



Florida Department of Children and Families Child Protection Transformation Project

Hotline Command Center Safety Decision Making Methodology Implementation

WHAT'S CHANGING NOW

Hotline and Command Center Counselors will implement the following changes as soon as each Counselor completes the Safety Decision Making Methodology Training.

ENHANCED **Information Collection**

Information will be collected around the six domains:

- EXTENT OF MALTREATMENT
- CIRCUMSTANCES SURROUNDING THE MALTREATMENT
- CHILD FUNCTIONING
- ADULT FUNCTIONING
- DISCIPLINARY PRACTICES
- GENERAL PARENTING

ENHANCED **Allegation Narrative**

The information collected from the reporter will be summarized in narrative format within the Intake

ENHANCED **Factors Considered**

For the intake screening decision, the Hotline and Command Center Counselors will evaluate the following factors:

- DOES THE CASE MEET STATUTORY REQUIREMENTS FOR JURISDICTION TO INVESTIGATION?
- WERE THESE ALLEGED MALTREATMENTS PREVIOUSLY INVESTIGATED?
- HOW RECENT WAS THE ALLEGED MALTREATMENT AND IS THE CHILD STILL IN DANGER?

TIME LINE

Week of June 3:

- Train the Trainer

Week of June 24:

- Supervisor and Manager Training

Beginning July 6:

- Counselor Training Begins on Weekends

October 7:

- Counselor Training Concluded

StateWide Rollout

The following changes will be implemented once all Hotline Command Center training has concluded.

Assignment County

Intakes will be assigned based on the household where the alleged maltreatment occurred.

Household Composition

Intake participants will be those residing in the household where the alleged maltreatment occurred.

Background Checks

The Command Center will conduct background checks on all of the household participants. When the CPI determines that additional background checks are necessary these will be submitted through the established rechecks protocols.

Should you need to reach the Hotline for follow up regarding a screening decision, please call (850) 487-6054. The State of Florida appreciates your vigilance in support of children and vulnerable adults!

