

PROCEDURE

Series:	HR- Satisfaction & Retention	COA: HR 4.01
		CFOP:
Procedure Name:	Open Communication	
Procedure Number:	HR 2801	
Reviewed Date	1/11/2013, 4/16/24, 10/21/2025	
Revision #/Date:	(2) 03/07, (3) 2/16/13, (4) 4/6/16, (5) 9/4/19	
Effective Date:	01/05	
Applicable to:	Family Partnerships of Central Florida (FPOCF) Staff	

PURPOSE: FPOCF promotes and fosters an environment of an open-door policy throughout the agency. Employees are encouraged to share ideas, innovations, ask questions, raise concerns, and make suggestions. The agency is committed to creating a positive and inclusive work environment for everyone. Employees are encouraged to pursue discussion of work-related matters with supervisors as soon as practicable.

As part of the agency's commitment to open two-way communication in addition to standard department/team/division meetings, the agency has created other venues to promote its open-door policy and to encourage staff to actively participate in the achievement of agency goals, objectives and missions and to offer improvements for efficiency, effectiveness and workplace issues.

References: HR 2805 Employee Grievance, HR 2803 Satisfaction and Retention Goals and Actions

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The agency promotes open communication and collaboration among disciplines and staff levels holding various meetings which have included and may be adapted or added to over time:

- Regular department/team and/or divisional meetings;
 - Staff meetings;
 - executive team (management) meetings;
 - Joint all staff meetings;
 - Performance reviews; and
 - Workgroups for agency initiatives comprise individuals from different departments.
1. Department/team/Division meetings are generally held on a monthly or bi-monthly basis to ensure open lines of communication exist within each functional area of the organization, to provide updates on the agency's operations, opportunities, challenges and/or new information that impact employees.
 2. Staff meetings provide an opportunity for all staff to come together to receive and share new information. At these meetings, an internal training session may be provided on a wide range of topics from child welfare and safety to financials, budgets, and audit protocols.

3. The senior executive team meets on a regular basis to address agency priorities, consider options on key issues, and discuss strategy on upcoming activities, opportunities and or threats that will impact the agency, evaluate financial position, and make specific strategic decisions and/or recommendations.
4. Management and leadership staff meet on a regular basis to review and address data and operational issues to include but not limited to: children seen, supervisory reviews, average daily rate, policy and procedure updates and, risk management.
5. Agency performance reviews are conducted at the monthly operations meeting, and these are open to staff who wish to attend. These reviews document the agency's overall performance in conjunction with case management partners in terms of state-mandated performance measures. It provides information on the critical components of the mandated performance measures.
6. Based on agency-wide initiatives, workgroups are created comprised of individuals from different departments and divisions to work on key activities for the agency. These opportunities serve to foster teamwork, enhanced understanding of other roles and divisions in the agency, and provide an opportunity for individuals to demonstrate skills, take a leadership role, and increase their knowledge.

As the agency continues to grow and expand, additional venues are developed accordingly to continue to promote and foster open communication, share information, and receive input and feedback.

BY DIRECTION OF THE PRESIDENT AND
CHIEF EXECUTIVE OFFICER:



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

APPROVAL DATE: 11/14/2025