
Series: Operating Procedures COA: CM 2.01, 2.03, CRI 2.01, 2.04, FPS 2.04

Procedure Name: Referrals That Do Not Fit Entrance Criteria

Procedure Number: OP BC 1004

Revision #/Date: (1)11/13/2012, (2) 12/27/2016, (3) 3/26/2021, (4) 3/10/26

Effective Date: 11/10/2009, 3/10/2026

Applicable to: Family Partnerships of Central Florida
CARES Staff

SUBJECT: Family Partnerships of Central procedure for referrals that do not fit the criteria to receive. Family Partnerships of Central Florida services.

PURPOSE: This operating procedure outlines the Family Partnerships of Central Florida procedure for referrals that do not fit the entrance criteria for acceptance into the Family Partnerships of Central Florida Programs. This procedure will clarify the protocols and steps taken by the . Family Partnerships of Central Florida staff to ensure prompt and quality access for families to the services offered by Family Partnerships of Central Florida. The proper application of this procedure will ensure that Family Partnerships of Central Florida. meets its commitment to ensure continuity of care for families using the strength based wraparound principles of care.

PROCEDURE:

The Child and Family Services Specialist and the Family Support Services Senior Manager screen all referrals promptly and responsively to identify urgency of needs and ensure that families are linked timely with appropriate services and interventions. All referrals received from the Department of Children and Families (DCF) Protective Investigators are screened by the Family Support Services Senior Manager. The screening process consists of an assessment of multiple factors including the following:

- 1) Family history and prior child welfare involvement.
- 2) History of removal episodes and interventions.
- 3) Status of findings of maltreatment indicators.
- 4) Current circumstances of the family.
- 5) Whether or not the family situation will pose a threat or danger to the assigned staff member.
- 6) Needed services; (i.e. is the referral for financial assistance only for bill paying?)

- 7) Status of investigation (i.e. the final findings of maltreatment have not been determined, the case cannot be accepted).
- 8) Risk level and Safety determination.
- 9) To ensure that the family enters the appropriate level of intervention based on the on the CPI's safety decision.
- 10) The Child and Family Services Specialist, and Family Support Services Supervisor communicate directly with the DCF Child Protective Investigator once clarification has been made on a particular referral for next action steps.

Cases received through the Community:

Referrals received through the Community are made directly to the Neighborhood Partnership Program . This includes self-referrals from families who have previously received services. The Family Support Services Supervisor or designee reviews the referrals for eligibility.

Course of Action if Case Does Not Fit Criteria after Acceptance:

Any case that is accepted through Family Partnerships of Central Florida and is later determined (via assessment process) that the family does not meet criteria for the referred program is reviewed by the Family Support Services Supervisor . The Family Support Services Supervisor clearly identifies, outlines and documents the reasons that the case is not suitable for Family Partnerships of Central Florida. The Family Support Services Supervisor then staffs the case with the Family Support Services Senior Manager for resolution. It should be noted that individuals and families that cannot be served are referred and connected to appropriate resources when feasible. Parental and/or guardian consent must be obtained to receive services.

Conflict Resolution:

In the event that there is disagreement amongst the parties about the appropriate program or case track a staffing is held with all interested parties.

Issues of disagreement are handled at the lowest level possible and shall be handed initially between the DCF Protective Investigator and assigned Care Coordinator. If the issues are not resolved, the case will be staffed with the Family Support Services Senior Manager and Department of Children and Families Program Administrator. If the issues continue to be unresolved, the case will be staffed by the DCF Operations Manager and the Circuit 18 Director of Prevention and Diversion within 2 business days. The Chief Executive Officer and DCF Regional Managing Director shall make the final decision.



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