



State of Florida  
Department of Children and Families

Ron DeSantis  
Governor

Shevaun L. Harris  
Secretary

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**DATE:** June 14, 2022

**TO:** Child Protection Directors  
Florida Abuse Hotline Director  
Sheriff Offices Conducting Child Protective Investigations

**THROUGH:** Taylor Hatch, Deputy Secretary

**FROM:** Jess Tharpe, Assistant Secretary for Child & Family Well Being

**SUBJECT:** Update to CFOPs 170-5 Chapter 1: Investigations Involving Multiple Counties, and 170-2 Chapter 7: Screening Decision and Response Time for Child Intakes

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**PURPOSE:** The purpose of this memorandum is to provide notification of a policy update to CFOP 170-5, Chapter 1: Investigation Involving Multiple Counties, and CFOP 170-2, Chapter 7: Screening Decision and Response Time for Child Intakes, specifically regarding the automatic assignment of the initial response time of "immediate" for all intakes involving multiple counties.

**BACKGROUND:** CFOP 170-5, Chapter 1, section 1-2(b) currently directs the Hotline to assign a response time of immediate whenever an intake is received that involves multiple counties, meaning the focus household is in one county and the victim(s) are located in another county or counties, regardless of the circumstances of the allegations. The purpose was to ensure a coordinated response and communication when the victim(s) were in a county, other than the household of focus county when an intake was received.

**NEW INFORMATION:** Effective immediately, the Hotline will assign the response time for all intakes based on the likelihood of present or impending danger or specific statutory requirements as directed in CFOP 170-2, Chapter 7: Screening Decisions and Response Time for Child Intakes. The Hotline will only assign an immediate response to intakes that meet the criteria. This memo will override the current CFOP until the update is completed. All counties involved will receive a notification with the assigned response time as FSFN does not currently allow for multiple response times on one intake, but the response time will be based on the specific circumstances in the allegations. A coordinated response and communication are still required between all counties involved.

**ACTION REQUIRED:** Please share this memorandum with all Hotline staff, child protective investigators, sheriff offices conducting child protective investigations, case managers, and other child welfare professionals as appropriate.

**CONTACT INFORMATION:** If you have any questions regarding these procedures, please contact Kristen Puckett, CPI Specialist, at [Kristen.Puckett@myflfamilies.com](mailto:Kristen.Puckett@myflfamilies.com), or Tyler Tuszynski, Director of Policy, at [Tyler.Tuszynski@myflfamilies.com](mailto:Tyler.Tuszynski@myflfamilies.com).

cc: Community-Based Care Lead Agency CEOs  
Grainne O'Sullivan, Director of Children's Legal Services

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Mission: Work in Partnership with Local Communities to Protect the Vulnerable, Promote Strong and Economically Self-Sufficient Families, and Advance Personal and Family Recovery and Resiliency