

Family Partnerships of Central Florida

PROCEDURE

Series:	Operating Procedures	COA: CR 1 CFOP: NA
Procedure Name:	Client Handbook Distribution	
Procedure Number:	OP-1121	
Revision #/Date:	7/3/12, 9/19/16	
Review Date:	4/26/16, 2/27/2020, 4/17/24	
Effective Date:	01/14/2009	
Applicable to:	All Family Partnerships of Central Florida Staff and Contract Providers	

SUBJECT: Client Handbook Distribution

PURPOSE: The rights and dignity of all clients are to be respected throughout Family Partnerships of Central Florida (FPoCF) therefore; each client shall receive a written copy of a handbook from the FPoCF program from which they are being served.

PROCEDURE:

References

(to be added as applicable)

Distribution of handbooks to clients

- a. Program specific handbooks shall be distributed to clients by the subcontracted FPoCF staff;
- b. FPoCF staff shall read the handbook and be familiar with its content prior to distributing and discussing its contents with clients;
- c. Prior to new staff being assigned cases, a supervisor will ensure staff understands the content of their program hand book;
- d. FPoCF staff will provide a written copy of the appropriate handbook to the client(s) at the first meeting:
 - 1) Dependency Care Manager will provide a copy of the Child & Family Services Handbook and Relative/Non-Relative Handbook, when appropriate to the client at the initial meeting within 72 hours of case acceptance;
 - 2) Brevard C.A.R.E.S. Coordinator or Family Partner will provide a written copy of the Brevard C.A.R.E.S. Handbook at the initial Strength Discovery;
 - 3) Care Coordinator for dependency or designee will provide a written copy of the FTC handbook to the client at the initial strength discovery and/or initial meeting;
- e. FPoCF staff will provide the client an opportunity to discuss the content in the handbook and will answer questions regarding the handbook at the time of distribution and at any time thereafter.

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- f. FPoCF staff will obtain a client signature for receipt of the handbook. By signing the receipt, the signer acknowledges that they have received the handbook, they have had an opportunity to review and discuss the handbook with FPoCF staff and that they understand their rights and responsibilities.
- g. The signed receipt will become part of the official case record.

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