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Series 100: Intake

Policy Number	Policy Name
100	Community Resource Referrals
	It is the policy of CFC to ensure ease of access to the CFC system through a centralized intake process. It is the policy of CFC to link identified families, currently under investigation, to community resources through a centralized Intake Department.
101	Family Preservation Services
	It is the policy of CFC to ensure ease of access to the CFC system through a centralized intake process. It is the policy of CFC to provide intensive in home services to high risk families in an attempt to keep the family from engaging with the Dependency System.
102	Intake of Protective Supervision Cases
	It is the policy of CFC to ensure ease of access to the CFC system through a centralized intake process. It is the policy of CFC to ensure early service referrals, intake to case management services, and case assignment when it is determined court involvement will occur.
103	Diligent Search
	It is the policy of CFC to comply with the requirements under Chapter 39, F.S., regarding efforts to locate a parent or prospective parent whose identity is unknown, initiated as soon as CFC is aware of the existence of such a parent, with the search progress reported at each court hearing until the parent is either identified and located or the court excuses further search.
104	Eligibility Verification
	It is the policy of CFC to verify the eligibility of all clients in order to facilitate access to appropriate funding sources and maximize federal reimbursement for services provided.

Series 200: Placement Services

Policy Number	Policy Name
200	Placement File
	It is the policy of CFC to establish a format for development of the CFC Placement and procedures for maintenance and closure of the files per operating procedures and administrative rules.
201	Placement of Children in Licensed Out of Home Care
	It is the policy of CFC to ensure that children are placed in a timely manner in the least restrictive most appropriate placement available in which they can be successful.
202	Child Specific Staffing
	It is the policy of CFC to establish guidelines to ensure consistent and appropriate review of candidates for the Medicaid funded services of therapeutic levels of care. The role of the Child Specific Staffings is to discuss the child's mental health needs and to recommend the need and the review of Therapeutic Levels of Care based on medical necessity criteria. Child Specific Staffings will occur for all new therapeutic referrals and for youth currently placed in Residential Treatment Centers or Specialized Therapeutic Group care for children in Palm Beach County.
203	Therapeutic Foster Care
	It is the policy of CFC to ensure consistent and appropriate admission review of candidates for the Medicaid funded Specialized Therapeutic Foster Care (STFC).
204	Therapeutic Group Care
	It is the policy of CFC to establish guidelines to ensure consistent and appropriate review of candidates for the Medicaid funded service Specialized Therapeutic Group Care (STGC).
205	Residential Treatment Center / Statewide In-Patient Psychiatric Placement
	It is the policy of CFC to facilitate the placement of children in Residential Treatment/SIPP programs.
206	Placement of Child Victims and Aggressors in Licensed Out of Home Care
	It is the policy of CFC to take special precautions when placing children and youth who have unique needs based upon high risk indicators.

Policy Number	Policy Name
207	Placement Stabilization and Disruption
	It is the policy of CFC to ensure that children who need to be moved from their current living situation have a staffing to discuss current issues, identify the need for an increase in current services or to plan for child to be moved to another placement.
208	Compliance with Multiethnic Placement Act
	CFC will ensure compliance with the Multiethnic Placement Act (MEPA) in order to: <ol style="list-style-type: none"> 1. Decrease the length of time children experienced waiting to be adopted 2. Prevent discrimination in the placement of children on the basis of race, color, or national origin 3. Identify and recruit foster and adoptive families who can meet the needs of the children.

Series 300: Medical and Behavioral Health Care

Policy Number	Policy Name
300	Child Health Check Up Screening and Consent
	It is the policy of CFC for all children placed in substitute care to have a Child Health Check-Up (formerly EPSDT) completed by a licensed health care provider within 72 hours of placement.
301	Consent for Psychotropic Medication
	It is the policy of CFC to ensure that the administration of psychotropic medications to a child in the custody of the Department will be done only with appropriate signed parental consent or court orders with clearly defined procedures for ongoing medication management and approved by a qualified physician.
302	Medical Treatment and Medication Management while in Licensed Out of Home Care
	It is the policy of CFC to ensure that caregivers (foster and adoptive parents and child care personnel at group care facilities) are prepared to implement all medication and medical treatment plans as prescribed by a medical professional, while insuring the safety of all children in the home.
303	Coordination of Mental Health Services for Children in Care
	It is the policy of CFC to ensure mental health services for children in the custody of the Department who need services from both Children's Mental Health and Family Safety. Procedures ensure that standards of care are in place to assess and treat behavioral health needs in support of permanency goals. This includes accessing community resources to complement services provided by traditional child welfare providers.
304	Referrals for Comprehensive Behavioral Health Assessment
	It is the policy of CFC to coordinate the provision of a Comprehensive Behavioral Health Assessment for children 0-17 who are Medicaid eligible and placed in out of home care. The Comprehensive Behavioral Health Assessment is an in-depth and detailed assessment of a child's emotional, social, behavioral and development as it relates to mental health needs which included recommendations regarding mental health services to assist in directing individualized treatment and integration of services in support of permanency goals.
305	On Going Referrals for Behavioral Health Services
	It is the policy of CFC to review all services initially and periodically during the time a child is enrolled in the CFC system. Reviews occur on multiple levels—in case manager supervision, in the Multidisciplinary Team, through initial referrals for services and concurrent reviews. The objective of these reviews is to ensure best practices and effective treatment is being provided with positive outcomes and that treatment focuses on safety and permanency while moving a child and family toward the permanency goal or to a less restrictive placement. Procedures ensure that standards of care are in place to assess and treat behavioral health needs in support of permanency goals. This includes accessing community resources to complement services provided by traditional child welfare providers.

Series 400: Child Welfare Services

Policy Number	Policy Name
400	Case Management Assignment
	It is the policy of CFC to ensure that all cases are assigned to the appropriate CMO.
401	Initial and On Going Contact with Child(ren), Parents, and Caregivers
	It is the policy of CFC to ensure that case managers respond to children and families in a timely manner. This includes maintaining frequent and meaningful contact with the child and family throughout the time the case is open.
402	Continuity of Case Supervision in Initial Response (Shelter Status)
	It is the policy of CFC to assign a single case manager to children and families under protective supervision. Initiation of services and child stability are the goals of the shelter status period; generally the first 30 days following removal.
403	Maintain Case File
	It is the policy of the CFC to ensure the CMO documents the provision of all services in a master file.
404	CRR (Child Resource Record)
	It is the policy of CFC to ensure that a CRR is developed and maintained for every child entering out of home care.
405	Home Studies for Relatives and Non-relatives and Reunification
	It is the policy of CFC to ensure that home studies are completed when placing a child with relatives and non-relatives and prior to reunification with removal caregiver.
406	Mediation and Case Plan Development
	It is the policy of CFC that DCM and DCMS will participate in court ordered mediation and will design the case plan for court approval.

Policy Number	Policy Name
407	Family Assessment
	It is the policy of CFC to complete a family assessment to identify the strengths, resources and current risks that may impact child safety. The Family Assessment must be completed within 14 days of primary case assignment and every 6 months thereafter until case closure or after a substantial change in the family conditions or circumstances.
408	Case Supervision
	It is the policy of CFC to ensure that all cases are reviewed monthly by a DCM Supervisor with a focus on permanency, risk, and safety.
409	Judicial Review Social Study Report (JRSSR)
	It is the policy of CFC to mandate that all CMOs obtain, review, process, and report required and pertinent information to the court within designated timeframes to ensure that permanency, safety and case plan compliance is properly addressed on a routine basis.
410	Permanency Staffings
	It is the policy of CFC that all families under protective supervision are staffed for permanency.
411	Out of County Supervision and Interstate Compact for Placement of Children
	It is the policy of CFC to ensure that children placed out of county or out of state are provided services and protective supervision.

Series 500: Adoption Services

Policy Number	Policy Name
500	Adoption Referral and Recruitment
	It is the policy of CFC to ensure the network provider recruits adoptive families for eligible children.
501	Adoptive Home Study
	It is the policy of CFC to prepare a comprehensive adoptive home study to ensure the safety of children placed in an environment where they can grow and develop.
502	Selection Staffing Process
	It is the policy of CFC to make appropriate matches between children and prospective adoptive families. CFC will utilize a Selection Staffing Process to identify potential families for the child.
503	Adoption Placement and Pre-Adoption Services
	It is the policy of CFC to place a child with an identified family and provide pre-adoption services.
504	Adoption Subsidy Approval Process
	It is the policy of CFC to manage the adoption subsidy process and facilitate approval of all subsidies.
505	Interstate Compact on Adoption and Medical Assistance
	It is the policy of CFC to manage the Interstate Compact on Adoption and Medical Assistance (ICAMA) program.

Series 600: Special Populations

Policy Number	Policy Name
600	Prevention, Reporting and Services to Missing Children
	It is the policy of CFC to engage in prevention, reporting and services for missing children.
601	Child Protection Team and the Sexual Abuse Treatment Program
	It is the policy of CFC to respond to reports of child abuse and neglect and to work collaboratively and in a coordinated manner with the Sexual Abuse Treatment Program (SATP).
602	Children Born to a Minor in Foster Care
	It is the policy of CFC to ensure that a minor child in foster care who becomes pregnant or becomes a parent while living in a foster home will be provided counseling to develop future plans.
603	New Children in Families with Active Investigations or Case Services Where Involuntary Termination of Parental Rights has Occurred in the Past
	It is the policy of CFC to establish measures which shall be taken to ensure the safety of the child born into a family or any other circumstance involving a new child who is living in the home, or where involuntary termination of parental rights has occurred in the past where all other children are currently in out-of-home foster care or relative placements under active supervision, or are under in-home protective supervision (including voluntary) or foster care post-placement supervision.
604	Reports and Services Involving Indian Children
	In accordance with the Indian Child Welfare Act PL 95-608, it is the policy of CFC to protect the best interests of Indian children and promote the stability and security of Indian tribes: <ol style="list-style-type: none"> 1. ensuring proper notification of tribal entities has occurred 2. adhering to minimum standards for placement of such children in foster and adoptive homes which reflect the unique values of Indian culture
605	Services to Illegal Youth
	It is the policy of CFC to assure that unaccompanied refugee minors are provided the same range of child welfare benefits and services available to other minor children upon referral and approval from DCF.
606	Special Needs and Accessibility
	It is the policy of CFC to ensure that clients, visitors, and staff with special needs be accommodated fully in the provision of services. Special needs may include language barriers, vision impairment, and hearing impairment.

Policy Number	Policy Name
607	Access to Incarcerated Parents
	It is the policy of CFC to provide family-centered services and interventions with biological parents who are incarcerated.
608	Rilya Wilson Act Child Care Requirements
	It is the policy of CFC to comply with the guidelines set forth in the Rilya Wilson Act.
609	Adolescent Services / Independent Living and Life Skills
	It is the policy of CFC to assure that the full array of services is made available to adolescents in foster care. These services include: pre-independent living services, life skills services, and subsidized independent living.
610	Coordination of Services for Youth Involved with Department of Juvenile Justice
	It is the policy of CFC to establish policies and rules that encourage cooperation, collaboration, and information sharing with the Department of Juvenile Justice to focus on youth who are involved in the Juvenile Justice system.
611	Extended Jurisdiction
	It is the policy of CFC to ensure that all dependent youth are notified in writing prior to reaching age eighteen of the permanency options available.

Series 700: Legal Issues

Policy Number	Policy Name
700	Termination of Parental Rights
	It is the policy of CFC to ensure that the DCM work with CLS to effectively and efficiently manage the Termination of Parental Rights (TPR) process.
701	Expediting Permanency for Abandoned Infants
	It is the policy of CFC to ensure that infants (age birth to one) who are abandoned have the opportunity for expedited permanency resolution.
702	Termination of Services
	It is the policy of CFC to establish termination procedure for both voluntary and judicial cases which provide direction to the children and families and document transition/closure of the case.
703	Legal Services
	It is the policy of CFC to ensure that the assigned CLS attorney receives timely copies of documents contained in the client record. All questions or communications regarding court related case activity will be directed to the CLS attorney or designee.

Series 800: Provider Network & Licensing

Policy Number	Policy Name
800	Foster Home Recruitment & Retention
	It is the policy of CFC to work in partnership with the contracted CPAs providers to cultivate and maintain a foster home recruitment and retention program in cooperation with the CMOs.
801	Foster Home Licensing
	It is the policy of CFC to meet the individual needs of children in out-of-home care and to ensure that all foster homes are licensed appropriately.
802	Foster or Adoptive Parents – Change in Location and Previously Licensed or Approved by Another Agency
	It is the policy of CFC to evaluate applications for potential foster parents previously licensed by another agency, circuit, state, or country to ensure proper background screening and assessment.
803	Foster Home and Facility Waivers
	It is the policy of CFC to thoroughly evaluate the licensed capacity of family foster homes and facilities prior to considering a waiver so that the needs of children residing in that placement are met.
804	Foster Parent Training
	It is the policy of CFC in partnership with our contracted Child Placing Agencies (CPA), to provide Pre-Service training and ongoing in-service training for all foster parents.
805	Respite and Other Foster Parent Supports
	It is the policy of CFC to ensure foster parents receive adequate and appropriate access to respite care and other supportive services.
806	Quality Foster Care and Discipline
	It is the policy of CFC to ensure all foster parents are informed of the expectations of quality foster parents and the appropriate use of discipline.
807	Foster Care Rates
	It is the policy of CFC to provide standard levels of financial support to foster parents to meet the needs of children in care.

Policy Number	Policy Name
808	Foster Care Communication
	It is the policy of CFC to ensure that foster parents are fully informed of policy and procedural matters, legislative updates and initiatives, training/socialization opportunities and various special initiatives.
809	Exit Interviews for Children in Shelter or Out of Home Care
	It is the policy of CFC to interview children upon their exit from a foster home, shelter home, or facility to obtain the child's perspective regarding the safety and quality of care provided, to identify problem areas, and to introduce needed improvements as necessary.
810	Foster Care Referrals
	It is the policy of CFC to work jointly with DCF to assess foster home licensing issues on reports generated by the Florida Abuse Hotline with the maltreatment of "foster care referral/special conditions".

Series 900: Performance and Quality Improvement

Policy Number	Policy Name
900	Quality Assurance Plan
	It is the policy of CFC to develop and maintain a Quality Assurance Plan to address quality control (QC), quality assurance (QA) and program quality improvement (PQI).
901	Quality Improvement Process
	It is the policy of CFC to implement a quality improvement process to measure and evaluate compliance with state and federal law, administrative rule, and DCF operating procedures for both internal processes and subcontracted services.
902	Performance Measures, Key Indicators and Tasks
	It is the policy of CFC to collect and report accurate data to document contract performance measures, key indicators and tasks.
903	Quality Assurance for Quarterly Supervisor Reviews
	It is the policy of CFC to ensure case management supervisors complete a supervisory review of all cases on their case load at least once each quarter.
904	Incident Reporting and Client Risk Prevention
	It is the policy of CFC to identify and report critical incident information in order to ensure child safety and to prevent future risk. It is the responsibility of all CFC staff and all partner and contract provider staff to promptly report all incidents, accidents, safety and risk issues in accordance with this policy.
905	Death Notification
	It is the policy of CFC to fully comply and cooperate with DCF and law enforcement in their investigation and review of the death of any child who has died while receiving services within the CFC System of Care.
906	Funeral Arrangements
	It is the policy of CFC to ensure that any child who dies while under the protective supervision of CFC receives a respectful burial and assists with coordination of burial plans with DCF, family members, current providers, and caretakers of the deceased child.

Series 1000: Data Collection and Records

Policy Number	Policy Name
1000	Maintenance of Case File of Record in FSFN and the Paper Case File
	It is the policy of CFC that all Network Providers will maintain a case file of record in FSFN (the State SACWIS system of record) and/or a paper case file for each child or sibling group.
1001	Identification of Children
	It is the policy of CFC to maintain a systematic process to photograph, obtain Birth Certificates and fingerprint children as a means to identify children receiving services through CFC.
1002	Criminal Background Records Check
	It is the policy of CFC to ensure that Criminal Background Records Checks have been completed for every subject, household member and frequent visitor of an open dependency case.
1003	Confidentiality of Client Information
	It is the policy of CFC to protect the rights and privacy of children and families in gathering and disseminating information and in all promotional activities.
1004	Sharing Information with Children, Parents and Legal Guardians
	It is the policy of CFC to provide children, parents and legal guardians, access to information contained in their case record in an age appropriate manner in compliance with all applicable statutory requirements.
1005	Media Policy
	It is the policy of CFC to respond to information requests from the general public and media as allowed by law and according to statute, while protecting the privacy of children and families in our system of care.
1006	Releasing Abuse and Neglect Records or Information
	It is the policy of CFC to adhere to the following Children's Legal Services (CLS) procedures in releasing information pertaining to an abuse, neglect, abandonment, or exploitation report to the public.

Series 1100: Network Administration

Policy Number	Policy Name
1100	Legal Authorization to Operate
	It is the policy of CFC to operate as a not-for-profit organization under the statutory authority and laws of the State of Florida.
1101	Network Planning
	It is the policy of CFC to conduct Network strategic planning in order to: <ul style="list-style-type: none"> • Clarify the vision, mission, values and mandates of the CFC Network • Assess the strengths, weaknesses, opportunities and threats of the Network • Establish goals and objectives, which flow from the mission and CFC's mandated responsibilities • Identify and formulate strategies to meet identified goals
1102	Network Services
	It is the policy of the CFC Network to deliver the most appropriate array of services for meeting the needs and timely access for children and families served.
1103	Utilization Management
	It is the policy of CFC to manage the utilization of services and resources to ensure that service provision is appropriate and meets the needs of children and families, conducting ourselves in a transparent and open manner and using data to inform practice decisions.
1104	Outcomes Measurement
	It is the policy of the CFC Network to use outcome measurement to evaluate individual progress and service delivery program effectiveness including the use of client and stakeholder satisfaction surveys.
1105	Governing Body and Community Representation
	It is the policy of CFC to recruit board members from the various constituents and communities served by CFC who will support the achievement of the organization's mission and goals.
1106	Community Involvement and Advocacy
	It is the policy of CFC to maintain close ties with the communities served in order to be sensitive to the needs and changing demographics of our constituency, and to communicate and educate about the services we provide.

Policy Number	Policy Name
1107	Submitting Changes and/or Updates for CFC Policy & Procedures
	It is the policy of CFC to require staff to request changes to the Policies and Procedures in accordance with the following instructions.
1108	Provider Recruitment & Network Development
	It is the policy of CFC to coordinate a network of agencies and individual providers designed to meet the needs of children and their families and provide a comprehensive range of services that strengthen and stabilize families, maintain children in their communities, and lead to permanency.
1109	Contracting and Service Agreements
	It is the policy of CFC to enter into contracts for Network services according to established procedures and with due regard for standards of best practice.
1110	Quality Monitoring of Purchased Services
	It is the policy of CFC to monitor and evaluate all social and human services purchased within their network.
1111	Denial & Appeal of Potential Contract Providers
	It is the policy of CFC to enter into formal contracts with agencies and individuals based on the types of services offered, the service philosophy, documentation of success, and relations with the community stakeholders.
1112	Re-licensing of Child-Placing Agencies
	It is the policy of CFC to ensure that all CMOs with child-placing licenses maintain their child placing licensure.

Series 1200: Human Resources Management

Policy Number	Policy Name
1200	Employee Handbook
	It is the policy of CFC to ensure that each employee receives a current employee handbook.
1201	Code of Ethics
	It is the policy of CFC to establish a Code of Ethics to serve as a guide for everyday professional conduct of its employees.
1202	Non-Discrimination and Harassment
	It is the policy of CFC to maintain a work environment in which all individuals are treated with respect and dignity and respect each employee's right to work in an atmosphere that promotes equal opportunities and prohibits discriminatory practices.
1203	Employee Health Insurance Portability and Accountability Awareness (HIPAA)
	It is the policy of CFC to comply with the Health Insurance Portability and Accountability Act of 1996 (HIPAA) relating to the privacy requirements for Protected Health Information (PHI).
1204	Recruitment of Employees
	It is the policy of CFC to advertise positions as they become vacant in a uniform and consistent manner. CFC is an equal opportunity employer that does not discriminate against qualified applicants and/or employees on the basis of race, color, religion, gender, age, national origin, marital status, or veteran status or as otherwise prohibited by Federal, State or Local law.
1205	Pre-Employment Reference Checks
	It is the policy of CFC to complete reference checks prior to the start of work for any new employee.
1206	Background Screening
	It is the policy of CFC to require all employees successfully complete criminal history background screenings as a condition of employment and continued employment. Student interns and volunteers of CFC are required to complete criminal history background screenings as a condition of utilization within CFC.
1207	Verification of Educational, Licensing and Certification Requirements
	It is the policy of CFC to ensure that personnel are meeting applicable state registration, licensing or certification for their job and/or use of professional titles.

Policy Number	Policy Name
1208	Employment Files and Records
	It is the policy of CFC to properly maintain all employment records, ensure that procedures are established in which personnel can have access to their employment records and are able to make necessary corrections, and to ensure compliance with state and federal laws in the proper retention of employment records.
1209	Job Descriptions
	It is the policy of CFC to ensure complete communication pertaining to job functions and job qualifications.
1210	Performance Appraisals
	It is the policy of CFC to establish a timeframe and procedure for an annual review of an employee's performance level.
1211	Employee Conduct and Corrective Action
	It is the policy of CFC to ensure employee misconduct and performance issues are investigated, and to ensure the employee is counseled in a timely, fair, and equitable manner.
1212	Problem Resolution
	It is the policy of CFC to provide a method for employees to register concerns or questions regarding working conditions, the interpretation of policies, procedures, civil rights, Equal Employment Opportunity (EEO), Americans with Disabilities Act (ADA), grievances and complaints, disciplinary action or any other matters related to their employment.
1213	Employee Exit Interview
	It is the policy of CFC to obtain information from an employee who has decided to separate their employment with CFC.
1214	Hire, Promotion, Demotion and Salary Increases
	It is the policy of CFC to ensure that all New Hire and Pay Upon Promotion appointments will be conducted in a fair and consistent manner.
1215	Wage Policy and Benefits
	It is the policy of CFC to pay a fair and equitable wage to all employees and provide eligible employees with benefits to cover both themselves and their dependents.
1216	Employee Assistance Program
	It is the policy of CFC to ensure the health safety and welfare of all employees by providing (through ADP Total Source) each employee and family member with an Employee Assistance Program (EAP) benefit.

Policy Number	Policy Name
1217	Worker's Compensation
	It is the policy of CFC to require that all employees immediately report any work related accidents to the HR Coordinator. Failure to comply with this policy and following procedures on the part of the injured or ill employee or on the part of the appropriate supervisor may be cause for disciplinary action.
1218	Work Hours, Leave and Holidays
	It is the policy of CFC to inform all employees of the procedures regarding attendance, work hours, holiday and leave and apply these procedures in a consistent manner.
1219	Return to Work
	It is the policy of CFC and ADP Total Source to take appropriate action and to make every effort to return an employee who is injured/ill back to work as soon as they are physically and mentally able to return to work. In implementing this policy, CFC will also continue to comply with its duties under the American with Disabilities Act ("ADA") and the Florida Civil Rights Act ("FCRA") as it relates to any disabled employees (whether work-related or not), and the Family and Medical Leave Act ("FMLA") as it applies to eligible employees. This includes the duty to attempt to reasonably accommodate any disabled employee so the essential functions of the employee's position can be performed. Not every injury that occurs in the line of duty will qualify as a disability under ADA or FCRA.
1220	Drug-Free Workplace
	It is the policy of CFC to comply with the Drug-Free Workplace Program requirements to ensure a safe work environment within CFC, that is to strictly prohibit the manufacture, distribution, dispensation, possession or use of illegal drugs, non-prescribed controlled substances, or alcohol in our workplace, on CFC business or while operating a CFC or leased vehicle. CFC is committed to preventing drug and alcohol use in our workplace.
1221	Reporting Irregularities (Whistle Blowing)
	CFC is committed to the highest possible standards of integrity, openness and accountability in all of its affairs. In line with that commitment, we strongly support our employees to voice any concerns about observed irregularities. CFC will quickly ensure any reported concerns are adequately investigated.
1222	Employee Dress Code Policy
	It is the policy of CFC to require appropriate appearance and dress code for CFC employees in order to create a professional environment that positively represents the organization.
1223	Reduction in Force Policy
	It is the desire of CFC that full employment for employees shall be maintained, consistent with sound business principles. Business and operational needs, however, may necessitate a decrease in the number of employees to operate efficiently on a short-term or long-term basis.

Policy Number	Policy Name
1224	Family Medical Leave Act
	It is the policy of CFC to grant leave to eligible employees in accordance with Family and Medical Leave Act of 1993 (FMLA).
1225	Acceptable Driving Records
	It is the policy of CFC to set minimum guidelines for employees who regularly operate any vehicle on CFC business.
1226	Employees Involved in Reports of Abuse
	It is the policy of CFC to report abuse, neglect, abandonment or exploitation in accordance with Chapter 415 FS.
1227	Smoking Policy
	In keeping with Child and Family Connections' intent to provide a safe and healthful work environment, smoking is prohibited throughout the workplace.

Series 1300: Training and Supervision

Policy Number	Policy Name
1300	Personnel Development and Training
	It is the policy of CFC to support staff through a comprehensive training and development program which provides personnel with the information necessary to competently provide services.
1301	Training Content
	It is the policy of CFC to assure that personnel throughout the agency are trained to fulfill their job responsibilities.
1302	Supervision
	It is the policy of CFC to provide employees a system of supervision that promotes effective use of organizational resources and positive outcomes.
1303	Child Protection Welfare Professional Training Program
	It is the policy of CFC to train and support Child Protection Professionals through the implementation of a comprehensive Child Protection Professional Training, through the Florida Department of Children and Families Office of Family Safety, to enhance the knowledge, skills, and abilities of the staff, prepare personnel to assume duties, and to promote awareness of and sensitivity to cultural backgrounds and needs.
1304	Child Protection Welfare Supervisor Certification
	It is the policy of CFC to provide training and support to Child Protection Supervisors by implementing a comprehensive Child Protection Training Program, to be managed by CFC in cooperation with our Network Providers, designed to enhance the supervisors' knowledge, skills, and abilities associated with child safety and to prepare supervisors for the state certification assessment.
1305	Child Protection Professional Certification and Recertification
	CFC will train and support CFC staff and its Network Provider staff to maintain Child Protection Professional Certification.

1306	Continuing Professional Development
	It is the policy of CFC to support continuing professional development for all CFC personnel.
1307	Network Training
	It is the policy of CFC to provide network orientation and training to all individuals who provide services to network clients.

Series 1400: Financial Management

Policy Number	Policy Name
1400	General Accounting Procedures
	It is the policy of CFC to establish and maintain accounting policies in accordance with Generally Accepted Accounting Principles.
1401	Internal Accounting Controls
	It is the policy of CFC to meet internal accounting control objectives in order to monitor compliance with policies and procedures established by the Chief Finance Officer and Chief Executive Officer.
1402	General Ledger and Chart of Accounts
	It is the policy of CFC to maintain a Chart of Accounts and General ledger, which accurately supports and reflects all asset, liability, net assets, revenue and expense accounts.
1403	Financial Statements
	It is the policy of CFC to prepare Financial Statements and reports that provide a full and accurate status of the financial activity of the organization, complete with comparisons to approved budgets.
1404	Accounts and Cash Management
	It is the policy of CFC to establish and maintain and manage banking accounts necessary to maintain daily operation of the organization.
1405	Annual Budget
	It is the policy of CFC to establish and maintain an annual budget whereby financial accountability and viability are achieved through the application of sound financial management practices that accord with legal and regulatory requirements.
1406	Financial Risk – Annual Assessment
	In order to establish a method of evaluating the network’s financial capacities and the resources, it is the policy of CFC to annually assess the financial risk associated with the provision of high quality child welfare services.
1407	Independent Audit
	It is the policy of CFC to contract for an independent audit for each fiscal year in order to ensure compliance with fiscal requirements of public and private funding sources and provide for an independent review of internal fiscal controls, accounting procedures and financial records.

Policy Number	Policy Name
1408	Stable and Predictable Revenue
	It is the policy of CFC to pursue stable and diversified funding streams that are consistent with existing programs and the mission of the organization.
1409	Line of Credit
	It is the policy of CFC to maintain a line of credit to be used in the event that a delay in payment from the Department of Children and Families creates a disruption in the organizational cash flow.
1410	Petty Cash
	It is the policy of CFC to maintain petty cash to provide for minor expenditures.
1411	Accounts Payable
	It is the policy of CFC to ensure disbursements are properly authorized and invoices are processed in a timely manner.
1412	Accounts Receivable
	It is the policy of CFC to assure uniformity in billing, follow-up and posting of accounts by: <ul style="list-style-type: none"> • Billing accounts in accordance with any and all contractual arrangements • Post payments to the proper accounts as soon as they are received • Break down and reconcile remittance statements (denials, re-submittances, and payments) as soon as the statement is received.
1413	Billing and Invoices
	It is the policy of CFC to submit invoices to submit invoices in a timely manner in order to ensure prompt receipt of payment.
1414	Cash Receipts
	It is the policy of CFC to record cash receipts completely, timely accurately and in order to prevent the diversion of cash assets.
1415	Non-Client Services Purchasing
	It i It is the policy of CFC to ensure that commodities and non-client services are purchased as economically and expeditiously as possible, consistent with good purchasing practices.

Policy Number	Policy Name
1416	Disbursements
	It is the policy of CFC to establish and maintain safeguards surrounding the disbursement of payments in order to ensure payments are made in a timely manner and the opportunity for fraud or financial mismanagement is limited.
1417	Grants Receivable Management
	It is the policy of CFC to track and manage grant receivables to ensure proper receipt and accounting of funds.
1418	Donations and Pledges
	It is the policy of CFC to record contributions of services, materials and equipment after assessing fair market value and issuing appropriate receipts accordingly.
1419	Assets, Equipment and Real Property
	It is the policy of CFC to record CFC assets according to generally accepted accounting principles and maintain a tracking system in order to safeguard and provide adequate insurance coverage.
1420	Payroll
	It is the policy of CFC to make accurate and timely payroll and payroll tax payments and to maintain and report accurate payroll records as required by state and federal law.
1421	Insurance
	It is the policy of CFC to ensure all employees, facilities, vehicles and volunteers are adequately insured against liability, including risk evaluation and training.
1422	Sponsorship
	It is the policy of CFC to comply with 286.25 F.S. as a non-governmental organization which sponsors a program financed in whole or in part by State funds.
1423	Lobbying
	It is the policy of CFC to comply with Chapter 216.347, F.S. in that no federal or state funds received in connection with any contractual agreement will be used to influence legislation or appropriations pending before the Congress or any State legislature.

Policy Number	Policy Name
1424	Signature Authority
	In order to enact proper fiscal controls and reduce the risk of fraudulent or improper use of agency funds, it is the policy of CFC to delegate proper authority and maintain control over granting authorization sign official financial documents.
1425	Conflict of Interest
	It is the policy of CFC to avoid the possibility or appearance of a conflict of interest.
1426	Employee Travel
	It is the policy of CFC to regulate travel for business purposes and to reimburse appropriate staff travel expenses.
1427	Gift Cards
	It is the policy of CFC to ensure control of the purchasing, inventory, tracking and distribution of merchant gift cards (or purchasing cards) purchased with federal, state, or client funds.
1428	Credit Cards
	It is the policy of CFC to provide staff a method to pay for travel related expenses, goods and services.
1429	Fund Raising
	The Board of Directors of CFC endorses and governs philanthropic endeavors for the purpose of supporting the mission of CFC. Fundraising initiatives conducted on behalf of CFC will adhere to the ethical principles and standards as established by the National Society for Fundraising Executives. (NSFRE's mission is to foster the development and growth of fundraising professionals and the profession, to promote high ethical standards in the fundraising profession and to preserve and enhance philanthropy and volunteerism.)
1430	Master Trust for Benefit of Family Safety and Preservation
	It is the policy of CFC to appropriately manage and access funds in a client's trust account in a manner that is to their benefit and within the established regulations of the Master Trust.

Series 1500: Building and Facilities Management

Policy Number	Policy Name
1500	General Health & Safety Policy
	It is the policy of CFC to conduct its business in a manner that ensures the safety of employees, customers and the general public.
1501	Facility Accessibility
	It is the policy of CFC to maintain facilities which are accessible by individuals served and are in compliance with all applicable legal and/or statutory requirements including Title III of Americans with Disabilities Act.
1502	Fire Safety & Fire Drills
	It is the policy of CFC to ensure proper fire safety within all CFC locations and establish a protocol for fire drills designed to prepare building occupants for an organized evacuation in case of a fire or other emergency.
1503	Emergency & Disaster Preparedness and Response Plan
	It is the policy of CFC to establish a Disaster Preparedness and Recovery Plan.
1504	Building Maintenance
	It is the policy of CFC to ensure that appropriate resources are directed toward meeting the requirement of proper operations and maintenance of the agency's facilities.
1505	Conflict Resolution and De-Escalation Training
	It is the policy of CFC to provide staff with training to enhance their ability to deal with people who are frustrated or angry and who may be escalating toward dangerous behaviors.
1506	Driver Safety
	It is the policy of CFC to ensure that staff members who drive in the course of completing normal work responsibilities do so in a safe manner and to provide safe, reliable transportation to clients when necessary.
1507	Maintenance of a Safe, Hygienic Environment
	It is the policy of CFC to maintain a clean and safe environment for all employees and visitors.

Policy Number	Policy Name
1508	Use of CFC Facilities
	It is the policy of the CFC board to provide a conference area for CFC staff and building occupants to gather and talk about issues affecting children and families.
1509	Custody & Issuance of Keys and Key Fobs
	It is the policy of CFC to provide a secure and safe working environment and protect both staff and property through the issuance of key cards and/or a physical key to employees or other individuals who require access to CFC facilities.
1510	Environmental Conservation Policy
	It is the policy of CFC to implement procedures that minimize the organization's environmental impact.

Series 1600: Client Rights

Policy Number	Policy Name
1600	Protection of Rights and Ethical Obligation
	It is the policy of CFC to inform clients of their rights and responsibilities, provide fair and equitable treatment, and provide sufficient information to make an informed choice about using the organization and its services.
1601	Confidentiality of Client Information and Privacy Protection
	It is the policy of CFC to protect the confidentiality of information about clients and assume a protective role regarding the disclosure of confidential information.
1602	Client Grievances and Complaints
	It is the policy of CFC to hear all client complaints and concerns and to support the dignity and rights of all clients.

Series 1700: Information Technology

Policy Number	Policy Name
1700	Data Backup and Disaster Recovery
	It is the policy of Child & Family Connections (CFC) to ensure that all computer systems will have regular backups that will be securely stored, tested for usability and be able to be restored to meet the needs of CFC.
1701	Data Security / Software Applications / System Access / Sensitive Information
	It is the policy of Child & Family Connections (CFC) to ensure that all computer systems used to support the business needs of CFC will be administered in a secure manner.
1702	Standards for Hardware / Software / Servers / Network Devices
	It is the policy of Child & Family Connections (CFC) to ensure that all computer systems meet the needs of CFC and interface correctly with required external services.
1703	Inventory / Purchasing / Storage / Disposal / Loss
	It is the policy of Child & Family Connections (CFC) to ensure that adequate controls are in place to ensure that its IT budget is used effectively and inventory is appropriately controlled.

1704	Help Desk Support / Change Management
	It is the policy of Child & Family Connections (CFC) to ensure that staff with IT problems is served efficiently and that all changes to security and production systems are well documented.
1705	Contracted Service Provider Relationship
	It is the policy of Child & Family Connections (CFC) that all contracted service providers follow CFC policies and procedures unless expressly exempted.