



**State of Florida**  
**Department of Children and Families**

**Rick Scott**  
*Governor*

**Mike Carroll**  
*Secretary*

---

**DATE:** February 28, 2017

**TO:** Child Protective Investigators  
Regional Managing Directors  
Family and Community Services Directors

**FROM:** Secretary Mike Carroll

**SUBJECT:** CPI Investigations Caseload Management

---

On Wednesday, March 1, the CPI efficiencies announced earlier this month to support child protective investigators will take effect to reduce excessive documentation and streamline practices. As I said then, my visits with department and child welfare staff throughout the state reinforced my commitment to making the work you do as efficient and effective as possible for the children and families we serve. To continue to address CPI caseloads, I have directed operations and the regional managing directors to make sure that CPI caseloads average no more than 15 open cases per CPI and that no CPI has a caseload of more than 30 within the next two weeks. Moving forward, we will work to ensure that the maximum caseload is no more than 25 open investigations for a CPI at any given time.

I am committed to making sure the department's investigatory procedures allow you to spend as much time doing the work that truly matters – helping vulnerable children and providing services to families. An unmanageable caseload can put families at risk and that is absolutely unacceptable.

As of yesterday, less than four percent of our CPI workforce is carrying a caseload of more than 30 open investigations and 18 percent of the workforce has a caseload of 25 open investigations. More details regarding active investigators and investigation caseloads are in the chart below. This data will be sent out weekly to detail the progress we've made on keeping caseloads manageable as we implement and improve these efficiencies. This is my commitment to you and to those we serve.

Please ensure this message reaches all child protection staff.

1317 Winewood Boulevard, Tallahassee, Florida 32399-0700

---

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

Statewide DCF Investigative Areas Only  
 Total Individuals in FSFN Assigned an Active Investigation by Cohort, Total Active Investigations (All Types) by Cohort,  
 Percentage of Individuals Assigned an Investigation by Cohort and Percentage of Active Investigations by Cohort

