

Chapter 10

CONDUCTING CHILD WELFARE RECORD CHECKS
FOR OUT OF STATE CHILD WELFARE AGENCIES

10-1. Purpose. This chapter describes the process by which a request for Child Welfare history is processed at the Florida Abuse Hotline.

10-2. Confidentiality of Reports and Records. All records held by the department concerning reports of child abandonment, abuse, or neglect are confidential per s. [39.202\(1\)](#), F.S. However, access to such records, *excluding reporter information*, shall be granted to employees or agents of an agency of another state that carries out:

- a. Child or adult protective investigations; and,
- b. Ongoing child or adult protective services.

10-3. Processing Child Welfare Record Requests.

a. When an employee from an out of state child welfare agency contacts the Hotline to request a child welfare record check, the counselor shall refer the requestor to the record search web form posted on the Department's public website.

b. Designated staff at the Criminal History Services program will process all incoming requests from employees of out of state agencies via the record search web form. Once the requestor's employment has been verified, the designated staff may inform the requestor if there is history in the system. If there is history, the designated staff may provide details regarding the history such as the date of the reports, the type of maltreatments, the findings for the maltreatments, etc. The requestor should also be provided with relevant local office numbers to obtain any additional information.