

## PROCEDURE

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<b>Series:</b>	<b>Operating Procedures</b>	<b>COA: CR 1</b> <b>CFOP: NA</b>
<b>Procedure Name:</b>	Client Handbook Distribution	
<b>Procedure Number:</b>	OP-1121	
<b>Revision #/Date:</b>	7/3/12, 9/19/16	
<b>Review Date:</b>	4/26/16, 2/27/2020	
<b>Effective Date:</b>	01/14/2009	
<b>Applicable to:</b>	All Brevard Family Partnership Family of Agencies Staff and Contract Providers	

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**SUBJECT:** Client Handbook Distribution

**PURPOSE:** The rights and dignity of all clients are to be respected throughout Brevard Family Partnership Family of Agencies (BFP FOA) therefore; each client shall receive a written copy of a handbook from the BFP FOA program from which they are being served.

**PROCEDURE:**

### References

(to be added as applicable)

### Distribution of handbooks to clients

- a. Program specific handbooks shall be distributed to clients by the subcontracted BFP FOA staff;
- b. BFP FOA staff shall read the handbook and be familiar with its content prior to distributing and discussing its contents with clients;
- c. Prior to new staff being assigned cases, a supervisor will ensure staff understands the content of their program hand book;
- d. BFP FOA staff will provide a written copy of the appropriate handbook to the client(s) at the first meeting:
  - 1) Dependency Care Manager will provide a copy of the Child & Family Services Handbook and Relative/Non-Relative Handbook, when appropriate to the client at the initial meeting within 72 hours of case acceptance;
  - 2) Brevard C.A.R.E.S. Coordinator or Family Partner will provide a written copy of the Brevard C.A.R.E.S. Handbook at the initial Strength Discovery;
  - 3) Care Coordinator for dependency or designee will provide a written copy of the FTC handbook to the client at the initial strength discovery and/or initial meeting;
- e. BFP FOA staff will provide the client an opportunity to discuss the content in the handbook and will answer questions regarding the handbook at the time of distribution and at any time thereafter.



- f. BFP FOA staff will obtain a client signature for receipt of the handbook. By signing the receipt, the signer acknowledges that they have received the handbook, they have had an opportunity to review and discuss the handbook with BFP FOA staff and that they understand their rights and responsibilities.
- g. The signed receipt will become part of the official case record.

BY DIRECTION OF THE CHIEF EXECUTIVE OFFICER:

A handwritten signature in blue ink that reads "Philip J. Scarcelli".

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PHILIP J. SCARPELLI  
Chief Executive Officer  
Brevard Family Partnership Family of Agencies

APPROVAL DATE: 4/21/2020