



State of Florida
Department of Children and Families

Rick Scott
Governor

Mike Carroll
Secretary

DATE: November 24, 2015

TO: Regional Managing Directors
Community-Based Care Lead Agency CEOs
Sheriff's Offices

THROUGH: David L. Fairbanks, Deputy Secretary *DLF*
Vicki Abrams, Assistant Secretary for Operations
Janice Thomas, Assistant Secretary for Child Welfare *JT*

FROM: Ginger Griffeth, Director of Child Welfare Performance & Quality Management *GG*

SUBJECT: New CPI Scorecard

PURPOSE: The purpose of this memorandum is to inform you of the upcoming release of the new CPI Scorecard. The new CPI Scorecard will be released quarterly, with the first release attached for the quarter ending September 30, 2015. To allow staff an appropriate amount of time to review and respond with any questions, this first release is marked "Draft," and will not be posted on the web.

BACKGROUND: In November 2014 a CPI Scorecard Revision Leadership Committee was formed and met to discuss and develop the new CPI Scorecard. The meeting, facilitated by Casey Family Programs, was well attended by representatives from Department leadership, Sheriff's Offices and CBC's. The main theme was to develop a CPI Scorecard that was less focused on process measures and more focused driving better practice. The four critical areas discussed were timeliness of initiating an investigation, safety, quality of the investigation and workload. In April 2015 a follow up meeting was held and the Department presented a set of measures that covered these for review by the Committee. The result was agreement on a core set of CPI Scorecard measures. Since that time a workgroup of representatives from the Office of Child Welfare, Region Operations staff and Sheriff's offices finalized the methodology for calculating performance on these measures and the Office of Child Welfare calculated performance on the new measures.

The result is a new CPI Scorecard (attached, along with the algorithms) consisting of 13 measures, three focus on timeliness of initiating an investigation, seven focus on the quality of the investigation and three on workload management. Note, a fourth workload management measure, "Percent of Child Protective Investigators who are Fully Certified" was dropped due to reliability issues with matching data between FSFN and the Florida Certification Board.

ACTION REQUIRED: Please review and disseminate this information as appropriate.

CONTACT INFORMATION: For additional information, please contact Keith Perlman in the Office of Child Welfare at (850) 717-4675 or keith.perlman@myflfamilies.com.

Attachments

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

DRAFT CPI Scorecard Measure Algorithms

October 2015

Measures

Timeliness Measures

1. Percent of investigations commenced within 24 hours of Command Center Decision Date/Time.
2. Percent of victims in an investigation who were seen within 24 hours of Command Center Decision Date/Time.
3. Percent of investigations that had an initial Supervisory Consultation or Supervisory Review completed within 5 days of Command Center Decision Date/Time.

Quality Assessment Measures

4. Percent of Present Danger Assessments that support the absence or presence of Present Danger.
5. Percent of Present Danger Safety Plans that were sufficient to control for Present Danger threat(s) identified.
6. Percent of investigations where the CPI correctly identified any impending danger threats at the conclusion of the Family Functioning Assessment.
7. Percent of Impending Danger Safety Plans that were sufficient to control for the Impending Danger threat(s) identified.
8. Percent of investigations where the CPI supervisor provided consultation, support, and guidance to ensure that sufficient information is collected to support a quality assessment and appropriate decision making.
9. Percent of investigations where the prior child abuse and neglect reports, prior services, and criminal history information were accurately summarized and used to assess patterns, potential danger threats, and the impact on child safety.
10. Percent of investigations where the safety planning analysis and justification clearly support the type of safety plan developed.

Workforce Sufficiency Measures

11. Percent of Child Protective Investigators with more than 15 open investigations
12. Percent of Child Protective Investigators and CPI Supervisors who have a Social Work Degree.
13. Staff Retention Rate.

Several key terms related to the measures are defined here.

“*Additional Intake*” is a report made to the hotline containing information about new maltreatments, victims or perpetrators that is added to an existing active investigation.

“*Victim*” is a child with an initial role of “victim” in an In-Home or Institutional investigation.

“*Command Center Decision Date/Time*” is the date and time the report is accepted by the Hotline staff and referred for investigation.

“*Commencement*” is the date and time when the investigator attempted or achieved a face to face contact with the child victim by actually visiting the site where the victim was reportedly located.

“*Cohort*” is a group of children who share a common characteristic or event in a period of time or a point in time. Some cohorts are defined by a child’s status on a given date; others are defined by an event (e.g., a removal date or permanency date); still others are defined by the child’s receiving a type of service within a date range.

A “*Face-to-face visit*” occurs when an investigator has contact with a child, face-to-face, regardless of where the visit takes place and documents this activity in FSFN as a case note type of “Initial Face to Face” where the child is selected as a participant and the Face-to-Face Contact has been completed. The date and time of the visit is also documented in the case note.

“*Field allegation narrative*” is used to document information related to an allegation that has been added by an investigator. This is a required field when a new allegation is added to an investigation.

“*Impending Danger*” is a situation in which family behaviors, attitudes, motives, emotions, or situations pose a threat that may not be currently active but can be anticipated to become active and to have severe effects on a child at any time.

“*In-Home Investigation*” is an investigation of abuse or neglect by a child’s parents or caregiver.

“*Initial Intake*” is the first report made to the hotline containing information about maltreatments, victims or perpetrators that results in an investigation.

“*Initial Role*” is a child’s identified role in the household upon receipt of the call to the hotline.

“*Institutional Investigation*” is a the report of an allegation of abuse or neglect where the alleged perpetrator is an employee of a private school, public or private day care center, residential home, institution, facility or agency or any other person at such institution responsible for the child’s care.

“*Incident Date*” is the date the *verified maltreatment* occurred based on the findings entered into FSFN.

“*Investigation Completion Period*” is the two (2) month period following the end of the *cohort selection period* and/or the *follow-up period* for child safety indicators. This is necessary to allow up to sixty (60) days for completion of a child protective investigation that may have commenced near the end of the *cohort selection period* and/or the *follow-up period* and entry of findings into FSFN.

“*Present Danger*” is significant and clearly observable family condition that is occurring at the current moment and is already endangering or threatening to endanger the child.

“*Rapid Safety Feedback*” is a quality assurance review on open investigations that meet specific risk factors such as a young child or an allegation of Family Violence Threatens Child or Substance Abuse. These reviews must be completed by certified experts in order to be consider a Rapid Safety Feedback review.

“*Report Period*” is the period of time used for selecting a *cohort* of children to be included in the calculation of

a specific measure.

“Report Received Date” is the date that the initial report regarding allegations of abuse or neglect was received by the Department.

“Report Run Date” is the date the data for the report is run from the FSFN data warehouse. For measures 1 – 3 and 10 – 13 this will be a minimum of 10 calendar days after the end of the *Report Period*.

“Safety Methodology” is the Department’s practice approach for assessing and working with children and families. It emphasizes the engagement and empowerment of parents and utilizes a standard approach to decision making to ensure child safety.

A child is considered *“seen”* if they have had a *“face-to-face visit”* with a caseworker.

“Secondary Case Review” is a quality assurance review on open investigations that meet specific risk factors such as a young child or an allegation of Family Violence Threatens Child or Substance Abuse. These reviews are completed by staff who have not yet been certified experts in performing a Rapid Safety Feedback review.

“Special Condition” means requests brought to the attention of the department that require a response, but do not constitute abuse, neglect or abandonment.

“Verified Maltreatment” means that a child had at least one verified finding of abuse or neglect during the measurement period.

Description of Indicators

1. Percent of investigations commenced within 24 hours

This measure is the percentage of investigations that were *commenced* within 24 hours of the *Command Center Decision Date*.

Report Period: Three (3) month period immediately prior to the end of the Scorecard Month (e.g., July 1, 2014 to September 30, 2014 for the July to September 2014 Scorecard)

Denominator: The total number of investigations received during the report period.

Numerator: The total number of investigations that were commenced within 24 hours.

Algorithm

Select all initial *In-Home* and *Institutional* investigations received during the *report period*. *Additional* and *Supplemental* sequenced intakes and *Special Condition* investigations are excluded from the denominator. Any investigations closed as of the scorecard *report run date* with a closing determination of *Patently Unfounded*, *Duplicate* or *No Jurisdiction* are excluded from the denominator. The total number of investigations that meets this criteria is the denominator.

The numerator is the count of the total number of investigations in the denominator where there was a case note with a Category of “Child Investigation” and Case Note Type of “Commencement (Initial)” and the Contact Begin Date/Time was ≤ 24 hours from the *Command Center Decision Date/Time*. Investigations with a negative commencement time will be included in the numerator. This can happen with investigations that are commenced in the Central time zone or when investigations are split. Investigations with a Contact Begin Date/Time that is null or greater than 24 hours from the *Command Center Decision Date/Time* are not included in the numerator.

Each investigation included in the denominator is assigned to the agency or geographic entity (county, sheriff, circuit, and region) based on the county of intake as of the *report received date*.

Access to Reports and Listings

TBD

2. Percent of victims seen within 24 hours

This measure is the percentage of victims that had a face to face visit with the investigator within 24 hours of the *Command Center Decision Date*.

Report Period: Three (3) month period immediately prior to the end of the Scorecard Month (e.g., July 1, 2014 to September 30, 2014 for the July to September 2014 Scorecard)

Denominator: The total number of children who are victims in an intake received during the report period.

Numerator: The total number of children in the denominator who were seen within 24 hours.

Algorithm

Select all children with an *Initial Role of victim* in an *Initial* or *In-Home* or *Institutional* intake. A child is counted each time they are a *victim* in an *Initial* intake. Children who are added to an investigation by the investigator, Supplemental sequenced intakes, Special Condition investigations and any investigations closed as of the scorecard *report run date* with a closing determination of Patently Unfounded, Duplicate, Unable to Locate or No Jurisdiction are excluded from the denominator. The total number of children that meet this criteria is the denominator.

The numerator is determined by summing the count of the total number of children in the denominator who were:

- In an *Initial* intake where there was a case note with a Category of “Child Investigation” and Case Note Type of “Initial Face to Face” and a Face to Face Contact status of “Completed” with a Contact Date/Time that was ≤ 24 hours from the *Command Center Decision Date/Time*. Investigations with a Case Note Type of “Initial Face to Face” and a Face to Face Contact status of “Completed” with a Contact Date/Time that was > 24 hours from the *Command Center Decision Date/Time* or where there is not a Case Note Type of “Initial Face to Face” and a Face to Face Contact status of “Completed” in FSFN are not included in the numerator.

Each investigation included in the denominator is assigned to the agency or geographic entity (county, sheriff, circuit, and region) based on the county of intake as of the *report received date*.

Access to Reports and Listings

TBD

3. Percent of investigations that had a Supervisory Consultation or Supervisory Review within 5 days on Intake

This measure is the percentage of investigations that had a Supervisory Consultation or Supervisory Review within 5 days of the *Command Center Decision Date*.

Report Period: Three (3) month period immediately prior to the end of the Scorecard Month (e.g., July 1, 2014 to September 30, 2014 for the July to September 2014 Scorecard)

Denominator: The total number of investigations received during the report period.

Numerator: The total number of investigations in the denominator that had a Supervisory Consultation or Supervisory Review within 5 days of the *Command Center Decision Date*.

Algorithm

Select all initial *In-Home* investigations received during the *report period*. *Additional* and Supplemental sequenced intakes and Special Condition investigations are excluded from the denominator. Any investigations closed as of the scorecard *report run date* with a closing determination of Patently Unfounded, Duplicate, Unable to Locate or No Jurisdiction are excluded from the denominator. The total number of investigations that meets this criteria is the denominator.

The numerator is determined by summing the count of the total number of investigations in the denominator where an investigation had either a Supervisory Consultation Type of "Initial" completed in less than 6 calendar days from the *Command Center Decision Date* or a Supervisory Review completed (based on system generated date/time stamp when the supervisor selects "Supervisory Review Completed" from the Options drop down box) in less than 6 calendar days from the *Command Center Decision Date*.

Each investigation included in the denominator is assigned to the agency or geographic entity (county, sheriff, circuit, and region) based on the county of intake as of the *report received date*.

Access to Reports and Listings

TBD

4. Percent of investigations where Present Danger was correctly identified

This measure is the percentage of *Rapid Safety Feedback* quality assurance reviews where it was determined that the investigator accurately and appropriately assessed for Present Danger.

Report Period: Three (3) month period immediately prior to the end of the Scorecard Month (e.g., July 1, 2014 to September 30, 2014 for the July to September 2014 Scorecard)

Denominator: Total number of investigations with a *Rapid Safety Feedback* or *Secondary Case Review* final review completed during the report period with a response of “Yes” or “No” to the question, “Does the present danger assessment support present danger or the absences of present danger?”

Numerator: Total number of cases in the denominator with a response of “Yes.”

Algorithm

Select all *Rapid Safety Feedback* and *Secondary Case Reviews* with a final review completed during the *report period*. Exclude those reviews where there is no answer to this question. The total number of reviews that meets this criteria is the denominator.

The numerator is determined by summing the count of the total number of investigations in the denominator where the response is, “Yes.”

Each investigation included in the denominator is assigned to the agency or geographic entity (county, sheriff, circuit, and region) based on the investigative unit of the primary investigator assigned to the investigation as documented in the Quality Assurance Web Portal.

Access to Reports and Listings

TBD

5. Percent of Present Danger Safety Plans that were sufficient to control for Present Danger threat(s) identified

This measure is the percentage of *Rapid Safety Feedback* quality assurance reviews where it was determined that the Present Danger Safety Plan was sufficient to control for Present Danger or was appropriately assessed as not being necessary.

Report Period: Three (3) month period immediately prior to the end of the Scorecard Month (e.g., July 1, 2014 to September 30, 2014 for the July to September 2014 Scorecard)

Denominator: Total number of investigations with a *Rapid Safety Feedback* or *Secondary Case Review* final review completed with a response of “Yes” or “No” or “Not Applicable - a present danger safety plan was not needed and reviewer concurs” to the question, “Did the CPI implement a present danger safety plan that was sufficient to control the present danger threats identified?”

Numerator: Total number of cases in the denominator with a response of “Yes” or “Not Applicable - a present danger safety plan was not needed and reviewer concurs.”

Algorithm

Select all *Rapid Safety Feedback* and *Secondary Case Reviews* with a final review completed during the *report period*. Exclude those reviews where there is no answer to this question. The total number of reviews that meets this criteria is the denominator.

The numerator is determined by summing the count of the total number of investigations in the denominator where the response is, “Yes or “Not Applicable - a present danger safety plan was not needed and reviewer concurs.”

Each investigation included in the denominator is assigned to the agency or geographic entity (county, sheriff, circuit, and region) based on the investigative unit of the primary investigator assigned to the investigation as documented in the Quality Assurance Web Portal.

Access to Reports and Listings

TBD

6. Percent of investigations where impending danger threats were correctly identified

This measure is the percentage of *Rapid Safety Feedback* quality assurance reviews where it was determined that the investigator accurately and appropriately identified Impending Danger.

Report Period: Three (3) month period immediately prior to the end of the Scorecard Month (e.g., July 1, 2014 to September 30, 2014 for the July to September 2014 Scorecard)

Denominator: Total number of investigations with a *Rapid Safety Feedback* or *Secondary Case Review* final review completed during the report period with a response of “Yes” or “No” to the question, “Did the CPI correctly identify impending danger threats at the conclusion of the Family Functioning Assessment?”

Numerator: Total number of cases in the denominator with a response of “Yes.”

Algorithm

Select all *Rapid Safety Feedback* and *Secondary Case Reviews* with a final review completed during the *report period*. Exclude those reviews where there is no answer to this question. The total number of reviews that meets this criteria is the denominator.

The numerator is determined by summing the count of the total number of investigations in the denominator where the response is, “Yes.”

Each investigation included in the denominator is assigned to the agency or geographic entity (county, sheriff, circuit, and region) based on the investigative unit of the primary investigator assigned to the investigation as documented in the Quality Assurance Web Portal.

Access to Reports and Listings

TBD

7. Percent of Impending Danger Safety Plans that were sufficient to control for Impending Danger threat(s) identified

This measure is the percentage of *Rapid Safety Feedback* quality assurance reviews where it was determined that the Impending Danger Safety Plan was sufficient to control for Impending Danger or was appropriately assessed as not being necessary.

Report Period: Three (3) month period immediately prior to the end of the Scorecard Month (e.g., July 1, 2014 to September 30, 2014 for the July to September 2014 Scorecard)

Denominator: Total number of investigations with a *Rapid Safety Feedback* or *Secondary Case Review* final review completed during the report period with a response of “Yes” or “No” or “Not Applicable – child is safe and reviewer concurs with the assessment” to the question “Is the safety plan sufficient to control for the identified danger threat?”

Numerator: Total number of cases in the denominator with a response of “Yes” or “Not Applicable – child is safe and reviewer concurs with the assessment.”

Algorithm

Select all *Rapid Safety Feedback* and *Secondary Case Reviews* with a final review completed during the *report period*. Exclude those reviews where there is no answer to this question. The total number of reviews that meets this criteria is the denominator.

The numerator is determined by summing the count of the total number of investigations in the denominator where the response is, “Yes or “Not Applicable – child is safe and reviewer concurs with the assessment.”

Each investigation included in the denominator is assigned to the agency or geographic entity (county, sheriff, circuit, and region) based on the investigative unit of the primary investigator assigned to the investigation as documented in the Quality Assurance Web Portal.

Access to Reports and Listings

TBD

8. Percent of investigations where the CPI supervisor provided timely and effective consultation

This measure is the percentage of *Rapid Safety Feedback* quality assurance reviews where it was determined that the CPI supervisor provided consultation, support, and guidance to ensure that sufficient information is collected to support a quality assessment and appropriate decision making.

Report Period: Three (3) month period immediately prior to the end of the Scorecard Month (e.g., July 1, 2014 to September 30, 2014 for the July to September 2014 Scorecard)

Denominator: Total number of investigations with a *Rapid Safety Feedback* or *Secondary Case Review* final review completed during the report period with a response of “Yes” or “No” or “Reviewer cannot determine due to insufficient information” to the question “Is the CPI supervisor providing consultation, support, and guidance to ensure sufficient information is collected to support a quality assessment and appropriate decision making?”

Numerator: Total number of cases in the denominator with a response of “Yes.”

Algorithm

Select all *Rapid Safety Feedback* and *Secondary Case Reviews* with a final review completed during the *report period*. Exclude those reviews where there is no answer to this question. The total number of reviews that meets this criteria is the denominator.

The numerator is determined by summing the count of the total number of investigations in the denominator where the response is, “Yes.”

Each investigation included in the denominator is assigned to the agency or geographic entity (county, sheriff, circuit, and region) based on the investigative unit of the primary investigator assigned to the investigation as documented in the Quality Assurance Web Portal.

Access to Reports and Listings

TBD

9. Percent of investigations where child and family history were accurately summarized and incorporated into the overall assessment

This measure is the percentage of *Rapid Safety Feedback* quality assurance reviews where it was determined that the CPI reviewed and considered the prior child abuse and neglect reports, prior services, and criminal history information when assessing patterns, potential danger threats, and the impact on child safety.

Report Period: Three (3) month period immediately prior to the end of the Scorecard Month (e.g., July 1, 2014 to September 30, 2014 for the July to September 2014 Scorecard)

Denominator: Total number of investigations with a *Rapid Safety Feedback* or *Secondary Case Review* final review completed during the report period with a response of “Yes,” or “No” to the question, “Are the prior child abuse and neglect reports, prior services, and criminal histories accurately summarized and used to assess patterns, potential danger threats, and the impact on child safety?”

Numerator: Total number of cases in the denominator with a response of “Yes.”

Algorithm

Select all *Rapid Safety Feedback* and *Secondary Case Reviews* with a final review completed during the *report period*. Exclude those reviews where there is no answer to this question. The total number of reviews that meets this criteria is the denominator.

The numerator is determined by summing the count of the total number of investigations in the denominator where the response is, “Yes.”

Each investigation included in the denominator is assigned to the agency or geographic entity (county, sheriff, circuit, and region) based on the investigative unit of the primary investigator assigned to the investigation as documented in the Quality Assurance Web Portal.

Access to Reports and Listings

TBD

10. Percent of investigations where the safety planning analysis and justification clearly support the type of safety plan developed.

This measure is the percentage of *Rapid Safety Feedback* quality assurance reviews where it was determined that the CPI's safety planning analysis and justification clearly support the type of safety plan developed.

Report Period: Three (3) month period immediately prior to the end of the Scorecard Month (e.g., July 1, 2014 to September 30, 2014 for the July to September 2014 Scorecard)

Denominator: Total number of investigations with a *Rapid Safety Feedback* or *Secondary Case Review* final review completed during the report period with a response of "Yes," or "No" to the question, "Did the safety planning analysis and justification clearly support the type of safety plan developed?"

Numerator: Total number of cases in the denominator with a response of "Yes."

Algorithm

Select all *Rapid Safety Feedback* and *Secondary Case Reviews* with a final review completed during the *report period*. Exclude those reviews where there is no answer to this question. The total number of reviews that meets this criteria is the denominator.

The numerator is determined by summing the count of the total number of investigations in the denominator where the response is, "Yes."

Each investigation included in the denominator is assigned to the agency or geographic entity (county, sheriff, circuit, and region) based on the investigative unit of the primary investigator assigned to the investigation as documented in the Quality Assurance Web Portal.

11. Percent of Child Protective Investigators with more than 15 open investigations

This measure is the percentage of child protective investigators who are assigned more than 15 open investigations. It is intended to be an indicator of the workload of the investigator.

Report Period: The end of the day of the Scorecard Quarter (e.g., September 30, 2014 for the July to September 2014 Scorecard).

Denominator: Total number of Child Protective Investigators assigned as a Primary Investigator to an open investigation on the last day of the quarter, as of the *report run date*. Investigators who have less than 4 investigations assigned will be excluded from the denominator.

Numerator: Total number of Child Protective Investigators in the denominator who are assigned as the Primary Investigator on more than 15 investigations.

Algorithm

Select all persons who are assigned four or more open in-home or institutional Child or Special Condition investigations during the *report period*, as of the *report run date*. Note that this includes any person who is assigned as the primary investigator, whether they are actual CPI's, or other staff such as OPA's or licensing specialists. It is not based on any specific job class or role in FSN.

The numerator is determined by summing the count of the total number of investigators in the denominator who are assigned to more than 15 investigations.

Each investigator included in the denominator is assigned to the agency or geographic entity (county, sheriff, circuit, and region) based on the county of investigation as of the *report run date*.

Access to Reports and Listings

TBD

12. Percent of Child Protective Investigators and Child Protective Investigator Supervisors who have a Social Work degree

This measure is the percentage of child protective investigators who have a BSW or MSW. It is intended to be an indicator of the quality of the workforce. This measure is not applicable for Sheriff's providing child protective investigations.

Report Period: The end of the day of the Scorecard Quarter (e.g., September 30, 2014 for the July to September 2014 Scorecard).

Denominator: Total number of Child Protective Investigators and Child Protective Investigator Supervisors as of the *report run date*.

Numerator: Total number of Child Protective Investigators and Child Protective Supervisors in the denominator who have a Bachelor's (BSW) or Master's Degree in Social Work (MSW).

Algorithm

For Department staff, select all persons who have an active job class of Child Protective Investigator, Senior Child Protective Investigator or Child Protective Investigator Supervisor as of the last day of the report period as of the *report run date*.

The numerator is determined by summing the count of the total number of investigators and supervisors in the denominator who have a BSW or MSW.

Access to Reports and Listings

TBD

13. Staff Retention Rate

This measure is the percentage staff turnover during the report period. It is intended to be an indicator of the stability of the workforce.

Report Period: The first day of the Scorecard Quarter (e.g., July 1, 2014 for the July to September 2014 Scorecard).

Denominator: Total number of Child Protective Investigators employed on the first day of the report period as of the *report run date*.

Numerator: Total number of Child Protective Investigators in the denominator who were employed on the last day of the report period.

Algorithm

For Department staff, select all persons who have an active job class of Child Protective Investigator (including Career Service and OPS) or Senior Child Protective Investigator as of the first day of the report period as of the *report run date*.

The numerator is determined by summing the count of the total number of investigators in the denominator who remain in a Child Protective Investigator or Senior Child Protective Investigator job class as of the report period end date.

Each investigator included in the denominator is assigned to the agency or geographic entity (county, circuit, and region) based on the county of the job class as of the *report run date*.

Note: Sheriff's Offices responsible for Child Protective Investigations will be providing this information through their Grant Manager.

Access to Reports and Listings

TBD
