

PROCEDURE

Series:	Operating Procedures	COA: RPM 7, 8 CFOP: 15-4, 15-7
Procedure Name:	Child and Family Records Management	
Procedure Number:	OP-1119	
Review Date:	06/28/16, 4/17/24	
Revision #/Date:	(3) 02/17/12, 12/13/19, 09/17/2020, 11/12/2025	
Effective Date:	11/01/08	
Applicable to:	All Family Partnerships of Central Florida (FPOCF) Staff and Contract Providers	

PURPOSE: To ensure the confidentiality and proper maintenance of all child and family records in the custody of FPOCF.

PROCEDURE:

References

FPOCF Policies/Procedures: GOV203, RQ504, OP1099, OP1114, OP1122
CFOP: 15-4, 15-7
State Contract: GJ514

Definitions

Records: Data in both paper and electronic formats

Public Records: Chapter 119.011, F.S., defines public records as “all documents, papers, letters, maps, books, tapes, photographs, forms, sound recordings or other material (excluding blank forms and library books), regardless of physical form or characteristics, made or received pursuant to law or ordinance or in connection with the transaction of business by the department.”

Retention of Files and Records

Records retention is outlined in FPOCF procedure RQ-504. FPOCF follows the retention schedule outlined by CFOP 15-7 and the guidelines stated in the Contract between DCF and FPOCF.

Inventory of Files

Brevard:
Files are managed via Excel Spread Sheet databases as appropriate.

Orange, Seminole, Osceola: Physical files are tracked / managed via Argos.
Electronic files are managed in the Visual Vault electronic records system.

Program Files

FPOCF maintains files within the Program or ‘area’ of services provided to the child/family. The contents, location, and access protocols for each of these Programs are listed in attachments to this procedure. The Programs are:

- | | |
|------------------------------------|--------------|
| a. Revenue Maximization Files | Attachment A |
| b. Adoption Subsidy Files – | Attachment B |
| c. Case Management Files – | Attachment C |
| d. Electronic Client database/FSFN | Attachment D |
| e. Foster Home Licensing Files | Attachment E |
| f. File Content | Attachment F |

Case Management Records

The assigned FPOCF agency is the custodian of records while the case is open and for the first six months following the termination of supervision. Six months after the termination of services, the official physical case management file will be sent to the designated storage facility or scanned and uploaded to Visual Vault for electronic storage.

Other Program Records

FPOCF is the custodian of Adoption Subsidy Files, Placement Files, Licensing Files, Revenue Maximization Files, and other pertinent records, as specified by the Vice President and COO and/or President and Chief Executive Officer (CEO). FPOCF is the custodian of Dependency Case Management Files and Adoption Home Study Files. FPOCF is the custodian of Non-Judicial, Family Support Services, Prevention, MRT and other Case Management Files. Prevention and MRT services are also recorded in Fidelity Electronic Health Record System. Records pertaining to some of these programs are “official records” and others are “unofficial records” necessary to facilitate day to day operations. At termination of services, the responsible FPOCF representative will prepare the files for transport for storage or destruction, as appropriate.

Open Files

Brevard:

- a. Case Management Records: FPOCF case management files are maintained in FSFN and/or a locked centralized file room at each Care Center. The Administrative Assistants manage the file room and maintain all records within the file room. Upon termination of services, the Administrative Assistant maintains the records within the Care Center for six months and prepares the files for transport to the designated storage facility.
- b. Other Program Records: FPOCF Adoption Subsidy Files, Placement Files, Licensing Foster Home Files, Revenue Maximization Files, Case Management Files, and other pertinent records, as specified by the Vice President and COO and/or CEO, are maintained FSFN and/or in locked centralized file rooms, and/or offices staffed by employees responsible for their respective programs. FPOCF representatives staff the file rooms and offices and maintain all records within the respective rooms.

Orange, Seminole, Osceola:

- a. Case Management Records: FPOCF case management physical files are maintained in a locked centralized file room at each Service Center. Electronic case files are maintained in FSFN and/or Visual Vault. The Records Management Specialists manage the file rooms and maintain all records within the file rooms. Upon termination of services, the Records Management Specialists maintain physical records within the Service Center for six months and prepare the physical files



for transport to the designated storage facility or scan and upload the files to Visual Vault for electronic storage.

- b. FPOCF Adoption Subsidy and revenue maximization Files are maintained electronically in FSFN and/or Visual Vault. Previously closed physical files are archived at the designated storage facility and managed through Argos or scanned and uploaded to Visual Vault for electronic storage.
- c. Other Program Records: Placement Files, Licensing Foster Home Files, Case Management Files, and other pertinent records, as specified by the Vice President and COO and/or CEO, are maintained in FSFN and/or offices staffed by employees responsible for their respective programs. FPOCF representatives staff the file rooms and offices and maintain all records within the respective rooms.

Closed Files Requests

During the provision of services, if a responsible FPOCF employee determines a need to obtain a closed file that has been archived, the employee responsible may request this file as follows:

- a. The employee responsible will forward an email requesting the closed file as specified below:

FPOCF or Contracted Agency employees will send an email request to their supervisor for approval with the following information:

- (1) Name of family members;
 - (2) Demographic information for family members;
 - (3) Justification for closed file request;
 - (4) Employee and Employee Supervisor signature approving closed file request and
 - (5) Urgency of request – In the event of an immediate need, the applicable Director should be contacted by phone. A memo must be provided within 24 hours of request.
- b. The supervisor will review and authorize the request and forward to the appropriate administrative staff or Records Management Specialist.
- c. The applicable administrative staff/ Records Management Specialist will facilitate the request with the file storage facility.

BY DIRECTION OF THE PRESIDENT AND CHIEF
EXECUTIVE OFFICER:

A handwritten signature in blue ink that reads "Philip J. Scarcelli".

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

APPROVAL DATE: 11/17/2025





OP1119 -ATTACHMENT A

REVENUE MAXIMIZATION FILES

Records Management Protocol

Contents of Files

Revenue Maximization (Rev Max) Files are considered unofficial records and are not subject to the same scrutiny as official records, such as Case Management Files. Contents of the files are recommended as opposed to mandatory. Each file should contain sufficient detail to adequately reflect a child's Child in Care history and support eligibility claiming.

Location of Files

Brevard

1. All RevMax files will be locked and maintained in the file room located in the FPOCF Commerce Parkway Main Office (Room 40).
2. The RevMax staff is the primary FPOCF staff responsible for the RevMax files.
3. Closed Files: When a case has closed, the RevMax Staff should be informed of the "Date of Closure" within 48 hours. The closed file will remain in the file room for a minimum of 6 months. All documents to be filed must be submitted to the RevMax Staff prior to closure. After six (6) months the file will be transferred to the secure storage facility. If a closed file is needed after being transferred to secure storage, a request for the file may be submitted to the RevMax Staff via e-mail. Allow 3-5 business days for the file to be retrieved.

Orange, Osceola, Seminole

1. All RevMax files are maintained within client records stored electronically in Visual Vault and/or FSN. Physical documents are maintained in the file room located in the designated county records room.

Access to RevMax Files

Brevard

1. Identified FPOCF staff will be given the combination to the file room. These staff members are responsible for access to the file room.
2. FPOCF staff will be responsible for signing files in and out of File Room. Staff members must ensure name of case and file number are included on sign in/out sheet.
3. Files may be accessed between the hours of 8am-5:00pm.



4. RevMax files can be signed out for 48 hours with the expectation that the file will be kept in a secure area while in the requestor's care. Leaving files in the RevMax staff's chair does NOT constitute a secure area. Files are not to remain in offices or cubicles when FPOCF staff members are on vacation or out of the office.

Orange, Osceola, Seminole

1. Identified FPOCF staff have access to electronic records in FSFN and/or Visual Vault based on assignment to case.



OP1119 – ATTACHMENT B

ADOPTION SUBSIDY FILES

Records Management Protocol

Contents of Files

Adoption Subsidy Files are subject to official review. Files may contain both mandatory and recommended items.

Location of Files

Brevard:

1. Active Adoption Subsidy files are maintained in the designated file room, located in the Programs Area of the FPOCF Main Office. Either filing cabinets or the file room itself will be secured when RevMax employees are not physically present. Adoption subsidy files will be maintained by Adoption Coordinator or by other designated Contracted Agency Employees for a period of 30 days from Final Adoption Date and at other times as determined by the Senior Executive of Programs or designee.
2. Suspended Adoption Subsidy files are maintained in the designated file room.
3. Closed Adoption Subsidy files are maintained in the designated file room for a minimum of six (6) months. Closed files will then be transferred to the designated storage facility, where they will be maintained for the requisite storage time frame as identified in FPOCF procedure RQ504.

Orange, Osceola, Seminole:

1. Active Adoption Subsidy files are maintained electronically in Visual Vault.
2. Closed physical Adoption Subsidy files are maintained in the designated file room for a minimum of six (6) months. Closed physical files will then be transferred to the designated storage facility, where they will be maintained for the requisite storage time frame as identified in FPOCF procedure RQ504. Closed electronic files remain in Visual Vault for electronic storage.

Access to Adoption Subsidy Files

Brevard

1. Access to Adoption Subsidy Files is limited to those persons who have both the right and need to have access to Adoption Subsidy Files (FPOCF employees, DCF employees and Contracted Agency employees directly involved in adoption subsidy issues, including program audits; and others as determined by the Director of Information & Eligibility and/or Chief Administrative Officer or designee).
2. The Information & Eligibility Manager is the primary FPOCF employee responsible for adoption subsidy file accountability, access, and security. The Information & Eligibility



Specialist is the secondary FPOCF employee responsible for the files. Additional FPOCF employees may also be assigned file responsibilities as determined by the Director of Information & Eligibility and/or Chief Administrative Officer or designee.

3. Adoption Subsidy files located in the designated file room may be accessed during normal business hours between the hours of 8am – 5pm.
4. Files physically removed from the FPOCF Main Office complex will be logged out via the File on Q system.

Orange, Osceola, Seminole:

1. Access to Adoption Subsidy Files is limited to those persons who have both the right and need to have access to Adoption Subsidy Files (FPOCF employees, DCF employees and Contracted Agency employees directly involved in adoption subsidy issues, including program audits; and others as determined by the Director of Information & Eligibility and/or Chief Administrative Officer or designee).
2. Record Management Specialists are the primary FPOCF employee responsible for adoption subsidy file access and security.
3. Active Adoption Subsidy files are maintained electronically in Visual Vault.
4. Files physically removed from the FPOCF Main Office complex will be logged out via Argos (Orange, Seminole, Osceola).



OP1119 – ATTACHMENT C

CASE MANAGEMENT FILES

Records Management Protocol

Contents of Files

Case Management files are subject to official scrutiny and review.

Location of Files

Brevard:

1. All family files are maintained at the appropriate Care Center and are kept in a locked file room, accessed via each Center's Administrative Assistant Team.
2. The Administrative Assistant is the primary FPOCF staff responsible for the family files.
3. The CPI team provides a Case Transfer staffing packet prior to the Case Transfer Staffing to the Administrative Assistant. The Administrative Assistant then builds the file with that information and any supplemental information provided by the Care Manager or Care Manager Supervisor.
4. When a Care Manager wants to submit information to file, information will be placed in a confidential envelope and placed inside the Administrative Assistant's office labeled with the case name. After hours information is to be held until the next workday and information will be placed in a confidential envelope and placed in the Administrative Assistant's office in the "Unit in Box" located on the wall inside the file room.
5. Closed Files: When a case has closed, the Administrative Assistant must be informed of the "Date of Closure" within 48 hours. The closed file will remain in the file room for at least 6 months. All documents to be filed must be submitted to the Administrative Assistant within a week of case closure. After 6 months the file will be transferred to the designated storage facility. If a closed file is needed after being transferred, a request for the file may be submitted to the Administrative Assistant via e-mail. Allow 3-5 business days for the file to be brought to the Care Center.

Orange, Osceola, Seminole:

1. All active family case files are maintained electronically in Visual Vault.
2. The Records Management Specialist is the primary FPOCF staff responsible for the family case files.
3. The MDT Coordinator provides a Case Transfer Staffing packet at time of staffing. Once staffing has occurred, the Records Management Specialist created the case face sheet in Visual Vault and uploads the provided packet.

4. Case Management has access to the case in Visual Vault when the case management agency is assigned to the case in FSFN. Case managers are responsible for uploading filing to their cases through Visual Vault.
5. Closed Cases: Previously created physical files are archived with the designated storage facility. Upon request, Records Management Specialist will order archived files, scan, and upload to Visual Vault for case management to review. Electronic files remain in Visual Vault and can be assigned to case management for review upon request.

Access to Files

Brevard:

1. Supervisors, Program Directors and Senior level leadership will be given keys or door combinations to the applicable file room. Supervisors are responsible for any access to file room only for emergency purposes.
2. Lunch time and breaks are not considered an emergency unless the file is needed for removal of children.
3. Supervisors are responsible for signing files in and out of the file room if the Administrative Assistant is not available. The Supervisor must ensure the name of case and file number are included on sign in/out sheet, located in the file room.
4. Files may be accessed between the hours of 8:00am-5:00pm without a supervisor.
5. Family files can be signed out for 48 hours with the expectation that the file will be kept in a secure area while in the requestor's care. Leaving files in the Administrative Assistant's chair does NOT constitute a secure area. Files are not to remain in offices or cubicles when case managers are on vacation or out of the office.
6. Files must be returned to File Room by 5:00pm. Files needed for court cases may be checked out the day before, however, they must be returned within the 48-hour period unless special arrangements are made with the Administrative Assistant.

Orange, Osceola, Seminole:

1. Visual Vault access is provided to all applicable personnel and is available 24 hours a day. Files rooms are kept locked at all times and are only accessible via key card to Information and Eligibility staff, Facilities staff, and IT. An Operations staff member may be given a key to access the room for emergency purposes.
2. Any physical records must be scanned/uploaded to Visual Vault and should be shredded after scanning to maintain confidentiality. Physical documents that must be maintained in paper form (vital documents, certified copies, etc.) should be submitted to the file room to be stored and tracked. These documents can be checked out as needed and are tracked through Argos.



OP1119 – ATTACHMENT D

ELECTRONIC DATABASE/FSFN RECORDS

Records Management Protocol

Contents of Files

All electronic records contained within the Florida Safe Families Network (FSFN) database will contain the case/client specific information as appropriate and relevant to the particular case/client.

Access to Files

Access to FSFN and electronic case files is restricted to those on a need to know basis for each case. FSFN access is requested and approved in accordance with requirements outlined in FPOCF procedure OP-1099.



OP1119 – ATTACHMENT E

FOSTER HOME LICENSING FILES

Records Management Protocol

Contents of Files

All level Licensing Files are subject to official review. Files may contain both mandatory and recommended items.

Location of Files

1. Active foster home licensing files are maintained in FSFN and/or the designated file room, located in the Programs Area of the FPOCF Main Office. The file room is secured with a combination door lock at all times. Licensing files will be maintained by the appropriate Licensing Specialist while the home has a current license.
2. Closed license files are maintained in the designated file room for a minimum of six (6) months. Closed files will then be transferred to the designated storage facility, where they will be maintained for the requisite storage time frame as identified in FPOCF procedure RQ504.



OP 1119 -ATTACHMENT F

Family Partnerships of Central Florida Records Management Protocol

Contents of Files

Brevard:

Case Management files are subject to official scrutiny and review. Files will contain the following information, in reverse chronological order (newest on top).

Contents of Case Management files include:

Section 1: Demographics

- a. Intake Referral
- b. Directions to Family Residence
- c. Contact Letters
- d. Discharge Summary
- e. Non-Judicial In-Home Services (NJIHS) Agreement
- f. Birth Certificates
- g. TANF Forms

Section 2: Chronological Records

- a. FSFN Case Chronological Notes
- b. Notes signed and dated by Care Coordinator
- c. Notes signed and dated by Family Partner

Section 3: Authorizations

- a. Acknowledgement of Receipt of FPOCF Handbook
- b. HIPAA
- c. Consents/authorizations for services
- d. Release of Information Strength Discovery
- e. Release of information Family Team Conference

Section 4: Family Team Conference and Care Plan

- a. Care Plan Face Sheet
- b. Initial Care Plan
- c. Family Network Page
- d. Safety Plan
- e. Subsequent Release of Information Family Team Conferences
- f. Updated Care Plans
- g. Transition Care Plan
- h. Graduation Care Plan
- i. Positive Accomplishments

Section 5: Authorizations

- a. Service Authorizations
- b. Reauthorization Requests
- c. 3rd Party Referrals



- d. Funding Information
- e. Funds Forms

Section 6: Referrals and Correspondence

- a. Service Provider Progress Reports
- b. Case File Review Forms
- c. Satisfaction Survey Data Form
- d. Family Team Conferencing Survey Data Form
- e. Mindshare Provider Notes
- f. Evaluations
- g. Specialized Assessments
- h. Police Reports
- i. Any applicable Family Court Documents

Orange, Osceola, Seminole:

Case Management files are subject to official scrutiny and review. Electronic Case Management files are indexed in Visual Vault by the following categories:

Document Grouping	Document Type	Document SubType
Academics	Attendance	Report/Results
	Diploma/GED	Certificate
	Evaluation	Plan
	Financial	
	Schedule	
	Transcripts/Grades	

Document Grouping	Document Type	Document SubType
Assessments/Planning	Adoption	Plan
	Case Transfer	Report/Results
	Dependency	Staffings/Meetings
	Evaluation	
	Family/Safety	
	Juvenile	
	Medical	
	Normalcy	
	Permanency	
	Youth Services	

Document Grouping	Document Type	Document SubType
Case Notes	Administrative	Contact
	Family	Minutes
	Parent/Caregiver	Note to File
	Provider	Notice/Status Report

Reviews	QA
Youth	Report/Results
	Staffings/Meetings
	Supervisory

Document Grouping	Document Type	Document SubType
Confidential/Backgrounds	CPT	Authorization
	Evaluation	Confirmation
	Family/Safety	Facesheet
	Financial	Letter
	Juvenile	Notice/Status Report
	Law Enforcement	Photo
	Screening	Report/Results
	State	Request/Referral
		Staffings/Meetings

Document Grouping	Document Type	Document SubType
Consents/Agreements	Adoption	Acknowledgement/Release
	Dependency	Contract
	Medical	
	Parent/Caregiver	
	Youth Services	

Document Grouping	Document Type	Document SubType
Correspondence	Adoption	Email
	Dependency	Fax
	Insurance	Letter
	Out of County	Notice/Status Report
	Parent/Caregiver	Staffings/Meetings
	Provider	Survey
	Youth Services	Tax

Document Grouping	Document Type	Document SubType
Eligibility/Benefits	Adoption	Application
	Daycare	Facesheet
	Dependency	Letter
	ICWA	Notice/Status Report
	Income	Process Document
	IV-E	Referral
	Master Trust	
	Medicaid	
	Medication	
	Relative/Non Relative Caregiver	
	Social Security	
	TANF	
	Youth Services	

Document Grouping	Document Type	Document SubType
Employment	Dependency	Income Verification
	Financial	Referral
	Parent/Caregiver	Report/Results
	Youth Services	Tax

Document Grouping	Document Type	Document SubType
Family Information	Adoption	Contacts
	Extended Family	Demographics
	Parent/Caregiver	Facesheet
	Siblings	Photograph
	Youth	Plan
		Report/Results
		Request/Referral

Document Grouping	Document Type	Document SubType
Housing	Parent/Caregiver	Lease
	Youth Services	

Document Grouping	Document Type	Document SubType
Intake/Investigations	Case Transfer	Process Document

Report/Results
Staffings/Meetings

Document Grouping	Document Type	Document SubType
Legal	Adoption	Facesheet
	Civil	Findings/Recommendations
	Criminal	Judicial Review
	Dependency	Letter
	Diligent Search	Minutes
	Divorce	Notice/Status Report
	Drug Court	Order
	Financial	Petition/Motion/Affidavit
	Juvenile	Report/Results
		Staffings/Meetings
		Subpoena

Document Grouping	Document Type	Document SubType
Medical/Mental Health/Substance	Assessment	Evaluation
	Dental	Exam/Appointment
	Immunizations	History
	Medical	Inventory
	Medication	Log
	Mental Health	Progress Report/Summary
	Substance	Record
	Redacted CBHA	Report/Results
		Treatment Plan

Document Grouping	Document Type	Document SubType
Placement	Adoption	Agreement
	Dependency	Facesheet
	Foster Parent	Home Study
	ICPC	Licensing
	Level of Care	Process Document
	Missing Child	Staffings/Meetings
	OCS	Survey
	Out of Home	
	Parent/Caregiver	

Permanency
Youth

Document Grouping	Document Type	Document SubType
Services/Funding	Adoption	Authorization
	Birth Record	Funding Request
	Dependency	Invoice
	Family Support	Receipt
	Master Trust	Referral
	Youth Services	Service Request
		Tax

Document Grouping	Document Type	Document SubType
Vital Documents	Birth/Death	Certificate
	Citizenship	Identification
	Dental	Insurance Card
	Fingerprints	Letter
	Marriage/Divorce	License
	Medicaid	
	Medical	
	School	
	Social Security	
	State	