



# Points of Contact Guide

## 2024



**Family Partnerships**  
of Central Florida

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Protecting Children, Strengthening Families, Changing Lives.



LICENSING	
Level 1/Relative/Non-Relative Inquiries	<ul style="list-style-type: none"> <li>Orange, Osceola, Seminole – <a href="mailto:Level1CIEDocs@FPOCF.org">Level1CIEDocs@FPOCF.org</a></li> <li>Brevard – <a href="mailto:Level1@brevardfp.org">Level1@brevardfp.org</a></li> </ul>
Level 2	<ul style="list-style-type: none"> <li>Orange, Osceola, Seminole – <a href="mailto:Level2CIEDocs@FPOCF.org">Level2CIEDocs@FPOCF.org</a></li> <li>Brevard – <a href="mailto:Melissa.Eady@brevardfp.org">Melissa.Eady@brevardfp.org</a> or <a href="mailto:Monica.Martin@brevardfp.org">Monica.Martin@brevardfp.org</a></li> </ul>
Emergency On-Call (after hours and weekends)	<ul style="list-style-type: none"> <li>Orange, Osceola, Seminole – 321-300-0466</li> <li>Brevard – 321-298-6550</li> </ul>
Restitution Claims	<ul style="list-style-type: none"> <li>Brevard, Orange, Osceola, Seminole – <a href="mailto:Restitution@FPOCF.org">Restitution@FPOCF.org</a></li> </ul>
ADOPTIONS	
Questions pertaining to the status of your home study or interest in adopting a child can be directed to the county adoption manager/director.	<ul style="list-style-type: none"> <li>Seminole – <a href="mailto:Jennifer.Peterson@FPOCF.org">Jennifer.Peterson@FPOCF.org</a></li> <li>Orange – <a href="mailto:Yolanda.Demont@FPOCF.org">Yolanda.Demont@FPOCF.org</a></li> <li>Osceola – <a href="mailto:Lynette.Rao@FPOCF.org">Lynette.Rao@FPOCF.org</a></li> <li>Brevard – <a href="mailto:Hilary.Farnum@brevardfp.org">Hilary.Farnum@brevardfp.org</a></li> </ul>
CASE MANAGEMENT INQUIRIES	
Questions that can not be resolved by your case management agency can be directed to the respective county operations manager.	<ul style="list-style-type: none"> <li>Camelot Seminole – <a href="mailto:Teresa.Burt@FPOCF.org">Teresa.Burt@FPOCF.org</a></li> <li>Camelot Orange – <a href="mailto:Eddie.Jones@FPOCF.org">Eddie.Jones@FPOCF.org</a> or <a href="mailto:Jennifer.Metevier@FPOCF.org">Jennifer.Metevier@FPOCF.org</a></li> <li>One Hope United (Orange) – <a href="mailto:Jennifer.Works@FPOCF.org">Jennifer.Works@FPOCF.org</a> or <a href="mailto:Ebonie.Hopkins@FPOCF.org">Ebonie.Hopkins@FPOCF.org</a></li> <li>Gulf Coast (Osceola) – <a href="mailto:Emily.Bower@FPOCF.org">Emily.Bower@FPOCF.org</a></li> <li>Family Allies (Brevard) – <a href="mailto:Shellie.Miller@familyallies.org">Shellie.Miller@familyallies.org</a> or <a href="mailto:Tammie.Bussey@familyallies.org">Tammie.Bussey@familyallies.org</a></li> </ul>
YOUTH SERVICES	
For assistance with the journey from foster care to adulthood, including education and career services, driving and housing resources, and financial support, contact youth services.	<ul style="list-style-type: none"> <li><a href="mailto:Youthservices@FPOCF.org">Youthservices@FPOCF.org</a></li> </ul>
DAYCARE/CHILD CARE	
Any questions pertaining to processing applications for daycare should be directed to your case manager. In the event your question cannot be resolved, please contact your respective county operations manager.	<ul style="list-style-type: none"> <li>Camelot Seminole – <a href="mailto:Teresa.Burt@FPOCF.org">Teresa.Burt@FPOCF.org</a></li> <li>Camelot Orange – <a href="mailto:Eddie.Jones@FPOCF.org">Eddie.Jones@FPOCF.org</a> or <a href="mailto:Jennifer.Metevier@FPOCF.org">Jennifer.Metevier@FPOCF.org</a></li> <li>One Hope United (Orange) – <a href="mailto:Jennifer.Works@FPOCF.org">Jennifer.Works@FPOCF.org</a> or <a href="mailto:Ebonie.Hopkins@FPOCF.org">Ebonie.Hopkins@FPOCF.org</a></li> <li>Gulf Coast (Osceola) – <a href="mailto:Emily.Bower@FPOCF.org">Emily.Bower@FPOCF.org</a></li> <li>Family Allies (Brevard) – <a href="mailto:Shellie.Miller@familyallies.org">Shellie.Miller@familyallies.org</a> or <a href="mailto:Tammie.Bussey@familyallies.org">Tammie.Bussey@familyallies.org</a></li> </ul>

ACCOUNTING	
Payment Schedules	<ul style="list-style-type: none"> <li>• <b>Foster Levels 1-5 and GAP payments</b> are processed the second Thursday of the month for the previous month.</li> <li>• <b>Adoption payments</b> are processed the third Wednesday of the month for the current month.</li> </ul>
Missing Payments	<ul style="list-style-type: none"> <li>• <a href="mailto:Finance@FPOCF.org">Finance@FPOCF.org</a> or 321-441-2060 – one of our accounting specialists will be happy to assist you.</li> </ul>
SUBSIDY LETTERS Any requests pertaining to proof of subsidy income, please allow up to 48 hours for receipt of letter.	
GAP	<ul style="list-style-type: none"> <li>• Camelot Seminole – <a href="mailto:Teresa.Burt@FPOCF.org">Teresa.Burt@FPOCF.org</a></li> <li>• Camelot Orange – <a href="mailto:Eddie.Jones@FPOCF.org">Eddie.Jones@FPOCF.org</a> <a href="mailto:Jennifer.Metevier@FPOCF.org">Jennifer.Metevier@FPOCF.org</a></li> <li>• One Hope United (Orange) – <a href="mailto:Jennifer.Works@FPOCF.org">Jennifer.Works@FPOCF.org</a> or <a href="mailto:Ebonie.Hopkins@FPOCF.org">Ebonie.Hopkins@FPOCF.org</a></li> <li>• Gulf Coast (Osceola) – <a href="mailto:Emily.Bower@FPOCF.org">Emily.Bower@FPOCF.org</a></li> <li>• Brevard – <a href="mailto:Paulette.Hernandez@brevardfp.org">Paulette.Hernandez@brevardfp.org</a></li> </ul>
Foster/Level 1	<ul style="list-style-type: none"> <li>• <a href="mailto:Lori.Garcia@FPOCF.org">Lori.Garcia@FPOCF.org</a></li> </ul>
GENERAL	
Education and Career Development	<ul style="list-style-type: none"> <li>• <a href="mailto:Amber.Barrett@FPOCF.org">Amber.Barrett@FPOCF.org</a></li> </ul>
Insurance/Medical/Dental	<ul style="list-style-type: none"> <li>• Seminole, Orange, Osceola – <a href="mailto:Sabrina.Beharie@FPOCF.org">Sabrina.Beharie@FPOCF.org</a></li> <li>• Brevard – <a href="mailto:Lauren.Madden@brevardfp.org">Lauren.Madden@brevardfp.org</a></li> </ul>
Medicaid-related Inquiries	<ul style="list-style-type: none"> <li>• <a href="mailto:Kim.Smith@FPOCF.org">Kim.Smith@FPOCF.org</a></li> </ul>
New Interest in Foster Care	<ul style="list-style-type: none"> <li>• Seminole, Orange, Osceola – <a href="mailto:Jennifer.Kaleda@FPOCF.org">Jennifer.Kaleda@FPOCF.org</a></li> <li>• Brevard – <a href="mailto:Christina.Gagum@brevardfp.org">Christina.Gagum@brevardfp.org</a></li> </ul>
Caregiver Support	<ul style="list-style-type: none"> <li>• Brevard – <a href="mailto:Silvia.Perez@brevardfp.org">Silvia.Perez@brevardfp.org</a></li> </ul>

**Reminder:** The Family Partnerships of Central Florida Caregiver Portal\* is a tool designed to provide basic information, such as child case manager contact information, Medicaid numbers, wellness information, upcoming staffings, court hearings and documents for the children and youth currently placed in your home.

Additionally, basic caregiver information, such as relicense date and trainings recorded, is available. Caregivers may also submit relicensing info required through the portal. Caregivers may access payment information and complete a check search, as well as access other helpful links listed under resources.

The portal is mobile friendly, so you can access it using your computer, tablet or phone, as long as you have an Internet connection.

[Caregiver Portal User Guide](#)  
[Caregiver Portal Login Page](#)

\*The caregiver portal is available to all caregivers in Orange, Osceola and Seminole counties.