



State of Florida  
Department of Children and Families

Ron DeSantis  
Governor

Chad Poppell  
Secretary

**DATE:** February 26, 2020

**TO:** Regional Managing Directors  
Sheriff's Offices Conducting Child Protective Investigations

**THROUGH:** Patricia Babcock, Deputy Secretary *fb*

**FROM:** Patricia Medlock, Assistant Secretary for Child Welfare *pm*  
Robert Anderson, Assistant Secretary for Operations *ra*

**SUBJECT:** Child Protective Investigation Notifications to the Agency for Persons with Disabilities (APD) and Agency for Health Care Administration (AHCA)

**PURPOSE:** The purpose of this memorandum is to reinforce the notification policy required when a child protective investigator (CPI) investigates a case involving a child in a facility or home licensed by APD or AHCA.

**BACKGROUND:** The standard for timely notification to APD and AHCA is defined in s. 39.302(1), Florida Statutes (F.S.), which directs child protective investigators to notify the appropriate licensing agency upon receipt of a report alleging any individual acting in an official capacity that has abused, neglected, or abandoned a child.

Section 39.302(2), F.S., authorizes the Department to restrict the subject's access to children in the facility up to 90 days pending the outcome of an investigation when there is some evidence that child abuse, abandonment, or neglect has occurred and there is threatened harm to the physical health, mental health, or welfare of the children.

**ACTION REQUIRED:** To operationalize the notification process, child protective investigators shall notify AHCA at [CAU@ahca.myflorida.com](mailto:CAU@ahca.myflorida.com) and APD using the regionally-based email mailbox (see regional contact list attachment) to meet the statutory mandate for timely notification, using the process outlined below.

**REMINDER:** Any email containing client identifying information must be encrypted. To encrypt an email coming from DCF Outlook, the word "Encrypt" must be the first word in the subject line (i.e., *Encrypt DCF Report Notice*).

1. Upon receipt of a report alleging abuse, neglect or abandonment on any child in an APD or AHCA licensed facility or home, the CPI will provide the following information in a **written email notification:**

Name of Facility  
Child's Name  
Alleged Caretaker's Name  
Intake Number  
Date Received

1317 Winewood Boulevard, Tallahassee, Florida 32399-0700

2. If the initial report does not identify the alleged child's name or caretaker's name, upon determination of the above the CPI must submit the email notification with the same information identified in number 1 above, no later than the next business day.
3. At closure of the investigation, the CPI will submit an email notification providing the following information:

Name of Facility  
Child's Name  
Alleged Caretaker's Name  
Intake Number  
Date Closed  
Findings

The CPI is responsible for determining if the subject's access should be restricted from having contact with children at the licensed facility, per s. 39.302(2), F.S. The CPI shall notify APD or AHCA immediately when enforcing the restriction, as well as when the restriction is lifted.

The CPI shall ensure all institutional cases receive an institutional staffing. An initial staffing shall occur within the first two weeks of receipt of the investigation. All parties with pertinent information, to include the licensing authority (APD or AHCA), shall be notified. If an investigation closure decision is not known at the time of the staffing, a follow-up staffing shall occur to include the same parties involved. CPI staff will notify the parties of the investigation outcome and how the investigation maltreatment(s) will be founded and closed.

**CONTACT INFORMATION:** If you have any questions or need clarification regarding this memorandum, please contact John Harper, Prevention and Child Protective Investigations Manager, at [John.Harper@myflfamilies.com](mailto:John.Harper@myflfamilies.com) or 850-717-4643 or Vanessa Snoddy, Case Management & Well Being Manager, at [Vanessa.Snoddy@myflfamilies.com](mailto:Vanessa.Snoddy@myflfamilies.com) or 850-717-4769.

cc: Regional Family and Community Services Directors  
Grainne O'Sullivan, Children's Legal Services  
Stefanie Camfield, Office of General Counsel  
Tom Rice, Agency for Persons with Disabilities  
Grendy Henry, Agency for Persons with Disabilities  
Kim Smoak, Agency for Health Care Administration  
Center for Child Welfare

Attachment:  
APD Regional Contact List



APD: mailboxes and regional contacts for receiving information related to DCF investigations

as of : 02/13/2020

| Region    | Mailbox Address                            | Afterhours/Weekend Contact for DCF Communications  | County(s)   |
|-----------|--|--|---|
| Northwest | northwestregioninvestigations@apdcares.org | Nicole Miller (850) 519-2401<br>Linda Donar ( 850) 445-6539  | Bay, Calhoun, Escambia, Franklin, Gadsden, Gulf, Holmes, Jackson, Jefferson, Leon, Liberty, Okaloosa, Santa Rosa, Wakulla, Walton, and Washington                                 |
| Northeast | northeastregioninvestigations@apdcares.org | Leslie Richards<br>Robin Keller<br>Field Office 3 Gainesville 904-567-4806<br>Field Office 4 Jacksonville 904-567-4801<br>Field Office 12 - 904-567-4805 | Alachua, Bradford, Columbia, Dixie, Gilchrist, Hamilton, Lafayette, Levy, Madison, Putnam, Suwannee, Taylor and Union, Baker, Clay, Duval, Nassau, St. Johns, Flagler and Volusia |
| Central   | centralregioninvestigations@apdcares.org   | Jeannette Estes 407-398-9848<br>Carla Bettis 863-255-2695  | Brevard, Orange, Osceola and Seminole, Citrus, Hernando, Lake, Marion and Sumter, Hardee, Highlands and Polk  |
| Southeast | southeastregioninvestigations@apdcares.org | Heather Battista 957-993- 7073<br>Rita Castor 561-568-0795   | Broward, Indian River, Martin, Okeechobee, Palm Beach and St. Lucie   |
| Southern  | southernregioninvestigations@apdcares.org  | Kirk Ryon 305-377-7436<br>Hillary Jackson 786-367-1007   | Miami-Dade and Monroe   |
| Suncoast  | suncoastregioninvestigations@apdcares.org  | Johnnie Coleman 813-233-4314<br>Michael Taylor 813-233-4311  | Charlotte, Collier, DeSoto, Glades, Hendry, Hillsborough, Lee, Manatee, Pasco, Pinellas and Sarasota  |