Family Partnerships of Central Florida
BREVARD | ORANGE | OSCEOLA | SEMINOLE

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, 10/17/2025	
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

OP 1110 Auxiliary Aids for Persons with Disabilities and Limited English Proficiency

Distribution of handbooks to clients

a. Program specific handbooks are available on the FPOCF website; https://fpocf.org/resources-and-reports/plans-guides-and-handbooks/the following handbooks are available: Child and Family Handbook (applicable to all families served) and Relative/Non-Relative Handbook (applicable to all relative and non-relatives). Handbooks are available in Spanish, large print and audio for vision impaired. FPOCF contracts with interpreter services in the event any handbook needs to be converted to other languages based on client needs. Refer to OP 1110 Auxiliary Aids for Persons with Disabilities and Limited English Proficiency.
b. Handbooks are distributed to clients by the subcontracted FPOCF staff, who discuss the handbook and its contents prior to distributing to clients.
c. Prior to new staff being assigned cases, a supervisor will ensure staff understands the content of their program handbook.
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 and Family Services Handbook and Relative/Non-Relative Handbook, when appropriate to the client at the initial meeting within 72 hours of case acceptance.

e. FPOCF staff will provide the client with an opportunity to discuss the content in the handbook and answer questions regarding the handbook at the time of distribution and at any time thereafter.

f. FPOCF staff 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 is 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: 11/19/2025