

Florida Sheriffs Performing Child Protective Investigations

ANNUAL PROGRAM PERFORMANCE EVALUATION REPORT

Fiscal Year 2019-2020

Sheriff's Offices conducting Child Protective Investigations include:

Broward, Hillsborough, Manatee, Pasco, Pinellas, Seminole, and Walton Counties



Table of Contents

EXECUTIVE SUMMARY 1

SECTION I: SHERIFFS' INVOLVEMENT IN CHILD PROTECTIVE INVESTIGATIONS..... 2

Child Population..... 2

Child Reporting Rates..... 3

Initial and Additional and Special Condition Reports..... 4

Incoming Reports and Special Conditions by Type by County 5

SECTION II: PEER REVIEW PROCESS AND FINDINGS 12

Sampling Methodology and Size 12

Peer Review Teams **Error! Bookmark not defined.**

SECTION III: OUTCOME MEASURE ATTAINMENT..... 14

Performance Measure 1: Percent of investigations commenced within 24 hours [Target Goal – 99.5%]..... 14

Additional Department Program Performance Measures..... 16

SECTION IV: COST EFFICIENCY 19

EXECUTIVE SUMMARY

The passage of Senate Bill 1326 by the 2020 Florida Legislature, along with the support and signature of Governor Ron DeSantis, codified the Department of Children and Families' first Quality Office. This new approach to focusing on the quality of services provided has already paid dividend in systemic collaboration. Moves toward prevention, and increased insight into the work of frontline team members. As part of the implementation of SB 1326, also known as the DCF Accountability Act, the department asked the seven designated sheriff's offices conducting child protective investigations to take a close look at how they can impact prevention and diversion from deep-end services. The department greatly appreciates the partnership of the sheriffs' offices and is proud to see outcomes already improving, including a reduced removal rate in both Broward and Pinellas counties.

This 20th Annual Sheriffs' Peer Review Report complies with section 39.3065(3)(d), Florida Statutes (F.S.), concerning quality performance, outcome-measure attainment, and cost efficiency. Typically, a team of peer reviewers from sheriffs' offices and the department complete casework audits on closed investigations as a component of the annual evaluation. Due to the changes being implemented as a result of the Accountability Act, as well as the global COVID-19 pandemic, the peer file review was postponed to the spring of 2021. Data collected will be presented in the report next year.

The seven sheriffs' offices conducting child protective investigations (Broward, Hillsborough, Manatee, Pasco, Pinellas, Seminole, and Walton) encompass metropolitan areas where more than a quarter of the state's child population resides. A total of 183,259 child protective investigations were conducted in Florida during FY 2019-20¹ and the seven counties where sheriffs' offices handle investigations conducted 44,685 (24.38%) of the state's investigations. The longstanding commitment of the sheriffs' offices involved in child protective investigations toward engaging families, protecting children, and working in partnership within their communities remains consistent and strong. They are an essential partner in moving forward with shared values, principles, and efforts the department seeks for enhancing Florida's child protection system.

With the implementation of the Quality Office, monitoring instruments have been revised to include Life-of-Case Reviews that occur at designated key points during open investigations. The review is conducted on open cases to allow for real-time adjustments, if needed, to change the course of an investigation to ensure child safety. The annual peer review will use the same monitoring instrument for a statistically significant sample of investigations closed during the prior year. The review teams will consist of members from each Sheriff Office and representatives from the department to increase consistency across each review site.

Section 39.3065(3)(b), F.S., requires sheriffs' offices to operate in accordance with performance standards and outcome measures established by the legislature. Child protection and child welfare outcomes are established in section 409.986(2), F.S. Both measures listed below are included in the sheriffs' grant agreements:

- Percent of investigations commenced within 24 hours: Target 99.5%.
 - Department performance: 99.53%
 - Sheriffs' office performance: 99.48%
- Percent of victims seen within 24 hours of receiving a report: State target 90%, Sheriff Target: 85%
 - Department performance: 93.03%
 - Sheriffs' office performance: 92.13%

Prior Sheriff's Annual Performance reports are available to view and download at the Florida's Center for Child Welfare: <http://centerforchildwelfare.fmhi.usf.edu/MandatedReportsLegislature.shtml>.

¹ Please see the Florida Child Welfare Dashboard at <http://www.dcf.state.fl.us/programs/childwelfare/dashboard/>

SECTION I: SHERIFFS' INVOLVEMENT IN CHILD PROTECTIVE INVESTIGATIONS

Sheriffs' offices in Broward, Hillsborough, Manatee, Pasco, Pinellas, Seminole, and Walton counties are authorized under section 39.065, F.S., to conduct child protective investigations in their respective counties. Upon receiving a report of known or suspected child abuse, abandonment, or neglect, or that a child is in need of supervision and care and has no parent, legal custodian, or responsible adult relative immediately known and available to provide supervision and care, the Florida Abuse Hotline accepts five types of child intake reports:

1. In-home reports alleging maltreatment by a child's caregiver
2. Institutional reports alleging maltreatment of a child by another person responsible outside of the child's caregiver (i.e., incident at school, childcare facility, etc.)
3. Child-on-child referrals alleging inappropriate sexual behavior or an alleged juvenile sexual offense
4. Human Trafficking allegations
5. Special condition referrals that include Parent Unavailable, Parent in Need of Assistance (PNA), and Foster Care Referrals

The Florida Abuse Hotline is required to refer allegations of criminal conduct to the law enforcement agency of the municipality or county in which the alleged conduct has occurred. These criminal allegations are not considered child protective investigations and, therefore, are not included in this report.

Child Population

During FY 2019-2020, 27.64% of Florida's child population resided in a county where the sheriff's office performs child protective investigations. The seven sheriffs' offices received 24.38% of initial and additional reports and special condition referrals. This totaled 44,685 reports and special condition referrals for the respective sheriffs' offices.

Percentage of Child Protective Reports by Sheriff, CBC and Department FY 2019-2020

	Florida Child Population	% Florida's Child Population	Florida General Population	% Florida's General Population	Total 19/20: Initial, Additional, Special Condition Reports	% of Initial and Additional Reports and Special Condition Referrals
Broward	407,694	9.86%	1,919,644	9.05%	11,516	6.28%
Hillsborough	298,584	7.22%	1,444,870	6.81%	11,557	6.31%
Manatee	65,374	1.58%	387,414	1.83%	3,599	1.96%
Pasco	89,970	2.18%	527,122	2.49%	5,416	2.96%
Pinellas	171,861	4.16%	978,045	4.61%	7,909	4.32%
Seminole	98,034	2.37%	471,735	2.22%	3,678	2.01%
Walton	11,481	0.28%	70,071	0.33%	1,010	0.55%
Sheriff Totals	1,142,998	27.64%	5,798,901	27.34%	44,685	24.38%
DCF Totals	2,991,801	72.36%	15,409,688	72.66%	136,295	74.37%
CBC Totals					2,279	1.24%
State Totals	4,134,799	100.00%	21,208,589	100.00%	183,259	100.00%

Sources: Florida Safe Families Network (FSFN) reports: Child Investigations Received by Intake Sequence Type Statewide by District by Agency and/or County. General Population Estimates from the Florida Office of Economic and Demographic Research April 1, 2019

Child Reporting Rates

Child reporting rates remained consistent statewide by month until the slight reduction due to COVID-19.

Month	Child Report Rate Per 1,000
Jul-19	3.06
Aug-19	3.52
Sep-19	3.66
Oct-19	3.98
Nov-19	3.35
Dec-19	3.23
Jan-20	3.61
Feb-20	3.52
Mar-20	3.17
Apr-20	2.46
May-20	2.82
Jun-20	2.88
12 Month Sum FY 2018-2019	39.29
Monthly Average FY 2018-2019	3.27

Source: DCF FSFN Monthly Reports: Child Investigations Received by Intake Sequence Type – Statewide by Agency and/or County

Monthly data on the reporting rates (initial and additional reports) received per 1,000 child population show a general increase year to year. However, COVID-19 significantly affected the reporting rates for 2019-2020. With less children in school and visible by teachers and school personnel, one of the largest groups of mandatory reporters, they were no longer able to identify early warning signs of abuse and/or neglect.

Fiscal Year	Annualized Child Reporting Rate Per 1,000
2019-2020	39.29
2018-2019	46.16
2017-2018	47.47
2016-2017	48.93
2015-2016	47.09
2014-2015	46.47
2013-2014	45.34
2012-2013	44.04

Rate of Initial and Additional Reports Received per 1,000 in Child Population SFY 2018-2019	
Sheriff's Office	12 Month Average
Broward County	2.16
Hillsborough County	3.01
Manatee County	4.21
Pasco County	4.66
Pinellas County	3.57
Seminole County	2.84
Walton County	6.79
Average Monthly Rate	3.89

Source: DCF FSN Monthly Reports: Child Investigations Received by Intake Sequence Type – Statewide by Agency and/or County

Initial and Additional and Special Condition Reports

Of the 183,259 child investigations and special condition reports received in FY 2019-2020, there were 148,808 initial intake reports, 13,980 additional intake reports, and 20,471 special condition intake reports.² There were 29,549 less reports in FY 2019-2020 than FY 2018-2019, largely due to the COVID-19 pandemic that began impacting reports in April 2020.

Initial, Additional, and Special Condition Reports by Month and Agency

FY 2019-2020	Initial Reports				Additional Reports				Special Condition Intakes			
	DCF	CBC	Sheriff	Total	DCF	CBC	Sheriff	Total	DCF	CBC	Sheriff	Total
Jul-19	8,593	0	2,951	11,544	805	0	313	1,118	1,181	214	284	1,679
Aug-19	9,910	0	3,443	13,353	911	0	308	1,219	1,359	231	300	1,890
Sep-19	10,295	0	3,600	13,895	946	0	305	1,251	1,359	215	360	1,934
Oct-19	11,186	0	3,781	14,967	1,135	0	345	1,480	1,653	221	348	2,222
Nov-19	9,272	0	3,258	12,530	960	0	346	1,306	1,292	158	323	1,773
Dec-19	9,029	0	3,034	12,063	1,004	0	289	1,293	1,235	189	291	1,715
Jan-20	10,190	0	3,504	13,694	953	0	295	1,248	1,491	235	321	2,047
Feb-20	10,420	0	3,307	13,727	939	0	326	1,265	1,547	186	325	2,058
Mar-20	8,891	0	3,035	11,926	876	0	290	1,166	1,165	174	246	1,585
Apr-20	6,975	0	2,374	9,349	632	0	199	831	765	173	146	1,084
May-20	7,956	0	2,821	10,777	653	0	211	864	812	127	223	1,162
Jun-20	8,221	0	2,762	10,983	725	0	214	939	959	156	207	1,322
Annual Totals	110,938	0	37,870	148,808	10,539	0	3,441	13,980	14,818	2,279	3,374	20,471

Source: DCF FSN Monthly Reports: Child Investigations Received by Intake Sequence Type – Statewide by Agency and/or County

The seven sheriff's offices were responsible for 44,685 initial intake and additional reports and special condition referrals during FY 2019-2020, or 24.38% of the statewide total. This is a decrease of 9,552 reports from FY 2018-2019

Total Initial, Additional and Special Condition Reports by Month

FY 2019-2020	Total of Initial, Additional and Special Condition Intakes			
	DCF	CBC	Sheriff	Total
Jul-19	10,579	214	3,548	14,341
Aug-19	12,180	231	4,051	16,462
Sep-19	12,600	215	4,265	17,080
Oct-19	13,974	221	4,474	18,669
Nov-19	11,524	158	3,927	15,609
Dec-19	11,268	189	3,614	15,071
Jan-20	12,634	235	4,120	16,989
Feb-20	12,906	186	3,958	17,050
Mar-20	10,932	174	3,571	14,677
Apr-20	8,372	173	2,719	11,264
May-20	9,421	127	3,255	12,803
Jun-20	9,905	156	3,183	13,244
Annual Totals	136,295	2,279	44,685	183,259

² Each sheriff's office also handles various requests received from other states and/or other counties for child protective investigative assistance. Most requests include obtaining records, conducting a child-welfare check, verification of information, emergency home studies, etc. The work volume associated with such in-state requests (also known as "out-of-town inquiries" or OTIs) and inter-state requests varies from county to county but is estimated by the sheriffs' offices to account for an average of ten percent of incoming casework assigned to child protective investigators. These requests for assistance are not officially tabulated or captured by the department as a workload element when capturing active caseloads.

Source: DCF FSN Monthly Report: Child Investigations Received by Intake Sequence Type – Statewide by Agency and/or County

Incoming Reports and Special Conditions by Type by County

The tables on the following pages provide data for each of the seven sheriffs' offices for incoming reports by type and special condition referrals by type. The tables list the statewide percentage of child and special condition reports that the respective county received. The term "initial" refers to in-home and institutional investigations received on a child. The term "additional" references new allegations concerning a child that are received during a timeframe in which there is already an open and active initial investigation. "Special condition" referrals include:

1. child-on-child sexual abuse;
2. parent seeking assistance; and
3. child is without custodial care or supervision as the caregiver/parent is reported unavailable.

Broward Sheriff's Office

Broward Sheriff's Office received 11,516 child investigations and special condition referrals, which averaged 959.67 reports and special condition referrals monthly in FY 2019-2020. Special Condition referrals accounted for 8.38% of the intake workload. Broward County had a monthly average of 2.16 intake reports received per 1,000 children residing in the county. Note: The rate of reports excludes special condition referrals.

Rate of Reports per 1,000 Children for Initial and Additional Reports Only						
Jul-19	Initial	Additional	Special Condition	Total Reports	% of State's Total	Child Report Rate Per 1,000*
Jul-19	715	69	59	843	5.97%	1.92
Aug-19	885	74	70	1029	6.34%	2.35
Sep-19	907	86	99	1092	6.47%	2.44
Oct-19	974	86	98	1158	6.28%	2.60
Nov-19	848	101	100	1049	6.79%	2.33
Dec-19	827	87	97	1011	6.79%	2.24
Jan-20	918	89	105	1112	6.64%	2.47
Feb-20	856	91	90	1037	6.15%	2.32
Mar-20	766	68	75	909	6.27%	2.05
Apr-20	555	47	44	646	5.82%	1.48
May-20	703	69	60	832	6.56%	1.89
Jun-20	685	45	68	798	6.10%	1.79
Total	9639	912	965	11516		
Average	803.25	76.00	80.42	959.67	6.35%	2.16

Source: DCF FSN Monthly Report: Child Investigations Received by Intake Sequence Type – Statewide by Agency. *Rate excludes Special Condition Referrals; Rather than averaging averages, the Percent of State's Total Monthly Average is from the Percentage of Child Protective Investigations by Sheriff, CBC, and Department FY 2018-2019 on page 2 of this document

Hillsborough County Sheriff's Office

Hillsborough County Sheriff's Office received 11,557 child and special condition reports, which averaged 963.08 reports and special condition referrals monthly in FY 2019-2020. Special Condition referrals accounted for 6.77% of the intake workload. Hillsborough County had a monthly average of 3.01 intake reports received per 1,000 children residing in the county. Note: The rate of reports excludes special condition referrals.

Rate of Reports per 1,000 Children for Initial and Additional Reports Only						
Month	Initial	Additional	Special Condition	Total Reports	% of State's Total	Child Report Rate Per 1,000*
Jul-19	806	99	74	979	6.93%	3.03
Aug-19	896	74	70	1040	6.41%	3.25
Sep-19	934	64	89	1087	6.45%	3.34
Oct-19	1033	87	89	1209	6.55%	3.75
Nov-19	837	73	77	987	6.39%	3.05
Dec-19	762	74	69	905	6.08%	2.80
Jan-20	904	73	64	1041	6.21%	3.27
Feb-20	876	88	69	1033	6.13%	3.23
Mar-20	770	82	49	901	6.21%	2.85
Apr-20	638	54	35	727	6.55%	2.32
May-20	724	44	43	811	6.40%	2.57
Jun-20	722	61	54	837	6.40%	2.62
Total	9902	873	782	11557		
Average	825.17	72.75	65.17	963.08	6.39%	3.01

Source: DCF FSN Monthly Report: Child Investigations Received by Intake Sequence Type – Statewide by Agency. *Rate excludes Special Condition Referrals; Rather than averaging averages, the Percent of State's Total Monthly Average is from the Percentage of Child Protective Investigations by Sheriff, CBC, and Department FY 2018-2019 on page 2 of this document

Manatee County Sheriff's Office

Manatee County Sheriff's Office received 3,599 child and special condition reports, which averaged 299.92 reports and special condition referrals monthly in FY 2019-2020. Special Condition referrals accounted for 8.34% of the intake workload. Manatee County had a monthly average of 4.21 intake reports received per 1,000 children residing in the county. Note: The rate of reports excludes special condition referrals.

Rate of Reports per 1,000 Children for Initial and Additional Reports Only						
Month	Initial	Additional	Special Condition	Total Reports	% of State's Total	Child Report Rate Per 1,000*
Jul-19	222	23	24	269	1.90%	3.75
Aug-19	287	18	21	326	2.01%	4.67
Sep-19	302	17	25	344	2.04%	4.89
Oct-19	305	19	27	351	1.90%	4.96
Nov-19	278	20	31	329	2.13%	4.56
Dec-19	227	17	33	277	1.86%	3.73
Jan-20	296	21	33	350	2.09%	4.85
Feb-20	273	20	37	330	1.96%	4.48
Mar-20	224	26	30	280	1.93%	3.82
Apr-20	178	16	16	210	1.89%	2.97
May-20	230	14	12	256	2.02%	3.73
Jun-20	247	19	11	277	2.12%	4.07
Total	3069	230	300	3599		
Average	255.75	19.17	25.00	299.92	1.99%	4.21

Source: DCF FSN Monthly Report: Child Investigations Received by Intake Sequence Type – Statewide by Agency. *Rate excludes Special Condition Referrals; Rather than averaging averages, the Percent of State's Total Monthly Average is from the Percentage of Child Protective Investigations by Sheriff, CBC, and Department FY 2018-2019 on page 2 of this document

Pasco County Sheriff's Office

Pasco County Sheriff's Office received 5,416 child and special condition reports, which averaged 451.33 reports and special condition referrals monthly in FY 2019-2020. Special Condition referrals accounted for 6.78% of the intake workload. Pasco County had a monthly average of 4.68 intake reports received per 1,000 children residing in the county. Note: The rate of reports excludes special condition referrals.

Rate of Reports per 1,000 Children for Initial and Additional Reports Only						
Month	Initial	Additional	Special Condition	Total Reports	% of State's Total	Child Report Rate Per 1,000*
Jul-19	362	49	29	440	3.11%	4.57
Aug-19	414	53	35	502	3.09%	5.19
Sep-19	411	49	38	498	2.95%	5.11
Oct-19	414	52	39	505	2.74%	5.18
Nov-19	371	63	30	464	3.00%	4.82
Dec-19	370	37	23	430	2.89%	4.52
Jan-20	410	32	40	482	2.88%	4.91
Feb-20	371	48	37	456	2.70%	4.66
Mar-20	389	41	29	459	3.16%	4.78
Apr-20	318	34	15	367	3.31%	3.91
May-20	349	33	33	415	3.27%	4.25
Jun-20	346	33	19	398	3.04%	4.21
Total	4525	524	367	5,416		
Average	377.08	43.67	30.58	451.33	3.01%	4.68

Source: DCF FSN Monthly Report: Child Investigations Received by Intake Sequence Type – Statewide by Agency. *Rate excludes Special Condition Referrals; Rather than averaging averages, the Percent of State's Total Monthly Average is from the Percentage of Child Protective Investigations by Sheriff, CBC, and Department FY 2018-2019 on page 2 of this document

Pinellas County Sheriff's Office

Pinellas County Sheriff's Office received 7,909 child and special condition reports, which averaged 659.08 reports and special condition referrals monthly in FY 2019-2020. Special Condition referrals accounted for 6.98% of the intake workload. Pinellas County had a monthly average of 3.57 intake reports received per 1,000 children residing in the county. Note: The rate of reports excludes special condition referrals.

Rate of Reports per 1,000 Children for Initial and Additional Reports Only						
Month	Initial	Additional	Special Condition	Total Reports	% of State's Total	Child Report Rate Per 1,000*
Jul-19	527	51	55	633	4.48%	3.36
Aug-19	596	58	58	712	4.39%	3.81
Sep-19	641	59	50	750	4.45%	4.07
Oct-19	643	68	54	765	4.15%	4.14
Nov-19	567	65	46	678	4.39%	3.68
Dec-19	551	59	39	649	4.36%	3.55
Jan-20	600	62	63	725	4.33%	3.85
Feb-20	573	53	45	671	3.98%	3.64
Mar-20	579	54	34	667	4.60%	3.68
Apr-20	429	39	21	489	4.41%	2.72
May-20	525	42	48	615	4.85%	3.30
Jun-20	472	44	39	555	4.24%	3.00
Total	6703	654	552	7909		
Average	558.58	54.50	46.00	659.08	4.38%	3.57

Source: DCF FSN Monthly Report: Child Investigations Received by Intake Sequence Type – Statewide by Agency. *Rate excludes Special Condition Referrals; Rather than averaging averages, the Percent of State's Total Monthly Average is from the Percentage of Child Protective Investigations by Sheriff, CBC, and Department FY 2018-2019 on page 2 of this document

Seminole County Sheriff's Office

Seminole County Sheriff's Office received 4,678 child and special condition reports, which averaged 306.5 reports and special condition referrals monthly in FY 2019-2020. Special Condition referrals accounted for 9.05% of the intake workload. Seminole County had a monthly average of 2.84 intake reports received per 1,000 children residing in the county. Note: The rate of reports excludes special condition referrals.

Rate of Reports per 1,000 Children for Initial and Additional Reports Only						
Month	Initial	Additional	Special Condition	Total Reports	% of State's Total	Child Report Rate Per 1,000*
Jul-19	233	6	38	277	1.96%	2.44
Aug-19	278	14	31	323	1.99%	2.98
Sep-19	324	18	50	392	2.32%	3.49
Oct-19	338	17	34	389	2.11%	3.62
Nov-19	283	17	32	332	2.15%	3.06
Dec-19	246	8	26	280	1.88%	2.59
Jan-20	302	11	14	327	1.95%	3.19
Feb-20	280	19	43	342	2.03%	3.05
Mar-20	248	13	26	287	1.98%	2.66
Apr-20	206	7	12	225	2.03%	2.17
May-20	234	6	18	258	2.04%	2.45
Jun-20	228	9	9	246	1.88%	2.42
Total	3200	145	333	3678		
Average	266.67	12.08	27.75	306.50	2.03%	2.84

Source: DCF FSN Monthly Report: Child Investigations Received by Intake Sequence Type – Statewide by Agency. *Rate excludes Special Condition Referrals; Rather than averaging averages, the Percent of State's Total Monthly Average is from the Percentage of Child Protective Investigations by Sheriff, CBC, and Department FY 2018-2019 on page 2 of this document

Walton County Sheriff's Office

Walton County Sheriff's Office received 1,010 child and special condition reports, which averaged 84.17 reports and special condition referrals monthly in FY 2019-2020. Special Condition referrals accounted for 7.43% of the intake workload. Walton County had a monthly average of 6.79 intake reports received per 1,000 children residing in the county. Note: The rate of reports excludes special condition referrals.

Rate of Reports per 1,000 Children for Initial and Additional Reports Only						
Month	Initial	Additional	Special Condition	Total Reports	% of State's Total	Child Report Rate Per 1,000*
Jul-19	86	16	5	107	0.76%	8.88
Aug-19	87	17	15	119	0.73%	9.06
Sep-19	81	12	9	102	0.60%	8.10
Oct-19	74	16	7	97	0.53%	7.84
Nov-19	74	7	7	88	0.57%	7.06
Dec-19	51	7	4	62	0.42%	5.05
Jan-20	74	7	2	83	0.50%	7.06
Feb-20	78	7	4	89	0.53%	7.40
Mar-20	59	6	3	68	0.47%	5.66
Apr-20	50	2	3	55	0.50%	4.53
May-20	56	3	9	68	0.54%	5.14
Jun-20	62	3	7	72	0.55%	5.66
Total	832	103	75	1,010		
Average	69.33	8.58	6.25	84.17	0.56%	6.79

Source: DCF FSFN Monthly Report: Child Investigations Received by Intake Sequence Type – Statewide by County. *Rate excludes Special Condition Referrals; Rather than averaging averages, the Percent of State's Total Monthly Average is from the Percentage of Child Protective Investigations by Sheriff, CBC, and Department FY 2018-2019 on page 2 of this document

SECTION II: PEER REVIEW PROCESS AND FINDINGS

Section 39.3065 (3)(d), F.S., requires the sheriff's program performance evaluation to be conducted by a team of peer reviewers from the respective sheriffs' offices that perform child protective investigations and representatives from the department. The on-site peer record review was postponed to the spring of 2021 due to the pandemic and changes resulting from the DCF Accountability Act.

Sampling Methodology and Size

The peer review records review is conducted on a statistically significant sample of investigations closed during the previous year. The Life-of-Case monitoring instrument is new this year and was developed by the department's new Quality Office using requirements from the Federal Child and Family Services Review, Rapid Safety Feedback Reviews, the previous peer review tool, special reviews, and instruments from other states. This is one unified instrument that will be used for all ongoing reviews of Child Protective Investigations. The instrument was tested internally and with partners, including all sheriffs' offices that conduct child protective investigations.

Life of Case Reviews

The Life-of-Case review tool was designed in Qualtrics to allow for all case review information to be entered into an electronic format which captures the responses of the reviewer and identifies the reviewer's assessment for each question. The review tool contains a reference to each question, whether the item is part of federal requirements, Florida Statue, Administrative Code, and/or policy and procedure as applicable. The review tool also includes skip logic to omit practice-specific questions for the sheriffs' offices not required to adopt the child welfare safety practice model. Listed under the following titled categories are core components of questions within the Life-of-Case Review tool:

- **Background**
 - Basic Case Demographics
 - Type of Report
 - Maltreatment reported
 - Drug of Choice for Substance Misuse cases
 - Mental Health Concerns
 - Maltreatment findings
 - Safety Determination
 - Removal
 - Plan of Safe Care Requirements
 - Family Made Arrangement Requirements
 - Pre-commencement Assessment Teams
- **Commencement**
 - Reporter contacted
 - Assessment of Prior Reports and Service History
 - Assessment of criminal History
- **Investigative Activities**
 - Time sensitive actions were taken by the Child Protective Investigator based on information gathered during the course of the investigation
 - Collateral contacts relevant to inform safety decisions
 - Sufficient information was collected from collateral contacts to inform safety decisions
 - Mandatory referrals were made to the Child Protection Team, Law Enforcement, and the State Attorney's Office as applicable and recommendations followed

- The CPI participated in collaborative staffing including timely discussions around case dynamics with subject matter experts (SME's) and utilized that information in case decision(s) as appropriate
- If open to Case Management, the case manager and Children's Legal Services (if judicial) were notified timely
- The case record, in its entirety, supports a thorough investigation with information that supports the final safety decision.
- If not yet complete, the investigation is on track
- Maltreatment findings appropriately identified and supported within the totality of the investigation
- Maltreatments added if new information obtained
- Risk Assessment completed accurately based on the totality of the information in the investigation identifying the correct risk level
- Appropriate actions were taken based on the correct risk level
- Child Protective Investigator attempted to link families with appropriate services if children determined to be safe; however, at high or very high risk

- **Interviews**
 - Qualitative and timely interviews conducted with Children
 - Qualitative interviews conducted with Parents/Caregivers/Adults

- **Assessment of Present Danger**
 - Completion of the Present Danger Assessment background history on participants
 - Supporting documentation for identified threat or absence of present danger
 - Subsequent Present Danger Assessments

- **Safety Planning - Present Danger**
 - Present Danger Safety Plan actively monitored by Child Protective Investigator
 - Supervisor conducted thorough and timely review of the Present Danger Safety Plan
 - Background Screenings conducted for all informal safety service providers

- **Impending Danger - Family Functioning Assessment and Safety Planning**
 - Accurate Assessment of Impending Danger
 - Impending Danger safety plan sufficient to control identified danger threats
 - Impending Danger safety plan actively monitored by the Child Protective Investigator

- **Removal**
 - Prior to a removal, Child Protective Investigator made concerted efforts to provide services to prevent the removal through safety planning in the least intrusive means achievable to ensure child safety
 - Concerted efforts made to place siblings together
 - Concerted efforts made to place children with relatives

- **Supervision**
 - Supervisor provided guidance at pre-commencement if required
 - Supervisor provided appropriate and timely guidance at initial consultation
 - Supervisor provided appropriate guidance around critical junctures
 - Supervisor ensured follow-up actions were completed

- The Supervisor reviewed the overall safety determination (in the form of a final closure summary documenting support of the final safety decision)
- 2nd Tier completed as required

The rating of file reviews uses a yes/no/not applicable approach. Additional functionality was built into the instrument to allow for deeper analysis for any No ratings to help drive improvement activities.

The review process allows for results to be tabulated for the assessment on the above areas and immediate feedback provided at the end of the evaluation via a prepared report for the sheriff's office under review. The web-based tool will allow peer reviewers to complete an onsite stratification of the data at the conclusion of the review. In addition, it allows for deeper analysis into the data to identify specific areas of concern by pinpointing a question and then identifying the unit, supervisor, or child protective investigator assigned. This enables the program administrator to directly act toward correcting any area of deficiency and identifying best practices within any unit, supervisor, or investigator.

SECTION III: OUTCOME MEASURE ATTAINMENT

Section 39.3065(3)(b), F.S., requires sheriffs' offices to operate in accordance with performance standards and outcome measures established by the Florida Legislature. Child protection and child welfare outcomes are established in section 409.986(2), F.S. The General Appropriations Act sets forth appropriations allocated through multi-year grant agreements with the seven sheriffs' offices performing child protective investigations. The current grant agreements cite two performance measures for the sheriffs' offices. Users enter the data for these performance measures and others into Florida's statewide automated child welfare information system, FSFN. This system produces management reports used for determining statewide performance and outcomes.

The FSFN management report, "Leader Board for Investigations," provides the data for the two performance measures included in the sheriffs' grant agreements. The FSFN report lists performance for each department region and sheriff's office that operates a child protective investigation program. The report period represents FY 2010-2020. The algorithms for calculating the outcome measures are established by the department. The algorithms are as follows:

- **Investigations commenced within 24 hours:** The numerator is the number of reports commenced within 24 hours of receipt of the report. The denominator is the total number of reports closed in the report period.
- **Victims seen within 24 hours of report received:** The denominator is the number of victims listed in recorded reports. The numerator is the total number of victims seen within 24 hours as recorded in the FSFN computer system.

Performance Measure 1: Percent of investigations commenced within 24 hours [Target Goal – 99.5%]

FSFN captures this performance measure on reports coded in-home and institutional. The special condition referrals and reports closed as "duplicate" or "no-jurisdiction" are not applicable to this measure. Florida Administrative Code (F.A.C.) references this performance measure as does section 39.201(5), F.S., which states, in part, *"If it appears that immediate safety or well-being of a child is endangered, that the family may flee, or the child will be unavailable for purposes of conducting a child protective investigation, or that the facts otherwise so warrant, the department shall commence an investigation immediately, regardless of the time of day or night. In all other child abuse, abandonment, or neglect cases, a child protective investigation shall be commenced within 24 hours after receipt of the report."*

Commencement of Investigations within 24 Hours

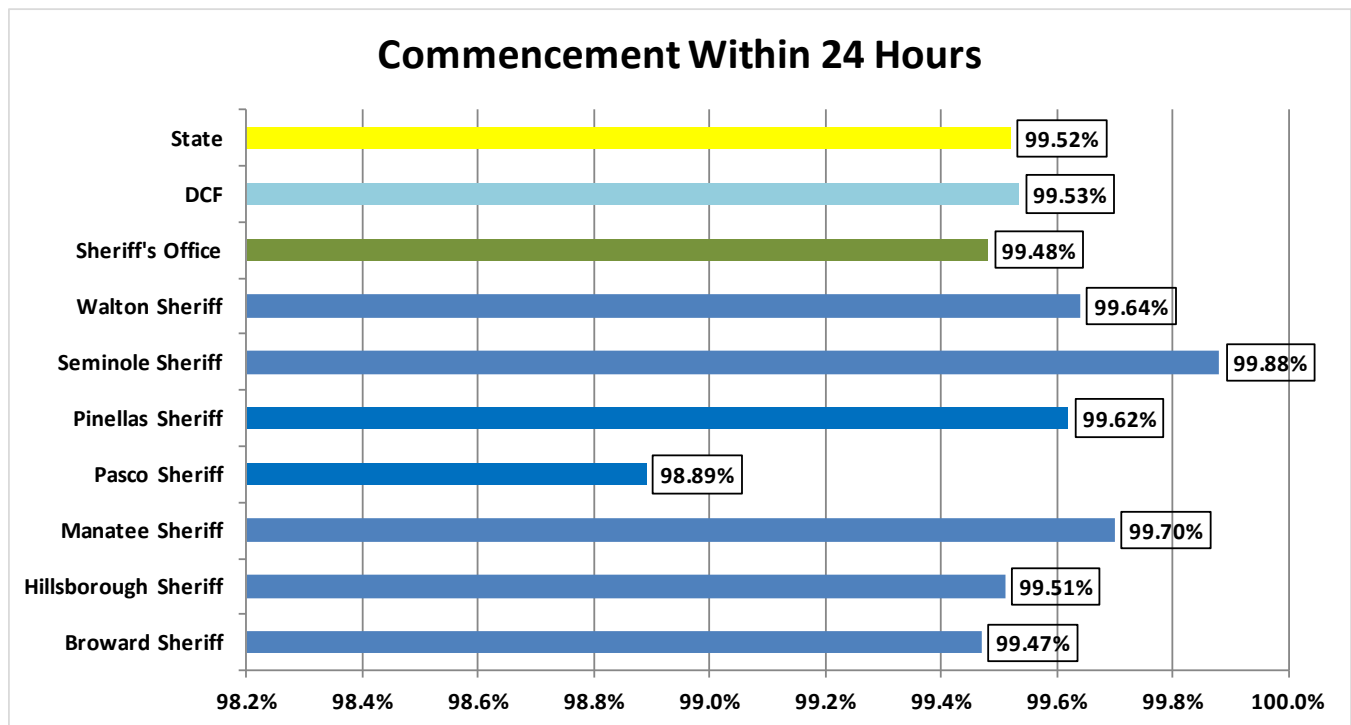
In FY 2019-2020, there was a total of 183,259 initial and additional reports as well as special condition referrals statewide. Of this number, 148,808 (81.20%) were regular initial abuse reports; 20,471 (11.17%) were special condition referrals, and 13,980 (7.63%) were additional reports. All of these required an initial 24-hour or immediate response with the following exceptions:

1. "Parent Needs Assistance" referrals may be handled outside of the customary 24-hour, face-to-face commencement response, as permitted by department protocol.
2. "Foster Care Referrals" (FCR) may be commenced within 48 hours if initial circumstances warrant, as permitted by department protocol.

Calls received by the Florida Abuse Hotline with supplemental information (with no new/additional victims, alleged perpetrators, or allegations of harm on open investigations) were not referenced or added to the total number of reports received, since supplemental reports do not require an additional commencement or face-to-face visit by the child protective investigator. There were 24,588 supplemental reports added to open investigations in FY 2019-2020, averaging 2,049 supplemental reports accepted monthly.

FSFN performance reports exclude special condition referrals from being included in the data tracking on this measure. Therefore, this data would exclude child-on-child sexual abuse referrals, foster care referrals, parent unavailable referrals, and parent needs assistance referrals. The data provided also excludes those report commencements that are associated with an additional report and investigations closed as being a duplicate or as no-jurisdiction.

FSFN data includes only initial commencements. This data is based on those initial reports that closed each month. If the data reflected a commencement within 24 hours of report acceptance, the commencement would be within compliance.



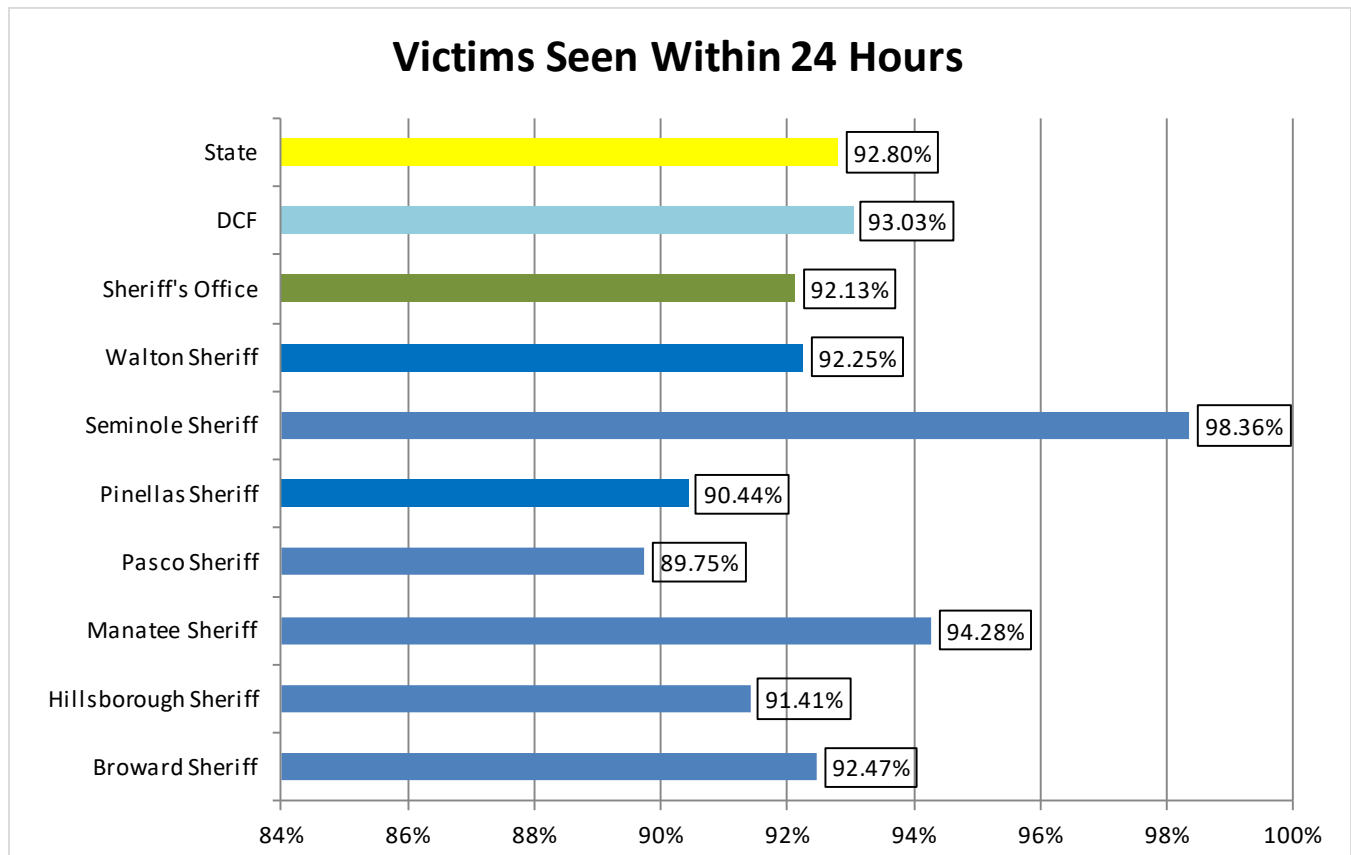
Source: DCF CPI Scorecard Dashboard for July 2019 – June 2020

FSFN captures this performance measure on reports coded in-home and institutional. The special condition referrals and reports closed as “duplicate” or “no-jurisdiction” are not applicable to this measure. The performance measure is based on 65C-29.003(1)(b), F.A.C. which states, “Commencement of the investigation is the first attempt to complete an on-site visit for the purpose of making a face-to-face contact with the child victim of the report within twenty-four hours of acceptance of the report...”

Section 39.302(1), F.S., references this performance measure. The subsection states, in part: “...the department shall initiate a child protective investigation within the timeframe established under s. 39.201(5) ...”

Victims Seen Within 24 Hours

Sheriffs’ grant agreements include the performance measure of 85% of child victims being seen within 24 hours of the receipt of a report. FSFN captures this performance measure on reports coded in-home and institutional. The special condition referrals and reports closed as “duplicate” or “no-jurisdiction” are not applicable to this measure. The Sheriffs’ Offices collectively performed at 92.13%, DCF at 93.03%, with a statewide performance of 92.8%. The DCF internal target for this item is 90%.



Source: DCF CPI Scorecard Dashboard July 2019 – June 2020

Additional Department Program Performance Measures

Other Leader Board Outcome Performance Measures, although not in the sheriffs’ grant agreements, are important to overall casework practice statewide. Overall, in these additional Leader Board measures, the sheriffs’ office averages exceeded the statewide averages.

Closure of the Investigation by the 60th Day

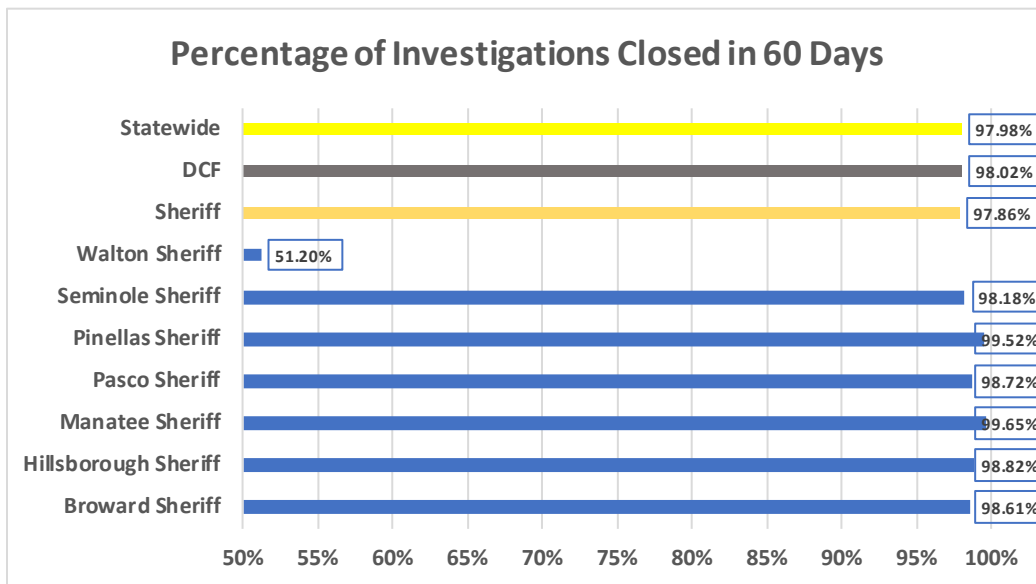
FSFN captures this performance measure on reports coded in-home and institutional. Special condition referrals, duplicate, and no-jurisdiction reports are not applicable to this measure. The basis for this performance measure is section 39.301(16), F.S., which states, "The department shall complete its protective investigation within 60 days after receiving the initial report, unless:

(a) There is also an active, concurrent Criminal investigation that is continuing beyond the 60-day period and the closure of the protective investigation may compromise successful criminal prosecution of the child abuse or neglect case, in which case the closure date shall coincide with the closure date of the Criminal investigation and any resulting legal action.

(b) In child death cases, the final report of the medical examiner is necessary for the department to close its investigation and the report has not been received within the 60-day period, in which case the report closure date shall be extended to accommodate the report.

(c) A child who is necessary to an investigation has been declared missing by the department, a law enforcement agency, or a court, in which case the 60-day period shall be extended until the child has been located or until sufficient information exists to close the investigation despite the unknown location of the child."

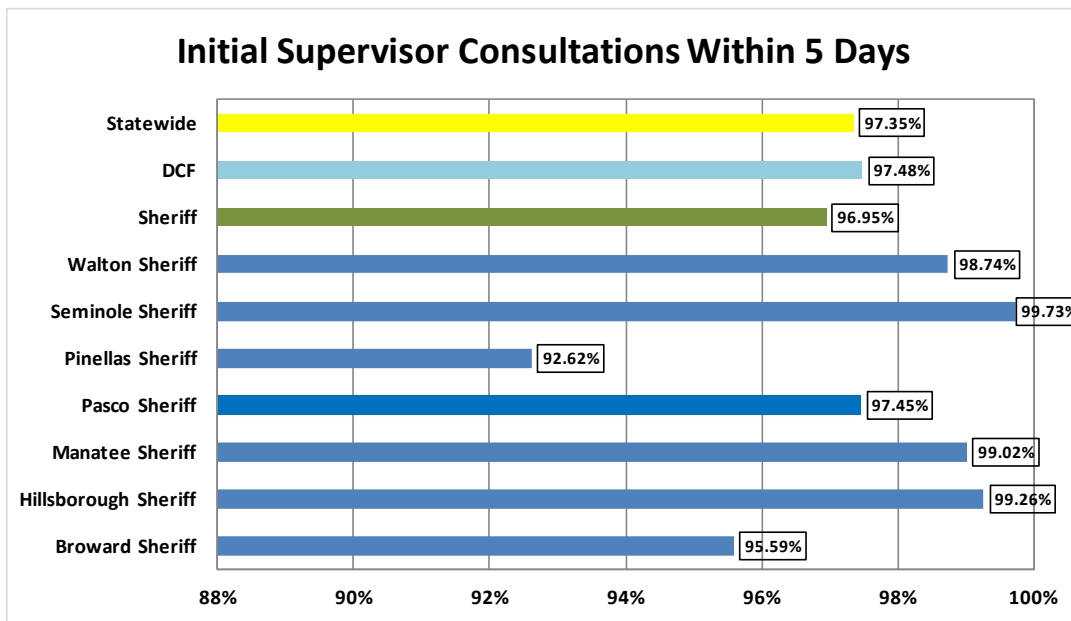
During fiscal year 2019-2020, the Sheriffs' Offices collectively performed at 97.86%, DCF at 98.02%, with a statewide performance of 97.89%.



Source: The data was extracted from data source: DCFFSFN "ChildInvestigationLeaderBoardStatewidebyDistrictbyAgency" or County (for Walton) monthly reports for July 2019 through June 2020 and DCF FY Data Unit.

Supervisory Consultations Within 5 Days

During fiscal year 2019-2020, the Sheriffs' Offices collectively performed at 97.86%, DCF at 98.02%, with a statewide performance of 97.89%.



Source: DCF CPI Scorecard Dashboard July 2019 – June 2020

SECTION IV: COST EFFICIENCY

This section provides an assessment of the cost efficiency based on the cost for initial and additional reports for the sheriffs' offices and department regions. The table below provides expenditures and costs per report received during FY 2018-2019 and FY 2019-2020. Dividing actual expenditures by the number of reports received determines the cost per report, not using averages.

The cost for sheriffs' offices ranged from a low of \$951 for Walton to a high of \$1,687 for Pinellas with an overall average cost of report for sheriffs of \$1,420. The cost for the department ranged from a low of \$1,198 in the Suncoast Region to a high of \$1,473 in the Southern Region with an overall average cost of \$1,336 per investigation. The overall difference in cost between the sheriffs' offices and the department was \$84 per report.

The cost per investigation increased by 18.045% for the sheriffs' offices and 16.38% for the department. The overall statewide cost per investigation increased 16.78%. The overall number of investigations decreased 14.85% for the sheriffs' offices and 13.55% for the department. It should be noted that reports to the abuse hotline were reduced during the pandemic.

AGENCY	Fiscal Year 2018-2019*			Fiscal Year 2019-2020**		
	Cost	Reports	Cost Per Report	Cost	Reports	Cost Per Report
Broward	\$14,357,298	12,241	\$1,173	\$14,846,068	10,310	\$1,440
Hillsborough	\$13,598,748	11,668	\$1,165	\$13,494,847	10,656	\$1,266
Manatee	\$4,855,360	3,826	\$1,269	\$4,855,360	3,112	\$1,560
Pasco	\$6,451,734	5,995	\$1,076	\$6,449,050	4,975	\$1,296
Pinellas	\$11,915,854	8,587	\$1,388	\$11,915,854	7,063	\$1,687
Seminole	\$4,702,791	3,913	\$1,202	\$4,633,803	3,154	\$1,469
Walton	\$860,607	950	\$0	\$860,607	905	\$951
All Sheriffs	\$56,742,392	47,180	\$1,203	\$57,055,589	40,175	\$1,420
Northwest	\$20,599,864	16,192	\$1,272	\$20,826,282	14,332	\$1,453
Northeast	\$35,950,995	31,934	\$1,126	\$37,071,144	27,593	\$1,343
Suncoast	\$15,666,596	14,197	\$1,104	\$15,223,538	12,712	\$1,198
Central	\$52,120,578	47,065	\$1,107	\$51,574,978	40,338	\$1,279
Southeast	\$18,443,467	15,373	\$1,200	\$18,589,450	13,415	\$1,386
Southern	\$15,584,446	13,230	\$1,178	\$16,051,811	10,901	\$1,473
Department	\$158,365,946	137,991	\$1,148	\$159,337,203	119,291	\$1,336
TOTAL	\$215,108,338	185,171	\$1,162	\$216,392,792	159,466	\$1,357

Notes:

1. Expenditure (cost) data excludes training costs for sheriffs and the department.
2. *DCF expenditures include actual expenditures by region, plus indirect cost earnings (10.97%) in Fiscal Year 2018-2019.
 ** DCF expenditures include actual expenditures by region, plus indirect cost earnings (10.72%) in Fiscal Year 2019-2020.
3. Intakes (reports) reported exclude special condition, CBC foster care referrals.
4. FY 2018-19 Seminole used \$68,988 of Training budget for service costs. Manatee spent \$3,930 of their local funds that has not been included in their service costs.
5. Manatee spent \$17,534 of their local funds that has not been included in their service costs.

Report Notes:

Reports Data Source: Child Welfare Interim Dashboard

Department Expenditure Source: IDS Query Schedule of Allotment Balances Trend