



## 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!**