



**Series:** Operating Procedures COA: ETH 2.01, 5.02

**Procedure Name:** Services Provided to Employees of Brevard C.A.R.E.S., Brevard Family Partnership and BFP Contracted Providers

**Procedure Number:** OP BC 1017

**Revision #/Date:** (1)12/03/2012, (2) 04/11/2017, (3) 04/02/2021

**Effective Date:** 10/29/2009

**Applicable to:** Brevard C.A.R.E.S. Employees, Brevard Family Partnership Employees, Family Allies, and Brevard Family Partnership Contracted Providers

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**SUBJECT:** Requests for Brevard C.A.R.E.S. services made by Brevard C.A.R.E.S. staff and employees of Brevard Family Partnership’s (BFP) family of agencies and those employees of contracted providers within the System of Care.

**PURPOSE:** This operating procedure outlines Brevard C.A.R.E.S. procedures for Brevard C.A.R.E.S. employees, Brevard Family Partnership’s family of agencies employees, and employees of contracted providers that request services through Brevard C.A.R.E.S. 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 Brevard C.A.R.E.S. The proper application of this procedure will ensure that Brevard C.A.R.E.S. 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 Brevard C.A.R.E.S.;
- b. Protect Brevard C.A.R.E.S. 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.).

Brevard C.A.R.E.S. prohibits the following:

- a. Making or accepting payment or other consideration in exchange for referrals;

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- b. Steering, directing referrals, or giving preference to clients easier or less costly to serve for 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.

Brevard C.A.R.E.S employees, Brevard Family Partnership and its family of agencies, 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:

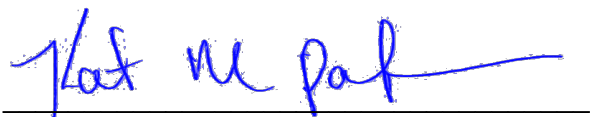
- (1) Must protect the confidentiality of the information received or accessed when acting in a professional capacity, and shall not share information received about one employee with any other person not involved in the process;
- (2) Are not authorized to access any client information system or database which includes the state automated child welfare information system (FSFN or other approved C.A.R.E.S. database) for personal reasons, including reviewing reports, case notes, care plans, authorizations or any other related documents entered by, or involving, another employee of Brevard C.A.R.E.S., Brevard Family Partnership's family of agencies 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.

### Brevard C.A.R.E.S. Responsibilities:

- a. The Brevard C.A.R.E.S. Director of Operations or designee shall be readily available to receive "special handling" of cases requested by Brevard C.A.R.E.S. employees, Brevard Family Partnership Partnership's family of agencies employees and Brevard Family Partnership Contracted Providers. C.A.R.E.S. referrals which involve Brevard C.A.R.E.S. employees shall be assigned to Family Allies Dependency Case Management staff. Brevard Family Partnership's family of agencies employees, and BFP contracted employees referred to C.A.R.E.S. shall be assigned to the Brevard C.A.R.E.S. Director of Operations. This includes receipt and review of the program referral and consultation with the Brevard C.A.R.E.S. Executive Director to protect the confidentiality of the employee.
  - 1. BFP employee requests or referrals shall be assigned to the C.A.R.E.S. Director of Operations.
  - 2. Requests made by employees of Brevard C.A.R.E.S. will be referred to the Executive Director for assignment to an outside agency.

3. Requests made by employees/family members of contracted providers will be evaluated and if appropriate for Brevard C.A.R.E.S. will be assigned to a Brevard C.A.R.E.S. staff with consideration given to the potential relationship of the family to the C.A.R.E.S. staff, geographic location, experience level and case load.
4. In the event that the employee requesting assistance is not comfortable with the referral of the C.A.R.E.S. staff member, the employee may discuss the concerns with the Executive Director to achieve resolution.
5. 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, the Brevard C.A.R.E.S. Executive Director shall ensure any such cases are assigned to the Brevard C.A.R.E.S. Director of Operations directly.
  - b. The Brevard C.A.R.E.S. Executive Director will notify the BFP 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 Brevard C.A.R.E.S., and of Brevard Family Partnership's family of agencies, 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 Brevard C.A.R.E.S. involvement.
  - d. For those employees of BFP contracted providers, under no circumstances shall Brevard C.A.R.E.S. release any information regarding the employee's C.A.R.E.S. 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. Brevard C.A.R.E.S. case information shall be recorded in the Brevard C.A.R.E.S. database. This includes utilizing a "protected case" status in FSFN with select access.
  - f. The Brevard C.A.R.E.S. Executive Director will separately track all requests, referrals and outcomes for Brevard C.A.R.E.S. employees, Brevard Family Partnership's family of agencies employees or Brevard Family Partnership subcontracted employees.
  - g. At any point throughout this process or if it shall be determined that the referral is not appropriate for Brevard C.A.R.E.S., Brevard C.A.R.E.S. employees may follow the Employee Grievance Process. For Brevard Family Partnership's family of agencies employees and Brevard Family Partnership subcontracted employees, they may follow the Appeals and Complaints Process for Network Services.

BY DIRECTION OF THE EXECUTIVE  
DIRECTOR:



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KATHRYN PARKER  
Executive Director  
Brevard C.A.R.E.S., Inc.

APPROVAL DATE: 04/02/2021