



Rick Scott, Governor
Mike Carroll, Secretary

Implementing and Managing an APS Centralized Intake Process

NAPSA Conference
August 29, 2018

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.

Workshop Overview

Florida Abuse Hotline and APS

- History
- Legislative Mandate
- Benefits and Barriers
- Function and Operation
 - Personnel
 - Budget
 - Process
- Technology
- Quality Assurance
- APS Policies/Practices



History of Florida Abuse Hotline

- 1963
 - Florida Legislation enacted
- 1971
 - Abuse Registry created
- 1977
 - Relocated to Tallahassee
- 1983
 - Abuse, Neglect, and Exploitation Act



History (continued)

- 1988
 - Electronic case management system used: Florida Protective Services System (FPSS)
- 2000
 - Elimination of the Florida Abuse Registry and creation of Florida Abuse Hotline
- 2007
 - Creation of SACWIS system used by Child and Adult Protection (Florida Safe Families Network or FSFN)
- 2010
 - Hotline mandated to transfer callers to law enforcement when appropriate

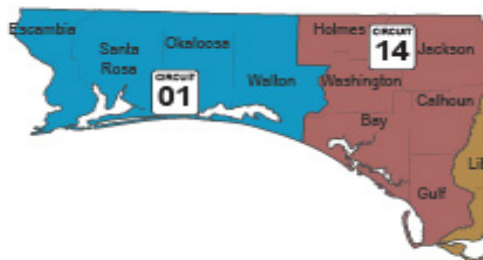


The Role of the Hotline

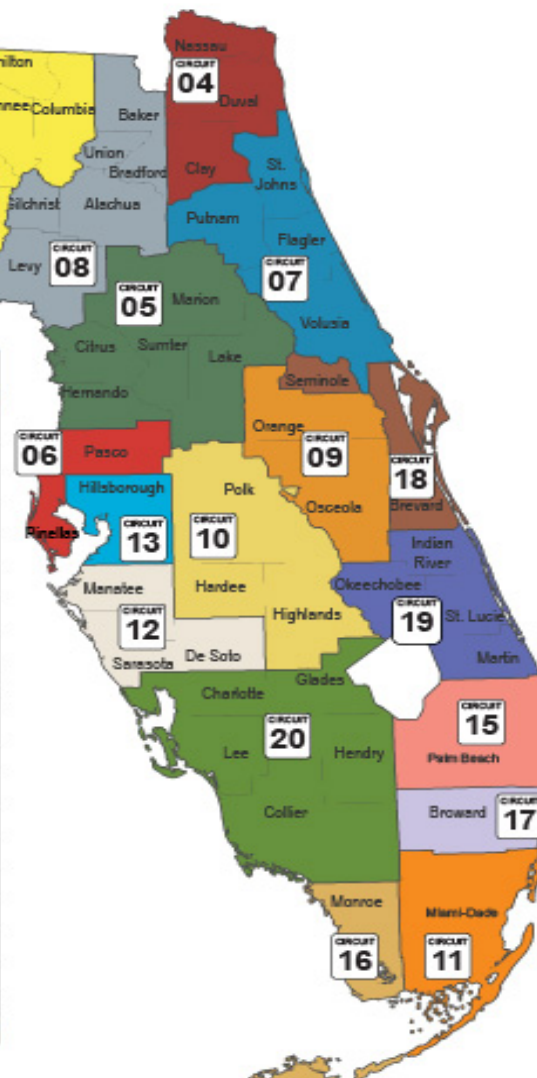
- **The Florida Abuse Hotline serves as the Central Reporting Center for allegations of Abuse, Neglect, and/or Exploitation for all children and vulnerable adults in Florida.**
- **The Hotline is Located at:**
 - **1317 Winewood Boulevard**
 - **Buildings 5&6, 4th Floor**
 - **Tallahassee, Florida 32399**
 - **Administration: (850) 487-6100**



Florida Circuits and Regions



LEGEND			
	Circuit	Region	Counties
	1	Northwest	Escambia, Okaloosa, Santa Rosa, Walton
	2		Franklin, Gadsden, Jefferson, Leon, Liberty, Wakulla
	14		Bay, Calhoun, Gulf, Holmes, Jackson, Washington
	3	Northeast	Columbia, Dixie, Hamilton, Lafayette, Madison, Suwannee, Taylor
	4		Clay, Duval, Nassau
	7		Flagler, Putnam, St. Johns, Volusia
	8	Central	Alachua, Baker, Bradford, Gilchrist, Levy, Union
	5		Citrus, Hernando, Lake, Marion, Sumter
	9		Orange, Osceola
	10	Central	Hardee, Highlands, Polk
	18		Brevard, Seminole
	6	SunCoast	Pasco, Pinellas
	12		DeSoto, Manatee, Sarasota
	13		Hillsborough
	20	SunCoast	Charlotte, Collier, Glades, Hendry, Lee
	15		Palm Beach
	17		Broward
	19	Southeast	Indian River, Martin, Okeechobee, St. Lucie
	11		Dade
	16	Southern	Monroe





Legislative Mandate

Chapter 415, Florida Statutes

415.103:

Central abuse hotline.—(1) The department shall establish and maintain a central abuse hotline that receives all reports made pursuant to s. 415.1034 in writing or through a single statewide toll-free telephone number. Any person may use the statewide toll-free telephone number to report known or suspected abuse, neglect, or exploitation of a vulnerable adult at any hour of the day or night, any day of the week.



Legislative Mandate

The central abuse hotline must be operated in such a manner as to enable the department to:(a) Accept reports for investigation when there is a reasonable cause to suspect that a vulnerable adult has been or is being abused, neglected, or exploited.

- (b) Determine whether the allegations made by the reporter require an immediate, 24-hour, or next-working-day response priority.
- (c) When appropriate, refer calls that do not allege the abuse, neglect, or exploitation of a vulnerable adult to other organizations that might better resolve the reporter's concerns.



What is the Function of the Hotline?

- Assess calls for Child Abuse, Neglect and Abandonment
- Assess calls for Vulnerable Adult Abuse, Neglect, Exploitation and Self-Neglect
- Provide Information and Community Referrals
- Partner with DCF Investigative Staff, Law Enforcement, and others by providing accurate, timely, and comprehensive documentation.



Benefits

- Standardization of applying intake criteria
- Vulnerable populations can receive emergency services at any time
- Standardized statewide agreements with stakeholders (private community and other state agencies)
- Maintains a centralized crime intelligence unit (CIU) to provide background checks on initial report intakes
- Accountability



Barriers

- Funding to implement and maintain
- Requires learning policies for Child Welfare and Adult Protective Services
- Maintaining appropriate staffing for 24/7 operation
- Must operate during disasters
- Cultural competency and sensitivity training – no closure for counselors
- Reporters with limited information



Hotline Operations

- Staffing

- 205 Hotline Counselors
- 29 Supervisors
- 35 Crime Intelligence techs and analysts
- 8 Quality Assurance staff
- 10 Management positions (trainers, specialists, managers)

Annual budget: \$18 million (\$15 million specifically designated for staffing)



Personnel Requirement's

- Hotline Counselors are required to have a Bachelor's Degree (preferably in a social services field, but not a requirement).
- They are required to attend training and pass written exam.
- Average pre-service class of 20 participants



Training Requirements

- 12 weeks total for pre-service training. 9 weeks' classroom training; 3 weeks' practicum (taking live calls)
- The break down for the 9 weeks of classroom is approximately 6 weeks for child training; and, 3 weeks for APS training.
 - It should be noted that during the child training, the trainees are taught how to utilize all systems for searching and report entry (1 week). Since the same system of entry is utilized for both child and adult reports, when the class transitions to APS training, the focus is to teach the differences between child and adult report entries.



Training Requirements

- There are various quizzes throughout training.
- There are 4 exams provided during pre-service: Child Exam, Vulnerable Adult Exam, Systems Exam, and a Post Test Exam (contains both child and adult policy questions).
- The expectation is that trainees will score 80% or above on each quiz and exam. If the 80% score is not met, the training manager will meet with Hotline Leadership to discuss the trainees overall progress and demonstrated ability to perform the job.
- Successful completion of pre-service training is a condition of continued employment as a hotline counselor.



Training Mediums

The entire pre-service training uses a variety of training platforms:

- Classroom lecture
- Role play activities
- Videos
- Variety of group and individual activities such as: listening to actual audio of calls and processing as a group
- Processing live calls under guidance of trainers

The Role of the Counselor



- ❖ Know and understand Florida Statutes, Administrative Code, CFOP
- ❖ Assess Abuse, Neglect, and Exploitation
- ❖ Provide Referrals
- ❖ Assist Out of State Inquiries
- ❖ Background Checks



Can the Hotline Accept a Report

- ❖ **Jurisdiction is defined in Chapter 415 of the Florida Statutes.**
 - Vulnerable Adult Victim
 - Alleged Perpetrator (Caregiver- Non-Caregiver)
 - Resident of Florida or a Means to Locate in Florida
- ❖ **Reasonable Cause to Suspect Harm**



Hotline Staff Operation

Once a report is assessed to be “screened in”, Hotline staff must:

- Immediately identify and locate prior reports of abuse, neglect, self-neglect or exploitation through the central abuse hotline.
- Upon receiving an oral or written report of known or suspected abuse, neglect, or exploitation of a vulnerable adult, the central abuse hotline must determine if the report requires an immediate onsite protective investigation.



Hotline Staff Operation (cont.)

- For reports requiring an immediate onsite protective investigation, the hotline must immediately notify the department's designated protective investigative staff responsible for to ensure prompt initiation of an onsite investigation.
- For reports not requiring an immediate onsite protective investigation, the hotline must notify the department's designated protective investigative staff in sufficient time to allow for an investigation to be commenced within 24 hours.



Hotline Staff Operation (cont.)

At the time of notification of local staff with respect to the report, the central abuse hotline must also provide any known information on any previous report concerning a subject of the present report or any pertinent information relative to the present report or any noted earlier reports. If the report is of known or suspected abuse of a vulnerable adult by someone other than a relative, caregiver, or household member, the report shall be immediately transferred to the appropriate county sheriff's office.



Hotline Process

Hotline counselors can receive complaints via:

- Telephone 1-800-96 ABUSE
- Fax 1-800-914-0004
- Online Web reporting

<https://reportabuse.dcf.state.fl.us/Adult/AdultForm.aspx>



Hotline Process

Once the Hotline counselor completes an assessment of the complaint:

- Information is entered directly into the electronic case management system, Florida Safe Families Network (FSFN)
- Report is transferred to the CIU unit to complete criminal history checks
- Report is electronically sent to local units

*** Only 1 hour to complete the above tasks***



The Protective Investigation Process

- Commence investigation within 24 hours of receiving report
- Determine any indicators of abuse, neglect or exploitation
- Assess safety and risk of further harm
- Determine need for services
- Complete investigation within 60 days



Hotline Technology

All information is entered and maintained in Florida Safe Families Network system which is used by:

- Hotline counselors
- CIU staff
- APS Operations
- Service Providers

FSFN is the official case record



Hotline Technology

VERIENT: computer system that aids in planning and forecasting staffing levels for Hotline, including data matrix that records all computer screens and phone calls to the Hotline.

CRM: Client Records Management (backup system)

ACCURINT: data linking system that provides demographic and location information for subjects in a report.

This system incorporates information from the following sources:



Hotline Technology (cont.)

- Unites States Postal Service
- ACCESS (Food stamp/Medicaid/cash assistance)
- Vital Statistics
- Judicial Inquiry System – court system information, vehicle and drivers license information
- NCIC – National Crime Information Center (Child Protective Services ONLY)
- FCIC – Florida Crime Information Center
- Florida Administrative Messages – referrals to law enforcement



Hotline Quality Assurance

- Florida Abuse Hotline has 8 QA staff that consist of 3 Review Specialists and 5 Field Feedback Specialists dedicated to conducting Quality Assurance reviews
- 4 reviews per month per counselor (2 child and 2 adult)
- 44% of Screened out reports

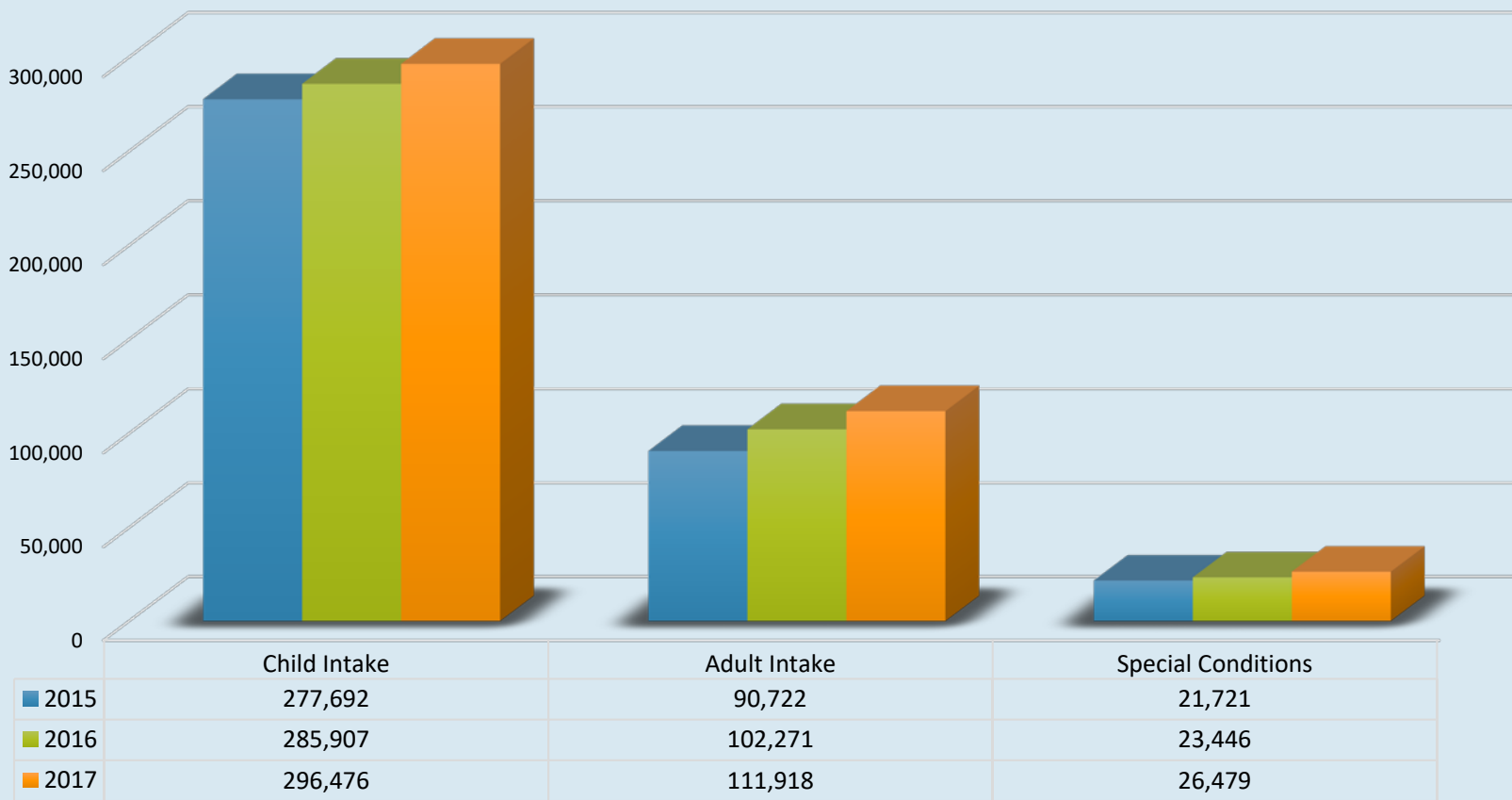
Specialists also conduct reviews on cases brought to their attention via the Field Feedback form.

Frontline staff use this form if they feel there is an error on the intake report.

<http://apps.dcf.state.fl.us/hotline/>

Hotline Statistics

Total Assessments Completed by Program by Calendar Year



	2015	2016	2017
Total Assessments	390,135	411,624	434,873



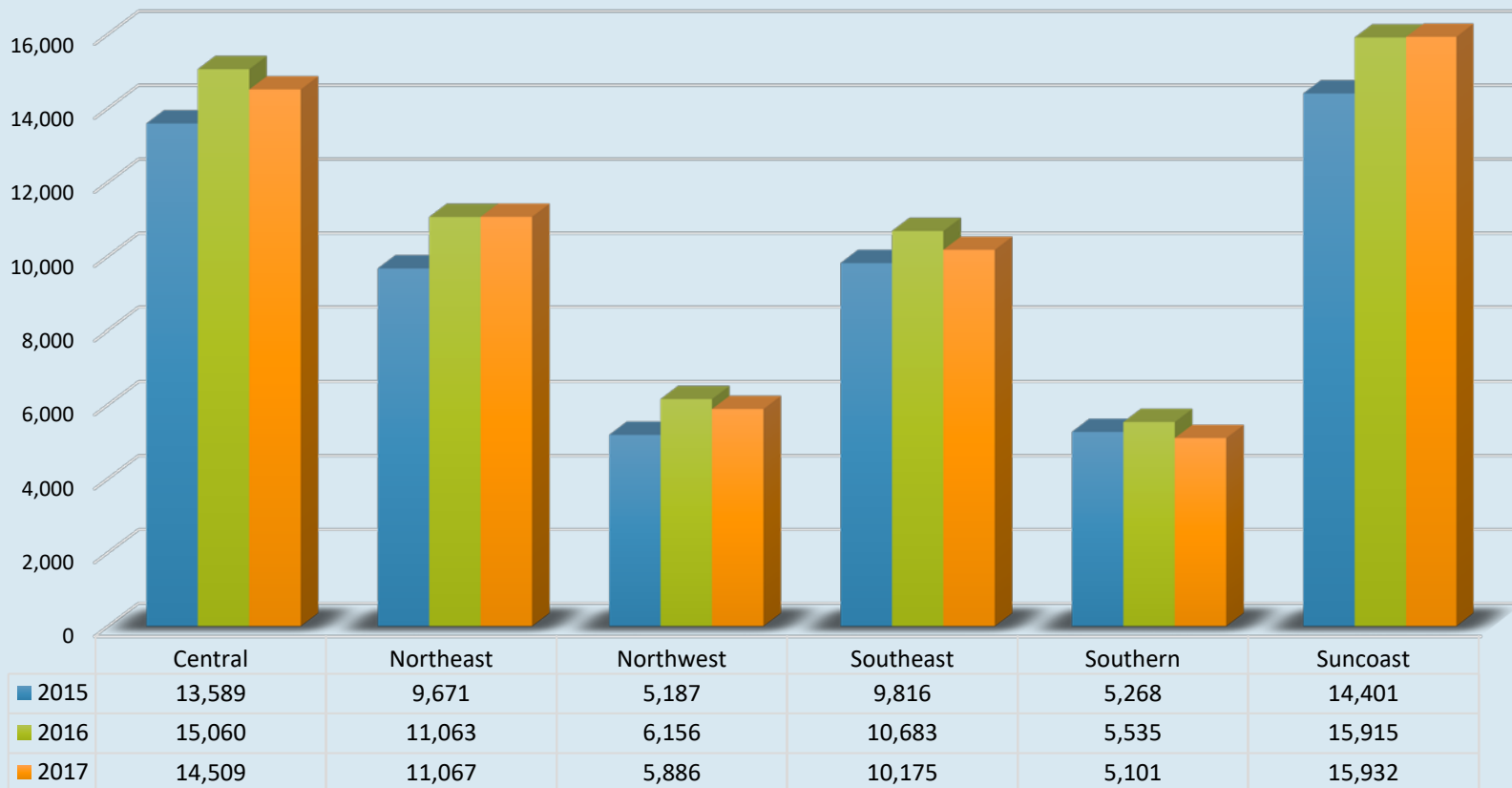
Hotline Stats

Adult Program

Adult Intakes	2015	Percent of Total	2016	Percent of Total	2017	Percent of Total
Initial Screened In	47,600	52.47%	51,793	50.64%	50,562	45.18%
Additional Screened In	3,050	3.36%	3,687	3.61%	2,828	2.53%
Supplemental Screened In	7,282	8.03%	8,932	8.73%	9,280	8.29%
Screen Out	32,790	36.14%	37,859	37.02%	49,248	44.00%
Total Adult Intakes	90,722		102,271		111,918	

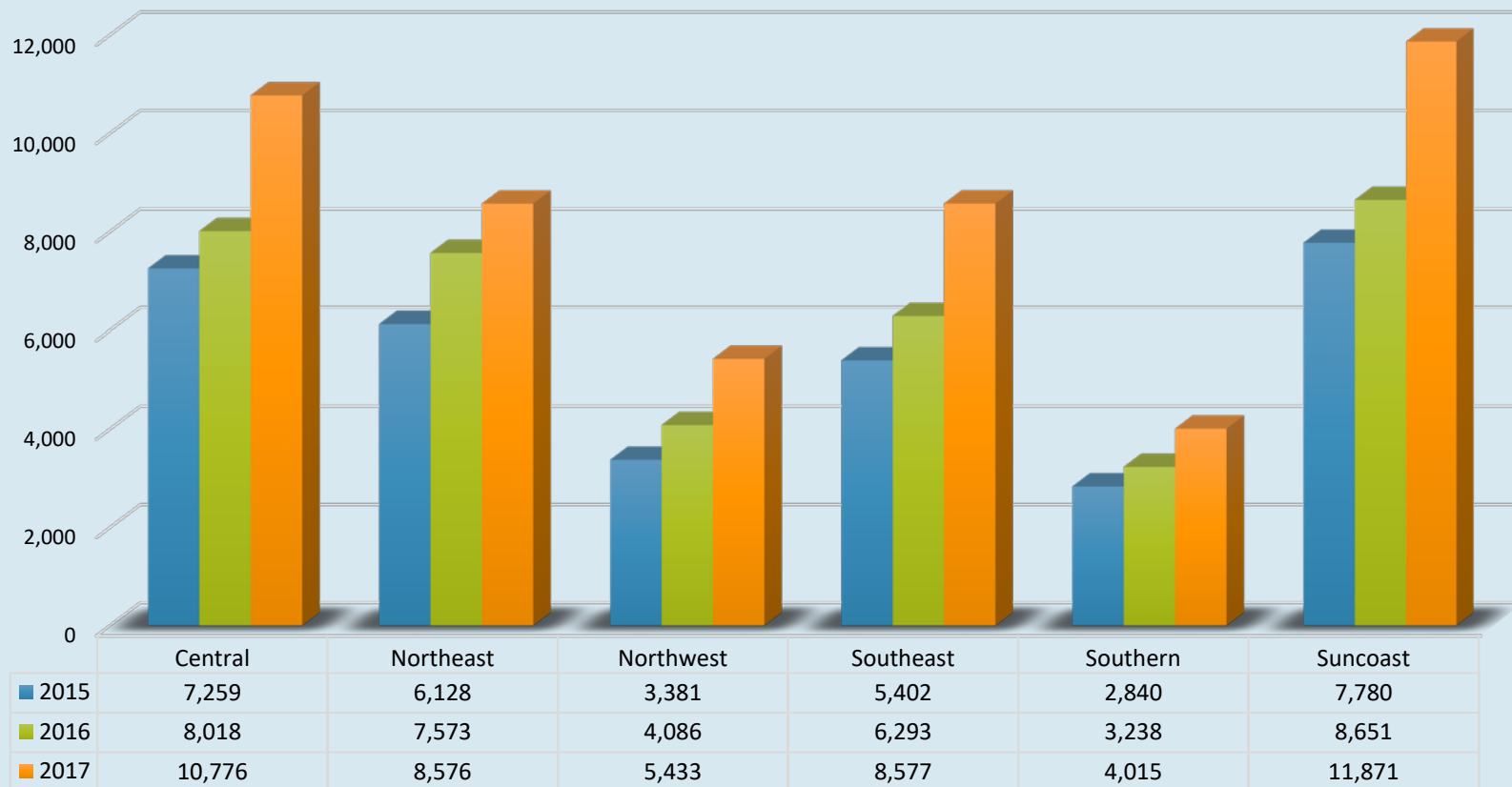
Hotline Stats (cont.)

Adult Intakes Screened In by Region by Calendar Year



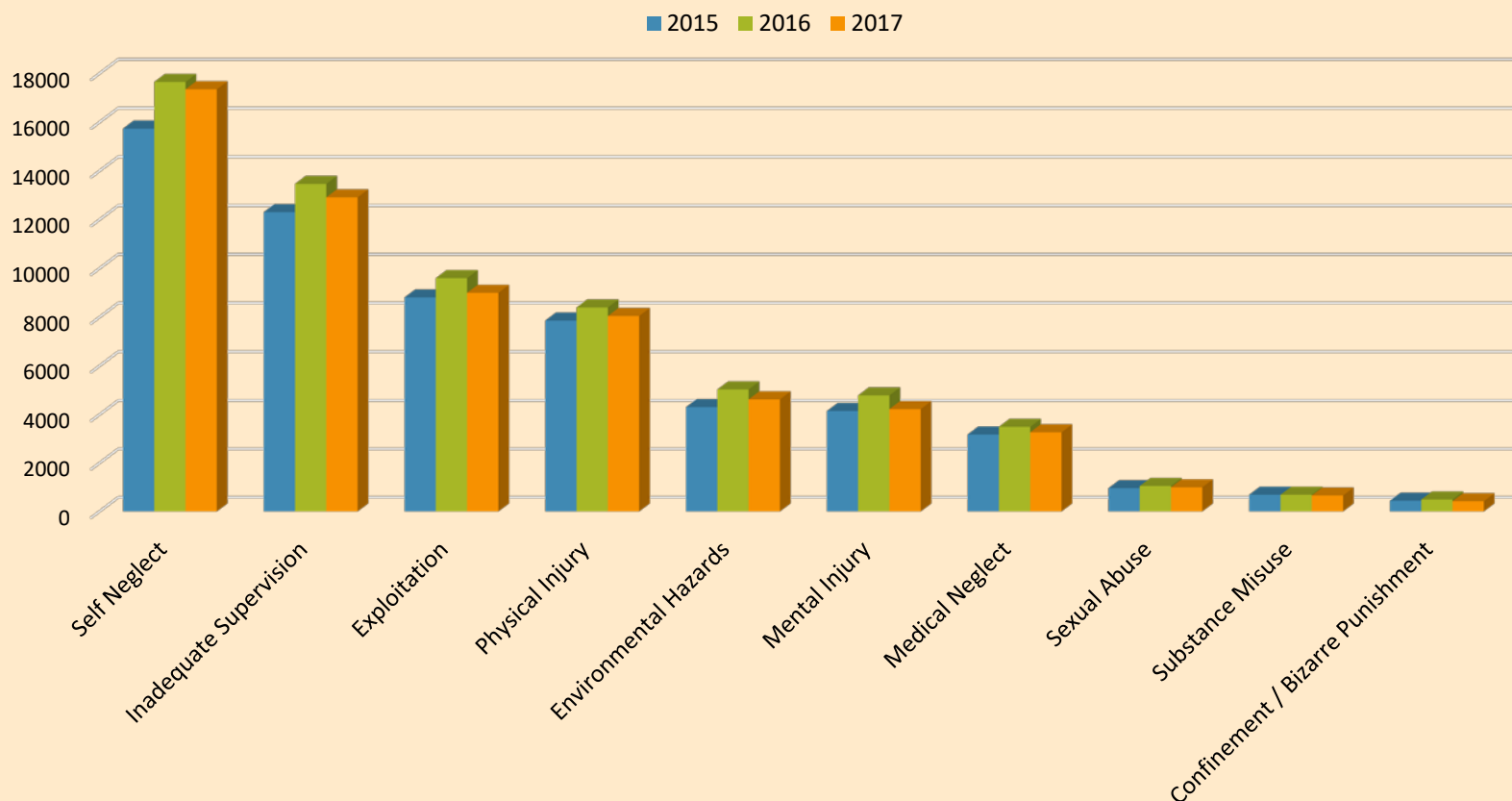
Hotline Stats (cont.)

Adult Intakes Screened Out by Region by Calendar Year



Hotline Stats (cont.)

Top 10 Adult Maltreatments Screened In by Calendar Year



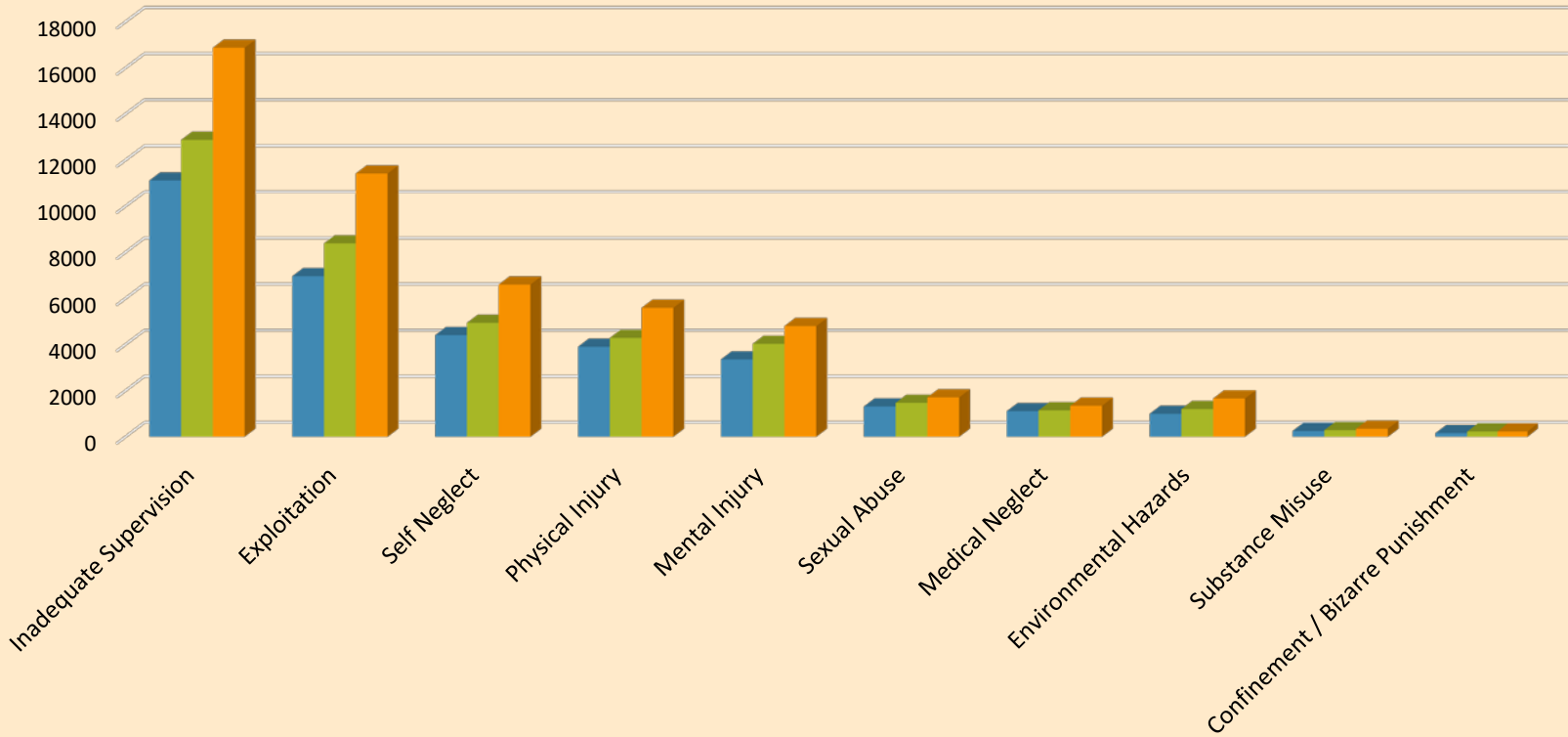
Hotline Stats (cont.)

Maltreatment	2015	Percentage of 2015 Total	2016	Percentage of 2016 Total	2017	Percentage of 2017 Total
Self Neglect	15,736	26.5%	17,653	26.9%	17,351	27.7%
Inadequate Supervision	12,310	20.7%	13,471	20.5%	12,917	20.6%
Exploitation	8,809	14.8%	9,601	14.6%	8,998	14.4%
Physical Injury	7,861	13.2%	8,399	12.8%	8,048	12.9%
Environmental Hazards	4,310	7.2%	5,033	7.7%	4,626	7.4%
Mental Injury	4,147	7.0%	4,790	7.3%	4,228	6.8%
Medical Neglect	3,179	5.3%	3,494	5.3%	3,268	5.2%
Sexual Abuse	961	1.6%	1,051	1.6%	999	1.6%
Substance Misuse	690	1.2%	689	1.0%	657	1.1%
Confinement / Bizarre Punishment	444	0.7%	492	0.7%	424	0.7%
Bone Fracture	386	0.6%	398	0.6%	405	0.6%
Malnutrition/Dehydration	244	0.4%	236	0.4%	251	0.4%
Asphyxiation	164	0.3%	163	0.2%	146	0.2%
Death	139	0.2%	149	0.2%	137	0.2%
Burns	48	0.1%	74	0.1%	45	0.1%
Caregiver Unavailable	25	0.0%	32	0.0%	21	0.0%
Internal Injuries	17	0.0%	10	0.0%	38	0.1%
Grand Total	59,470		65,735		62,559	

Hotline Stats (cont.)

Top 10 Adult Maltreatments Screened Out by Calendar Year

■ 2015 ■ 2016 ■ 2017



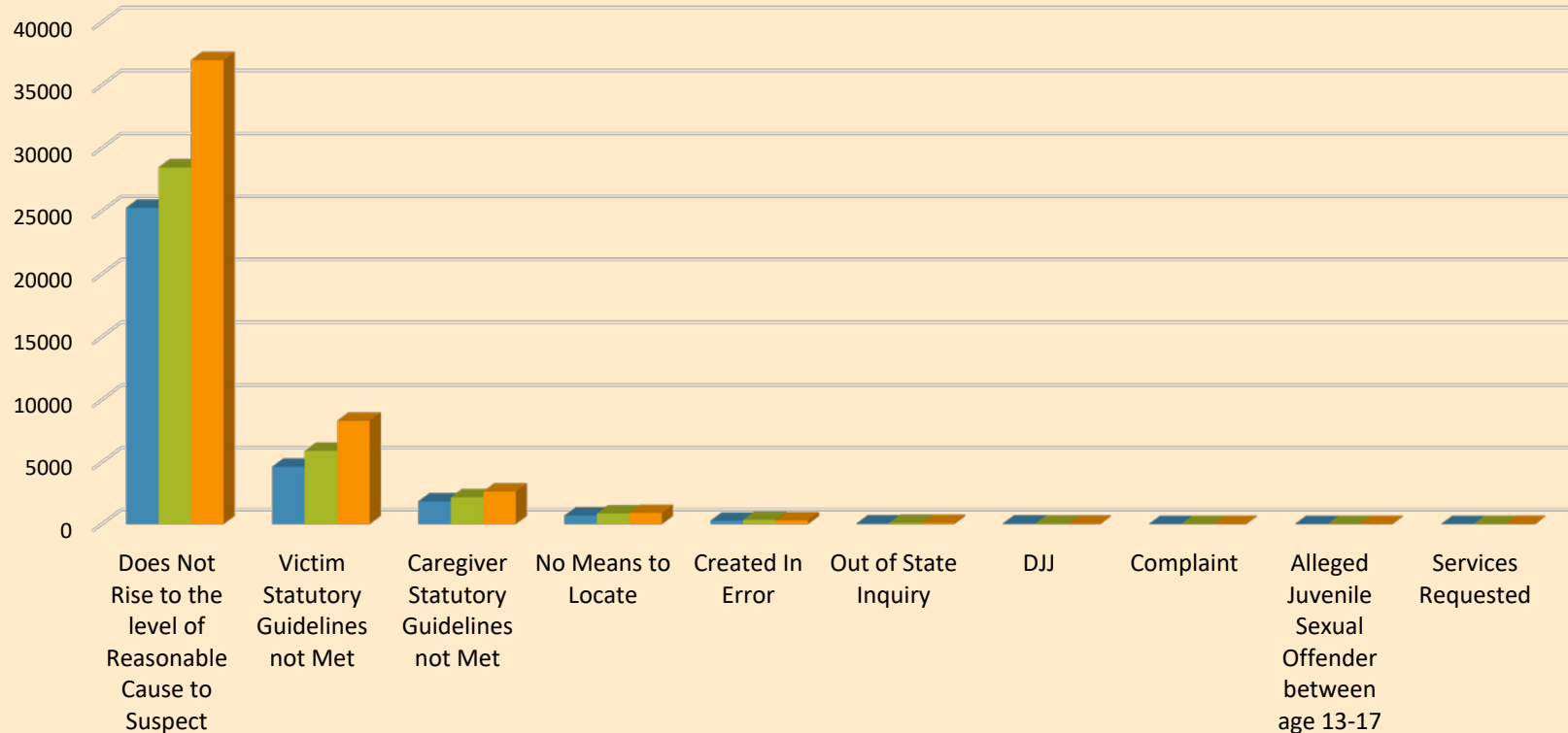
Hotline Stats Cont.

Maltreatment	2015	Percentage of 2015 Total	2016	Percentage of 2016 Total	2017	Percentage of 2017 Total
Inadequate Supervision	11,113	33.0%	12,874	33.0%	16,874	33.2%
Exploitation	6,961	20.6%	8,384	21.5%	11,415	22.4%
Self Neglect	4,402	13.1%	4,935	12.6%	6,598	13.0%
Physical Injury	3,901	11.6%	4,282	11.0%	5,589	11.0%
Mental Injury	3,352	9.9%	4,024	10.3%	4,797	9.4%
Sexual Abuse	1,312	3.9%	1,470	3.8%	1,706	3.4%
Medical Neglect	1,107	3.3%	1,145	2.9%	1,345	2.6%
Environmental Hazards	996	3.0%	1,203	3.1%	1,659	3.3%
Substance Misuse	249	0.7%	285	0.7%	347	0.7%
Confinement / Bizarre Punishment	158	0.5%	228	0.6%	228	0.4%
Death	47	0.1%	72	0.2%	86	0.2%
Bone Fracture	46	0.1%	47	0.1%	68	0.1%
Asphyxiation	45	0.1%	58	0.1%	56	0.1%
Malnutrition/Dehydration	14	0.0%	16	0.0%	27	0.1%
Burns	10	0.0%	9	0.0%	21	0.0%
Internal Injuries	8	0.0%	20	0.1%	24	0.0%
Caregiver Unavailable	5	0.0%	6	0.0%	13	0.0%
Grand Total	33,726		39,058		50,853	

Hotline Stats Cont.

Adult Screened Out Reasons by Calendar Year

2015 2016 2017



Hotline Stats Cont.

Reason for Screen Out	2015	Percentage of 2015 Total	2016	Percentage of 2016 Total	2017	Percentage of 2017 Total
Does Not Rise to the level of Reasonable Cause to Suspect	25,260	77.0%	28,459	75.2%	36,980	75.1%
Victim Statutory Guidelines not Met	4,639	14.1%	5,912	15.6%	8,332	16.9%
Caregiver Statutory Guidelines not Met	1,837	5.6%	2,167	5.7%	2,633	5.3%
No Means to Locate	691	2.1%	860	2.3%	897	1.8%
Created in Error	269	0.8%	338	0.9%	287	0.6%
Out of State Inquiry	54	0.2%	89	0.2%	91	0.2%
DJJ	37	0.1%	28	0.1%	22	0.0%
Complaint	2	0.0%	2	0.0%	1	0.0%
Alleged Juvenile Sexual Offender between age 13-17	1	0.0%	2	0.0%	1	0.0%
Services Requested	0	0.0%	2	0.0%	4	0.0%
Grand Total	32,790		37,859		49,248	

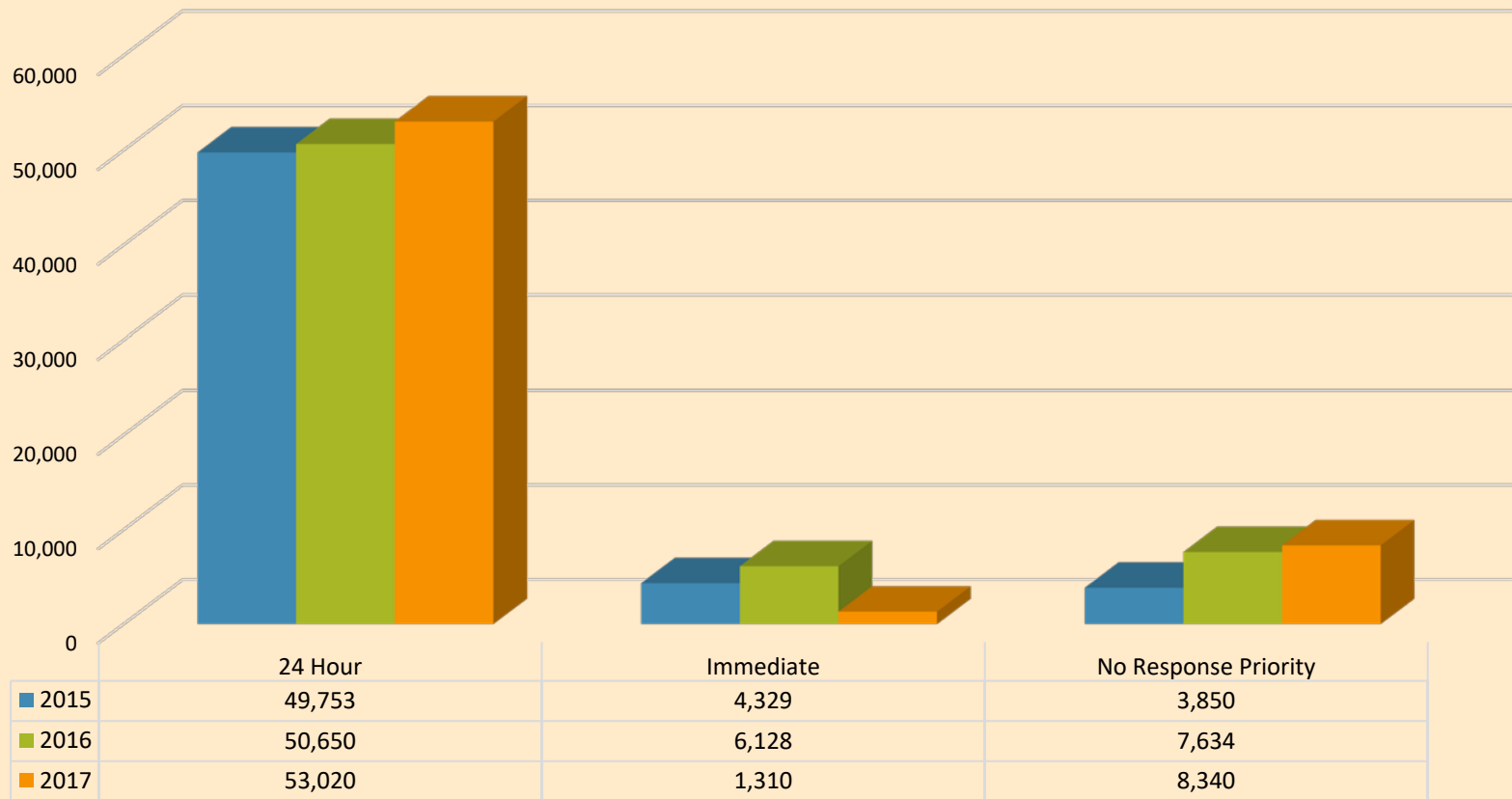


APS Policy Changes

- In response to rapidly increasing caseloads, Florida APS redesigned policy to benefit frontline staff:
 - The criteria necessary for an “immediate” (3 hour response) was made more stringent
 - Eliminated on-call duties for investigators.

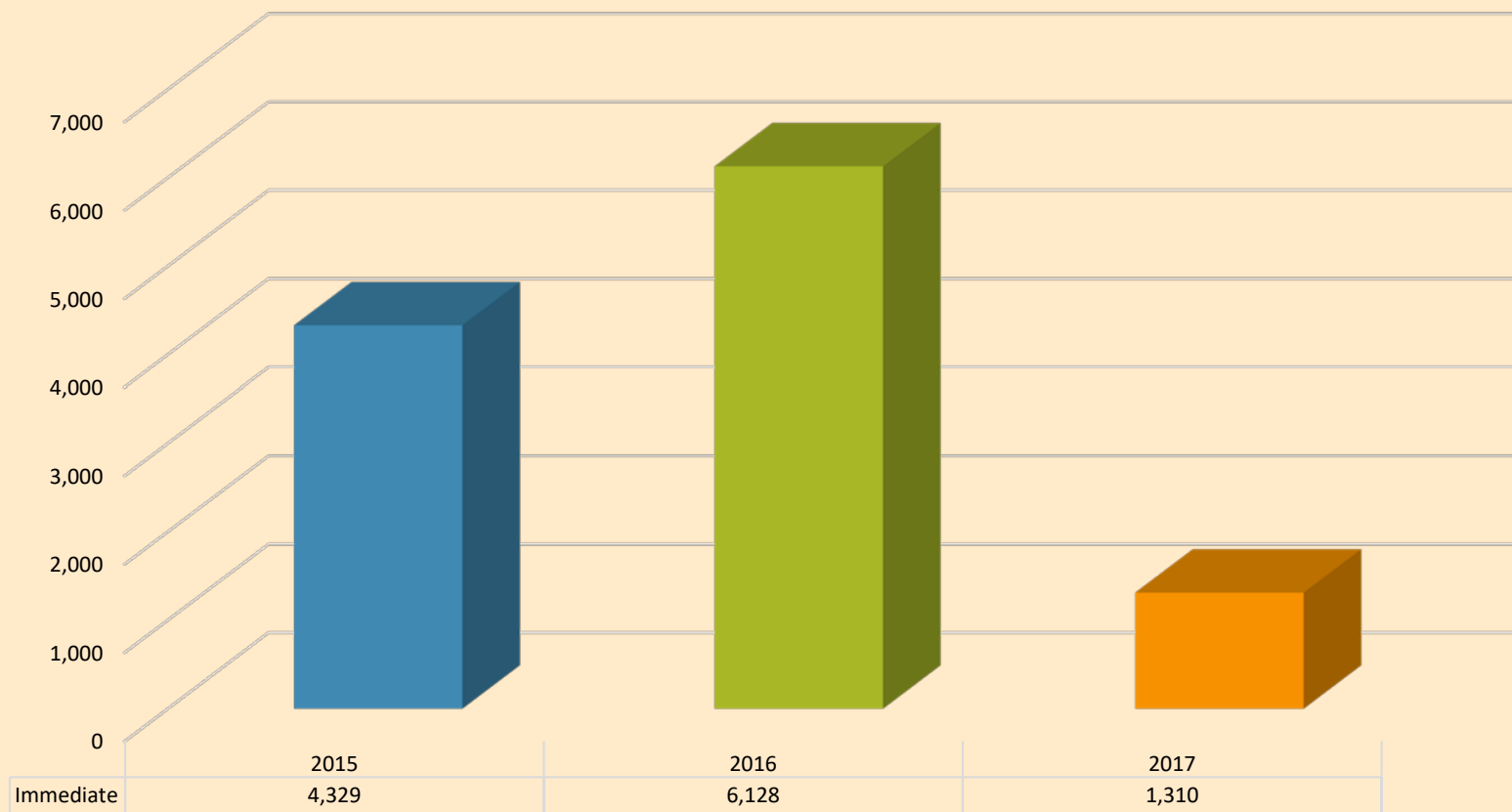
Hotline Stats

Screened In Adult Intake Response Priority by Calendar Year



Changes to Adult Immediates

Screened In Adult Immediate Intakes by Calendar Year





Adult Protective Services

Budget (FY 16-17):

• Adult Protective Services	\$37,851,091
• Home Care for Disabled Adults	\$1,987,544
• Community Care for Disabled Adults	\$2,041,955
• Temporary Emergency Shelter	\$435,843
TOTAL	\$42,316,433

• Staffing:

- 605 FTE
- 131 Program Management/Support
- 109 Services
- 365 Investigative (291 APIs)



Florida Abuse Hotline Call

Let's listen to a redacted telephone call to Florida Abuse Hotline





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