

Florida Sheriffs Performing Child Protective Investigations

ANNUAL PROGRAM PERFORMANCE EVALUATION REPORT

Broward County Sheriff * Hillsborough County Sheriff * Manatee County Sheriff
Pasco County Sheriff * Pinellas County Sheriff * Seminole County Sheriff

Fiscal Year 2017-2018

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



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EXECUTIVE SUMMARY

In the mid-1990s, a sheriff office pilot program with the Manatee County Sheriff's Office to assume child protective investigations led to legislation in 1998 to expand the piloted model. The expansion in 1999 added sheriffs' offices in Pasco, Pinellas, and Broward counties. Legislation transferred full responsibility for child protective investigations to these sheriffs in Fiscal Year (FY) 1998-1999. In 2000, the Seminole County Sheriff assumed the child protective investigations role, followed by Hillsborough County Sheriff in 2005. Citrus County Sheriff assumed the child protective investigations role in 2007; however, in 2012, responsibility was transferred back to the Department of Children and Families (department). In FY 2017-2018, the six sheriffs' offices conducting child protective investigations (Broward, Hillsborough, Manatee, Pasco, Pinellas and Seminole) encompass metropolitan areas where more than a quarter of the state's child population resides. Walton County Sheriff's Office assumed the Child Protective Investigations role on July 1, 2018.

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 Annual Program Performance Report originated by legislation passed in 1998 [Chapter 98-180, Laws of Florida] and dictated original program performance oversight of sheriffs' offices performing child protective investigation duties in the respective counties and came from a committee of seven persons appointed by the governor. In 2000, the law changed regarding the annual review to have criteria mutually agreed upon by the sheriffs and the department. Amendments in subsequent years placed the annual evaluation of the sheriffs' offices program under the mutual participation of sheriffs' offices and the department.

During FY 2017-2018, a total of 216,949 child protective investigations were conducted in Florida. The six counties where sheriffs' offices handle investigations conducted 53,386 (24.61%) of the state's investigations and are an essential element in moving forward with shared values, principles, and efforts the department seeks for enhancing Florida's child protection system. 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.

In 2018, the Sheriffs' Peer Review process included four days of onsite visits for each of the six sheriff office locations. Local operating procedures and management practices were made available as a part of the teams' review; however, local practices were not rated in the overall final review. Selected closed investigations were reviewed at each sheriff's site. 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: 91%
- Hillsborough County Sheriff's Office: 95%
- Manatee County Sheriff's Office: 95%
- Pasco County Sheriff's Office: 93%
- Pinellas County Sheriff's Office: 96%
- Seminole County Sheriff's Office: 95%

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. The three measures listed below are included in the sheriffs' grant agreements:

1. One hundred percent of investigations commenced within 24 hours. The department average was 99.42% with the sheriffs' offices averaging 99.75%.
2. Eighty-five percent of victims seen within 24 hours of receiving a report. The department average was 86.87% with the sheriffs' offices averaging 90.04%.
3. One hundred percent of Child Safety Assessment (CSA) reports reviewed by supervisors are in accordance with the department's timeframes. This performance measure has been replaced with a requirement to conduct a supervisory consultation within five days. The department average was 94.04% with the sheriffs' offices averaging 95.99%.

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

SECTION I: SHERIFFS' INVOLVEMENT IN CHILD PROTECTIVE INVESTIGATIONS

Sheriffs' offices in Broward, Hillsborough, Manatee, Pasco, Pinellas, and Seminole 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 notifies designated sheriff staff members so that an investigation can be commenced. 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.

During FY 2017-2018, 27.37% of Florida's child population resided in a county where the sheriffs' office performs child protective investigations. These sheriffs' offices received 24.60% of initial and additional reports and special condition referrals. This totaled 53,386 reports and special condition referrals for the respective sheriffs' offices.

Percentage of Child Protective Reports by Sheriff, CBC and Department FY 2017-2018

	Florida Child Population	Percent of Florida's Child Population	Florida General Population	Percent of Florida's General Population	Total FY 2017-2018: Initial, Additional Reports, and Special Condition Referrals	Percent of Initial, Additional Reports, and Special Condition Referrals
Broward	407,694	9.92%	1,751,406	9.33%	14,576	6.72%
Hillsborough	298,584	7.27%	1,203,245	6.41%	13,632	6.28%
Manatee	65,374	1.59%	319,293	1.70%	4,327	1.99%
Pasco	89,970	2.19%	440,628	2.35%	6,646	3.06%
Pinellas	171,861	4.18%	927,994	4.94%	9,678	4.46%
Seminole	98,034	2.39%	420,100	2.24%	4,527	2.09%
Sheriff Totals	1,131,517	27.54%	5,062,666	26.97%	53,386	24.61%
DCF Totals	2,977,062	72.46%	13,709,686	73.03%	161,386	74.39%
CBC Totals					2,177	1.00%
State Totals	4,108,579	100%	18,772,352	100%	216,949	100%

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

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

FY 2017-2018	Initial Reports				Additional Reports				Special Condition Intakes			
	DCF	CBC	Sheriff	Total	DCF	CBC	Sheriff	Total	DCF	CBC	Sheriff	Total
Jul-17	9,602	0	3,260	12,862	1,092	0	322	1,414	911	193	274	1,378
Aug-17	11,538	0	3,861	15,399	1,277	0	361	1,638	1,151	223	277	1,651
Sep-17	9,743	2	3,303	13,048	1,156	0	330	1,486	967	147	280	1,394
Oct-17	12,159	1	4,073	16,233	1,404	0	389	1,793	1,289	226	360	1,875
Nov-17	11,066	0	3,669	14,735	1,313	0	375	1,688	1,281	216	332	1,829
Dec-17	10,341	0	3,548	13,889	1,162	0	372	1,534	1,190	137	321	1,648
Jan-18	11,275	0	3,722	14,997	1,267	0	325	1,592	1,155	178	359	1,692
Feb-18	11,091	1	3,868	14,960	1,295	0	409	1,704	1,353	147	336	1,836
Mar-18	11,499	1	4,038	15,538	1,380	0	397	1,777	1,344	162	366	1,872
Apr-18	12,278	0	4,266	16,544	1,460	0	461	1,921	1,543	188	370	2,101
May-18	11,990	0	4,175	16,165	1,505	0	441	1,946	1,452	195	380	2,027
Jun-18	8,910	0	3,132	12,042	1,022	0	340	1,362	925	160	294	1,379
Annual Totals	131,492	5	44,915	176,412	15,333	0	4,522	19,855	14,561	2,172	3,949	20,682

The above table provides additional detail on the number of initial reports, additional reports, and special condition referrals by month. Of the 216,949 child reports and special condition referrals received in FY 2017-2018, there were 176,412 initial intake reports, 19,855 additional intake reports, and 20,682 special condition intakes. There were 4,794 less reports in FY 2017-2018 than FY 2016-2017, when there were 221,743 reports received. Conversely, there were 3,213 more reports in FY 2017-2018 than FY 2015-2016, when there were 213,736 intake reports and 7,629 more reports than in FY 2014-2015, when there were 209,320 intake reports and special condition referrals. The three additional reports reflected under the Community-Based Care Lead Agency (CBC) column are most likely data entry errors in the Florida Safe Families Network (FSFN) as CBCs are not authorized to conduct child protective investigations.

The six sheriff's offices were responsible for 53,386 intake reports and special condition referrals during FY 2017-2018, or 24.60% of the statewide total. This is a decrease of 1,411 reports from the FY 2016-2017 during which time the six sheriff's offices were responsible for investigating 54,787 reports.

Total Initial, Additional and Special Condition Reports by Month

Month	DCF	CBC	Sheriff	Total
Jul-17	11,605	193	3,856	15,654
Aug-17	13,966	223	4,499	18,688
Sep-17	11,866	149	3,913	15,928
Oct-17	14,852	227	4,822	19,901
Nov-17	13,660	216	4,376	18,252
Dec-17	12,693	137	4,241	17,071
Jan-18	13,697	178	4,406	18,281
Feb-18	13,739	148	4,613	18,500
Mar-18	14,223	163	4,801	19,187
Apr-18	15,281	188	5,097	20,566
May-18	14,947	195	4,996	20,138
Jun-18	10,857	160	3,766	14,783
Annual Totals	161,386	2,177	53,386	216,949

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

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. Child reporting rates vary significantly in Florida's 67 counties. Department monthly data on the reporting rates (initial and additional reports) received per 1,000 children population showed an overall increase over the last six fiscal years with a slight statewide decrease in FY 2017-2018 from FY 2016-2017 of 1.46 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 abuse rate in the general population is trending upward when compared to the previous six fiscal years:

FY 2017-2018 annualized reporting rate of 47.47 per 1,000 child population

FY 2016-2017 annualized reporting rate of 48.93 per 1,000 child population

FY 2015-2016 annualized reporting rate of 47.09 per 1,000 child population

FY 2014-2015 annualized reporting rate of 46.47 per 1,000 child population

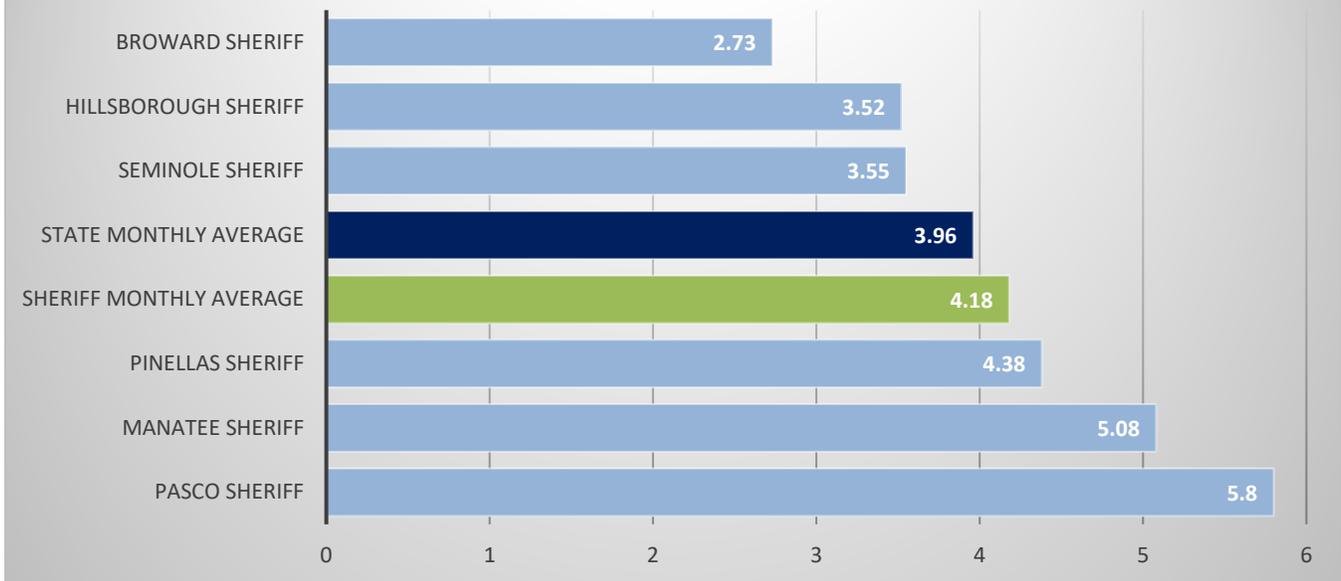
FY 2013-2014 annualized reporting rate of 45.34 per 1,000 child population

FY 2012-2013 annualized reporting rate of 44.04 per 1,000 child population

Month	Child Report Rate Per 1,000
Jul-17	3.45
Aug-17	4.12
Sep-17	3.52
Oct-17	4.36
Nov-17	3.97
Dec-17	3.73
Jan-18	4.01
Feb-18	4.03
Mar-18	4.19
Apr-18	4.47
May-18	4.38
Jun-18	3.24
Total Annual Rate FY 2017-2018	47.47
Monthly Average FY 2017-2018	3.96

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

Monthly Average Reporting Rates Per 1,000 Children



The U.S. Department of Health & Human Services, Administration for Children & Families, Children’s Bureau collects related data from the majority of states on their reporting rates and publishes the information annually. The latest report¹ records data from 2016 and documents a national average of screened-in reports at 58%, with Florida’s screened-in reports at 73.9% for 2016.

The tables on the following pages provide data for each of the six sheriffs’ offices for incoming reports by type and special condition referrals by type. The tables list the statewide percentage of reports and special condition referrals 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 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.

¹ Child Maltreatment 2016 (Publication) Children’s Bureau - <https://www.acf.hhs.gov/cb/resource/child-maltreatment-2016>

Broward County Sheriff's Office

Broward County Sheriff's Office received 14,576 reports and special condition referrals, which averaged 1,215 reports and special condition referrals monthly in FY 2017-2018. Special Condition referrals accounted for 8.40% of the intake workload. Broward County had a monthly average of 2.73 intake reports received per 1,000 children residing in the county. This equates to Broward County's reporting rate for FY 2017-2018 (twelve months) at 32.76 reports for every 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-17	918	105	82	1,105	7.06%	2.51
Aug-17	1,002	100	77	1,179	6.31%	2.70
Sep-17	799	92	77	968	6.08%	2.19
Oct-17	1,094	112	114	1,320	6.63%	2.96
Nov-17	989	96	120	1,205	6.60%	2.66
Dec-17	928	88	101	1,117	6.54%	2.49
Jan-18	1,028	104	113	1,245	6.81%	2.78
Feb-18	1,096	119	108	1,323	7.15%	2.98
Mar-18	1,131	96	113	1,340	6.98%	3.01
Apr-18	1,180	128	124	1,432	6.96%	3.21
May-18	1,128	111	112	1,351	6.71%	3.04
Jun-18	827	81	83	991	6.70%	2.23
Total	12,120	1,232	1,224	14,576		32.76
Monthly Average	1,010	103	102	1,215	6.71%	2.73

Source: DCF FSN Monthly Report: Child Investigations Received by Intake Sequence Type – Statewide by Agency. *Rate excludes Special Condition Referrals

Hillsborough County Sheriff's Office

Hillsborough County Sheriff's Office received 13,632 reports and special condition referrals, which averaged 1,136 reports and special condition referrals monthly in FY 2017-2018. Special Condition referrals accounted for 7.36% of the intake workload. Hillsborough County had a monthly average of 3.52 intake reports received per 1,000 children residing in the county. This equates to Hillsborough County's reporting rate for FY 2017-2018 (twelve months) at 42.27 reports for every 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-17	846	78	79	1,003	6.41%	3.09
Aug-17	1,022	95	71	1,188	6.36%	3.74
Sep-17	862	74	79	1,015	6.37%	3.13
Oct-17	1,067	98	102	1,267	6.37%	3.90
Nov-17	904	107	85	1,096	6.00%	3.39
Dec-17	936	97	91	1,124	6.58%	3.46
Jan-18	978	83	93	1,154	6.31%	3.55
Feb-18	943	91	70	1,104	5.97%	3.46
Mar-18	997	93	89	1,179	6.14%	3.65
Apr-18	1,105	95	67	1,267	6.16%	4.02
May-18	1,088	97	92	1,277	6.34%	3.97
Jun-18	788	85	85	958	6.48%	2.92
Total	11,536	1,093	1,003	13,632		42.27
Monthly Average	961	91	84	1,136	6.29%	3.52

Source: DCF FSN Monthly Report: Child Investigations Received by Intake Sequence Type – Statewide by Agency. *Rate excludes Special Condition Referrals.

Manatee County Sheriff's Office

Manatee County Sheriff's Office received 4,327 reports and special condition referrals, which averaged 361 reports and special condition referrals monthly in FY 2017-2018. Special Condition referrals accounted for 8.00% of the intake workload. Manatee County had a monthly average of 5.08 intake reports received per 1,000 children residing in the county. This equates to Manatee County's reporting rate for FY 2017-2018 (twelve months) at 60.9 reports for every 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-17	239	19	23	281	1.80%	3.95
Aug-17	310	29	27	366	1.96%	5.19
Sep-17	299	19	19	337	2.12%	4.86
Oct-17	337	35	32	404	2.03%	5.69
Nov-17	303	32	38	373	2.04%	5.12
Dec-17	238	23	33	294	1.72%	3.99
Jan-18	292	15	35	342	1.87%	4.70
Feb-18	339	33	36	408	2.21%	5.69
Mar-18	332	32	29	393	2.05%	5.57
Apr-18	337	31	33	401	1.95%	5.63
May-18	355	32	23	410	2.04%	5.92
Jun-18	275	25	18	318	2.15%	4.59
Total	3,656	325	346	4,327		60.9
Monthly Average	305	27	29	361	2.00%	5.08

Source: DCF FSN Monthly Report: Child Investigations Received by Intake Sequence Type – Statewide by Agency. *Rate excludes Special Condition Referrals.

Pasco County Sheriff's Office

Pasco County Sheriff's Office received 6,646 reports and special condition referrals, which averaged 554 reports and special condition referrals monthly in FY 2017-2018. Special Condition referrals accounted for 5.79% of the intake workload. Pasco County had a monthly average of 5.80 intake reports received per 1,000 children residing in the county. This equates to Pasco County's reporting rate for FY 2017-2018 (twelve months) at 69.59 reports for every 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-17	412	36	16	464	2.96%	4.98
Aug-17	511	49	20	580	3.10%	6.22
Sep-17	443	47	28	518	3.25%	5.45
Oct-17	458	62	37	557	2.80%	5.78
Nov-17	456	67	29	552	3.02%	5.81
Dec-17	457	71	31	559	3.27%	5.87
Jan-18	422	45	32	499	2.73%	5.19
Feb-18	471	61	29	561	3.03%	5.91
Mar-18	514	60	38	612	3.19%	6.38
Apr-18	508	80	47	635	3.09%	6.54
May-18	496	75	48	619	3.07%	6.35
Jun-18	403	57	30	490	3.31%	5.11
Total	5,551	710	385	6,646		69.59
Monthly Average	463	59	32	554	3.07%	5.80

Source: DCF FSN Monthly Report: Child Investigations Received by Intake Sequence Type – Statewide by Agency. *Rate excludes Special Condition Referrals.

Pinellas County Sheriff's Office

Pinellas County Sheriff's Office received 9,678 reports and special condition referrals, which averaged 807 reports and special condition referrals monthly in FY 2017-2018. Special Condition referrals accounted for 6.57% of the intake workload. Pinellas County had a monthly average of 4.38 intake reports received per 1,000 children residing in the county. This equates to Pinellas County's reporting rate for FY 2017-2018 (twelve months) at 52.61 reports for every 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-17	601	67	50	718	4.59%	3.89
Aug-17	681	64	46	791	4.23%	4.33
Sep-17	610	80	50	740	4.65%	4.01
Oct-17	766	62	47	875	4.40%	4.82
Nov-17	690	61	34	785	4.30%	4.37
Dec-17	673	71	45	789	4.62%	4.33
Jan-18	671	51	56	778	4.26%	4.20
Feb-18	660	77	62	799	4.32%	4.29
Mar-18	706	86	55	847	4.41%	4.61
Apr-18	739	94	61	894	4.35%	4.85
May-18	762	98	73	933	4.63%	5.00
Jun-18	594	78	57	729	4.93%	3.91
Total	8,153	889	636	9,678		52.61
Monthly Average	679	74	53	807	4.47%	4.38

Source: DCF FSN Monthly Report: Child Investigations Received by Intake Sequence Type – Statewide by Agency. *Rate excludes Special Condition Referrals.

Seminole County Sheriff's Office

Seminole County Sheriff's Office received 4,527 reports and special condition referrals, which averaged 377 reports and special condition referrals monthly in FY 2017-2018. Special Condition referrals accounted for 7.84% of the intake workload. Seminole County had a monthly average of 3.55 intake reports received per 1,000 children residing in the county. This equates to Seminole County's reporting rate for FY 2017-2018 (twelve months) at 42.55 reports for every 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-17	244	17	24	285	1.82%	2.66
Aug-17	335	24	36	395	2.11%	3.66
Sep-17	290	18	27	335	2.10%	3.14
Oct-17	351	20	28	399	2.00%	3.78
Nov-17	327	12	26	365	2.00%	3.46
Dec-17	316	22	20	358	2.10%	3.45
Jan-18	331	27	30	388	2.12%	3.65
Feb-18	359	28	31	418	2.26%	3.95
Mar-18	358	30	42	430	2.24%	3.96
Apr-18	397	33	38	468	2.28%	4.39
May-18	346	28	32	406	2.02%	3.82
Jun-18	245	14	21	280	1.89%	2.64
Total	3,899	273	355	4,527		42.55
Monthly Average	325	23	30	377	2.08%	3.55

Source: DCF FSN Monthly Report: Child Investigations Received by Intake Sequence Type – Statewide by Agency. *Rate excludes Special Condition Referrals.

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 performs 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.

Peer reviews were conducted between August and November 2018. Peer review teams evaluated 390 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, 2018 and June 30, 2018. Additionally, the investigation had to result in the safety determination at closure of at least one unsafe child. Sixty-five closed cases were reviewed at each sheriff's office location.

Peer Review Teams

- The department provided 12 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 person 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 the particular county. The teams were onsite for four days completing the reviews.
- Peer reviewers were provided the original investigation files in all but one sheriff's office. Paper files were not provided for the Seminole County Sheriff's Office as each reviewer was provided 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 six 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 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
- Uploaded 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
- 2nd 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 take action toward correcting any area of deficiency and identifying best practices within any unit, or by the supervisor, or investigator. Each peer review included an exit interview, during which reviewers presented trends and information on cases they reviewed for management staff 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.

The categories for each case review included 36 questions eliciting a Yes/No/Some/Not Applicable response. The review of closed investigations afforded a holistic view for each agency.

Prior 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 below.

Broward County Sheriff's Office

The Broward site visit was conducted on September 24-27, 2018. The reviewers were:

Jennifer Hollis, Seminole County Sheriff's Office
Stephanie McKay, Pasco County Sheriff's Office
Kathleen Munson, Hillsborough County Sheriff's Office
Leslie Jones, DCF Southeast Region
Joe LoBianco, DCF Southeast Region
Robert Wilson, Manatee County Sheriff's Office
Shawn Wilson, Pinellas County Sheriff's Office

Final Closed Case Review Score for the Broward County Sheriff's Office: 91%

Hillsborough County Sheriff's Office

The Hillsborough site visit was conducted on October 8-11, 2018. The reviewers were:

Jennifer Hollis, Seminole County Sheriff's Office
Stephanie McKay, Pasco County Sheriff's Office
Kraig Keller, Broward County Sheriff's Office
Kate Smith, DCF Suncoast Region
Christina Cuoco, DCF Suncoast Region
Robert Wilson, Manatee County Sheriff's Office
Shawn Wilson, Pinellas County Sheriff's Office

Final Closed Case Review Score for the Hillsborough County Sheriff's Office: 95%

Manatee County Sheriff's Office

The Manatee site visit was conducted on August 6-9, 2018. The reviewers were:

Jennifer Hollis, Seminole County Sheriff's Office
Stephanie McKay, Pasco County Sheriff's Office
Kraig Keller, Broward County Sheriff's Office
Kate Smith, DCF Suncoast Region
Dannette Carpenter, DCF Suncoast Region
Kathleen Munson, Hillsborough County Sheriff's Office
Jay Saucer, Seminole County Sheriff's Office
Shawn Wilson, Pinellas County Sheriff's Office

Final Closed Case Review Score for the Manatee County Sheriff's Office: 95%

Pasco County Sheriff's Office

The Pasco site visit was conducted on October 22-25, 2018. The reviewers were:

Jennifer Hollis, Seminole County Sheriff's Office
Morgan Prussiano, Broward County Sheriff's Office
Kate Smith, DCF Suncoast Region
Dannette Carpenter, DCF Suncoast Region
Kathleen Munson, Hillsborough County Sheriff's Office
Robert Wilson, Manatee County Sheriff's Office
Shawn Wilson, Pinellas County Sheriff's Office

Final Closed Case Review Score for the Pasco County Sheriff's Office: 93%

Pinellas County Sheriff's Office

The Pinellas site visit was conducted on August 20-23, 2018. The reviewers were:

Jennifer Hollis, Seminole County Sheriff's Office
Morgan Prussiano, Broward County Sheriff's Office
Shawn Creney, DCF Suncoast Region
Mechell Young-Williams, DCF Suncoast Region
Kathleen Munson, Hillsborough County Sheriff's Office
Robert Wilson, Manatee County Sheriff's Office
Stephanie McKay, Pasco County Sheriff's Office

Final Closed Case Review Score for the Pinellas County Sheriff's Office: 96%

Seminole County Sheriff's Office

The Seminole site visit was conducted on September 10-13, 2018. The reviewers were:

Stephanie McKay, Pasco County Sheriff's Office
Morgan Prussiano, Broward County Sheriff's Office
Bill Ratay, DCF Central Region
Damien Hill, DCF Central Region
Kathleen Munson, Hillsborough County Sheriff's Office
Robert Wilson, Manatee County Sheriff's Office
Shawn Wilson, Pinellas County Sheriff's Office

Final Closed Case Review Score for the Seminole County Sheriff's Office: 95%

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 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 six sheriffs' offices performing child protective investigations. The current grant agreements cite three performance measures for the sheriffs:

1. 100% of investigations commenced within 24 hours;
2. 85% of victims are seen within 24 hours of a report received; and
3. 100% of CSA reports reviewed by supervisors are in accordance with the department's timeframes. The third performance measure has been replaced with a five-day supervisory consultation requirement for investigations.

Users enter the data for these performance measures and others into the statewide automated child welfare information system, FSFN. This system produces management reports used for determining statewide performance and outcomes. Noted below are three measures with their statutory or agency basis.

1. One hundred percent of investigations commenced within 24 hours

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."

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) ..."*

3. One hundred percent of reports with supervisory consultations completed within five days

This is modified from the measure in the grant agreements. The safety practice model now requires an initial supervisory consultation for all investigations within five calendar days from the Screening Decision Date/Time of the intake. Report development is pending for this performance measure.

The FSFN management report, "Leader Board for Investigations," provides the data for the first two measures and the CPI Scorecard provides the data for the third measure. The report lists performance for each department region and sheriff's office that operates a child protective investigation program. The report period represents FY 2017-2018. The algorithms for calculating the outcome measures are established by the department. The algorithms are as follows:

- The first performance measure (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.
- The second performance measure (Victims seen within 24 hours of report received): The numerator is the number of victims listed in recorded reports. The denominator is the total number of victims seen within 24 hours as recorded in the FSFN computer system.

Commencement of Investigations within 24 Hours

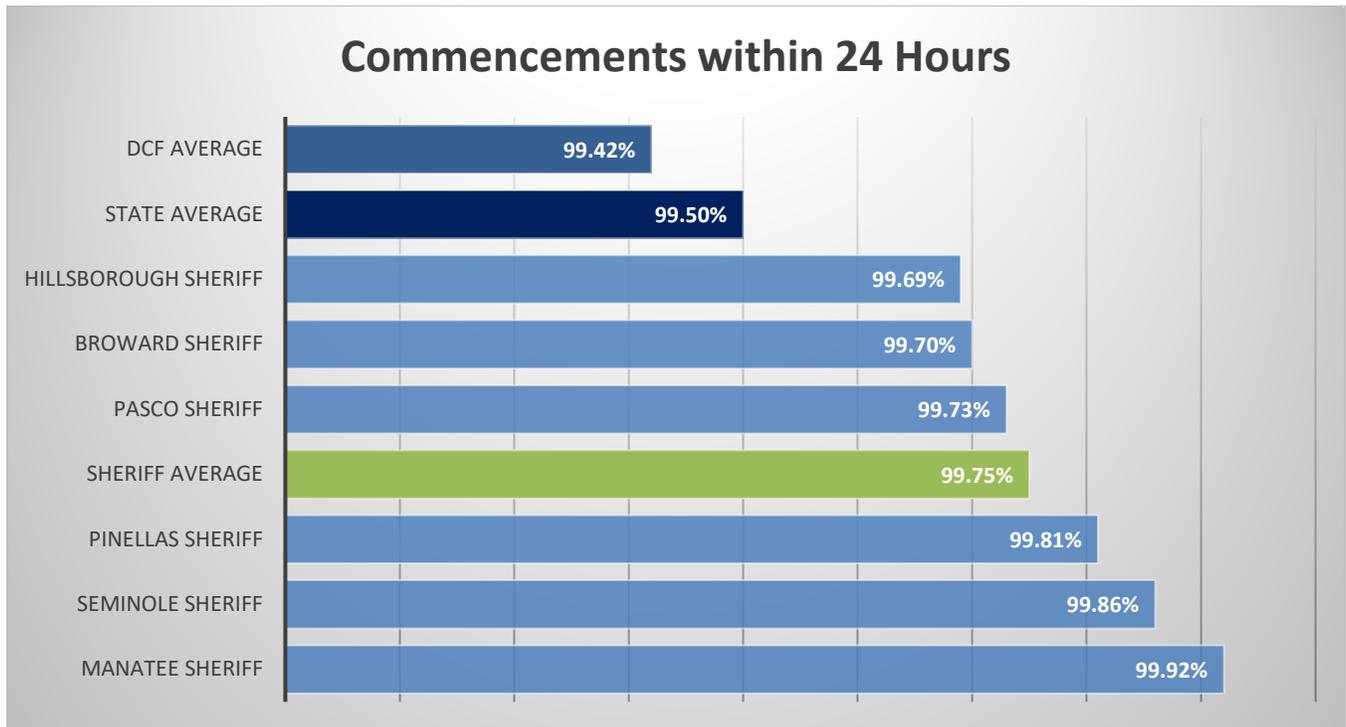
This performance outcome is significant, as Florida Statutes require the department to be capable of receiving and investigating reports of known or suspected child abuse, abandonment, or neglect, 24 hours a day, seven days a week. In FY 2017-2018, there was a total of 216,949 initial and additional reports as well as special condition referrals statewide. Of this number, 176,412 (81.31%) were regular initial abuse reports; 19,855 (9.15%) were special condition referrals, and 20,682 (9.53%) 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, 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 protection investigator. There were 28,744 supplemental reports added to open investigations in FY 2017-2018, averaging 2,398 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 in the statewide Leader Board also excludes those report commencements that are associated with an additional report. Finally, this report excludes 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 in compliance.



Source: DCF Leaderboard

Broward County Sheriff’s Office

The Broward County Sheriff’s Office averaged 99.70% for commencements in 24 hours in FY 2017-2018, which exceeded the statewide average of 99.50% and the department average of 99.42%.

Hillsborough County Sheriff’s Office

The Hillsborough County Sheriff’s Office averaged 99.69% for commencements in 24 hours in FY 2017-2018, which exceeded the statewide average of 99.50% and the department average of 99.42%.

Manatee County Sheriff’s Office

The Manatee County Sheriff’s Office averaged 99.92% for commencements in 24 hours in FY 2017-2018, which exceeds the statewide average of 99.50% and the department average of 99.42%. The Manatee County Sheriff’s Office average increased from the prior FY 2016-2017 rate of 99.72%. Manatee was the highest-ranking overall for commencement outcomes among all circuits and sheriffs’ offices in FY 2017-2018.

Pasco County Sheriff’s Office

The Pasco County Sheriff’s Office averaged 99.73% for commencements in 24 hours in FY 2017–2018, which exceeds the statewide average of 99.50% and the department average of 99.42%. The Pasco County Sheriff’s Office average increased from the prior FY 2016-2017 rate of 99.68%.

Pinellas County Sheriff’s Office

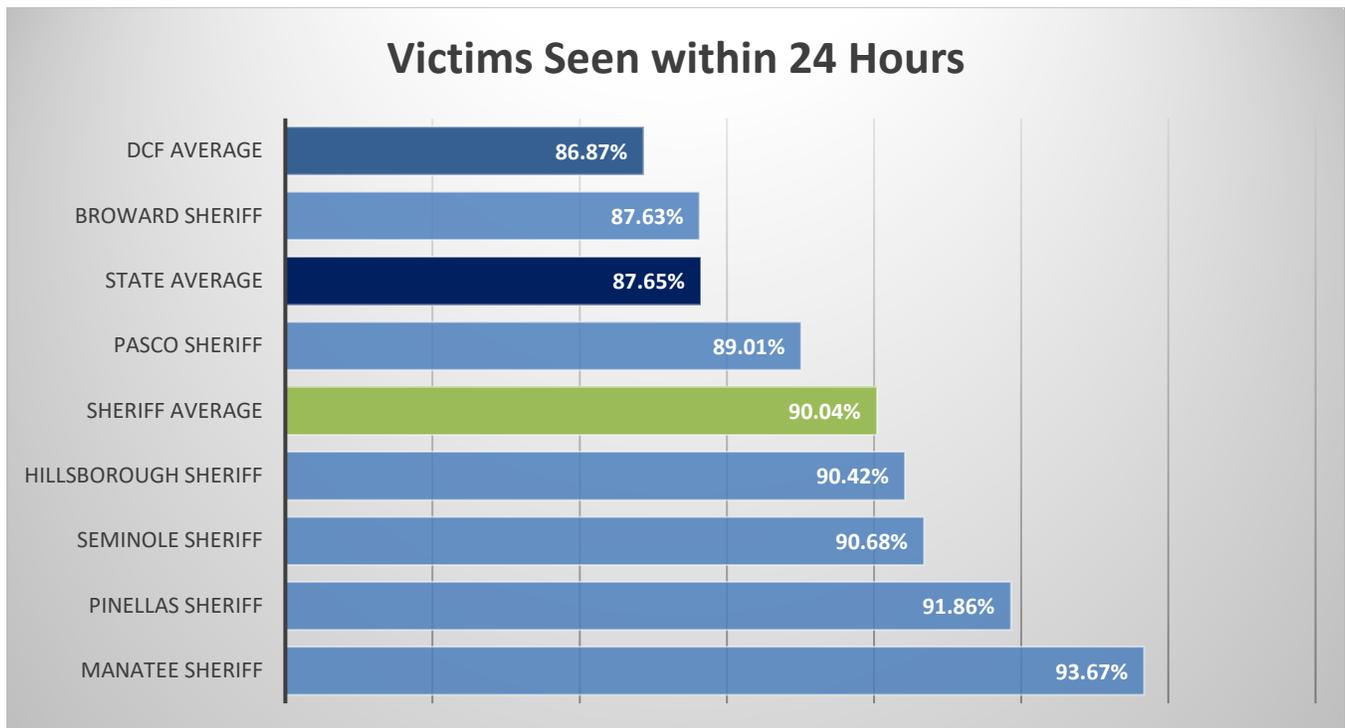
The Pinellas County Sheriff’s Office averaged 99.81% for commencements in 24-hours in FY 2017-2018, which exceeded the statewide average of 99.50% and the department average of 99.42%.

Seminole County Sheriff's Office

The Seminole County Sheriff's Office averaged 99.86% for commencements in 24 hours in FY 2017-2018, which exceeded the statewide average of 99.50% and the department average of 99.42%. The Seminole County Sheriff's Office average increased from the prior FY 2016-2017 rate of 99.73%.

Victims Seen Within 24 Hours

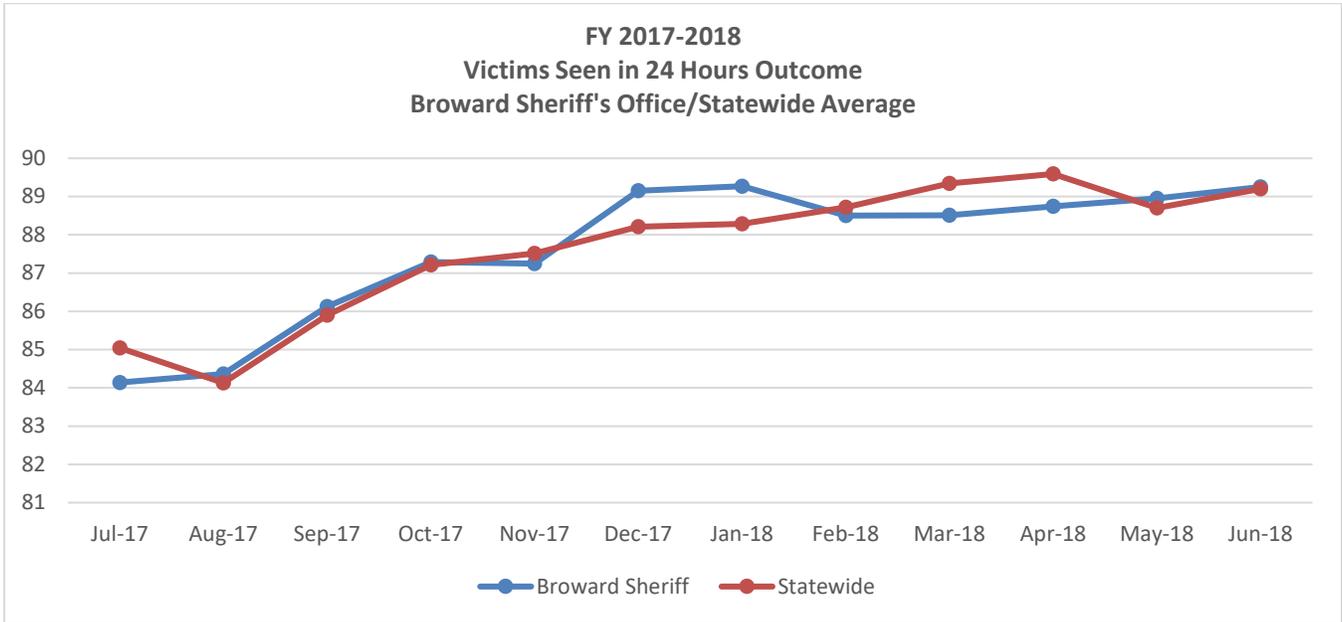
Sheriffs' grant agreements include the performance measure of 85% of child victims being seen within 24 hours of the receipt of a report. Florida practice amended the policy to reflect the final Florida Abuse Hotline decision time to acceptance of the intake call versus the time of the phone call being received. 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 87.65%, with the sheriffs' offices averaging 90.04% and the department averaging 86.87%.



Source: FSFN closed investigation reports each month from July 2016 through June 2017 in a statewide report referred to as the Leader Board.

Broward County Sheriff's Office

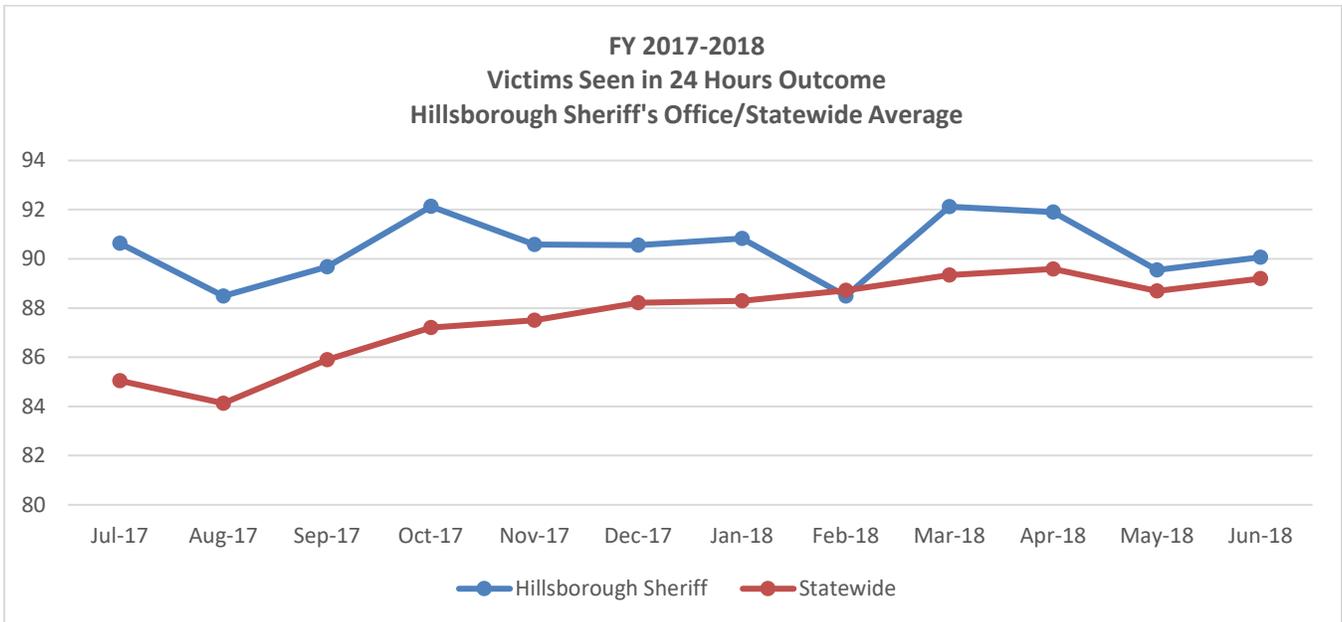
The Broward County Sheriff's Office averaged 87.63% in FY 2017-2018 for the performance measure of victims seen within 24 hours. The department average was 86.87% and the statewide average was 87.65%. The Broward Sheriff's Office exceeded the statewide average in seven of the 12 months.



Source: The data was extracted from Data source: DCFFSN "Child Investigation Leader Board Statewide by District by Agency" monthly reports for July 2017 through June 2018.

Hillsborough County Sheriff's Office

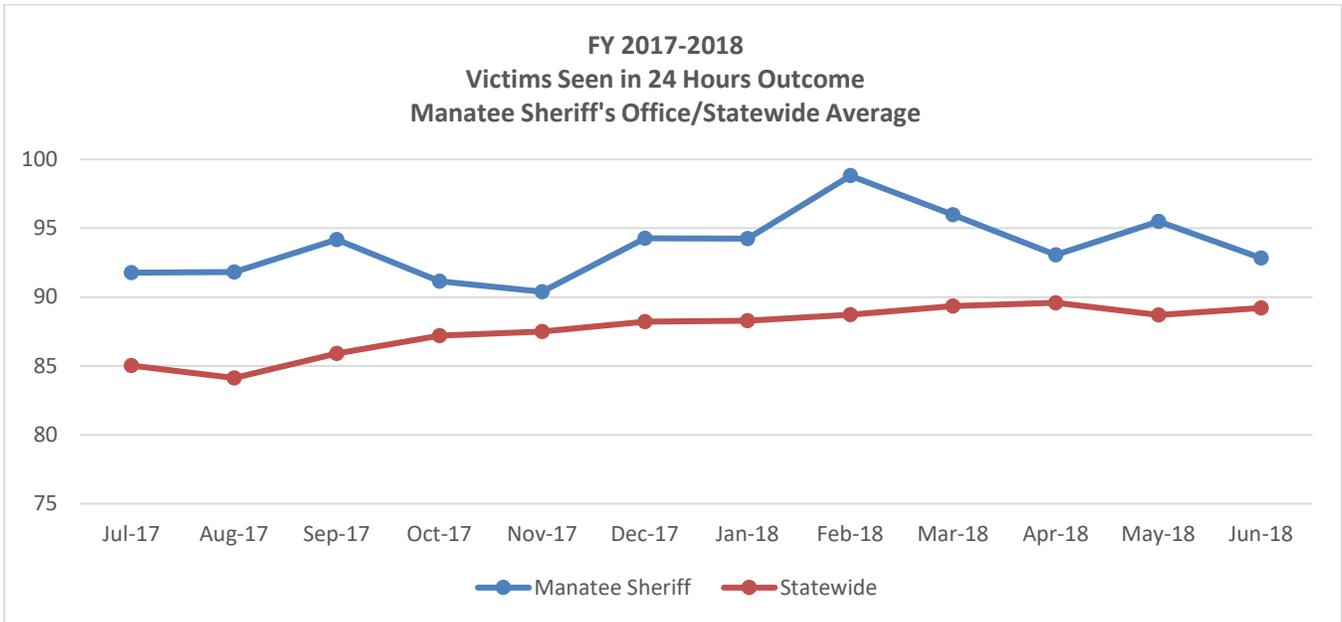
The Hillsborough County Sheriff averaged 90.42% in FY 2017-2018 for the performance measure of victims seen within 24 hours. The department average was 86.87% and the statewide average was 87.65%. The Hillsborough Sheriff's Office exceeded the statewide average eleven of the 12 months.



Source: The data was extracted from Data source: DCFFSN "Child Investigation Leader Board Statewide by District by Agency" monthly reports for July 2017 through June 2018.

Manatee County Sheriff's Office

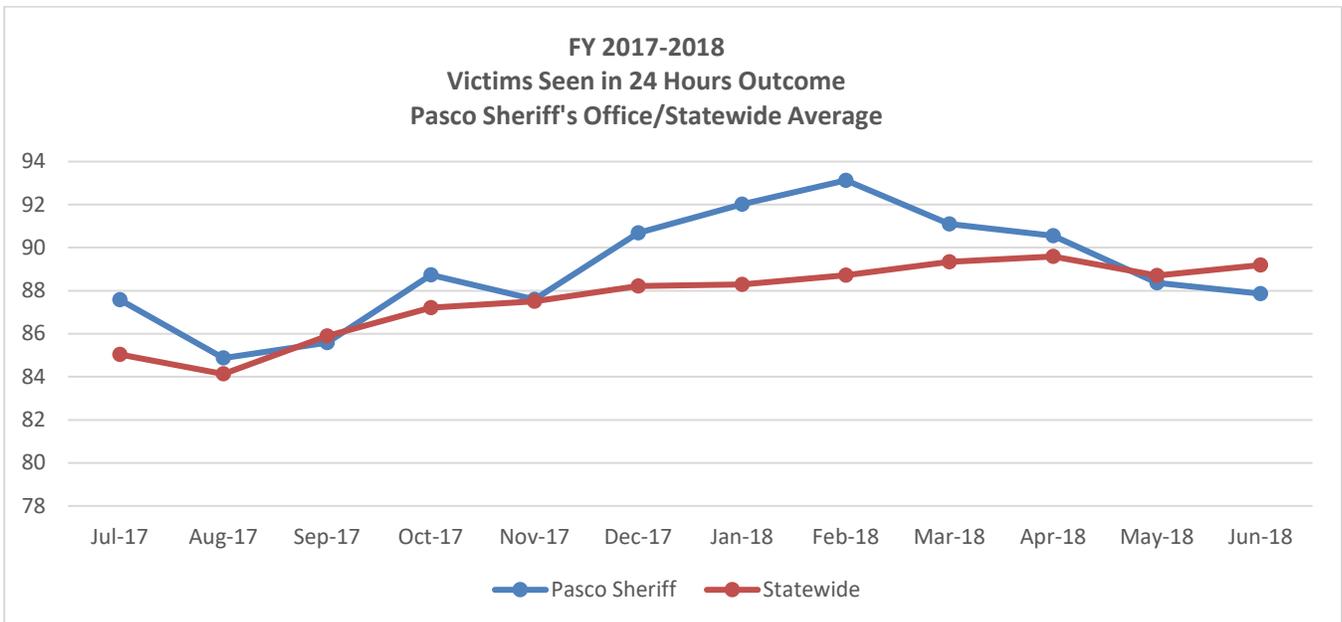
The Manatee County Sheriff's Office averaged 93.67% in FY 2017-2018 for the performance measure of victims seen within 24 hours. The department average was 86.87% and the statewide average was 87.65%. The Manatee Sheriff's Office exceeded the statewide average in each of the 12 months.



Source: The data was extracted from Data source: DCFFSN "Child Investigation Leader Board Statewide by District by Agency" monthly reports for July 2017 through June 2018.

Pasco County Sheriff's Office

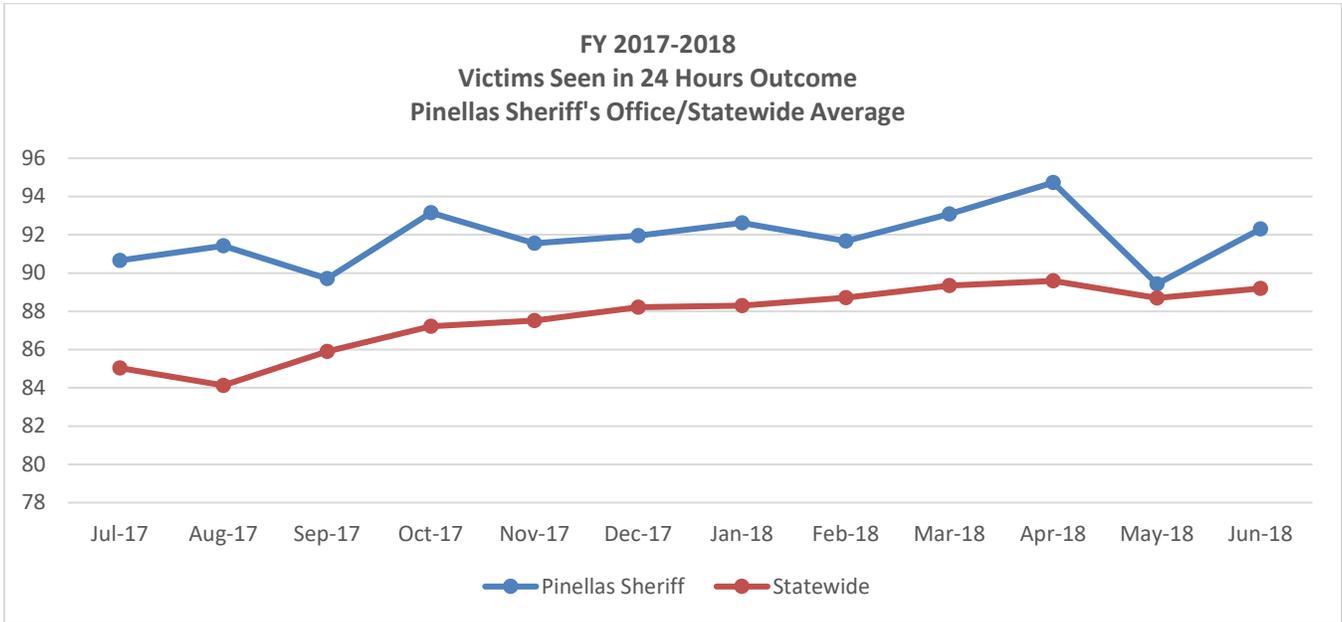
The Pasco County Sheriff's Office averaged 89.01% in FY 2017-2018 for the performance measure of victims seen within 24 hours. The department average was 86.87% and the statewide average was 87.65%. The Pasco Sheriff's Office exceeded the statewide average in nine of the 12 months.



Source: The data was extracted from Data source: DCFFSN "Child Investigation Leader Board Statewide by District by Agency" monthly reports for July 2017 through June 2018.

Pinellas County Sheriff's Office

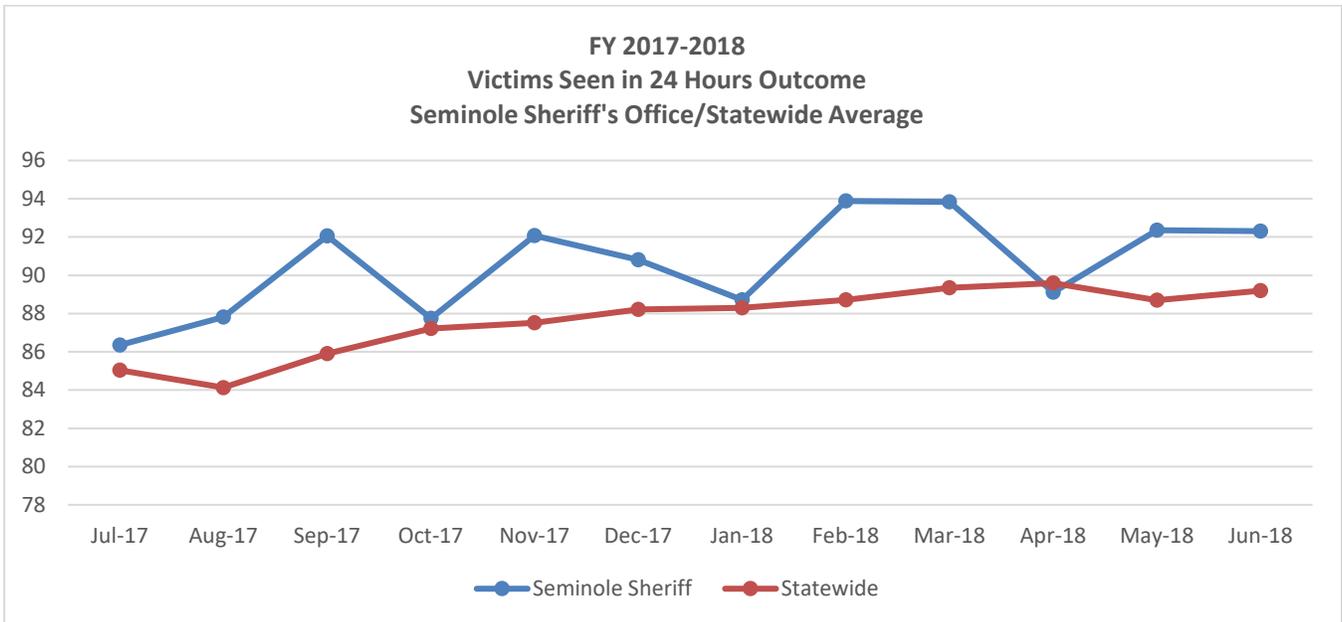
The Pinellas County Sheriff's Office averaged 91.86% in FY 2017-2018 for the performance measure of victims seen within 24 hours. The department average was 86.87% and the statewide average was 87.65%. The Pinellas Sheriff's Office exceeded the statewide average in each of the 12 months.



Source: The data was extracted from Data source: DCFFSN "Child Investigation Leader Board Statewide by District by Agency" monthly reports for July 2017 through June 2018.

Seminole County Sheriff's Office

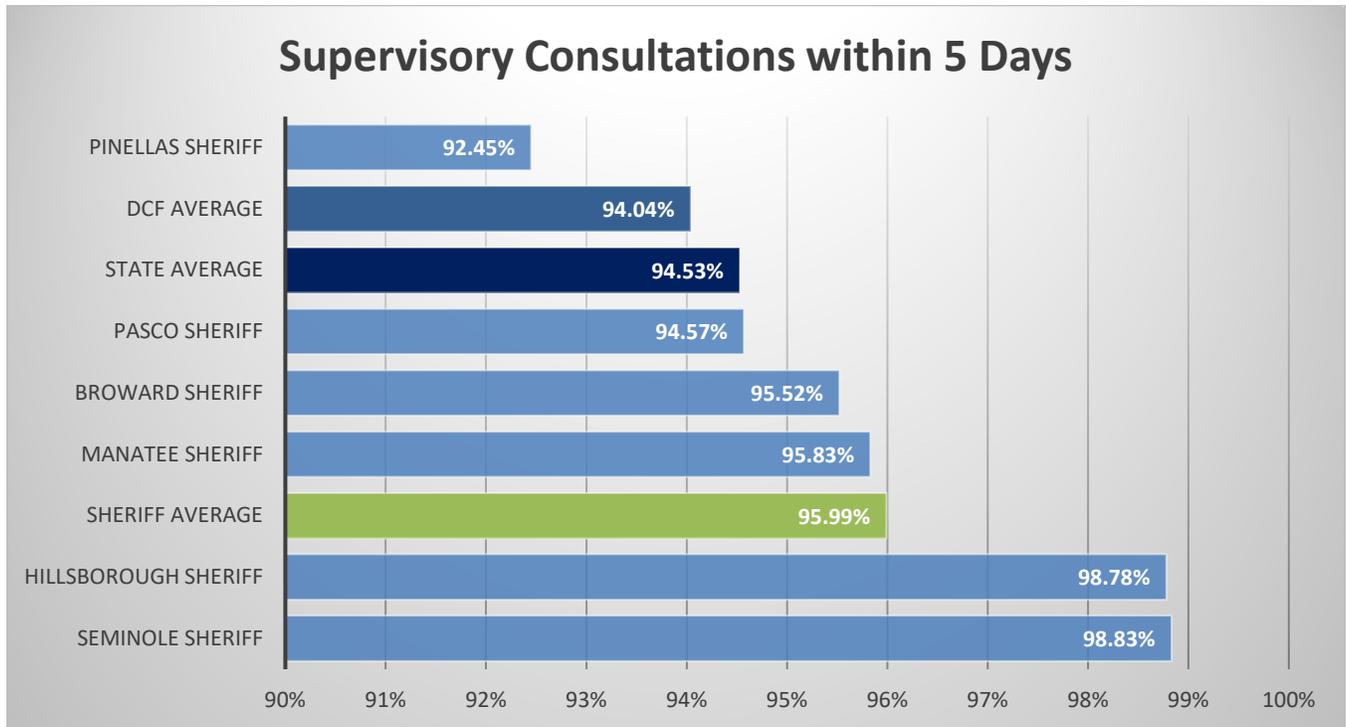
The Seminole County Sheriff's Office averaged 90.68% in FY 2017-2018 for the performance measure of victims seen within 24 hours. The department average was 86.87% and the statewide average was 87.65%. The Seminole Sheriff's Office exceeded the statewide average eleven of the 12 months.



Source: The data was extracted from Data source: DCFFSN "Child Investigation Leader Board Statewide by District by Agency" monthly reports for July 2017 through June 2018.

Supervisory Consultations within 5 Days

Sheriffs' grant agreements include the performance measure of 100% of initial supervisory consultations be completed within five days of the final Florida Abuse Hotline decision time. The department average for FY 2017-2018 was 94.04%. The average for the sheriff's offices during FY 2017-2018 was 95.99%.



Source: The data was extracted from data source: DCFFSN "Child Investigation Leader Board Statewide by District by Agency" monthly reports for July 2017 through June 2018.

ADDITIONAL DEPARTMENT PROGRAM PERFORMANCE MEASURES

Other Leader Board Outcome Performance Measures, although not in the sheriff 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

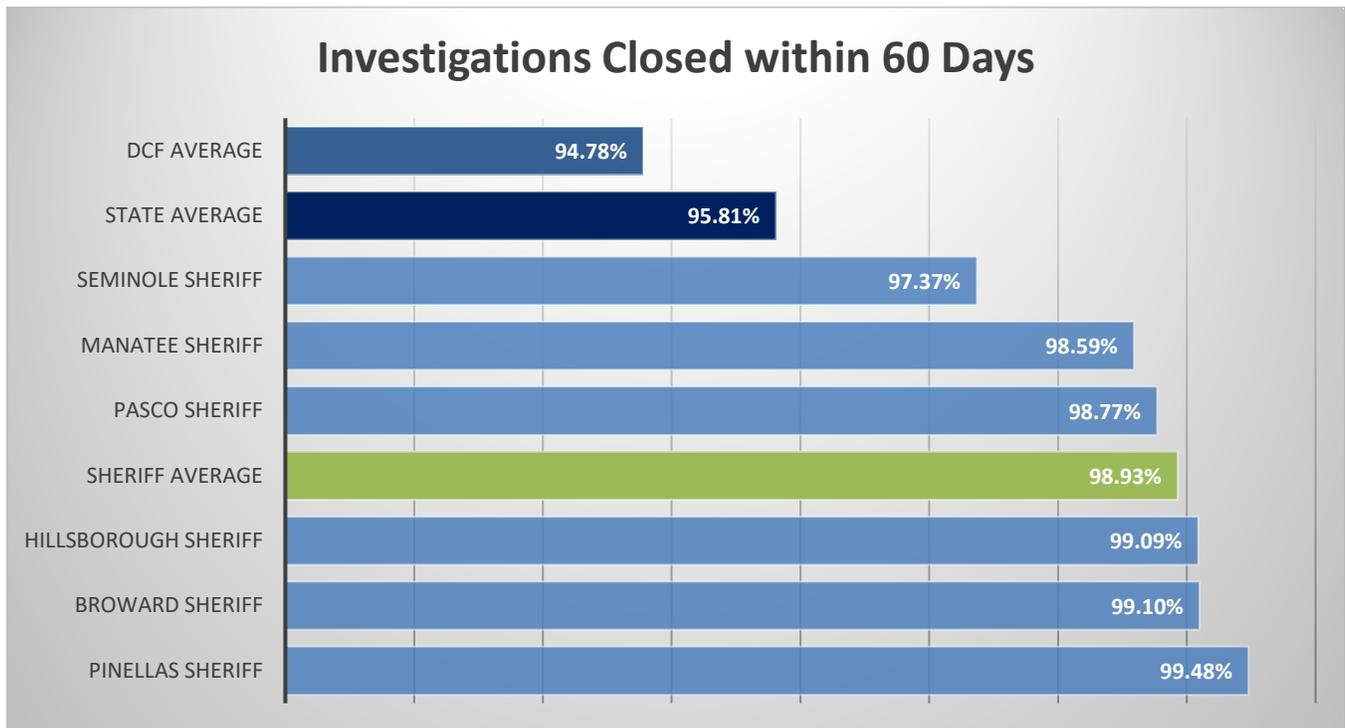
FSFN captures this performance measure on reports coded in-home and institutional. Special condition referrals, duplicate, and no-jurisdiction reports are not applicable to this measure. The basis for this performance measure is section 39.301(16), F.S., which states:

“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.”

60 Day Closures	Broward	Hillsborough	Manatee	Pasco	Pinellas	Seminole	Sheriff's Average	DCF Average
Jul-17	98.53%	98.60%	98.37%	98.99%	99.63%	97.99%	98.72%	93.10%
Aug-17	100%	98.72%	98.77%	99.73%	99.34%	98.77%	99.34%	94.51%
Sep-17	99.37%	98.82%	95.63%	98.36%	98.49%	98.78%	98.60%	92.83%
Oct-17	99.55%	98.53%	98.86%	98.87%	99.42%	98.44%	99.01%	93.70%
Nov-17	98.84%	99.63%	99.30%	97.79%	99.53%	99.31%	99.10%	94.96%
Dec-17	98.01%	99.10%	99.36%	98.59%	99.24%	97.92%	98.72%	94.77%
Jan-18	99.50%	99.35%	97.39%	99.76%	99.56%	96.75%	99.09%	94.76%
Feb-18	98.84%	99.54%	99.03%	99.23%	99.52%	96.13%	98.95%	95.75%
Mar-18	99.64%	99.13%	99.07%	98.85%	99.85%	98.01%	99.26%	96.05%
Apr-18	99.18%	99.78%	100%	98.41%	99.85%	93.90%	98.95%	95.05%
May-18	98.91%	98.63%	98.51%	97.98%	99.60%	96.66%	98.64%	95.96%
Jun-18	98.81%	99.24%	98.83%	98.65%	99.67%	95.75%	98.76%	95.93%
Annual Averages	99.1%	99.09%	98.59%	98.77%	99.48%	96.37%	98.93%	94.78%

Source: The data was extracted from data source: DCFFSFN “ChildInvestigationLeaderBoardStatewidebyDistrictbyAgency” monthly reports for July 2017 through June 2018.

The sheriffs' offices averaged 98.93% for investigations being closed by the 60th day in FY 2017-2018 and the department average was 94.78% with the statewide average of 95.81%.



Source: The data was extracted from data source: DCFFSFN "ChildInvestigationLeaderBoardStatewidebyDistrictbyAgency" monthly reports for July 2017 through June 2018.

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 2016-2017 and FY 2017-2018. Dividing actual expenditures by the number of reports received determines the cost per report. The overall number of reports decreased 3.8% from FY 2016-2017 to FY 2017-2018 statewide, whereas expenditures increased 3.13%

The average cost for sheriffs' offices ranged from a low of \$1,056 for Pasco to a high of \$1,364 for Pinellas with an overall average cost of report for sheriffs of \$1,164. The average cost for the department ranged from a low of \$1,033 in the Suncoast Region to a high of \$1,116 in the Northwest Region with an overall average cost of \$1,071 per investigation. The overall difference in cost between the sheriffs' offices and the department was \$93 per report.

AGENCY	Fiscal Year 2016-2017*			Fiscal Year 2017-2018**		
	Cost	Reports	Cost Per Report	Cost	Reports	Cost Per Report
Broward	\$14,122,421	13,368	\$1,056	\$14,333,970	12,914	\$1,110
Hillsborough	\$13,502,257	12,355	\$1,093	\$13,210,040	12,055	\$1,096
Manatee	\$4,719,787	4,107	\$1,149	\$4,855,360	3,857	\$1,259
Pasco	\$6,629,008	6,164	\$1,075	\$6,448,093	6,107	\$1,056
Pinellas	\$11,828,667	9,154	\$1,292	\$11,923,160	8,740	\$1,364
Seminole	\$4,537,152	4,078	\$1,113	\$4,716,152	3,986	\$1,183
All Sheriffs	\$55,339,292	49,226	\$1,124	\$55,486,775	47,659	\$1,164
Northwest	\$19,404,689	19,454	\$997	\$21,288,262	19,068	\$1,116
Northeast	\$33,389,932	33,958	\$983	\$34,203,185	32,135	\$1,064
Suncoast	\$13,917,462	15,384	\$905	\$14,781,643	14,311	\$1,033
Central	\$47,740,436	47,696	\$1,001	\$49,852,577	46,981	\$1,061
Southeast	\$16,569,244	16,745	\$990	\$16,683,183	15,797	\$1,056
Southern	\$14,669,903	14,504	\$1,011	\$15,033,107	13,478	\$1,115
Department	\$145,691,666	147,741	\$986	\$151,841,957	141,770	\$1,071
TOTAL	\$201,030,958	196,967	\$1,021	\$207,328,732	189,429	\$1,094

Notes

1. Expenditure (cost) data excludes training costs for sheriffs and the department.
2. *Department expenditures include actual expenditures by region, plus indirect cost earnings (11.20%) in FY 2016-2017.
** Department expenditures include actual expenditures by region, plus indirect cost earnings (11.68%) in FY 2017-2018.
3. Reports are based on investigations closed in FY 2017-2018; this count excludes special conditions referrals and investigations closed as duplicate or no jurisdiction.
4. FY 2017-2018 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.

Reports Data Source: Child Welfare Interim Dashboard

Department Expenditure Source: IDS Query Schedule of Allotment Balances Trend