State of Florida
Department of Children and Families

Rick Scott
Governor

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Secretary

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

THROUGH: David L. Fairbanks, Deputy Secretary

FROM: JoShonda Guerrier, Assistant Secretary for Child Welfare
Vicki Abrams, Assistant Secretary for Operations

SUBJECT: New Release of Child Welfare Dashboard

PURPOSE: The purpose of this memorandum is to inform all stakeholders of the new dashboards that have been added to the Public Facing Results Oriented Accountability Interactive Child Welfare Dashboard on the DCF Internet at:
http://www.dcf.state.fl.us/programs/childwelfare/dashboard/

BACKGROUND: These dashboards strive to provide all Child Welfare stakeholders in Florida, including the public -- access to an interactive dashboard experience utilizing Tableau visualization software. The Child Welfare Dashboards include a home page that offers child welfare statistics at a glance where users can then interface deeper into current and historical data on topics that include allegations accepted by the Florida Abuse Hotline for child protective investigation, children that are included in protective investigations, children that receive services, child removal rates, and children entering and leaving out-of-home care. The dashboards are updated by the 15th of each month and shows the latest 24 months of child welfare information.

Included in this release to the Child Welfare Dashboards are three new dashboards, all related to Child Protective Investigations. The three new dashboards are:

1.   **Child Protective Investigations Scorecard.** This dashboard provides information on workload, time to commencement, time to children seen, and time to Initial Supervisory Consultation for each month or quarter selected, as well as information on CPI turnover rate and CPI's with Social Work degrees for each quarter. This dashboard is accessed by selecting the "Packaged Reports" button on the Child Welfare Dashboard.

2.   **Safety Determination and Services Provided.** This dashboard provides the count of children determined Safe or Unsafe at investigation closure, and the types of services those children are receiving at investigation closure during the period selected.   This dashboard is accessed by selecting the "Child Welfare Trends" button on the Child Welfare Dashboard.

3. **Child Investigation and Safety Methodology.** This dashboard provides the count of investigations closed along with information on various components of the investigation such as Safety Determination, Present Danger, Impending Danger, Diminished Protective Capacities, and removal of children during the period selected. This dashboard is accessed by selecting the "Child Welfare Trends" button on the Child Welfare Dashboard.

As with previous dashboards, users can customize their experience by service area, by dates, and through a series of available demographic filters. In addition, from the Data Table tab, users can extract all underlying data to a spreadsheet format to continue exploration of data offered.

It is important to note that while most of the standard features that the Office of Child Welfare has incorporated into the dashboards remain unchanged, some of these new dashboards interact slightly differently than the other dashboards. Due to the way the data has to be structured, and the types of information provided, the filters in a dashboard may not apply to all of the information being provided in a single view. This is explained in the info button; the blue "i" in the upper right hand corner of every dashboard.

The release of these dashboards marks the continuation of progress in the Department's Child Welfare Results-Oriented Accountability (ROA) implementation initiative. Through ROA, the Department aims to improve access to good quality data, build analytical capacity of staff to use data, take action to improve outcomes, and continue to develop a results-oriented culture of shared accountability, transparency and collaboration with a focus on research and evidence-based interventions.

SUPPORTING INFORMATION:
- The Results-Oriented Accountability Interactive Child Welfare Dashboards are developed and published using Tableau software. The dashboards are best viewed using Google Chrome or Mozilla Firefox web browsers. If you use an older version of Internet Explorer, an error may be displayed.

- For a general guide on how to use Tableau interactive dashboards please visit: http://www.dcf.state.fl.us/programs/childwelfare/dashboard/docs/interactorGuide.pdf

- There is an info button in the top right corner of each dashboard which upon hover, explains the purpose of the dashboard and general usability tips.

- Corresponding confidential listing reports will be developed by the Office of Child Welfare Data Reporting Unit and will be available in the Florida Safe Families Network (FSFN) Reporting environment. Once complete, the reports will be accessible by logging in to FSFN and selecting Reporting from the Utilities Menu. These reports are expected to be available in the OCWDRU Reports folder by late November.

The Office of Child Welfare has created training videos which provide an overview of the new functionality, show how to interact with the dashboards, and describe how to access the underlying data tables. These videos are available under the "Key Information" button of the Child Welfare Dashboard.

ACTION REQUIRED: Please share with all child welfare leadership, staff and stakeholders.

CONTACT INFORMATION: For questions related to Child Welfare Dashboard data, please contact Keith.Perlman@myflfamilies.com. For questions related to Tableau, please contact Alicia.Dyer@myflfamilies.com.

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