



**State of Florida**  
**Department of Children and Families**


**Ron DeSantis**  
Governor

**Shevaun L. Harris**  
Secretary

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**DATE:** July 26, 2022

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

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

**SUBJECT:** REVISED 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: Investigations Involving Multiple Counties, and CFOP 170-2 Chapter 7: Screening Decision and Response Time for Child Intakes, specifically regarding the assignment of intakes involving multiple counties.

**BACKGROUND:** CFOP 170-5, Chapter 1: Investigations Involving Multiple Counties, sections 1-2 and 1-3, along with CFOP 170-2, Chapter 7: Screening Decision and Response Time for Child Intakes, section 7-5a.(4)(d), currently outlines the procedures for the Hotline to assign an immediate response time to all intakes involving concurrent counties and to call the immediate response to all counties involved (household of focus county as well as the county (or counties) where the child (or children) is/are currently located).

**NEW INFORMATION:** Effective immediately, all concurrent assignments from the Hotline will be suspended, and the Hotline will assign the intake based on the location of the child victim. In addition, the response time for all intakes will be 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. The Hotline will also no longer call the intake out to multiple counties. The intake will be assigned to the location of the victim/child. Any Out-of-Town Inquiries (OTIs) or transfers will be initiated by the assigned CPI unit according to the Statewide OTI policy. A coordinated response and communication are still required between all counties involved. This memo will override the current CFOP until the update is completed and will sunset at the time the CFOP update is completed.

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

2415 North Monroe Street, Suite 400, Tallahassee, Florida 32303-4190

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**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: Regional Family Well-Being Directors  
Community Based Care Lead Agency CEOs  
Grainne O'Sullivan, Director of Children's Legal Services