



State of Florida
Department of Children and Families

Charlie Crist
Governor

Robert A. Butterworth
Secretary

DATE: May 9, 2008

TO: Regional Directors

THROUGH: George Sheldon, Assistant Secretary for Operations
David Fairbanks, Assistant Secretary for Programs

George Sheldon by John Tapa
David Fairbanks

FROM: Robert Anderson, Acting Director of Adult Services ~~and~~ *for Robert Anderson*
Patricia Badland, Director of Office of Family Safety *Patricia Badland*

SUBJECT: Confidentiality Guide for Digital Voice Recorders (DVRs)

Purpose: The purpose of this communication is to announce new guidelines regarding confidentiality and the use of digital voice recorders (DVRs).

Background: Digital voice recorders are in the process of being issued to protective investigations staff statewide. Due to the potential for digital voice recorders to be lost or stolen while in use, the following guidelines should be followed by all protective investigations staff that are issued the devices.

Action Required:

- Information recorded on the DVR should reference the FSFN number and not use any identifiable information, such as names or addresses.
- All participants and collateral contacts in the investigation should not be identified by name, but rather can be referred to by their initials (i.e., "subject A. J. stated . . .", or by their role (i.e., "child's biological father refused to be interviewed . . ." etc.).
- It is the responsibility of each employee assigned a DVR to secure the device to insure that confidentiality is maintained. DVRs, along with laptops, cell phones, and digital cameras are never to be left unattended away from the worksite.
- Do not drive while attempting to record case notes. Best practice is to record your observations as soon as possible after the interview is completed. For safety considerations and to help maintain confidentiality, this would usually require driving a short distance from the home or work site prior to making your recording.

1317 Winewood Boulevard, Tallahassee, Florida 32399-0700

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May 9, 2008

Page 2

Remember:

Per CFOP No. 50-6: Every Department and contract provider employee shall be held responsible for information security, especially involving the access, transport or storing of sensitive and confidential information. Fulfillment of security responsibilities shall be mandatory and violations may be cause for disciplinary action, up to and including dismissal, civil penalties, or criminal penalties under chapters 119, 812, 815, 817, 839, or 877, Florida Statutes, or similar laws.

Per CFOP No. 50-2: It is the policy of the Department of Children and Families to protect the confidentiality, integrity, availability, and reliability of all information technology resources used to support the needs of our clients and the missions of the Department, and to implement and enforce that level of security which will provide for the protection of data and information technology resources from accidental or intentional unauthorized disclosure, modification, or destruction by persons within or outside of the Department. Federal and state laws, rules, regulations, policies and procedures governing the confidentiality of data are not superseded, abridged, or amended by this operating procedure.

Contact Information: For additional information please contact John Harper at, (850) 922-3862 or Leeann Christenson at, (850) 488-2881.

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