
Series: Operating Procedures COA: BSM 1, 2 and 3
Procedure Name: Behavior Support and Management
Procedure Number: OP BC 1039
Revision #/Date: (1) 4/20/2017, (2) 03/05/2021, (3) 3/17/26
Effective Date: 05/01/2013, 3/17/2026
Applicable to: Family Partnerships of Central Florida Staff

SUBJECT: Family Partnerships of Central Florida (FPOCF) Behavior Support and Management

REFERENCES: Florida Statute Chapter 39, Florida Administrative Code Chapter 65

PURPOSE:

FPOCF has adopted a “safety for all” philosophy, based on the premise that to provide a safe environment staff’s own need for safety and security must be addressed by administration and management. This procedure also acknowledges that administration and management can increase staff’s feelings of safety by ensuring that the following conditions are met:

1. Agency safety procedures clearly define what is expected of staff and what the consequences will be if these expectations are violated.
2. Administration is responsive to staff and staff are responsive to person served.
3. Feedback is based on “positive accomplishments” and are strength based, versus a punishment orientation. This creates a win-win atmosphere.
4. The system is an open system, not closed, and values communication between and at all levels of the system.
5. Violence is never permitted, and staff are never expected to tolerate personal abuse from persons served.
6. Staff are afforded ample training opportunities to carry out their job duties, and there is an emphasis on congruence throughout the agency and system partners.

FPOCF uses a preventative approach for Behavior Support and Management. This includes the philosophy that many behavior problems can be prevented using effective behavior management techniques. Prevention strategies focus on stopping the behavior before it gets started. These preventative techniques are used to maintain a safe environment and prevent the need for restrictive behavior management interventions. FPOCF is not permitted to apply any restrictive behavioral management techniques. Florida Statute Chapter 39 in (proceedings related to children) supports the least restrictive environment appropriate to the children being served. As such, FPOCF is a community based organization with the primary purpose of the prevention of child abuse and neglect. FPOCF is compliant with all applicable laws and regulations.

FPOCF preventative approach in working with families is based on the premise that in many cases the identified client's behavior is a reaction to an uncomfortable or stressful environment. FPOCF preventative techniques focus on staff training, management support, ensuring awareness of agency operating procedures, and recognizing family strengths. Preventative techniques focus on trying to identify the causes of problem behavior in categories of environment, individual, and staff centered. Staff have received training and coaching in the implementation of the following proactive techniques:

1. Attempt to identify the trigger or behavioral antecedent (what happened just before the problem behavior started) to avoid problem behavior reoccurring.
2. Regulate your reaction to the person's behavior; (i.e. did your reaction help to soothe the client or did it make the behavior escalate?)
3. To the greatest extent possible, modify the environment to reduce potential stressors.
4. Maintain calm and remain flexible, patient, and relaxed.
5. Never attempt to initiate physical contact during the angry outburst. Family Partnerships of FPOCF is not permitted to apply any restrictive behavior management techniques.
6. Offer the person space away from the volatile situation. This can be accomplished by withdrawing the person and leading them to a safe exit that will serve to distract the person to a more pleasurable activity or topic.
7. Get help from others in close proximity and never take the aggression personally.
8. Access on-call and other community and agency resources (such as the Mobile Response Team) as needed, and
9. Work as a team with other program staff and management staff.

Review of the Use of Behavior Support and Management Interventions:

FPOCF Executive and Management Team utilize reports and review aggregated data during agency Performance Quality Improvement meetings monthly that includes reviewing the effectiveness of behavior support and management provider practices, utilization rates, and any gaps in service delivery. This includes the use of Evidence Based Practices and research of effective

practices to revise procedures when necessary and to determine what, if any, additional resources are needed.

Procedures for Screening and/or Assessing Service Recipients for Potential Need/Risk regarding Behavior Management Support and Written Information about Practices Related to Service Recipients:

FPOCF informs families of the techniques used to maintain a safe environment in a preventative manner and prevent the need for restrictive behavior management. The agency Behavioral Support and Management Release of Information contain written information about practices provided to service recipients related to Behavior Support and Management at the initial meeting with the family. The parent or legal guardian is required to sign the Release of Information form before participating which requires the family to acknowledge and consent to the fact that FPOCF does not permit the use of restrictive behavioral management interventions and that any behavior support and management services needed are provided by subcontracted providers within the FPOCF network.

FPOCF is not on the spectrum of Behavior Support and Management interventions, as Behavior Support and Management is provided by subcontracted providers. At the initial meeting with the family, an informal assessment is completed as outlined in Access to Services, Screening and Intake Operating Procedure 1005. Afterwards, the process of identifying family needs and any potential services begins. This is also addressed during the initial Family Team Conference. It is at these critical junctures that families are screened and if the provision of Behavior Support and Management services is identified, the family is referred to FPOCF network of sub contracted providers who assist the family with behavior support that includes (but is not limited to) creating a structured environment, developing a behavior management plan to decrease problematic behaviors, providing social skills training to replace problem behaviors and the strengthening of new behaviors with positive reinforcement.

De-escalation Training:

All direct care staff receive de-escalation training annually that includes recognizing and responding to behavior management issues. Training certificates are placed in personnel records.

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 19, 2026