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**Series:** Operating Procedures COA: CM 2.01, 4, 5.02, 5.05, FPS 2.02, 3, 4, 6, 7.01

**Procedure Name:** Service Planning, Coordination and Family Team Conferencing

**Procedure Number:** OP BC 1001

**Revision #/Date(s):** (1) 11/08/2012, (2) 2/16/17, (3) 03/05/2021, (4) 3/5/2026

**Effective Date:** 09/22/2009

**Applicable to:** Family Partnerships of Central Florida

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**SUBJECT:** Family Partnerships of Central Florida Program Procedure for Family Team Conferencing

**PURPOSE:** To outline Family Partnerships of Central Florida 's procedure for conducting the Family Team Conferences (FTC) for families referred to the Prevention and Diversion Programs. To outline the protocols and steps taken by the Prevention and Diversion staff to ensure prompt quality access to the services tailored to the unique needs of each family offered by the Prevention and Diversion Program.

Family Partnerships of Central Florida uses the Wrap around process combined with Family Team Conferencing to address the needs of families served. The goal of the family team process is to enable children to remain safely in their own homes and community whenever possible while ensuring families have voice and choice in the planning process.

The Family Team Conference is used for care planning and the periodic utilization (progress) review of all services identified in the Care Plan. The purpose of Family Team Conference is:

- 1) to ensure successful engagement of families occurs early in the process with identification of the family's vision, strengths, and potential barriers to success.
- 2) to clarify with the family the reasons for DCF/Family Partnerships involvement.
- 3) to focus on the safety and well-being needs of the child.
- 4) to ensure the family drives the process in identifying needs.
- 5) to ensure the family has access, voice, and ownership of their plan.
- 6) to clarify expectations for behavioral change with all persons involved.
- 7) to acknowledge the family's strengths and commitment to their child.
- 8) to document the families' accomplishments.
- 9) to form community-based, culturally sensitive linkages that will provide ongoing support to the family.
- 10) to identify community resources that can provide assistance to the family and

11) to enhance caregiver protective capacities and address the identified danger threats.

#### PROCEDURE:

All families served through Family Partnerships of Central Florida's care coordination and care management services receive a Care Plan with agreed upon goals, desired outcomes, and timeframes for achieving goals including the services and supports to be provided with identified service providers. The guardian is required to sign the Care Plan.

#### **Definitions**

- I. **Care Plan**- Tool utilized to identify family strengths and needs. This plan will be used to support the referral request to authorize and guide service provision.
- II. **The Family Team Conference** wraparound meeting is the team process utilized that is central to the service delivery system for those referred to the program. It is a strength based, family centered model that enlarges the circle of care around a family to ensure sustainability upon discharge from the program. Staff and providers working with Family Partnerships families will create linkages to community supports and services.
- III. **The Strength and Cultural Discovery** process is how a staff member working with the family assists the family in identifying their strengths, needs, vision/goal statements, and family team members. Ideally the Family Team should consist of no more than 49% formal support and 51% informal team members.

#### **Process**

##### **Preparation for Family Team Conference**

Once the referral has been accepted, the assigned staff member assesses the family's willingness to participate in the voluntary program, usually via telephone contact. This is the initial engagement with the family, and it is during this time that the staff explains the program's parameters and its process. It is helpful to gauge a family's commitment to be engaged in the process, in hopes for a successful completion.

- I. The initial step in the engagement process is meeting with the family informally to conduct the Strength and Cultural Discovery. The goal of this meeting is to identify needs, vision statement, and family team members.
- II. After the assigned staff member conducts the family's Strength and Cultural Discovery, identifies the family's natural resources and supports, and determines the family desires to proceed with the Family Team Conference wraparound meeting, the Coordinator collaborates with the family to arrange a date and time that best meets their needs.
- III. The assigned staff member contacts all parties agreed upon by the family identified as potential team members. This may include any providers are working with or acquainted with the child and/or family, and any natural supports the family identified to participate in a FTC.

- IV. Prior to the first Family Team Conference (FTC), team members are oriented to the wraparound process and principles of case practice. The role of the family team is defined and literature on the process and program is made available in advance for those members who are not familiar with Family Partnerships.
- V. The assigned staff member will then prepare the file as indicated by the Family Partnerships file protocol.

### **Tasks at Initial Family Team Conference**

- VI. The initial FTC must be completed within 30 calendar days of the case being accepted.
- VII. At the start of the FTC, the Coordinator presents the team with the Family Partnerships of Central Florida Release of Information for team members to sign.
- VIII. At the onset of each FTC, the family vision statement is reviewed with the team members followed by the family strengths and the strengths of individual family members, if appropriate.
- IX. The Coordinator establishes basic ground rules for the team and more comprehensive ground rules in complex cases. Members agree in writing to abide by ground rules established by the team.
- X. During the FTC, the family, along with the identified family team, builds upon the family strengths to address the identified needs of the family.
- XI. The family team proactively strategizes ways to address the family's identified needs that resulted in, or placed the children at risk for abuse, neglect, or abandonment. These services could include mental health, medical assistance, disability assistance, educational supports, substance abuse treatment, and material and financial assistance. The team identifies the frequency and duration of supports needed as well as measurable goals and outcomes, so the team knows when the service is completed. The family team also assists in seeking community services to provide support and assistance to the family. The strategizing and planning to meet the family's needs is critical to long term sustainability for the family.
- XII. The Care Plan is the individualized method of documentation for each family. The Care Plan outlines the specific service providers in the Family Partnerships network (as well as any informal/natural and community supports) that support the attainment of the family's goals and desired outcomes. During the FTC, the family team identifies with the family any service options available to meet their needs. Proposed services are reviewed and discussed with the family to ascertain the best fit. In cases where the team determines that flexible supports are needed to assist the family in meeting their goals, the Coordinator authorizes Flexible Support services. The team identifies the frequency and duration of the supports needed and the level and type of flexible support required to meet the unique needs of the family. These specifics are outlined in the Care Plan and functions as the service plan. The Care Plan identifies all services and supports to be provided, and by whom. The team also discusses any potential safety risks and includes a plan to address the safety concerns within the care plan, if needed, and contains the

individual or guardian's signature. Any unmet needs are discussed and the possibilities for maintaining and strengthening family relationships are addressed.

- XIII. The team then schedules the next FTC within 30 days, at which time the team discusses the family's progress and effectiveness of the current plan to determine if any services need to be modified, added, re-authorized or terminated. The FTC process continues in this manner until the team agrees that the family is ready for graduation. At the end of each FTC, the team schedules the next FTC date with the understanding that any team member can request a team meeting at any time during the process. The Coordinator provides copies of the Care Plan and the signature page to each team member.
- XIV. The Coordinator is responsible for facilitating the Family Team Conferences and for the Care Coordination and service linkages for the family. The Coordinator may also arrange for families to receive additional care management support as identified in the service plan from within the network of service providers. The Coordinator maintains a list of current resources available to the family and information on how to access those resources.

### **Tasks at Subsequent Family Team Conferences**

- XV. At each subsequent FTC, the progress towards reaching the Care Plan goals is discussed. The Care Plan should be amended at subsequent FTCs to reflect change in the family's need. After each subsequent FTC, all attendees receive a copy of the Care Plan and each plan is filed in the FTC file and case management case file.
- XVI. In the development of the initial plan and throughout the duration that the child and family receive services, the goal of the FTC is to set attainable, measurable goals and objectives to meet the safety, permanency, and well-being goals of the child. In addition, short term goals for services identified are developed to be achieved during the authorized period approved so progress can be monitored and subsequent short-term goals can be developed and monitored.

### **Information Sharing**

This phase starts with an introduction of the parties present and an explanation of the process for the meeting. Family strengths and culture are identified. The reasons for DCF and Family Partnerships of Central Florida involvement are outlined. If there is a substantiation of the abuse or neglect, the allegations and findings are relayed to the family. The family will have been informed previously of the findings of a Child Protective Investigation assessment, however; it is important to clarify the issues that warrant DCF/court involvement at the start of the meeting.

### **Group Discussion and Resulting Family Plan**

- A. The Care Plan must be completed with the family, including the child(ren) when appropriate, at a Family Team Conference.
- B. Family and participants discuss strengths, needs, and services that need to be in place, goals and measurable outcomes expected as a result of the service, and the level of court supervision/intervention.

- C. The family and professionals in the FTC arrive at a final decision and develop a formalized, written plan that is signed by the family and participants.
- D. The Coordinator is responsible to ensure the care plan is completed on all families involved in the FTC process.
- E. The family is asked if the plan is realistic, fair, and manageable, thereby allowing the family to own the plan.
- F. The Coordinator must ensure all safety issues have been addressed.
- G. The development of the care plan is evolutionary, based upon information obtained through formal and informal information and assessments.
- H. The care plan must be completed in its entirety using either the initial care plan or a subsequent care plan.
- I. Children of all ages are encouraged to participate in the FTC unless emotional, developmental, or physical disability hinders participation or participation would be harmful to the child's well-being. If the child is not participating, the reason is documented in the case file by the Coordinator.
- J. The care plan continues to be updated as necessary, and at a minimum of every 30 days or as appropriate to review goals and outcomes of services provided.

### **Authorization Thresholds**

Family Partnerships Care Coordinators cannot authorize any amount that exceeds one twelfth of the total annual budget allocation for the year monthly. Any request that exceeds this threshold must be approved by the immediate supervisor. Authorizations are completed via the Family Partnerships Service Request Form and are logged into the Family Partnerships database.

### **Feedback**

To continuously improve services, Family Partnerships requests ongoing feedback from the Family Team throughout the service planning and FTC process.

All programs incorporate consumer feedback as a key component of quality improvement. Families and Wraparound team members are invited to provide input through the Wraparound Fidelity Index–EZ (WFI-EZ), a voluntary survey that gathers perspectives on their experiences throughout the Wraparound process. Participants are encouraged to answer only the questions they feel comfortable completing, and there is no obligation to participate. The WFI-EZ is administered at calendar day 90, every 90 days thereafter, and again at the time of graduation to ensure ongoing opportunities for feedback and program responsiveness.

### **Documentation**

After completion of the Family Team Conference, the Coordinator completes all necessary authorizations and updates the case record as indicated by the Family Partnerships file protocol.



The intended outcomes related to the Family Team Conference process are that families are no longer isolated from their community, have increased protective factors and social

connections, identify concrete supports in times of need, increased parental resiliency, knowledge of parenting and child development, and child social and emotional competence. It is through this process that natural/informal support systems are established in addition to the family's ability to access any needed services in the future.

BY DIRECTION OF THE PRESIDENT AND  
CHIEF EXECUTIVE OFFICER:

A handwritten signature in blue ink that reads "Philip J. ScarPELLI". The signature is written in a cursive style with a prominent initial "P".

PHILIP J. SCARPELLI

President and Chief Executive Officer  
Family Partnerships of Central Florida

APPROVAL DATE: 03/12/2026



**Family Partnerships  
of Central Florida**

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