ensuring that each authorized user is appropriately trained on the protection of confidential information per contract requirements. The Technical Contact is responsible for notifying support@oc-ok.org when an employee associated with a login is terminated or transferred and their account should be deactivated.

Required Data

Providers are required to submit timely data to OCOK, including but not limited to the following:

- All appropriate records relating to the services required by the Provider Services Agreement, the SSCC Contract, or applicable law, rule or regulation.
- Preparing and attending to, in connection with the Services, all reports, claims, and other correspondence necessary or appropriate under the circumstances. Such documentation shall include, without limitation, the reports and other documentation listed throughout the Operations Manual.
- Client data such as assessments, demographics, health information, medications, serious incidents, service plans, school information, and documents pertinent to client cases.
- Resource home information such as address, contact information, licensing information, members of household, and preferences relating to the types of children to be placed;
- Daily bed vacancies.
- Other data pertinent to outcome metrics, Provider contract performance, or quality of care.

In keeping with state requirements, the Child and Adolescent Needs and Strengths (CANS) Assessment must be entered in the statewide eCANS system (<http://ecans.org>), or as required.

Required data elements and documents must be entered into OCOK's web-based software systems (Texas Provider Gateway (TPG)), including but not limited to:

Document	Document Category	Document Type
Service/Treatment Plans	Service Plans	Service Plan
Program and Treatment Director Justification Letter (completed with Service Plan) for continued T3C Package(s)	Service Plans	Service Plan
Case Manager Notes	Health	Other Health Notes
Therapy Notes	Health	Therapy Notes
Psychiatry Notes	Health	Psychiatrist Notes
Medical Records	Health	Other Health Notes
Serious Incident Reports – Reportable and Non-Reportable	Submitted via TPG within 24-hr. of incident occurrence, as applicable	
School Records	Education	Education Documents
Assessments	Foster Care	Other Foster Care Documents
Any other relevant records that accurately reflect the child's care and treatment	Foster Care	Other Foster Care Documents

As an alternative to manual data entry, Providers may elect to automatically submit daily batches of data. Providers electing to use the automated upload method are responsible for configuring their internal systems to capture and upload data in the required format. Contact info@fiveptg.com for more information.

Communication with Network Providers

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

3in30	3in30@oc-ok.org
Adoption Services	adoption@oc-ok.org
CANS Assessments	ocokcansrequests@oc-ok.org
Complaints/Concerns/Grievances	consumeraffairs@oc-ok.org
Courtesy Requests	SSCC3B_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
Notifications for Missing Children R3W	missingchildren3W@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
Quality Improvement and Contracts	qualityandcontracts@oc-ok.org
Referral and Placements	intake@oc-ok.org
Service Planning, Court Reports	caremanagment@oc-ok.org