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**Series:** Operating Procedures      **COA:** CM 1, 2.03  
**Procedure Name:** Families Referred Recurrent Times  
**Procedure Number:** OP BC 1011

**Revision #Date:** (1)11/19/2012, (2) 2/16/2017, (3) 3/26/2021, (4) 3/5/2026  
**Effective Date:** 9/15/09, 3/5/2026

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

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**SUBJECT:** FPOCF Procedure for Families Referred Recurrent Times

**PURPOSE:** This operating procedure outlines FPOCF procedure for families who have been referred to the FPOCF Program subsequent times. This procedure will clarify the protocols and steps taken by the FPOCF staff to ensure a retrospective analysis is performed to assess the best way to serve families who have been referred to the FPOCF Program recurrently.

**PROCEDURE:**

### **Case Analysis and Assignment**

FPOCF does not place any restrictions or limitations on accepting families that have been referred recurrent times. Part of the aftercare and support plan includes that the family has knowledge that they can return to FPOCF at any time (should they need or want to engage in the process again later.) When a referral is received for a family who has been previously closed with FPOCF the Child and Family Services Specialist will review the prior file(s), data records of Provider Automated Services/Utilization Management (the state automated child welfare information system (FSFN) and the current referral to determine the appropriateness of the referral. If it is determined that the referral is not appropriate for FPOCF the referral source will be notified, and a notation will be made into the FPOCF database. If the referral source is not in agreement with the decision, then the referral source may contact the FPOCF Client Relations Specialist. FPOCF . will provide additional resources from the community for any family that cannot be served. This includes referring and connecting to appropriate community linkages and resources based on the family needs.

If the referral is accepted, the appropriate Program Supervisor will enter the family into the FPOCF database within two business days and will assign the family to a Care Coordinator. The Program Supervisor will determine on a case by case basis whether the original Care Coordinator will be re-assigned; if assigned, the Supervisor will staff the case with the assigned staff member. As a best practice and to ensure continuity of care, whenever possible the previous Care Coordinator assigned to the family previously will be assigned. If extenuating circumstances exist that preclude this as a possibility then the Supervisor, original Care Coordinator, and new Care Coordinator will staff the case to provide the new assigned staff member with family history and other pertinent information.



**Family Partnerships  
of Central Florida**

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BY DIRECTION OF THE PRESIDENT AND  
CHIEF EXECUTIVE OFFICER:

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APPROVAL DATE: 03/12/2026