

PROCEDURE

Series	Cash Management	COA: FIN 2, 7.02, 7.03, 7.05 CFOP
Procedure Name:	Collections and Write-Offs	
Procedure Number:	AR630	
Reviewed Date:	2/22/13, 04/16/24	
Revision #/Date:	(2) 08/11/14, (3) 9/2/2014, (4) 10/21/15, (5) 08/11/2020, (6) 11/07/25	
Effective Date:	10/01/04	
Applicable to:	All Family Partnerships of Central Florida Staff (FPOCF) and Contract Providers	

Collections and Write-Offs

PURPOSE: To provide a fair and aggressive collection of all outstanding accounts and to write off uncollectible accounts.

PROCEDURE:

References

Policies/Procedures: CG-302, CM-170, GOV-202, GOV-203, GOV-208

Recoup Tracking Log – Funds Outstanding for specific Fiscal Year (FYxxxx)

CPA Contract Attachment (Manner of Service Provisions, sub-section: Service Tasks# 29 & 30)

Definitions

CPA: A Child Placing Agency contracted with FPOCF to perform these services.

Executive Team: Executive body managing FPOCF to include the President & Chief Executive Officer (CEO), Vice President and Chief Operations Officer, Chief Administrative Officer, Chief Legal Officer, and Chief Financial Officer.

General

Foster room and board, adoption subsidy and/or other support payments (i.e.: annual clothing allowance) are processed based upon the most accurate information available, occasionally activities occur which changes the amount that should have been paid for these transactions. As a result, any overpayments that occur need to be repaid by the party receiving the payment.

Foster Board, Adoption or Other Support Payments

Foster Room and Board

The foster room and board payment processing occurs based on the FSFN Financial Batch Processing calendar. These payments are processed based upon the child's placement during the

calendar month. If there is movement after the financial batch processing is complete, one of the following scenarios will occur:

- 1) The original foster parent is overpaid, and they **have newly placed children** for which they receive room and board or other support payments: FPOCF will deduct the overpayment from the payments tabulated for the new children placed in the foster home. The remaining balance from this reconciliation will be paid to the foster parent during the monthly foster room and board payment processing.
- 2) The original foster parent is overpaid, and they **do not have any other children** for which they receive room & board or other support payments:
 - a) A recoupment invoice is generated for the overpayment.
 - b) All pertinent data is recorded on the Recoup Tracking Log – Funds Outstanding for FYxxxx log.
 - c) A letter is prepared by the Finance Department explaining the reason for the recoupment. The letter and documentation are sent to the recipient within 7 days of the recoupment invoice date. The date mailed is recorded on the Recoup Tracking Log.
 - d) If there is no response from the recipient after 30 days, a second notice is sent.
 - e) If there is no response from the recipient after 60 days, a third notice is sent.
 - f) If there is no response from the recipient after 90 days, a final notice letter is sent. The recipient has 10 days to respond. If there is no response by the recipient to FPOCF's letters, the account is written off to bad debt.
 - g) If the recipient is out of county and an FPOCF child has been placed there, the same procedure for sending letters described above is implemented. If there is no response from the recipient to FPOCF's letters, the account is written off to bad debt.
 - h) It should be noted that if a recipient can show a valid financial hardship, payment arrangements can be made with the CFO (or designee appointed by the President & CEO in the absence of the CFO).

Adoption Subsidy

When FPOCF operational staff determine that an adoption subsidy overpayment has occurred, the appropriate documentation is forwarded to the Finance Department for payment record reconciliation.

Upon verification of the findings that an overpayment has been made, the Finance Department begins the collection process with the recipient as noted in the Foster Room and Board section, sub-sections c-h.

Other Support Payments

For an overpayment on a clothing allowance, the steps outlined in the Foster Room and Board section serve as the collection process.

Write Off of Uncollectible Accounts

By the end of each fiscal year, outstanding accounts receivable are reviewed, and a determination is made by the Executive Team about whether to write off. Execution of the Executive Team's decision will be completed by the CFO (or designee appointed by the President & CEO in the absence of the CFO).

BY DIRECTION OF THE PRESIDENT AND
CHIEF EXECUTIVE OFFICER:



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

APPROVAL DATE: 12/08/2025