Frequently Asked Questions

(*for K-12 Report Card and Dashboard Roll-out*)

	Category	Question	Answer
1	CBC Improvement Teams	Who will participate on the CBC local improvement teams?	The CBC Management will identify Local Improvement Team membership. Team size can vary from 6-12 members.
2	Dashboard	Who will be responsible for analyzing the Dashboard results? Who will the results be turned over to?	CBCs will analyze their own data using the Dashboard results; DCF Headquarters will monitor statewide performance data through the Dashboard and other Management Reports.
3	Dashboard	Can Case Managers/supervisors access the monthly reports and see progress from their own cases?	Yes. There are various reports available in FSFN Business Objects. Reports to include 1) K-12 Report Detail (available 6-15-12); 2) Due/Overdue Report (available by mid July 2012); Statewide Summary, Trend Report and Dashboard (last 3 available by end of summer, 2012)
4	Headquarters Team	How are members appointed to Headquarters teams ? How does the CBC communicate with the Headquarters Team?	The Headquarters Team is composed of DCF staff and one person from each CBC. The team meetings will be held at least monthly and will evaluate Roll-out progress.
5	Performance Measure(s)	What Outcome Measures will be selected to measure CBC Performance?	CBCs have begun the conversation on Outcome Measures. It is expected that a statewide team of CBCs will review potential Outcome Measures and propose measures.
6	QA	Will there be QA involvement for the K-12 Report Cards?	Yes. Case review questions will be added in the future to the CBC quarterly case reviews.
7	Report Card	How are Unknown or Not Applicable entries used in the K-12 Report Card and management reports?	Report Submissions with Unknown, NA or ratings of 3 or less will require comments to explain the entry. Case Managers should avoid when possible "Unknown" ratings on the Initial K-12 Report Card Survey as the Initial Survey is the Baseline used for measuring Improvement. Also, Unknowns and NAs are displayed in the Dashboard, however, are not counted in any calculations.
8	Report Card	What if an education domain question is not known by the Case Manager at the home visit?	Case Managers should make reasonable efforts to obtain information. If information is not currently known an "Unknown" entry is made and explanation provided in comments. Also note that "NA" responses should be only used when the Domain question does not apply to the student.
9	Report Card	Does the Case Manager need to enter a Report Card every month even during the summer?	Yes. K-12 Report Cards are to be submitted every 30 days. A child's educational progress should be assessed on an on-going basis.
10	Report Card	Can certain elements of the initial/baseline report card be populated from local school districts' data bases?	Downloads from county school data bases is being considered , however, that data is not expected for FY 2012-2013. A high level DCF/CBC task team is envisioned to review existing CBC/School agreements and try to gain state DOE support to encourage local school districts to share data. Securing School data and displaying it to a Case Manager at the time they discuss education progress with caregivers could be a breakthrough solution. Some CBCs have such agreements already.
11	Report Card	If I have a 17 yr old in college, do I do the survey?	Not a K-12 Report Card. There is expected to eventually be a Post-Secondary Report Card that would apply to that person.
12	Report Card	How are Case Managers to handle students turning 18 in 10th Grade?	For now, K-12 Report Cards are only permitted for students ages 5- 17 inclusive. Future RDC enhancements are to allow students turning 18, while in high school, to still be still be able to have K-12 Report Cards completed until they achieve a H.S Diploma, GED, other diploma or turn 23.
13	Report Card	What is the purpose of likert scale vs. yes/no responses?	Likert Scale of 5,4,3,2,1 provides a performance in degrees versus binary data (i.e. yes and no data).
14	Report Card	How do you account for subjective nature of questions?	Likert Scale Definitions are intended to reduce subjectivity and remove unwanted variations in ratings.
15	Report Card	How often do case managers need to complete the report cards?	K-12 Report Cards should be submitted at least once every 30 days. There is no maximum number that can be submitted.

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(for K-12 Report Card and Dashboard Roll-out)

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16	Report Card	When a child is placed out-of-county, who submits the Report Card?	When there is an OCS Case Manager, it is expected that the OCS complete and submit K-12 report Card information.
17	Report Card	How are baseline data being determined so we know what is considered a "success"?	The Initial Report Card submitted by the Case Manager will be the baseline to measure success.
18	Report Card	What variations in Report Card Protocols are there for rural/no service areas?	RDC can be used for BB devices, Desktop PCs or Laptops. Local Protocols will be determined by each CBC.
19	Report Card	When is "Unknown" or "NA" appropriate?	"Unknown" should be recorded as a response when the Case Manager is unable to secure information timely to complete a Report Card Rating or the information is unknown and not expected to be known in the future. An "NA" response is to be recorded when the Domain response is Not Applicable for the student being rated. Both "U" and "NA" ratings will not be included in average calculations for the students.
20	Report Card	The Fla. Supreme Court recently indicated that the student must be present during all hearings affecting them. Will this count against the Case manager for School Attendance Domain 2?	This issue will be further evaluated over FY 12-13 during the roll-out. Currently, the "K-12 Comment" can be used to note mandated absences.
21	Report Card	If the child never changes schools or changes during the summer, then Question 1a answer is a 4 or 5; AND then isn't question 1b already known as a NA? Why does the Case manager have to enter an NA for 1b?	This was reviewed by the K-12 team and this logic will be requested of the Final FSFN Build scheduled for July 1, 2013.
22	Report Card	How does the Case Manger rate normal transition school changes from Elementary to Middle school and Middle to High school?	Normal Transitions should be treated as though the student did not change schools as long as the transition is to a zoned school appropriate for any student at the existing school.
23	Report Card	What training will Child Protection Investigators (CPIs) attend to ensure that they will give appropriate consideration to the child's education factors before placing the child?	CPIs will have Overview training which will identify various stakeholder roles related to the K-12 Report Card.
24	Report Card	What does the Case Manager do when No Likert definition rating fits the student?	The DCM should select the closest Likert definition and utilize the comments for explaining the differences.
25	Submission Process	Do I have to use a Blackberry for submitting Report Cards?	No. The RDC supports window based devices such as laptops and Desktop PCs. FSFN Web Form should support iphones, Androids and other mobile other devices after July 1, 2013.
26	Submission Process	Do I get a copy of my survey for the case file?	K-12 Report Card Detail information can be accessed from the FSFN Business Objects Report Menu.
27	Training	Will this be incorporated in preservice training?	Yes.