
Series:	Operating Procedures COA: ETH 2.01, 5.02
Procedure Name:	Services Provided to Employees of Family Partnerships of Central Florida and Contracted Providers
Procedure Number:	OP BC 1017
Revision #/Date:	(1)12/03/2012, (2) 04/11/2017, (3) 04/02/2021, (4) 3/23/2026
Effective Date:	10/29/2009, 3/23/2026
Applicable to:	Family Partnerships of Central Florida Staff

SUBJECT: Requests for Family Partnerships of Central Florida (FPOCF) services made by FPOCF staff and those employees of contracted providers within the System of Care.

PURPOSE: This operating procedure outlines procedures for Family Partnerships of Central Florida (FPOCF) employees and employees of contracted providers that request services through FPOCF. This procedure clarifies the protocols and steps to be taken to ensure prompt quality access to services and integrity and confidentiality for identified families seeking services through FPOCF. The proper application of this procedure will ensure that Partnerships FPOCF meets its commitment to ensure continuity of care for families using the strength based wraparound principles of care.

PROCEDURE

The procedure is designed to:

- a) Preserve the integrity of the referral process when employees, family members or household members of the identified population above are referred and actively receiving services through FPOCF;
- b) Protect FPOCF staff from allegations of misconduct or failure to exercise appropriate caution in the protection of confidential and proprietary information of children, adults and information systems; and,
- c) Afford employees identified in this procedure, to the extent possible, the same confidentiality provided to any other citizen of Florida as provided for by 415, Florida Statutes (F.S.).

FPOCF prohibits the following:

- a) Making or accepting payment or other consideration in exchange for referrals.
- b) Steering, directing referrals, or giving preference to clients easier or less costly to serve the organization and practitioners within the organization.
- c) Unfairly steering or directing referrals to or excessive referrals for specific network service provider organizations, such as network owners, or individual practitioners within the network as applicable to networks, and
- d) Steering or directing referrals to private practices in which personnel, consultants, or the immediate families of personnel and consultants are engaged.

FPOCF and employees of contracted providers are statutorily bound to abide by the laws of confidentiality in 415.107, F.S. and in accordance with the Security Agreement which is executed on an annual basis. All said employees:

1. Must protect the confidentiality of the information received or accessed when acting in a professional capacity, and shall not share information received about one employee with any other person not involved in the process;
2. Are not authorized to access any client information system or database which includes the state automated child welfare information system (FSFN or other approved database) for personal reasons, including reviewing reports, case notes, care plans, authorizations or any other related documents entered by, or involving, another employee of FPOCF, or of a subcontracted provider of either entity. Exceptional circumstances include only that this access or review is required as part of the employee's assigned duties or job responsibilities; and
3. Must protect an individual's right to privacy and use discretion, caution and statutory mandates in determining what constitutes inappropriate use of databases or a breach of confidentiality.

FPOCF Responsibilities:

1. Requests made by employees of FPOCF will be referred to Circuit 18 Prevention and Diversion Director for assignment to an outside agency.
2. Requests made by employees/family members of contracted providers will be evaluated and if appropriate for FPOCF will be assigned to a FPOCF staff with consideration given to the potential relationship of the family to the FPOCF staff, geographic location, experience level and case load.
3. If the employee requesting assistance is not comfortable with the referral of the FPOCF staff member, the employee may discuss the concerns with Management Circuit 18 Prevention and Diversion Director to achieve resolution.

4. In certain situations, it may be necessary to refer the request to another state of Florida Lead Community Based Care Agency.
 - a) To maintain confidentiality and provide an objective assessment, FPOCF Circuit 18 Prevention and Diversion Director shall ensure any such cases are assigned to the FPOCF Director of Family Safety and Support directly.
 - b) The FPOCF Circuit 18 Prevention and Diversion Director will notify the FPOCF Vice President of Operations (when the referral is received initially) and provide an additional notification once it has been determined that the case is ready for closure. All such reports associated with the employee shall be kept confidential.
 - c) For those employees of (FPOCF, management shall consider the impact on the affected employee, what the best safety plan would be (if applicable) for example if domestic violence has occurred and/or an injunction of protection has been filed by the employee or against the employee. Management shall also consider any other relevant information related to FPOCF involvement.
 - d) For those employees of FPOCF contracted providers, under no circumstances shall FPOCF release any information regarding the employee's FPOCF case unless the employee desires to do so and a Release of Information has been executed by the employee to the employing agency or other identified entity.
 - e) FPOCF case information shall be recorded in the FPOCF database. This includes utilizing a "protected case" status in FSFN with select access.
 - f) FPOCF Circuit 18 Prevention and Diversion Director will separately track all requests, referrals and outcomes for FPOCF employees and subcontracted employees.
 - g) At any point throughout this process or if it shall be determined that the referral is not appropriate for FPOCF, FPOCF employees may follow the Employee Grievance Process. For FPOCF's employees and subcontracted employees, they may follow the Appeals and Complaints Process for Network Services.

BY DIRECTION OF THE PRESIDENT AND
CHIEF EXECUTIVE OFFICER:



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

APPROVAL DATE: March 26, 2026