



State of Florida
Department of Children and Families

Ron DeSantis
Governor

Shevaun L. Harris
Secretary

DATE: December 30, 2024

TO: Child Protection Directors

FROM: Kate Williams, Assistant Secretary for Child & Family Well-Being *KW*

SUBJECT: Requirements of CFOP 170-5, Chapter 15: Interviewing Children

PURPOSE: This memorandum serves to remind all Child Protection Investigators (CPIs) of the requirements outlined in CFOP 170-5, Chapter 15, as it relates to providing identification and informing parents of their rights and responsibilities at the onset of an investigation.

BACKGROUND: CFOP 170-5, Chapter 15, includes guidelines for introductory activities that must occur at commencement and initial contact during an investigation. These activities are essential for parents to verify the identity of a CPI and be fully informed of their rights and responsibilities as part of the investigative process.

INFORMATION FOR CPIs: This is a reminder to all CPIs regarding the identification requirements outlined in CFOP 170-05, Chapter 15. At the onset of any investigation, it is mandatory for CPIs to provide identification to the parent or legal guardian. Investigators must present their agency credentials and provide a current business card containing their name, title, and contact information including an accurate phone number for their supervisor.

Additionally, investigators must ensure that parents receive the "Child Protection: Your Rights and Responsibilities" pamphlet, including a verbal explanation of the child protective investigation process and their rights as outlined in the pamphlet. If a parent requests a way to validate the investigator's identity, the CPI must provide the QR code located on the back of their badge, which links to the Florida Abuse Hotline for verification purposes or facilitate a phone call to the Hotline to verify the CPI's identity. To further reassure parents, CPIs should also offer to contact their supervisor or management directly via phone to confirm their identity.

These protocols are essential to establishing credibility and building rapport as well as maintaining trust and transparency with the families we serve. All investigators are responsible for ensuring their business cards and other identification materials are up to date before initiating investigations and for carrying proper identification with them at all times. Adherence to these requirements is not optional and must be followed consistently.

ACTION REQUIRED: Please share this memorandum with all staff responsible for conducting child protective investigations.

CONTACT INFORMATION: If you have any questions regarding this memo, please contact Shamara Anderson, CPI Policy Specialist, at Shamara.Anderson@myflfamilies.com.

cc: Community Directors
Grainne O'Sullivan, Director of Children's Legal Services

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