

## Hotline Leadership Team

**Kimberly Barrett**, Hotline Director  
**Chris Compton**, Hotline Deputy Director  
**Amy Andrews**, Systems Manager  
**Paul Berryman**, Business Manager  
**Nana Gatlin**, Human Resource Manager  
**Hank Lech**, Quality Assurance Manager  
**Mike Mathews**, I.T. Manager  
**Tiffany McGee**, Crime Intelligence Manager  
**Travis Paulk**, Terminal Agency Coordinator  
**Robert Yeager**, Call Center/Policy Manager  
**Zandra Odum**, Call Center Manager  
**Robert Schendowich**, Hotline Specialist

## Community Services



There are several different ways the Hotline provides direct volunteer services to the community: Tours, Shadowing, Community Training and Job Fairs.

Both community shadowing and trainings allow everyday citizens and mandatory reporters the opportunity to gain insight into how reports are assessed. In addition they learn vital statutory information about what Hotline counselors need to process and complete reports and other tasks.

Tours of the Hotline and job fairs provide the public a brief outlook regarding the type of people the Hotline hires and the technology that is used to process calls. A wide array of individuals ranging from attorneys and case managers to reporters and legislators visit the Hotline to learn how we operate.

## Community Referrals

### Agency for Health Care Administration (AHCA):

1-888-419-3456 Accepts complaints concerning HMO's and Home Health Care Services as well as quality of care issues.

### Domestic Violence Hotline:

1-800-500-1119 Provides referrals for shelters and crisis counseling.

### Food Stamps, Medicaid, and AFDC Access:

1-866-762-2237. Answers questions about food stamps, Medicaid, and AFDC. Also refers callers with complaints concerning anyone misusing AFDC for food stamps in Florida to the Fraud Hotline.

### Elder Helpline:

1-800-955-8771. Provides information regarding elder services within each Florida County

### Advocacy Center for Persons with Disabilities:

1-800-342-0823 Advocates for persons with a mental illness or a developmental disability by monitoring facilities and accepting complaints or rights violations.

### County Referrals:

(211) Provides referrals concerning low income housing, emergency food, financial assistance and available counseling services.

### Day Care Licensing:

Accepts complaints regarding child day care facilities.

### Long Term Care Ombudsman:

Advocates for people who live in nursing homes, assisted living facilities and adult family care homes:  
1-888-831-0404

### CINS/FINS:

Children in Need of Services/ Family in Need of Services. Not-for-Profit statewide association representing agencies which serve homeless, runaway and troubled youth ages 10 to 17 and their families.

### Elder Abuse Reporting:

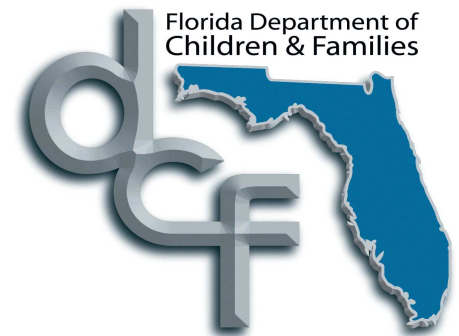
1-800-677-1116 (All States)

### Child Abuse Reporting:

1-800-422-4453 (All States)

### Sheriff's Office:

For non-jurisdiction calls



*"To help protect children and vulnerable adults from abuse, neglect, abandonment, and exploitation."*

1317 Winewood Boulevard  
Tallahassee, Florida 32399  
Main Office- (850)487-6100

### **REPORTING**

Phone: 1-800-962-2873

TTY: 1-800-453-5145

Fax: 1-800-914-0004

Web: <https://abuse-report-bc.dcf.state.fl.us/AbuseWebReport/AddReporterinfo.aspx>

## Who We Are



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 receives calls, faxes, and web based reports from citizens and professionals. The Hotline assesses the information provided by the caller and determines if the information meets Florida statutory criteria Ch. 39 and 415 to initiate an investigation conduct by the Department of Children and Families.

When parents can't, don't or won't protect their children, the Department of Children & Families steps in to help, providing a full spectrum of services, from parenting classes and respite care to transportation and child care. The goal of the Department is to keep children safe within their own families when possible.



## Crime Intelligence Unit

In conjunction with, the Florida Abuse Hotline, the **Crime Intelligence Unit** (CIU) was created on July 1, 2005. CIU has several distinct functions and responsibilities with the main function of being a centrally located computerized criminal history information center for all circuits in the State of Florida.

To ensure accountability and consistency, the CIU is responsible for providing timely and efficient criminal background checks for the Department of Children and Families' child/adult protective investigators and community based care workers.

Even though we are a non criminal justice agency, we are allowed to search criminal history information per Florida Statute 943.045. Through Florida Department of Law Enforcement Criminal Justice Agency User Agreement, the CIU has direct access to obtain criminal history information from FCIC, NCIC, and DJJ databases.

These criminal history checks are used for investigative purposes and non-licensed placements only. The information provides the child/adult investigators, community based care and service providers with any knowledge of potentially hazardous situations, threatened harm and criminal history of the subjects in the abuse reports to protect the investigators and Florida's most vulnerable citizens.

Upon investigation and placement purposes, the CIU receives requests for criminal history checks from field staff via phone (Helpline) and fax. Faxes are for recheck requests only.

## Important Stats

### How many contacts we received in total (Annual).

- Received: 433,395
- Answered: 407,058
- Abandoned: 26,337

### What percentage of those calls were reports.

- 71.4% of answered calls resulted in a report

### How many of the reports were child reports.

- Out of all the reports we took, 81.4% were child reports and 18.6% were adult reports

### Number of death reports we took.

- 197 adult death reports
- 462 child death reports

### Percentage of calls that came from mandated reporters.

- 49.16%

### How many immediate reports we received.

- 15% are immediate reports

### How many 24 hour reports.

- 86% are 24 hour reports

### How many in-home reports taken.

- 97%

### How many institutional reports.

- 3%

### Number of calls received by CIU.

- Received 123,665

### Number of calls to CIU planned for emergency placement.

- 11,203 planned placements