



**Crime Intelligence Unit
March 2010**

Crime Intelligence Unit Background Information

In 1998, the Florida Legislature designated the component of DCF that investigates allegations of abuse and neglect as a criminal justice agency (98-403 Laws of Florida, 943.045(10)(d) Florida Statutes (F.S.)). Pursuant to this legislative mandate, DCF signed a Criminal Justice User Agreement with the Florida Department of Law Enforcement (FDLE) on July 27, 1999. This agreement granted access to the Florida Crime Information Center (FCIC) and ultimately allowed DCF to process criminal history information requests for emergency placement of children with direct access to FCIC. When the need for criminal history information after hours was recognized the Hotline performed these checks after hours for emergency placement. In 2000, a District Task Force report for District 7 recommended a position for each PI unit for conducting background searches. In 2000, the Legislature allotted 48 Crime Intelligence Analyst FTE's to the Circuits. This resulted in 18 FCIC access sites in the Department and around the state. The FTE, budget, and rate were given to the districts. Some Circuits opted to change the class. As a result, districts varied on who performed criminal history record checks and the timeframes for completing them. Some Circuits had clerical staff conduct checks while others used screening units. Circuits indicated that a check was completed sometime before the investigation was closed, generally within a few weeks. Due to numerous restrictions on access and use of criminal history information by non-criminal justice agencies such as community based care and service providers, each Circuit had a Terminal Agency Coordinator (TAC), who was required to follow up with requestors and provide site security.

When surveyed in 2005, all Circuits indicated that it would be more efficient to have one centrally located unit with the necessary expertise and technology to conduct criminal history checks. The Circuits indicated that although very desirable, that it would be impossible to provide this information to investigators before they went into the field due to demand and staffing levels. At the time, the five sheriff's offices that contracted to provide protective investigations had analytical units that completed criminal checks on all reports for child program investigators but did not provide service to Community Based Care Providers or the adult program investigative offices. The analytical units were usually manned 8 to midnight weekdays.

The Crime Intelligence Unit (CIU) was created on July 1, 2005 to provide accountability, consistency, timeliness, and efficiency for completing criminal history record checks for DCF investigations and non-licensed placements for both the child and adult programs. Implementation was staggered and encompassed all Circuits by October 1, 2005. 45 Crime Analyst FTE positions were re-assigned from the field to the Hotline. In addition, 8 FTE positions were re-assigned from the Hotline Call Floor to the CIU. As a result, the CIU initially had one manager, 5 unit supervisors, and 48 FTE analyst/technician staff

members. The manager also served as the Department's TAC and Point of Contact with FDLE for investigation criminal history record checks. All FCIC terminals were moved to one access site negating the need for Circuit TAC's and 18 access sites.

Initially, criminal history information was faxed to the local field offices. However, in October 2006 criminal history became available to field staff real time using a system called Phoenix On-Line. This criminal history is purged after one business day in accordance with FDLE Policy not to create a secondary database.

In July, 2006, Hillsborough County Sheriff began providing child investigations with criminal records checks but the CIU continued to provide CBC and the Adult program.

In February 2007, Florida was the first state to implement the Adam Walsh Child Protection and Safety Act of 2006, which authorized the Department to search the National Crime Information Center (NCIC) for subjects of the abuse report 12 years and older for the purpose of child investigations.

In April 2007, the CIU began providing Community Based Care (CBC) providers with preliminary placement letters for subjects of emergency placements.

In May 2007, the CIU implemented e-mail notifications, concerning completed criminal history records, for the purpose of investigation and placements upon requests from the Circuits. The customer service survey was also implemented.

In July 2007, Citrus County Sheriff began providing child investigations with criminal records checks but the CIU continued to provide CBC and the Adult program.

In October 2008, the CIU began conducting criminal history checks for child protective investigations for Broward Sheriff on weekends and holidays.

In April 2009, the CIU changed weekend call out procedure to allow Circuits and counties to have flexibility and choice for weekend call outs of 24 hour response intakes.

In July 2009, the Department's Background Screening Coordinator was assigned to the CIU.

Crime Intelligence Unit Services and Responsibilities

The Crime Intelligence Unit has direct access to the FCIC and NCIC databases by means of the e-Agent application/browser and the Department of Juvenile Justice's Juvenile Justice Information System. The type of checks performed for investigations and placements depend on the program. The types of checks conducted by the CIU are as follows:

- FCIC
- FCIC sealed/expunged
- NCIC
- DJJ JJIS Juvenile Justice records
- Department of Corrections Website
- FDLE Sexual Predator Website

For the purpose of this review services and responsibilities are divided into three categories as follows: Intake Functions, Circuit Functions, and Department/Inter-Agency Functions.

Intake

Investigative Intake Criminal History Checks - For subjects of both adult and child programs in investigative intakes prior to intake assignment to investigative units. Checks include FCIC purpose code Q (12 years and older), FCIC sealed/expunged (12 years and older), NCIC (child only) (12 years and older), DOC (12 years and older), DJJ (12-26 years old), and the FDLE sexual predator database (12 years and older). (This is a service level improvement for both investigative programs as checks are provided to both programs and are conducted prior to intake assignment 24x7x365.).

Intake Assignment – CIU staff are responsible for assigning all intakes to investigative receiving units. (This is a service level improvement for the Hotline as intake assignment was previously assigned as a responsibility to the Hotline Call Floor).

Investigator Helpline – CIU staff are responsible for answering the investigator helpline to directly assist and/or transfer the investigator to the correct staff person for assistance. (This is a service level improvement for the Hotline as Hotline supervisors were previously assigned responsibility for the Helpline). This service is available 24x7x365.

Immediate Response Intake Call Outs – CIU staff are responsible for assignment of immediate intakes to the correct Investigative staff member which includes contacting the

on-call PI. This service is available 24x7x365. (This is a service level improvement for the Hotline as intake assignment was previously assigned as a responsibility to the Hotline Call Floor).

Weekend Intake Call Outs – CIU staff are responsible for 24 hour response intake call outs on weekends between the hours of 8am – 5pm. Procedure for calling out 24 hour intakes vary county to county and program to program. (This is a service level improvement for the Hotline as intake assignment was previously assigned as a responsibility to the Hotline Call Floor).

Circuit

Emergency Placements – Criminal history checks are conducted for both child/adult programs as well as Community Based Providers on caregivers, household members, and frequent visitors of non-licensed households when a placement must occur within 72 hours of removal. The same type of checks are conducted for emergency placements as investigations with the exception that NCIC can only be completed for child placements (18 years and older). Results of the criminal history check are provided to requestors within 2 hours of the request. Community Based Providers are provided with an assessment and preliminary placement letters. (This is a service level improvement as both the adult program and Community Based Providers are also provided with service and checks are conducted within 2 hours of the request). This service is available 24x7x365.

Planned Placements – Criminal history checks are conducted for both child/adult programs as well as Community Based Providers on caregivers, household members, and frequent visitors of non-licensed households when a placement will not be made within 72 hours of removal. The checks do not include NCIC. Results of the criminal history checks are provided to the requestor within 72 hours of the request. (This is a service level improvement for both investigative programs as previously it could take weeks for history in some Circuits).

Rechecks – Additional criminal history checks are conducted for both child/adult program investigations for additional subjects not known at the time of intake acceptance. In addition, criminal history checks are conducted for subjects that were known at the time of intake acceptance but needed demographics was missing. Results of the criminal history checks are provided to the requestor at no longer than 72 hours from the time of the request. (This is a service level improvement in many Circuits as checks were often completed near the end of the investigative 60 day time period).

Investigator Helpline – CIU staff are available 24x7x365 to assist field staff with criminal history checks. (This is a service level improvement for most counties and Circuits as in the past Crime Analysts were largely available only during week days).

PI Verification – Calls to the Hotline to verify a Protective Investigator are transferred by the phone system to the CIU. This service is available 24x7x365.

Weekend/Holiday Broward Sheriff Checks – The CIU conducts criminal history record checks for Broward Sheriff protective investigations on weekends and holidays. This allowed Broward Sheriff the ability to reduce analytical staffing during those time periods.

Department & Inter-Agency

Terminal Agency Coordinator (TAC) - The CIU manager serves as the Department's Terminal Agency Coordinator. The TAC is responsible for ensuring that all records are in compliance with CJIS Policies, serves as the liaison between the Department and FDLE, ensures system users are following FCIC/NCIC and CJIS policies, conducts certification training classes, enters new users into eAgent Client Manager and nexTEST systems, tracks certification expiration dates, troubleshoots system problems, reviews operational issues/enhancements, monitors record dissemination and maintains a dissemination log, maintains inter-agency user agreements, responsible for site and technical security, reports security violations in accordance with CJIS policy, answers other law enforcement agencies inquiries, ensures staff are CJIS certified and meet background screening requirements.

Background Screening Coordinator – The background screening coordinator completes approximately 2,500 Child Abuse Registry searches per year. This is in compliance with the Adam Walsh Child Protection and Safety Act of 2006. (Public Law 109-248, Social Security Act Title IV-E). These include all out of state Child Abuse Registry searches for children in the custody of other states, as well as any out of state prospective foster or adoptive parent who once lived in Florida.

Purpose Code X Audit – Due to our access to NCIC data for conducting name based checks for emergency placements and the fingerprint submission requirements, FDLE conducts a monthly audit of the Department. The CIU manager is responsible for receiving the audit, ensuring completion by each Circuit, and submitting the completed version to FDLE. The CIU manager is responsible for coordinating with Circuit NCIC POCs concerning emergency placements, identifying and resolving process issues with the placement process, and issuing corrective action plans if needed.

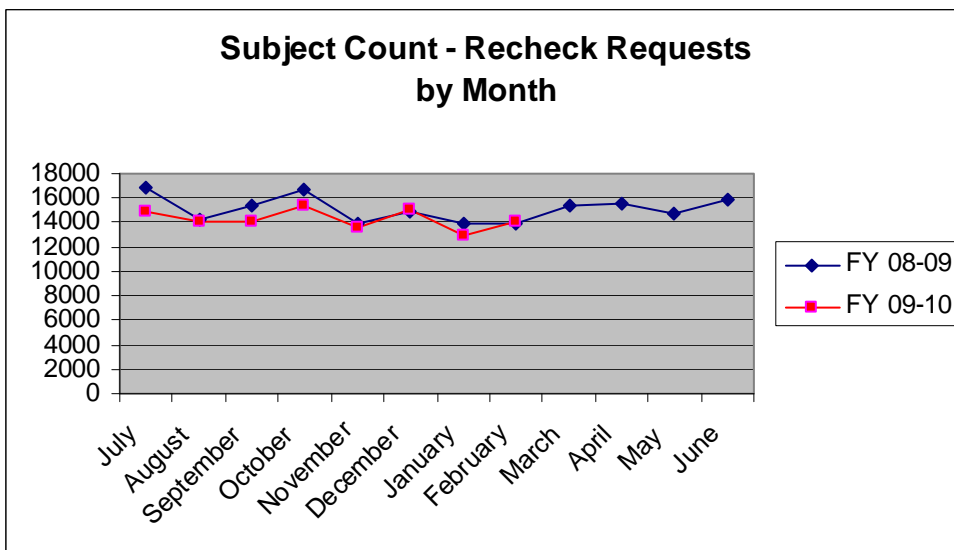
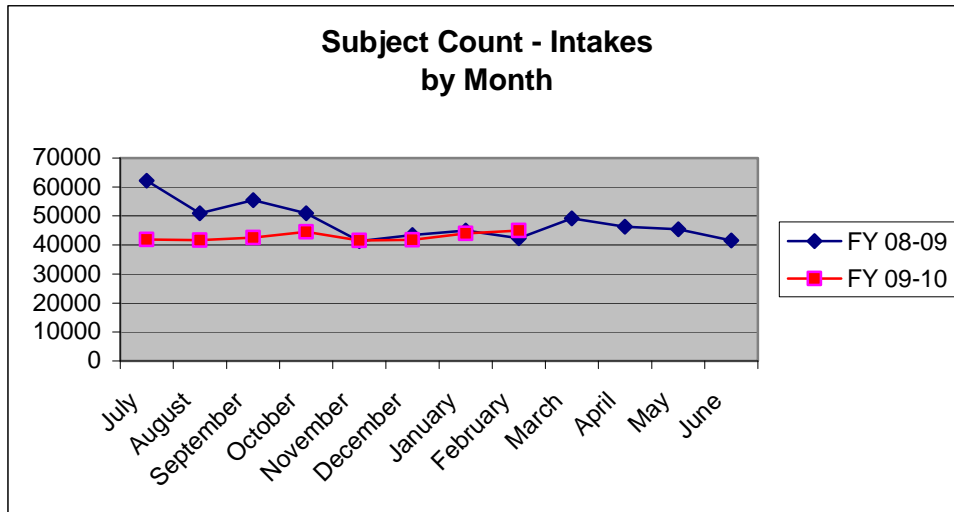
Fingerprint Processing Savings – By conducting name based checks on subjects for emergency and planned placements we are able determine disqualifications prior to submitting fingerprints to FDLE. Each fingerprint submission costs approximately \$40 for processing. Therefore the ruling out of subjects with a disqualifying offense prior to fingerprint submission results in savings to the Department.



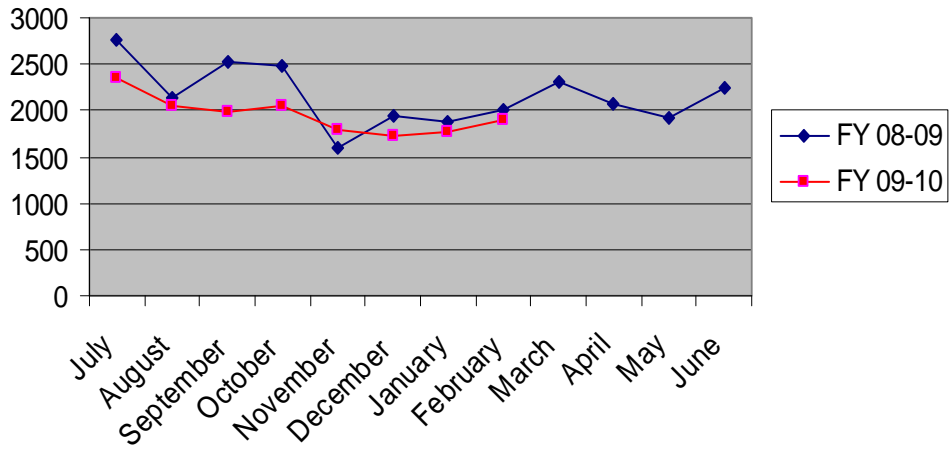
Review of criminal history checks by subject count and type of request, Count of Helpline Calls, Crime Intelligence Unit Staffing Levels

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Crime Intelligence Unit

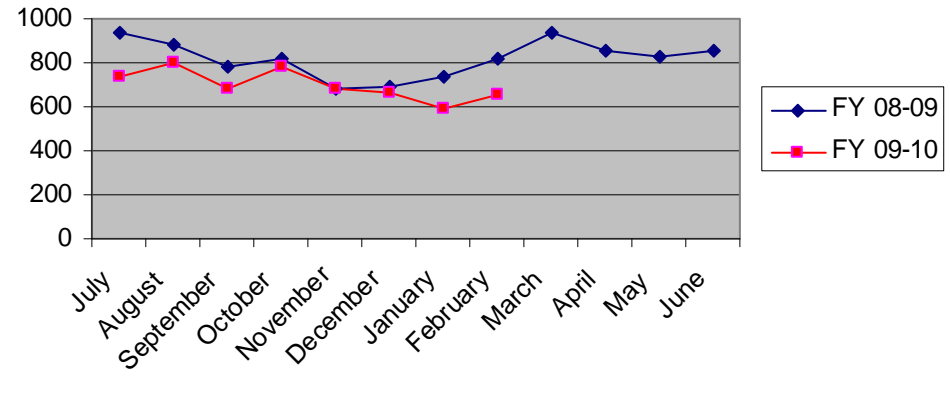
(All information contained within this document was extracted from the Phoenix and CMS databases).



**Subject Count - Planned Placements
by Month**



**Subject Count - Emergency Placements
by Month**



Investigator Helpline - Incoming Calls by Month

