

# Florida Sheriffs Performing Child Protective Investigations

## *ANNUAL PROGRAM PERFORMANCE EVALUATION REPORT*

**Fiscal Year 2018-2019**

Conducted jointly by the Sheriff's Offices of Broward, Hillsborough, Manatee, Pasco, Pinellas, Seminole,  
and Walton Counties and the Florida Department of Children and Families



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## EXECUTIVE SUMMARY

This 19th 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. A team of peer reviewers from sheriffs' offices and the department completed casework audits on closed investigations as a component of the annual evaluation. The department acknowledges Pasco County Sheriff Chris Nocco and his team for leading efforts to draft this report.

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 212,808 child protective investigations were conducted in Florida during FY 2018-19<sup>1</sup> and the seven counties where sheriffs' offices handle investigations conducted 54,237 (25.5%) 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 element in moving forward with shared values, principles, and efforts the department seeks for enhancing Florida's child protection system

In 2019, the sheriffs' peer review process included four days of onsite visits for each sheriff's office location. The overall peer review score for each sheriff's office includes the results of the internal case file review and was calculated using the sheriffs' web-based peer review instrument with each file receiving equal weight in scoring. The results of the peer reviews were as follows:

- Broward County Sheriff's Office: 95.48%
- Hillsborough County Sheriff's Office: 98.47%
- Manatee County Sheriff's Office: 97.07%
- Pasco County Sheriff's Office: 96.34%
- Pinellas County Sheriff's Office: 97.42%
- Seminole County Sheriff's Office: 97.68%
- Walton County Sheriff's Office: 87.45%

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:

1. Percent of investigations commenced within 24 hours. The department average was 99.66% with the sheriffs' offices averaging 99.82% towards a target goal of 99.5%.
2. Percent of victims seen within 24 hours of receiving a report. The department average was 90.86% with the sheriffs' offices averaging 91.89% towards a goal of 85%.

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>.

<sup>1</sup> 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 2018-2019, 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 25.49% of initial and additional reports and special condition referrals. This totaled 54,237 reports and special condition referrals for the respective sheriffs' offices.

**Percentage of Child Protective Reports by Sheriff, CBC and Department FY 2018-2019**

	Florida Child Population	% Florida's Child Population	Florida General Population	% Florida's General Population	Total 18/19: Initial, Additional, Special Condition Reports	% of Initial and Additional Reports and Special Condition Referrals
Broward	407,694	9.86%	1,935,878	9.23%	14,143	6.65%
Hillsborough	298,584	7.22%	1,408,566	6.71%	13,634	6.41%
Manatee	65,374	1.58%	385,571	1.84%	4,282	2.01%
Pasco	89,970	2.18%	525,643	2.50%	6,582	3.09%
Pinellas	171,861	4.16%	970,637	4.63%	9,893	4.65%
Seminole	98,034	2.37%	462,659	2.20%	4,488	2.11%
Walton	11,481	0.28%	68,376	0.33%	1,215	0.57%
Sheriff Totals	1,142,998	27.64%	5,757,330	27.44%	54,237	25.49%
DCF Totals	2,991,801	72.36%	15,227,070	72.56%	156,242	73.42%
CBC Totals					2,329	1.09%
State Totals	4,134,799	100.00%	20,984,400	100.00%	212,808	100.00%

Sources: Florida Safe Families Network (FSFN) report: Child Investigations Received by Intake Sequence Type Statewide by District by Agency.

### Child Reporting Rates

Child reporting rates vary significantly in Florida's 67 counties.

Month	Child Report Rate Per 1,000
Jul-18	3.37
Aug-18	4.03
Sep-18	4.13
Oct-18	4.24
Nov-18	3.70
Dec-18	3.50
Jan-19	3.93
Feb-19	3.94
Mar-19	3.78
Apr-19	4.30
May-19	4.16
Jun-19	3.08
<b>12 Month Sum FY 2018-2019</b>	<b>46.16</b>
<b>Monthly Average FY 2018-2019</b>	<b>4.65</b>

Source: DCF FSFN Monthly Report: Child Investigations Received by Intake Sequence Type – Statewide by County

Department monthly data on the reporting rates (initial and additional reports) received per 1,000 child population showed an overall increase over the last six fiscal years with a slight statewide decrease in FY 2018-2019 from FY 2017-2018 of 1.31 per 1,000 child population. Prior increases include from FY 2015-2016 to FY 2016-2017 an increase of 1.84 per 1,000 child population and FY 2014-2015 to FY 2015-2016 an increase of .62 per 1,000 child population. The overall reporting rate in the child population is trending downward when compared to the previous six fiscal years:

Fiscal Year	Annualized Child Reporting Rate Per 1,000
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	2.66
Hillsborough County	3.44
Manatee County	4.94
Pasco County	5.61
Pinellas County	4.32
Seminole County	3.44
Walton County	8.15
<b>Average Monthly Rate</b>	<b>4.65</b>

### Initial and Additional and Special Condition Reports

Of the 212,808 child and special condition reports received in FY 2018-2019, there were 172,725 initial intake reports, 18,152 additional intake reports, and 21,931 special condition intake reports<sup>2</sup>. There were 8,935 less reports in FY 2018-2019 than FY 2017-2018.

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

FY 2018-2019	Initial Reports				Additional Reports				Special Condition Intakes			
	DCF	CBC	Sheriff	Total	DCF	CBC	Sheriff	Total	DCF	CBC	Sheriff	Total
Jul-18	9,392	0	3,223	12,615	986	0	317	1,303	912	183	341	1,436
Aug-18	11,364	0	3,802	15,166	1,136	0	380	1,516	1,116	225	446	1,787
Sep-18	11,460	0	3,969	15,429	1,253	0	379	1,632	1,244	206	441	1,891
Oct-18	11,634	0	4,148	15,782	1,262	0	477	1,739	1,405	207	489	2,101
Nov-18	10,192	0	3,592	13,784	1,124	0	391	1,515	1,227	169	428	1,824
Dec-18	9,664	0	3,481	13,145	1,006	0	333	1,339	1,024	167	320	1,511
Jan-19	11,001	0	3,776	14,777	1,082	0	396	1,478	1,242	209	411	1,862
Feb-19	10,954	0	3,816	14,770	1,149	0	374	1,523	1,404	161	406	1,971
Mar-19	10,405	0	3,747	14,152	1,158	0	340	1,498	1,182	179	386	1,747
Apr-19	12,068	0	4,095	16,163	1,219	0	395	1,614	1,533	229	518	2,280
May-19	11,391	0	4,072	15,463	1,311	0	434	1,745	1,462	213	472	2,147
Jun-19	8,510	0	2,969	11,479	927	0	323	1,250	843	181	350	1,374
<b>Annual Totals</b>	<b>128,035</b>	<b>0</b>	<b>44,690</b>	<b>172,725</b>	<b>13,613</b>	<b>0</b>	<b>4,539</b>	<b>18,152</b>	<b>14,594</b>	<b>2,329</b>	<b>5,008</b>	<b>21,931</b>

The seven sheriff's offices were responsible for 54,237 intake reports and special condition referrals during FY 2018-2019, or 25.49% of the statewide total. This is a decrease of 2,963 reports from FY 2018-2019.

#### Total Initial, Additional and Special Condition Reports by Month

FY 2018-2019	Total of Initial, Additional and Special Condition Intakes			
	DCF	CBC	Sheriff	Total
Jul-18	11,290	183	3,881	15,354
Aug-18	13,616	225	4,628	18,469
Sep-18	13,957	206	4,789	18,952
Oct-18	14,301	207	5,114	19,622
Nov-18	12,543	169	4,411	17,123
Dec-18	11,694	167	4,134	15,995
Jan-19	13,325	209	4,583	18,117
Feb-19	13,507	161	4,596	18,264
Mar-19	12,745	179	4,473	17,397
Apr-19	14,820	229	5,008	20,057
May-19	14,164	213	4,978	19,355
Jun-19	10,280	181	3,642	14,103
<b>Annual Totals</b>	<b>156,242</b>	<b>2,329</b>	<b>54,237</b>	<b>212,808</b>

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

<sup>2</sup> 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.

### 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" reports are referrals that 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 County Sheriff's Office

Broward County Sheriff's Office received 14,143 child and special condition reports, which averaged 1,179 reports and special condition referrals monthly in FY 2018-2019. Special Condition referrals accounted for 9.11% of the intake workload. Broward County had a monthly average of 2.66 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	Percent of State's Total	Child Report Rate Per 1,000*
Jul-18	838	81	84	1,003	6.71%	2.67
Aug-18	953	96	106	1,155	6.36%	2.57
Sep-18	1,040	88	94	1,222	6.54%	2.77
Oct-18	1,081	104	136	1,321	6.81%	2.91
Nov-18	973	93	127	1,193	7.06%	2.62
Dec-18	927	71	74	1,072	6.75%	2.45
Jan-19	975	101	103	1,179	6.61%	2.64
Feb-19	1,002	104	126	1,232	6.73%	2.71
Mar-19	1,034	91	107	1,232	7.21%	2.76
Apr-19	1,075	96	138	1,309	6.46%	2.87
May-19	1,050	103	119	1,272	6.67%	2.83
Jun-19	793	86	74	953	6.94%	2.16
Total	11,741	1,114	1,288	14,143		
Monthly Average	978.42	92.83	107.33	1,179	6.65	2.66

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 13,634 child and special condition reports, which averaged 1,136 reports and special condition referrals monthly in FY 2018-2019. Special Condition referrals accounted for 9.39% of the intake workload. Hillsborough County had a monthly average of 3.44 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	Percent of State's Total	Child Report Rate Per 1,000*
Jul-18	777	73	102	952	5.86%	2.85
Aug-18	1007	94	17	1,218	6.27%	3.69
Sep-18	959	92	133	1,184	5.97%	3.52
Oct-18	1,006	129	110	1,245	6.28%	3.80
Nov-18	874	92	105	1,071	6.07%	3.24
Dec-18	839	89	82	1010	6.15%	3.11
Jan-19	929	119	101	1,149	6.21%	3.51
Feb-19	955	95	84	1,134	6.12%	3.52
Mar-19	937	106	99	1,172	6.34%	3.49
Apr-19	980	87	126	1,193	5.80%	3.57
May-19	1,092	118	118	1,328	6.67%	4.05
Jun-19	774	101	103	978	6.63%	2.93
Total	11,159	1,195	1,280	13,634		
Monthly Average	929.92	99.58	106.67	1,136	6.41%	3.44

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 4,282 child and special condition reports, which averaged 357 reports and special condition referrals monthly in FY 2018-2019. Special Condition referrals accounted for 9.48% of the intake workload. Manatee County had a monthly average of 4.94 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	Percent of State's Total	Child Report Rate Per 1,000*
Jul-18	274	26	30	330	2.06%	4.59
Aug-18	286	21	23	330	1.72%	4.70
Sep-18	331	22	32	385	1.97%	5.40
Oct-18	375	41	31	447	2.17%	6.36
Nov-18	268	25	32	325	1.92%	4.48
Dec-18	287	26	39	352	2.10%	4.79
Jan-19	315	26	42	383	2.01%	5.22
Feb-19	282	20	24	326	1.76%	4.62
Mar-19	301	18	31	350	1.92%	4.88
Apr-19	344	28	45	417	2.02%	5.69
May-19	329	24	52	405	1.97%	5.40
Jun-19	189	18	25	232	1.59%	3.17
Total	3,581	295	406	4,282		
Monthly Average	298.42	24.58	33.83	357	2.01%	4.94

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 6,582 child and special condition reports, which averaged 549 reports and special condition referrals monthly in FY 2018-2019. Special Condition referrals accounted for 7.90% of the intake workload. Pasco County had a monthly average of 5.61 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	Percent of State's Total	Child Report Rate Per 1,000*
Jul-18	401	34	28	463	2.92%	4.83
Aug-18	459	52	60	571	2.95%	5.68
Sep-18	504	58	42	604	3.11%	6.25
Oct-18	517	77	61	655	3.21%	6.60
Nov-18	452	59	44	555	3.14%	5.68
Dec-18	402	53	33	488	3.00%	5.06
Jan-19	466	56	40	562	3.14%	5.80
Feb-19	452	55	52	559	3.01%	5.64
Mar-19	418	44	41	503	2.82%	5.14
Apr-19	483	60	47	590	2.93%	6.04
May-19	478	56	35	570	2.93%	5.94
Jun-19	381	45	36	462	3.25%	4.73
Total	5,413	649	520	6,582		
Monthly Average	451.08	54.08	43.33	549	3.09%	5.61

Source: DCF FSFN 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 9,893 child and special condition reports, which averaged 824 reports and special condition referrals monthly in FY 2018-2019. Special Condition referrals accounted for 9.88% of the intake workload. Pinellas County had a monthly average of 4.32 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	Percent of State's Total	Child Report Rate Per 1,000*
Jul-18	618	82	66	766	4.87%	4.07
Aug-18	650	87	96	833	4.33%	4.29
Sep-18	698	82	85	865	4.38%	4.54
Oct-18	740	86	89	915	4.59%	4.81
Nov-18	667	103	75	845	4.84%	4.48
Dec-18	631	72	63	766	4.57%	4.09
Jan-19	664	59	80	803	4.30%	4.21
Feb-19	697	64	77	838	4.39%	4.43
Mar-19	640	56	73	769	4.20%	4.05
Apr-19	769	90	94	953	4.51%	5.00
May-19	687	91	90	868	4.37%	4.53
Jun-19	533	50	89	672	4.59%	3.39
Total	7,994	922	977	9,893		
Monthly Average	666.17	76.83	81.42	824	4.65%	4.32

Source: DCF FSFN 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 4,488 child and special condition reports, which averaged 374 reports and special condition referrals monthly in FY 2018-2019. Special Condition referrals accounted for 9.92% of the intake workload. Seminole County had a monthly average of 3.44 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	Percent of State's Total	Child Report Rate Per 1,000*
Jul-18	245	14	19	277	1.73%	2.64
Aug-18	358	22	34	412	2.19%	3.88
Sep-18	358	27	43	423	2.21%	3.93
Oct-18	350	30	57	431	2.16%	3.88
Nov-18	282	13	39	332	1.87%	3.01
Dec-18	319	15	26	351	2.12%	3.41
Jan-19	332	22	39	390	2.04%	3.61
Feb-19	344	20	34	397	2.14%	3.71
Mar-19	299	19	34	348	1.97%	3.24
Apr-19	367	23	57	442	2.07%	3.98
May-19	328	22	47	390	1.93%	3.57
Jun-19	222	12	16	249	1.67%	2.39
Total	3,804	239	445	4,488		
Monthly Average	317	19.92	37.08	374	2.11%	3.44

Source: DCF FSFN 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 1,215 child and special condition reports, which averaged 101 reports and special condition referrals monthly in FY 2018-2019. Special Condition referrals accounted for 7.57% of the intake workload. Walton County had a monthly average of 8.15 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	Percent of State's Total	Child Report Rate Per 1,000*
Jul-18	70	7	12	89	0.58%	6.71
Aug-18	89	8	10	107	0.57%	8.45
Sep-18	79	10	12	101	0.51%	7.75
Oct-18	79	10	5	94	0.48%	7.75
Nov-18	76	6	6	88	0.48%	7.14
Dec-18	76	7	3	86	0.56%	7.23
Jan-19	95	13	6	114	0.64%	9.41
Feb-19	84	16	9	109	0.64%	8.71
Mar-19	88	6	1	95	0.59%	8.19
Apr-19	77	11	11	99	0.51%	7.66
May-19	108	20	10	138	0.70%	11.15
Jun-19	77	11	7	95	0.63%	7.66
Total	998	125	92	1,215		
Monthly Average	83.17	10.42	7.67	101	0.57%	8.15

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. On January 6, 2017, discussions began between the department and sheriffs' representatives to ensure the mutually agreed upon review tool for the sheriff's office peer review evaluated the change in practice, ongoing measurable goals, and performance measures. The instrument was finalized and mutually approved in December 2017.

452 peer reviews were conducted between August and November 2019 for the seven sheriff's offices. Peer review teams evaluated 65 randomly selected, closed judicial and non-judicial investigations. The review assessed compliance with statutory requirements, quality of investigations, safety decisions, and safety actions implemented in the case through closure and transfer to a CBC. The assessment included ten practice areas, from initial response through case closure.

### Sampling Methodology and Size

The peer review identified closed investigations to be eligible for review. The investigations were opened and closed between January 1, 2019 and June 30, 2019. Additionally, the investigation had to result in the safety determination at closure of at least one unsafe child. 65 closed cases were reviewed at each sheriff's office location except for Walton County where 62 cases were reviewed.

### Peer Review Teams

The department provided 15 staff members to participate on the peer review teams with at least two staff assigned to each review. Pursuant to section 39.3065(3)(d), F.S., the program performance evaluation is required to be conducted by a team of peer reviewers comprised of representatives from sheriffs' offices and the department.

The department's Office of Child Welfare and the sheriffs' offices jointly developed the approach to the annual peer review. The teams at each location selected a lead to oversee the orderly distribution of the work among the reviewers. The sheriffs' offices have always elected to allow the visiting team to complete all reviews, and the sheriff's office under review does not participate in the cases under review at its location.

The statute references a "team of peer reviewers." In this and all prior annual performance evaluations, sheriff and department personnel who perform protective investigations and/or have respective quality assurance experience comprise the peer review team. An entrance conference is conducted at each location clarifying to the reviewers the specific unique operational systems incorporated within a specific county. The teams were onsite for four days completing the reviews.

Peer reviewers were provided the original investigation files in all but two sheriff's offices. Paper files were not provided for the Seminole County and Walton County Sheriff's Offices as each reviewer was provided Florida Safe Families Network (FSFN) access to review case records electronically.

Case review information was entered into an electronic format using a web-based system which captures the responses of the reviewer and identifies the reviewer's assessment for each question. The Peer Review Tool underwent additional redesign for FY 2017-2018 in order to thoroughly address the new practice model, which has been fully implemented within each of the seven sheriffs' offices. Listed under the following titled categories are core components of questions within the Peer Review Tool:

- **Prior Abuse and Neglect Reports**
  - Review of prior abuse and neglect reports for all household members and frequent visitors who provide supervision and/or care for the child.

- **Criminal Records**
  - Review of local criminal records for all household members and frequent visitors who provide supervision and/or care for the child.
  - Review of Florida Crime Information Center (FCIC) records for all household members and frequent visitors who provide supervision and/or care for the child.
  - Review of National Crime Information Center (NCIC) records for all household members and frequent visitors who provide supervision and/or care for the child.
- **Investigative Activities**
  - Reporter contacts
  - Child Protection Team (CPT) contact
  - Indian Child Welfare Act (ICWA)
  - Collateral contacts
  - Case closure
- **Interviews**
  - Contact with household members
  - Interviews/observations of all household members
  - Documentation of maltreatments
- **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**
  - Implementation of a Present Danger Safety Plan
  - Accuracy of the danger threats in the home
  - Development of the plan
  - Uploaded into FSFN
  - Safety Managers Review by a CPI Supervisor (CPIS)
- **Impending Danger - Family Functioning Assessment**
  - Completion of the Family Functioning Assessment
  - Background history on participants
  - Documentation in the six practice domains
  - Child Safety Analysis Summary
  - Conditions for Return
- **Safety Planning - Impending Danger**
  - Implementation of an Impending Danger Safety Plan
  - Accuracy of the danger threats in the home
  - Development of the plan
  - Upload into FSFN
  - Safety Manager's Review by a CPI Supervisor
  - Five criteria for an in-home safety plan
- **Removal**
  - Reasonable efforts

- Prospective placements
- Home study
- Psychotropic Medication
  
- **Consultations**
  - Initial Supervisor Consultation
  - Case Closure
  - 2<sup>nd</sup> Tier

The rating of file reviews used a “yes”, “no”, “all”, “some”, “none”, or not applicable approach. “Yes” or “All” answers received a rating of “9”; “Some” received a rating of “7”; “No” or “None” received a rating of “0”; “Not Applicable” was not scored and therefore received an “N/A”. Overall performance was the weighted mean between each case reviewed. Each item was evaluated based on information contained within the file and rating guidance provided in the peer review tool.

The results were tabulated for the assessment on the above areas and immediate feedback was provided at the end of the evaluation via a prepared report for the sheriff's office under review. The web-based tool allows peer reviewers to complete an onsite stratification of the data at the conclusion of the review. In addition, it allows for drilling down 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. Each peer review included an exit conference, during which reviewers presented trends and information on cases they reviewed for management and supervisors. The finalized report fully documented all information discussed at the exit conference. Each site had the ability to challenge the peer review team ratings prior to finalization of the report.

Prior Sheriff's Annual Performance Reports are available to view and download at the Center for Child Welfare: <http://centerforchildwelfare.fmhi.usf.edu/MandatedReportsLegislature.shtml>. The date of the peer review, a listing of peer review team members, and a summary of performance by sheriff's office is provided in Section IV.

### 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 2018-2019. 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

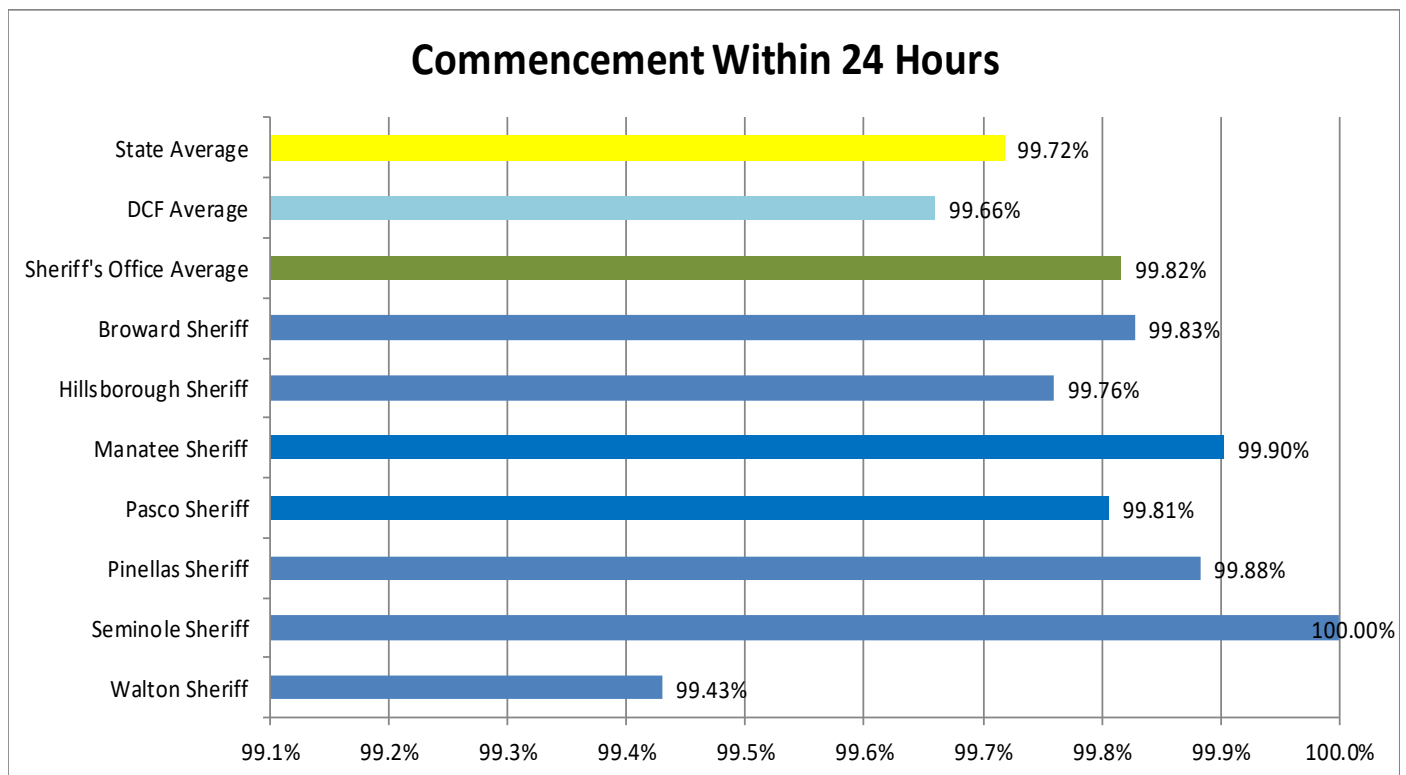
In FY 2018-2019, there was a total of 212,808 initial and additional reports as well as special condition referrals statewide. Of this number, 172,725 (81.16%) were regular initial abuse reports; 21,931 (10.31%) were special condition referrals, and 18,152 (8.53%) were additional reports. All of these 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 27,916 supplemental reports added to open investigations in FY 2018-2019, averaging 2,326 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 Dashboard

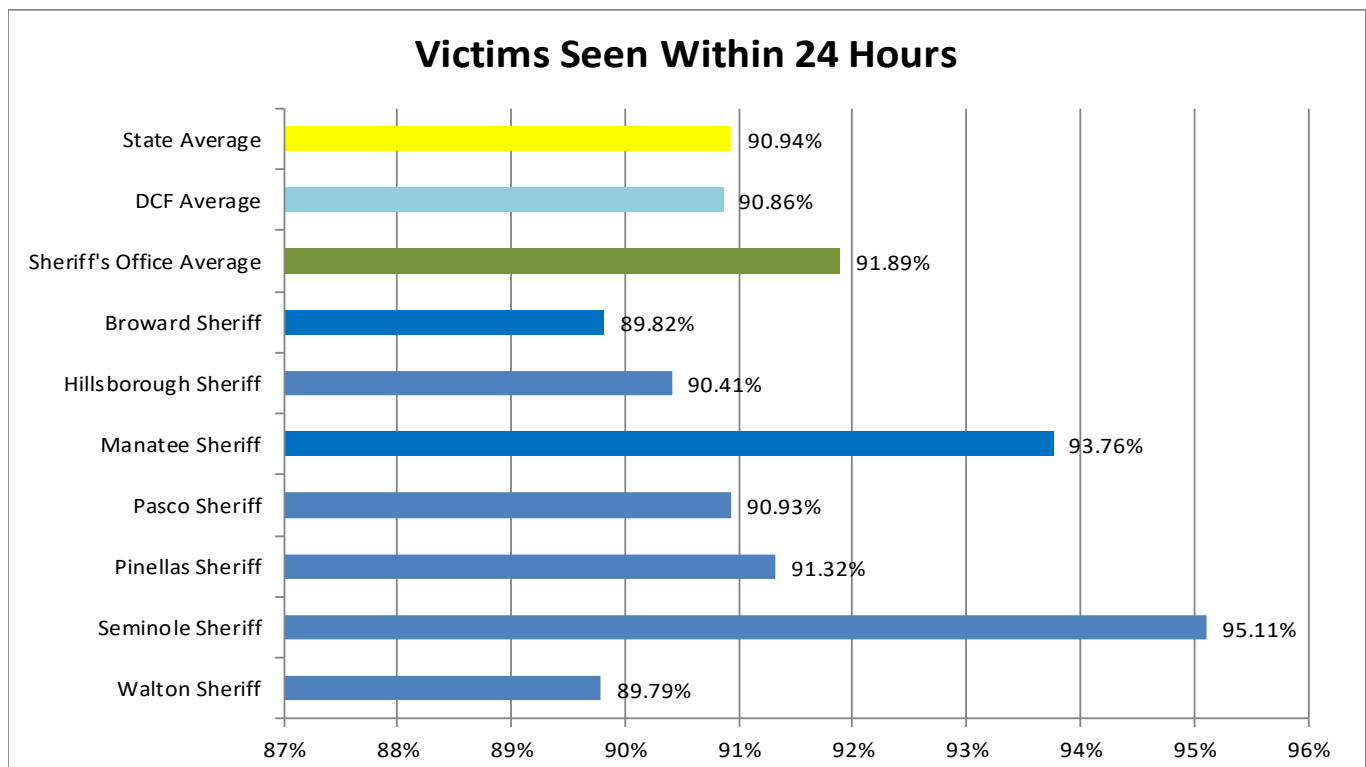
**Performance Measure 2: Percent of child victims seen within 24 hours [Target Goal - 85%]**

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 statewide average was 90.94%, with the sheriffs’ offices averaging 91.89% and the department averaging 90.86%.



Source: FSFN closed investigation reports each month from July 2018 through June 2019 in a statewide report referred to as the Leader Board (which does not specify statistical information for Walton County Sheriff's Office).

### Additional Department Program Performance Measures

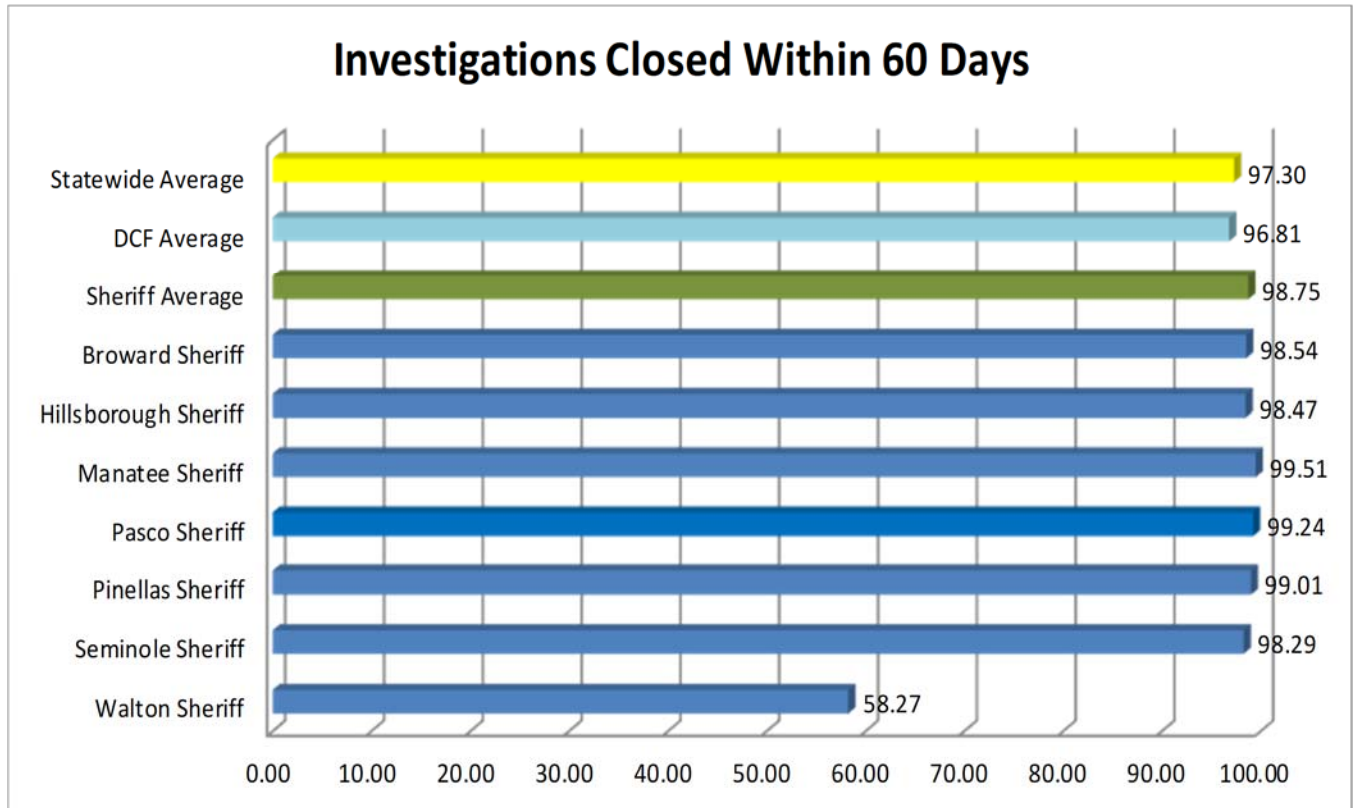
Other Leader Board Outcome Performance Measures, although not in the sheriffs' grant agreements, are important to overall casework practice statewide. Overall, in these additional Leader Board measures, the sheriffs' office averages exceeded the statewide averages.

#### 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."*

The sheriffs' offices averaged 98.75% for investigations being closed by the 60<sup>th</sup> day in FY 2018-2019 and the department average was 96.81% with the statewide average of 97.30%.





Source: The data was extracted from data source: DCFFSN "Child Investigation Leader Board Statewide by District by Agency" monthly reports for July 2018 through June 2019 and DCF FY Data Unit.

**Investigations Closed Within 60 Days**

Entity	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19	Average
Broward	98.74	99	98.75	99.42	98.99	97.36	97.98	98.13	98.94	98.77	98.33	98.06	98.54
Hillsborough	99	97.98	99.12	99.49	98.44	98.75	97.78	97.22	97.8	98.41	99.16	98.49	98.47
Manatee	99.66	96.98	100	100	100	99.38	100	100	99.38	99.6	99.68	99.4	99.51
Pasco	99.18	99.77	99.44	99.34	98.84	99.36	98.33	99.72	98.87	99.34	98.93	99.76	99.24
Pinellas	99.1	98.96	98.93	99.25	98.48	98.52	98.64	99.26	99	99.07	99.32	99.6	99.01
Seminole	95.67	98.07	95.99	98.06	98.54	100	99.38	99.68	98.33	98.46	99.4	97.84	98.29
Walton	100	100	85.11	44.78	39.76	37.18	46.15	30.16	58.14	50.56	43.68	63.77	58.27
DCF	95.82	96.62	96.97	97.16	96.36	96.19	96.83	96.69	97.56	96.83	97.36	97.3	96.81
Sheriff	98.79	98.62	98.75	99.31	98.79	98.55	98.38	98.6	98.63	98.83	99.02	98.76	98.75
Statewide	96.59	97.11	97.39	97.71	96.96	96.81	97.22	97.15	97.82	97.33	97.77	97.69	97.30

Source: The data was extracted from data source: DCFFSN "Child Investigation Leader Board Statewide by District by Agency" monthly reports for July 2018 through June 2019 (which does not specify statistical information for Walton County Sheriff's Office).

Supervisory Consultations Within 5 Days

The statewide average for initial supervisory consultations completed within five days of the final Florida Abuse Hotline decision time for FY 2018-2019 was 95.92% for the Sheriff's Office counties.

### 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 2017-2018 and FY 2018-2019. 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 \$906 for Walton to a high of \$1,388 for Pinellas with an overall average cost of report for sheriffs of \$1,203. The cost for the department ranged from a low of \$1,104 in the Suncoast Region to a high of \$1,272 in the Northwest Region with an overall average cost of \$1,148 per investigation. The overall difference in cost between the sheriffs' offices and the department was \$55 per report.

The cost per investigation increased by 3.35% for the sheriffs' offices and 7.19% for the department. The overall statewide cost per investigation increased 6.22%. The overall number of investigations decreased 1.0% for the sheriffs' offices and 2.67% for the department. It should be noted Walton County transitioned from the department to the sheriffs' office on July 1, 2018.

AGENCY	Fiscal Year 2017-2018*			Fiscal Year 2018-2019**		
	Cost	Reports	Cost Per Report	Cost	Reports	Cost Per Report
Broward	\$14,333,970	12,914	\$1,110	\$14,357,298	12,241	\$1,173
Hillsborough	\$13,210,040	12,055	\$1,096	\$13,598,748	11,668	\$1,165
Manatee	\$4,855,360	3,857	\$1,259	\$4,855,360	3,826	\$1,269
Pasco	\$6,448,093	6,107	\$1,056	\$6,451,734	5,995	\$1,076
Pinellas	\$11,923,160	8,740	\$1,364	\$11,915,854	8,587	\$1,388
Seminole	\$4,716,152	3,986	\$1,183	\$4,702,791	3,913	\$1,202
Walton	\$0	0	\$0	\$860,607	950	\$906
<b>All Sheriffs</b>	<b>\$55,486,775</b>	<b>47,659</b>	<b>\$1,164</b>	<b>\$56,742,392</b>	<b>47,180</b>	<b>\$1,203</b>
Northwest	\$21,288,262	19,068	\$1,116	\$20,599,864	16,192	\$1,272
Northeast	\$34,203,185	32,135	\$1,064	\$35,950,995	31,934	\$1,126
Suncoast	\$14,781,643	14,311	\$1,033	\$15,666,596	14,197	\$1,104
Central	\$49,852,577	46,981	\$1,061	\$52,120,578	47,065	\$1,107
Southeast	\$16,683,183	15,797	\$1,056	\$18,443,467	15,373	\$1,200
Southern	\$15,033,107	13,478	\$1,115	\$15,584,446	13,230	\$1,178
<b>Department</b>	<b>\$151,841,957</b>	<b>141,770</b>	<b>\$1,071</b>	<b>\$158,365,946</b>	<b>137,991</b>	<b>\$1,148</b>
<b>TOTAL</b>	<b>\$207,328,732</b>	<b>189,429</b>	<b>\$1,094</b>	<b>\$215,108,338</b>	<b>185,171</b>	<b>\$1,162</b>

Notes

1. Expenditure (cost) data excludes training costs for sheriffs' offices and the department.
2. \*DCF expenditures include actual expenditures by region, plus indirect cost earnings (11.68%) in Fiscal Year 2017-2018.  
 \*\* DCF expenditures include actual expenditures by region, plus indirect cost earnings (10.97%) in Fiscal Year 2018-2019.
3. Reports are based on investigations closed in FY 2018-2019; this count includes initial and additional intakes but excludes special condition referrals and investigations closed as duplicate or no jurisdiction.
4. FY 2017-18 Service costs for Pinellas include \$7,306 in Training budget. Seminole used \$82,349 of Training budget for service costs. Manatee spent \$5,956 of their local funds that has not been included in their service costs.
5. 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.

Report Notes:

Reports Data Source: Child Welfare Interim Dashboard

Department Expenditure Source: IDS Query Schedule of Allotment Balances Trend

**SECTION V: APPENDIX – Peer Review Dates, Reviewers, and Findings**

The date of the peer review, a listing of peer review team members, and a summary of performance by sheriff's office is provided below.

<b>Hillsborough County Sheriff's Office</b>	
Site visit was conducted on August 5-8, 2019.	
Final Closed Case Review Score for the Hillsborough County Sheriff's Office: <b>98.47%</b>	
<b>Reviewer Name</b>	<b>Reviewer Entity</b>
Jennifer Hollis	Seminole County Sheriff's Office
Michelle Douthitt	Pasco County Sheriff's Office
Kraig Keller	Broward County Sheriff's Office
Natasha Boval	Broward County Sheriff's Office
Crystal Conlee	Walton County Sheriff's Office
Christopher Brace	Walton County Sheriff's Office
Danielle Lovetere	DCF Suncoast Region
Christina Cuoco	DCF Suncoast Region
Robert Wilson	Manatee County Sheriff's Office
Alicia Phillips	Manatee County Sheriff's Office
Shawn Wilson	Pinellas County Sheriff's Office

<b>Seminole County Sheriff's Office</b>	
Site visit was conducted on August 19-22, 2019.	
Final Closed Case Review Score for the Manatee County Sheriff's Office: <b>97.68%</b>	
<b>Reviewer Name</b>	<b>Reviewer Entity</b>
Kraig Keller	Broward County Sheriff's Office
Mia Pinkney	Broward County Sheriff's Office
Crystal Conlee	Walton County Sheriff's Office
Lisa Jeffries	Walton County Sheriff's Office
John Lewis	DCF Central Region
Damien Hill	DCF Central Region
Kathleen Munson	Hillsborough County Sheriff's Office
Michelle Douthitt	Pasco County Sheriff's Office
Robert Wilson	Manatee County Sheriff's Office
Shawn Wilson	Pinellas County Sheriff's Office

<b>Manatee County Sheriff's Office</b>	
Site visit was conducted on September 9-12, 2019.	
Final Closed Case Review Score for the Manatee County Sheriff's Office: <b>97.07%</b>	
Reviewer Name	Reviewer Entity
Jennifer Hollis	Seminole County Sheriff's Office
Michelle Douthitt	Pasco County Sheriff's Office
Natasha Boval	Broward County Sheriff's Office
Judson Boyd	Walton County Sheriff's Office
Kate Smith	DCF Suncoast Region
Shawn Creney	DCF Suncoast Region
Kathleen Munson	Hillsborough County Sheriff's Office
Vanessa Navarro	Hillsborough County Sheriff's Office
Shawn Wilson	Pinellas County Sheriff's Office

<b>Pasco County Sheriff's Office</b>	
Site visit was conducted on September 23-26, 2019.	
Final Closed Case Review Score for the Pasco County Sheriff's Office: <b>96.34%</b>	
Reviewer Name	Reviewer Entity
Jennifer Hollis	Seminole County Sheriff's Office
Kraig Keller	Broward County Sheriff's Office
Judson Boyd	Walton County Sheriff's Office
Kate Smith	DCF Suncoast Region
Mechell Young-Williams	DCF Suncoast Region
Kathleen Munson	Hillsborough County Sheriff's Office
Jennifer Campbell	Hillsborough County Sheriff's Office
Robert Wilson	Manatee County Sheriff's Office
Shawn Wilson	Pinellas County Sheriff's Office

<b>Pinellas County Sheriff's Office</b>	
Site visit was conducted on October 7-10, 2019.	
Final Closed Case Review Score for the Pinellas County Sheriff's Office: <b>97.42%</b>	
Reviewer Name	Reviewer Entity
Jay Saucer	Seminole County Sheriff's Office
Kraig Keller	Broward County Sheriff's Office

Judson Boyd	Walton County Sheriff's Office
Kate Smith	DCF Suncoast Region
Danielle Lovetere	DCF Suncoast Region
Kathleen Munson	Hillsborough County Sheriff's Office
Vanessa Navarro	Hillsborough County Sheriff's Office
Robert Wilson	Manatee County Sheriff's Office
Michelle Douthitt	Pasco County Sheriff's Office

<b>Broward County Sheriff's Office</b>	
Site visit was conducted on October 21-24, 2019.	
Final Closed Case Review Score for the Broward County Sheriff's Office:	
<b>95.48%</b>	
<b>Reviewer Name</b>	<b>Reviewer Entity</b>
Robert Wilson	Manatee County Sheriff's Office
Kathleen Munson	Hillsborough County Sheriff's Office
Jennifer Hollis	Seminole County Sheriff's Office
Michelle Douthitt	Pasco County Sheriff's Office
Lovern Allyne-Babb	DCF Southern Region
Anabel Fernandez	DCF Southern Region
Bill Ratay	DCF Southeast Region
Robert Wilson	Manatee County Sheriff's Office
Shawn Wilson	Pinellas County Sheriff's Office

<b>Walton County Sheriff's Office</b>	
Site visit was conducted on November 4-7, 2019.	
Final Closed Case Review Score for the Walton County Sheriff's Office:	
<b>87.45%</b>	
<b>Reviewer Name</b>	<b>Reviewer Entity</b>
Kraig Keller	Broward County Sheriff's Office
Ashley Whiting	DCF Northwest Region
Kelly Faircloth	DCF Northwest Region
Kathleen Munson	Hillsborough County Sheriff's Office
Jennifer Campbell	Hillsborough County Sheriff's Office
Michelle Douthitt	Pasco County Sheriff's Office
Robert Wilson	Manatee County Sheriff's Office
Shawn Wilson	Pinellas County Sheriff's Office