

# Family Partnerships of Central Florida

## PROCEDURE

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<b>Series:</b>	<b>Operating Procedures</b>	<b>COA: RMP 2.02-2.04</b> <b>CFOP: N/A</b>
<b>Procedure Name:</b>	Licensing Request for Assistance Process for All Levels of Licensure	
<b>Procedure Number:</b>	OP1188	
<b>Reviewed Date:</b>	4/16/24	
<b>Revision #/Date:</b>	07/19/16, 02/03/2020	
<b>Effective Date:</b>	06/22/15	
<b>Applicable to:</b>	Family Partnerships of Central Florida Family of Agencies (FPoCF) Staff and Subcontractors	

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**PURPOSE:** The purpose of this procedure is to ensure there is a process for the identification and timely follow up on safety concerns which need to be addressed regarding licensed foster homes and group homes.

### PROCEDURE:

Any safety concerns regarding foster care homes or group homes that have been identified by either FPoCF staff or other stakeholders must be immediately reported to Family Partnerships of Central Florida through the following email: [licensedcare@brevardfp.org](mailto:licensedcare@brevardfp.org). This email includes all FPoCF Management staff, Intake and Placement Management staff as well as Contracts and Compliance Staff. If the safety concern is regarding a foster home licensed in Brevard County, the Director of Licensing or designees will complete a Request for Assistance Form. The form will include a summary of the reported concerns. The Director of Licensing will then identify the necessary follow up plan and assign it to the appropriate FPoCF licensing staff member. The FPoCF licensing specialist will make a home visit immediately but no later than one business day from the date the Request for Assistance form was received. The FPoCF staff person completing the visit will address each of the items listed on the Request for Assistance form which should include any resolutions or action items that need to be addressed or completed. The following business day, the completed Request for Assistance form should be forwarded to the Director of Licensing for review and a determination will be made whether the Request for Assistance should be closed or if additional follow up is needed. Following the follow up and subsequent close of the RFA, the information is tracked for trend analysis. All RFAs are reviewed as part of the monthly Risk Management Committee meeting.

If the Request for Assistance is concerning a group home, the Contracts and Compliance Manager will identify the follow up plan and assign the follow up within the Contracts and Compliance Division staff.

# Family Partnerships of Central Florida

BY DIRECTION OF THE PRESIDENT AND  
CHIEF EXECUTIVE OFFICER:



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

APPROVAL DATE: 04/17/2024