

Kids First of Florida, Inc. Guide to Services

Welcome to Kids First of Florida, “KFF”. It is our desire to serve families in Clay County who have been referred for services through the Department of Children and Families. Our focus will be on providing preventative services which will allow children to remain safely in their homes, whenever possible.

This guide is designed to answer common questions you may have and provide detailed information on the services offered. If you have further questions please contact your Family Services Counselor at the number located on the back of this guide.

How do families get involved with KFF?

Families are referred for follow-up services when a Children’s Protective Services investigation indicates there is a need for continued services. The investigator will identify strengths and needs within a family and KFF will assist the family in building on their strengths and meeting the needs identified that will allow their children to remain in the home safely or work toward returning the child(ren) home if they were removed from the home.

Do I have to accept services?

While we want the relationship between the Family Services Counselor and the family to be one of mutual agreement, preventative services are voluntary and protective

supervision services can be voluntary or ordered by the court, if necessary. Our goal is to assist families in meeting needs that have posed a potential danger to the children.

Can my children be removed if I don’t cooperate with services?

Each family will be assessed individually. Your child(ren) can be removed based on your level of cooperation and whether or not your child(ren) can safely remain in the home. Our goal is to keep children safe in an environment that will nurture their growth.

Do I have to pay for services?

There is no cost to the family for services provided by KFF. At times, families will be referred to local agencies for additional services and there may be a charge for those services.

What can you do for my family?

Each family that is referred for services will be assigned a Family Services Counselor. The Family Services Counselor is the person who will work closely with your family in monitoring your needs and assist you in obtaining services that will allow you to meet the needs of your family. The Family Services Counselor will make regular home visits and have frequent contact with your family. They will assist your family in obtaining services through contracted providers and provide supportive

services until it is determined that your family no longer needs assistance.

What other services are there?

KFF will work with local agencies to access services that KFF does not provide directly. Some of the services that will be available are the Preservation Program, mental health and substance abuse services, in-home and group parenting services, visitation services and in some cases out-of-home care for children.

How long will you work with my family?

There is no set time for services. Each family has different needs and will require a different level of service. It is our intent to deliver services that will allow your family to become self-sufficient as quickly as possible.

Who will know about my involvement with KFF?

Your information will be held in strict confidence. No information about your family will be released to anyone without your permission. There will be instances when information must be released without your consent due to court order or subpoena, emergency medical situations, suspected abuse or neglect of a child, a disabled person or an elderly person, or if you are a danger to yourself or someone else.

Can I have a copy of my record?

KFF will keep the original record on file. You have the right to review the file with a staff person. We require you to make your request in writing and an appointment will be set to review the record.

Will the services make things better?

While there is no guarantee that things will improve, we will make every effort to assist your family in obtaining services that are focused on strengthening your family. Change for anyone is hard work and your level of commitment to making the needed changes will greatly influence your level of success.

What if I have a complaint about the services I am receiving?

If you are unhappy with a service provided by KFF we ask that you first discuss the matter with your assigned Family Services Counselor. If you are not satisfied after discussing the issue with the Family Services Counselor you would then put your concerns in writing and forward them to the Family Services Supervisor at the address listed below in Orange Park. Please see the "Grievance Procedure" handout that was provided by your Family Services Counselor for more information on this process.

For additional information on services, you may contact the office listed below

between the hours of 8:30am and 5:00pm, Monday through Friday.

Kids First of Florida, Inc.
1726 Kingsley Avenue, Suite 2
Orange Park, FL 32073
(904) 278-5644 Fax (904) 278-5654

**CLIENT
SERVICES
GUIDE**

Family Services Counselor

Phone

Family Services Supervisor

Phone



This pamphlet contains questions Kids First of Florida, Inc. commonly receives about services. If you have others, do not hesitate to contact us.