

# Florida Sheriffs Performing Child Protective Investigations

## *ANNUAL PROGRAM PERFORMANCE EVALUATION REPORT*

**Fiscal Year 2020-2021**

Sheriff's Offices conducting Child Protective Investigations include:

Broward, Hillsborough, Manatee, Pasco, Pinellas, Seminole, and Walton Counties



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## EXECUTIVE SUMMARY

This 21st 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 complete casework audits on closed investigations as a component of the annual evaluation. The Florida Legislature approved the Accountability Act for the Department of Children and Families, which in part, codified the Quality Office, and moved the date of the annual report to November 1 of each year.

The seven sheriffs' offices conducting child protective investigations (Broward, Hillsborough, Manatee, Pasco, Pinellas, Seminole, and Walton) encompass metropolitan areas where more than a quarter of the state's child population resides. A total of 224,458 child protective investigations were conducted in Florida during Fiscal Year (FY) 2020-21<sup>1</sup> and the seven counties where sheriffs' offices handle investigations conducted 43,894 (19.71%) of the state's investigations. The longstanding commitment of the sheriffs' offices involved in child protective investigations toward engaging families, protecting children, and working in partnership within their communities remains consistent and strong. These offices are an essential partner in moving forward with shared values, principles, and efforts the Department seeks for enhancing Florida's child protection system.

With the implementation of the Quality Office, monitoring instruments have been revised to include Life-of-Case Reviews that occur at designated key points during open investigations. The review is conducted on open cases to allow for real-time adjustments, if needed, to change the course of an investigation to ensure child safety. The annual peer review uses the same monitoring instrument for a statistically significant sample of investigations closed during the prior year. The review teams consist of members from each sheriff office and representatives from the Department to increase consistency across each review site.

Section 39.3065(3)(b), F.S., requires sheriffs' offices to operate in accordance with performance standards and outcome measures established by the Legislature. Child protection and child welfare outcomes are established in section 409.986(2), F.S. Both measures listed below are included in the sheriffs' grant agreements:

- Percent of investigations commenced within 24 hours: Target 99.5%.
  - Department performance: 99.71%
  - Sheriffs' office performance: 99.5%
- Percent of victims seen within 24 hours of receiving a report: State target 90%, Sheriff Target: 85%.
  - Department performance: 93.35%
  - Sheriffs' office performance: 93.31%

Prior Sheriff's Annual Performance Reports are available to view and download at the Florida's Center for Child Welfare: <http://centerforchildwelfare.fmhi.usf.edu/MandatedReportsLegislature.shtml>.

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<sup>1</sup> Please see the Florida Child Welfare Dashboard at <http://www.dcf.state.fl.us/programs/childwelfare/dashboard/>

## SECTION I: SHERIFFS' INVOLVEMENT IN CHILD PROTECTIVE INVESTIGATIONS

Sheriffs' offices in Broward, Hillsborough, Manatee, Pasco, Pinellas, Seminole, and Walton counties are authorized under section 39.065, F.S., to conduct child protective investigations in their respective counties. Child protective investigations are initiated upon receiving a report of known or suspected child abuse, abandonment, or neglect at the Florida Abuse Hotline. 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 other than the child's caregiver (i.e., incident at school, childcare facility, etc.)
3. Child-on-child referrals alleging inappropriate sexual behavior or an alleged juvenile sexual offense
4. Human Trafficking allegations
5. Special condition referrals that include Parent Unavailable, Parent in Need of Assistance (PNA), and Foster Care Referrals

The Florida Abuse Hotline is required to refer allegations of criminal conduct to the law enforcement agency of the municipality or county in which the alleged conduct has occurred. These criminal allegations are not considered child protective investigations and, therefore, are not included in this report.

### Child Population

During FY 2020-2021, 27.28% of Florida's child population resided in a county where the sheriff's office performs child protective investigations. The seven sheriffs' offices received 19.71% of initial and additional reports and special condition referrals. This totaled 43,894 reports and special condition referrals for the respective sheriffs' offices.

**Percentage of Child Protective Reports by Sheriff, CBC,\* and Department FY 2020-2021**

	Florida Child Population	% Florida's Child Population	Florida General Population	% Florida's General Population	Total 20/21: Initial, Additional, Special Condition Reports	% of Initial, Additional, Special Condition Referrals
Broward	409,671	9.57%	1,946,104	8.99%	10,592	4.76%
Hillsborough	331,052	7.73%	1,481,163	6.84%	11,544	5.18%
Manatee	71,378	1.67%	397,727	1.84%	3,587	1.61%
Pasco	108,944	2.54%	539,769	2.49%	5,507	2.47%
Pinellas	156,976	3.67%	986,400	4.56%	7,864	3.53%
Seminole	99,800	2.33%	480,417	2.22%	3,706	1.66%
Walton	14,697	0.34%	72,528	0.34%	1,094	0.49%
Sheriff Totals	1,192,518	27.85%	5,904,108	27.28%	43,894	19.71%
DCF Totals	3,089,744	72.15%	15,736,658	72.72%	134,910	60.58%
CBC Totals					1,760	0.78%
State Totals	4,282,262	100.00%	21,640,766	100.00%	224,458	100.00%

Sources: Florida Safe Families Network (FSFN) reports: Child Investigations Received by Intake Sequence Type Statewide by District by Agency and/or County. General Population Estimates from the Florida Office of Economic and Demographic Research April 1, 2020

\*CBCs receive reports regarding children in their care, such as foster home licensing issues, safety plan concerns, or placement disruptions.

**Child Reporting Rates**

Child reporting rates increased as children began returning to the classroom in early 2021 after a year of partial school closures due to COVID-19.

Month	Child Report Rate Per 1,000
Jul-20	3.02
Aug-20	3.03
Sep-20	3.12
Oct-20	3.58
Nov-20	3.37
Dec-20	3.64
Jan-21	3.29
Feb-21	3.26
Mar-21	3.99
Apr-21	3.87
May-21	3.69
Jun-21	3.90
12 Month Sum FY 2020-2021	41.75
Monthly Average FY 2020-2021	3.48

Source: DCF FSFN Monthly Reports: Child Investigations Received by Intake Sequence Type – Statewide by Agency and/or County

Monthly data on the reporting rates (initial and additional reports) received per 1,000 child population show a general increase year to year. However, COVID-19 significantly affected the reporting rates for FY 2019-2020 and for part of FY 2020-2021. Teachers and school personnel are one of the largest groups of mandatory reporters. Since the return to school for many children beginning in mid-2021, those rates have begun to rise again.

Fiscal Year	Annualized Child Reporting Rate Per 1,000
2020-2021	41.75
2019-2020	39.29
2018-2019	46.16
2017-2018	47.47
2016-2017	48.93
2015-2016	47.09
2014-2015	46.47
2013-2014	45.34
2012-2013	44.04

Rate of Initial and Additional Reports Received per 1,000 in Child Population SFY 2020-2021	
Sheriff's Office	12 Month Average
Broward County	2.15
Hillsborough County	3.01
Manatee County	4.19
Pasco County	4.21
Pinellas County	4.17
Seminole County	3.09
Walton County	6.2
Average Monthly Rate	4.15

Source: DCF FSN Monthly Reports: Child Investigations Received by Intake Sequence Type – Statewide by Agency and/or County

**Initial and Additional and Special Condition Reports**

Of the 224,458 child investigations and special condition reports received in FY 2020-2021, there were 149,056 initial intake reports, 14,423 additional intake reports, and 17,085 special condition intake reports.<sup>2</sup> There were 41,199 more reports in FY 2020-2021 than FY 2019-2020.

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

FY 2020-2021	Initial Reports				Additional Reports				Special Condition Intakes			
	DCF	CBC	Sheriff	Total	DCF	CBC	Sheriff	Total	DCF	CBC	Sheriff	Total
Jul-20	8,171	0	2,782	10,953	731	0	232	963	766	128	250	1,144
Aug-20	8,234	0	2,768	11,002	724	0	222	946	775	132	265	1,172
Sep-20	8,405	0	2,797	11,202	793	0	252	1,045	829	130	276	1,235
Oct-20	9,509	0	3,265	12,774	995	0	306	1,301	963	155	272	1,390
Nov-20	9,231	0	2,873	12,104	984	0	274	1,258	855	172	219	1,246
Dec-20	9,720	0	3,305	13,025	1,049	0	315	1,364	916	165	292	1,373
Jan-21	8,832	0	2,962	11,794	882	0	240	1,122	943	154	228	1,325
Feb-21	8,762	0	2,836	11,598	843	0	248	1,091	987	124	275	1,386
Mar-21	10,695	0	3,367	14,062	1,127	0	295	1,422	1,279	168	340	1,787
Apr-21	10,244	0	3,436	13,680	1,007	0	335	1,342	1,207	139	341	1,687
May-21	9,725	0	3,197	12,922	951	0	312	1,263	1,230	146	383	1,759
Jun-21	10,480	0	3,460	13,940	997	0	309	1,306	1,069	147	365	1,581
Annual Total	112,008	0	37,048	149,056	11,083	0	3,340	14,423	11,819	1,760	3,506	17,085

Source: DCF FSN Monthly Reports: Child Investigations Received by Intake Sequence Type – Statewide by Agency and/or County

<sup>2</sup> Each sheriff's office also handles various requests received from other states and/or other counties for child protective investigative assistance. Most requests include obtaining records, conducting a child-welfare check, verification of information, emergency home studies, etc. The work volume associated with such in-state requests (also known as out-of-town inquiries or OTIs) and inter-state requests varies from county to county but is estimated by the sheriffs' offices to account for an average of ten percent of incoming casework assigned to child protective investigators. These requests for assistance are not officially tabulated or captured by the Department as a workload element when capturing active caseloads.

The seven sheriff's offices were responsible for 43,894 initial intake and additional reports and special condition referrals during FY 2020-2021, or 19.71% of the statewide total. This is a decrease of 791 reports from FY 2019-2020

**Incoming Reports and Special Conditions by Type by County**

The tables on the following pages provide data for each of the seven sheriffs' offices for incoming reports by type and special condition referrals by type. The tables list the statewide percentage of child and special condition reports that the respective county received. The term "initial" refers to in-home and institutional investigations received on a child. The term "additional" references new allegations concerning a child that are received during a timeframe in which there is already an open and active initial investigation. "Special condition" referrals include:

- child-on-child sexual abuse;
- parent seeking assistance; and
- child is without custodial care or supervision as the caregiver/parent is reported unavailable.

**Broward Sheriff's Office**

Broward Sheriff's Office received 11,366 child investigations and special condition referrals, which averaged 947.17 reports and special condition referrals monthly in FY 2020-2021. Special Condition referrals accounted for 6.81% of the intake workload. Broward County had a monthly average of 2.15 intake reports received per 1,000 children residing in the county. Note: The rate of reports excludes special condition referrals.

FY 2020-2021	Initial	Additional	Special Conditions	Total Reports	% of State's Total	Child Report Rate Per 1,000*
Jul-20	683	53	55	791	6.12%	1.80
Aug-20	758	67	67	892	6.87%	2.01
Sep-20	746	61	67	874	6.55%	1.97
Oct-20	778	72	45	895	5.85%	2.07
Nov-20	760	59	36	855	5.92%	2.00
Dec-20	816	60	57	933	5.98%	2.14
Jan-21	778	59	54	891	6.32%	2.04
Feb-21	731	59	63	853	6.11%	1.93
Mar-21	859	72	79	1010	5.91%	2.27
Apr-21	825	70	76	971	5.86%	2.18
May-21	914	81	82	1077	6.82%	2.43
Jun-21	1126	105	93	1324	7.94%	3.00
<b>Total</b>	<b>9774</b>	<b>818</b>	<b>774</b>	<b>11366</b>		
<b>Average</b>	<b>814.5</b>	<b>68.17</b>	<b>64.5</b>	<b>947.17</b>	<b>6.35%</b>	<b>2.15</b>

Source: DCF FSFN Monthly Report: Child Investigations Received by Intake Sequence Type – Statewide by Agency. \*Rate excludes Special Condition Referrals; Rather than averaging averages, the Percent of State's Total Monthly Average is from the Percentage of Child Protective Investigations by Sheriff, CBC, and Department FY 2020-2021 on page 2 of this document.

**Hillsborough County Sheriff's Office**

Hillsborough County Sheriff's Office received 12,508 child and special condition reports, which averaged 1,042.33 reports and special condition referrals monthly in FY 2020-2021. Special Condition referrals accounted for 7.71% of the intake workload. Hillsborough County had a monthly average of 2.91 intake reports received per 1,000 children residing in the county. Note: The rate of reports excludes special condition referrals.

FY 2020-2021	Initial	Additional	Special Conditions	Total Reports	% of State's Total	Child Report Rate Per 1,000*
Jul-20	777	56	76	909	7.03%	2.52
Aug-20	795	57	70	922	7.10%	2.57
Sep-20	821	55	63	939	7.03%	2.65
Oct-20	938	73	68	1079	7.05%	3.05
Nov-20	813	68	79	960	6.65%	2.66
Dec-20	974	79	87	1140	7.31%	3.18
Jan-21	873	57	72	1002	7.11%	2.81
Feb-21	866	69	76	1011	7.25%	2.82
Mar-21	970	86	91	1147	6.71%	3.19
Apr-21	1052	106	100	1258	7.59%	3.50
May-21	866	82	94	1042	6.60%	2.86
Jun-21	931	80	88	1099	6.59%	3.05
<b>Total</b>	<b>10676</b>	<b>868</b>	<b>964</b>	<b>12508</b>		
<b>Average</b>	<b>889.67</b>	<b>72.33</b>	<b>80.33</b>	<b>1042.33</b>	<b>7.00%</b>	<b>2.91</b>

Source: DCF FSN Monthly Report: Child Investigations Received by Intake Sequence Type – Statewide by Agency. \*Rate excludes Special Condition Referrals; Rather than averaging averages, the Percent of State's Total Monthly Average is from the Percentage of Child Protective Investigations by Sheriff, CBC, and Department FY 2020-2021 on page 2 of this document.



**Manatee County Sheriff's Office**

Manatee County Sheriff's Office received 3,891 child and special condition reports, which averaged 324.25 reports and special condition referrals monthly in FY 2020-2021. Special Condition referrals accounted for 7.81% of the intake workload. Manatee County had a monthly average of 4.19 intake reports received per 1,000 children residing in the county. Note: The rate of reports excludes special condition referrals.

FY 2020-2021	Initial	Additional	Special Conditions	Total Reports	% of State's Total	Child Report Rate Per 1,000*
Jul-20	257	21	24	302	2.34%	3.89
Aug-20	247	12	26	285	2.19%	3.63
Sep-20	241	18	26	285	2.13%	3.63
Oct-20	290	22	25	337	2.20%	4.37
Nov-20	250	18	12	280	1.94%	3.75
Dec-20	266	16	22	304	1.95%	3.95
Jan-21	256	18	23	297	2.11%	3.84
Feb-21	242	19	22	283	2.03%	3.66
Mar-21	348	25	40	413	2.41%	5.23
Apr-21	331	25	27	383	2.31%	4.99
May-21	308	22	29	359	2.27%	4.62
Jun-21	316	19	28	363	2.18%	4.69
<b>Total</b>	<b>3352</b>	<b>235</b>	<b>304</b>	<b>3891</b>		
<b>Average</b>	<b>279.33</b>	<b>19.58</b>	<b>25.33</b>	<b>324.25</b>	<b>2.17%</b>	<b>4.19</b>

Source: DCF FSN Monthly Report: Child Investigations Received by Intake Sequence Type – Statewide by Agency. \*Rate excludes Special Condition Referrals; Rather than averaging averages, the Percent of State's Total Monthly Average is from the Percentage of Child Protective Investigations by Sheriff, CBC, and Department FY 2020-2021 on page 2 of this document.

**Pasco County Sheriff's Office**

Pasco County Sheriff's Office received 5,902 child and special condition reports, which averaged 491.83 reports and special condition referrals monthly in FY 2020-2021. Special Condition referrals accounted for 6.69% of the intake workload. Pasco County had a monthly average of 4.21 intake reports received per 1,000 children residing in the county. Note: The rate of reports excludes special condition referrals.

FY 2020-2021	Initial	Additional	Special Conditions	Total Reports	% of State's Total	Child Report Rate Per 1,000*
Jul-20	421	42	35	498	3.85%	4.25
Aug-20	382	28	27	437	3.36%	3.76
Sep-20	357	38	23	418	3.13%	3.63
Oct-20	417	41	40	498	3.25%	4.20
Nov-20	415	49	21	485	3.36%	4.26
Dec-20	490	64	27	581	3.73%	5.09
Jan-21	391	41	26	458	3.25%	3.97
Feb-21	349	34	27	410	2.94%	3.52
Mar-21	412	33	35	480	2.81%	4.08
Apr-21	453	64	38	555	3.35%	4.75
May-21	429	49	53	531	3.36%	4.39
Jun-21	462	46	43	551	3.30%	4.66
<b>Total</b>	<b>4978</b>	<b>529</b>	<b>395</b>	<b>5902</b>		
<b>Average</b>	<b>414.83</b>	<b>44.08</b>	<b>32.92</b>	<b>491.83</b>	<b>3.31%</b>	<b>4.21</b>

Source: DCF FSN Monthly Report: Child Investigations Received by Intake Sequence Type – Statewide by Agency. \*Rate excludes Special Condition Referrals; Rather than averaging averages, the Percent of State's Total Monthly Average is from the Percentage of Child Protective Investigations by Sheriff, CBC, and Department FY 2020-2021 on page 2 of this document.

**Pinellas County Sheriff's Office**

Pinellas County Sheriff's Office received 8,541 child and special condition reports, which averaged 711.75 reports and special condition referrals monthly in FY 2020-2021. Special Condition referrals accounted for 7.93% of the intake workload. Pinellas County had a monthly average of 4.17 intake reports received per 1,000 children residing in the county. Note: The rate of reports excludes special condition referrals.

FY 2020-2021	Initial	Additional	Special Conditions	Total Reports	% of State's Total	Child Report Rate Per 1,000*
Jul-20	593	54	40	687	5.31%	4.12
Aug-20	541	43	49	633	4.87%	3.72
Sep-20	573	61	60	694	5.20%	4.04
Oct-20	683	74	66	823	5.38%	4.82
Nov-20	485	51	38	574	3.98%	3.41
Dec-20	629	73	56	758	4.86%	4.47
Jan-21	532	54	38	624	4.43%	3.73
Feb-21	579	45	61	685	4.91%	3.98
Mar-21	651	57	56	764	4.47%	4.51
Apr-21	659	56	55	770	4.65%	4.55
May-21	629	59	81	769	4.87%	4.38
Jun-21	637	46	77	760	4.56%	4.35
<b>Total</b>	<b>7191</b>	<b>673</b>	<b>677</b>	<b>8541</b>		
<b>Average</b>	<b>599.25</b>	<b>56.08</b>	<b>56.42</b>	<b>711.75</b>	<b>4.79%</b>	<b>4.17</b>

Source: DCF FSN Monthly Report: Child Investigations Received by Intake Sequence Type – Statewide by Agency. \*Rate excludes Special Condition Referrals; Rather than averaging averages, the Percent of State's Total Monthly Average is from the Percentage of Child Protective Investigations by Sheriff, CBC, and Department FY 2020-2021 on page 2 of this document.

**Seminole County Sheriff's Office**

Seminole County Sheriff's Office received 4,022 child and special condition reports, which averaged 335.17 reports and special condition referrals monthly in FY 2020-2021. Special Condition referrals accounted for 7.86% of the intake workload. Seminole County had a monthly average of 3.09 intake reports received per 1,000 children residing in the county. Note: The rate of reports excludes special condition referrals.

FY 2020-2021	Initial	Additional	Special Conditions	Total Reports	% of State's Total	Child Report Rate Per 1,000*
Jul-20	240	4	17	261	2.02%	2.44
Aug-20	236	12	21	269	2.07%	2.48
Sep-20	250	16	24	290	2.17%	2.67
Oct-20	325	17	21	363	2.37%	3.43
Nov-20	288	27	28	343	2.38%	3.16
Dec-20	295	18	29	342	2.19%	3.14
Jan-21	249	15	12	276	1.96%	2.65
Feb-21	279	23	21	323	2.32%	3.03
Mar-21	374	16	33	423	2.47%	3.91
Apr-21	344	15	37	396	2.39%	3.60
May-21	337	21	38	396	2.51%	3.59
Jun-21	287	18	35	340	2.04%	3.06
<b>Total</b>	<b>3504</b>	<b>202</b>	<b>316</b>	<b>4022</b>		
<b>Average</b>	<b>292.00</b>	<b>16.83</b>	<b>26.33</b>	<b>335.17</b>	<b>2.24%</b>	<b>3.09</b>

Source: DCF FSN Monthly Report: Child Investigations Received by Intake Sequence Type – Statewide by Agency. \*Rate excludes Special Condition Referrals; Rather than averaging averages, the Percent of State's Total Monthly Average is from the Percentage of Child Protective Investigations by Sheriff, CBC, and Department FY 2020-2021 on page 2 of this document.

**Walton County Sheriff's Office**

Walton County Sheriff's Office received 1,170 child and special condition reports, which averaged 97.5 reports and special condition referrals monthly in FY 2020-2021. Special Condition referrals accounted for 6.5% of the intake workload. Walton County had a monthly average of 6.2 intake reports received per 1,000 children residing in the county. Note: The rate of reports excludes special condition referrals.

FY 2020-2021	Initial	Additional	Special Conditions	Total Reports	% of State's Total	Child Report Rate Per 1,000*
Jul-20	58	5	3	66	0.51%	4.29
Aug-20	69	8	5	82	0.63%	5.24
Sep-20	82	6	13	101	0.76%	5.99
Oct-20	101	12	7	120	0.78%	7.69
Nov-20	74	9	5	88	0.61%	5.65
Dec-20	121	11	14	146	0.94%	8.98
Jan-21	104	3	3	110	0.78%	7.28
Feb-21	60	4	5	69	0.49%	4.35
Mar-21	89	10	6	105	0.61%	6.74
Apr-21	104	8	8	120	0.72%	7.62
May-21	89	6	6	101	0.64%	6.46
Jun-21	60	1	1	62	0.37%	4.15
<b>Total</b>	<b>1011</b>	<b>83</b>	<b>76</b>	<b>1170</b>		
<b>Average</b>	<b>84.25</b>	<b>6.92</b>	<b>6.33</b>	<b>97.50</b>	<b>0.65%</b>	<b>6.20</b>

Source: DCF FSN Monthly Report: Child Investigations Received by Intake Sequence Type – Statewide by County. \*Rate excludes Special Condition Referrals; Rather than averaging averages, the Percent of State's Total Monthly Average is from the Percentage of Child Protective Investigations by Sheriff, CBC, and Department FY 2020-2021 on page 2 of this document.

## **SECTION II: PEER REVIEW PROCESS**

Section 39.3065 (3)(d), F.S., requires the sheriff's program performance evaluation be conducted by a team of peer reviewers from the respective sheriffs' offices that perform child protective investigations and representatives from the Department. The peer review was completed in Fall of 2021.

### **Sampling Methodology**

The peer review was conducted on a sample of investigations closed during the period January 2021 to June 2021. Per new language in section 39.3065(e)(2), Florida Statutes, the department selected random cases for the peer review sample. The sample criteria for case selection included children ages 0-5 and investigations with a substance misuse maltreatment. The Life-of-Case monitoring instrument was used to complete the review. The Quality Office developed this review tool based on requirements from the Federal Child and Family Services Review, Rapid Safety Feedback Reviews, the previous peer review tool, special reviews, and instruments from other states. This one unified instrument is used for all ongoing reviews of child protective investigations. The ratings for the file reviews use a "Yes/No/Not Applicable" approach. Additional functionality was built into the instrument to allow for deeper analysis for any "No" ratings to help drive improvement activities.

## SECTION III: OUTCOME MEASURE ATTAINMENT

Section 39.3065(3)(b), F.S., requires sheriffs' offices to operate in accordance with performance standards and outcome measures established by the Florida Legislature. Child protection and child welfare outcomes are established in section 409.986(2), F.S. The General Appropriations Act sets forth appropriations allocated through multi-year grant agreements with the seven sheriffs' offices performing child protective investigations. The current grant agreements cite two performance measures for the sheriffs' offices. Users enter the data for these performance measures and others into Florida's statewide automated child welfare information system, FSFN. This system produces management reports used for determining statewide performance and outcomes.

The FSFN management report, "Leader Board for Investigations," provides the data for the two performance measures included in the sheriffs' grant agreements. The FSFN report lists performance for each department region and sheriff's office that operates a child protective investigation program. The algorithms for calculating the outcome measures are established by the Department. The algorithms are as follows:

- **Investigations commenced within 24 hours:** The numerator is the number of reports commenced within 24 hours of receipt of the report. The denominator is the total number of reports closed in the report period.
- **Victims seen within 24 hours of report received:** The denominator is the number of victims listed in recorded reports. The numerator is the total number of victims seen within 24 hours as recorded in the FSFN computer system.

### **Performance Measure 1: Percent of investigations commenced within 24 hours [Target Goal – 99.5%]**

FSFN captures this performance measure on reports coded in-home and institutional. The special condition referrals and reports closed as "duplicate" or "no-jurisdiction" are not applicable to this measure. Florida Administrative Code (F.A.C.) references this performance measure as does section 39.201(5), F.S., which states, in part:

*If it appears that immediate safety or well-being of a child is endangered, that the family may flee, or the child will be unavailable for purposes of conducting a child protective investigation, or that the facts otherwise so warrant, the Department shall commence an investigation immediately, regardless of the time of day or night. In all other child abuse, abandonment, or neglect cases, a child protective investigation shall be commenced within 24 hours after receipt of the report.*

### **Commencement of Investigations within 24 Hours**

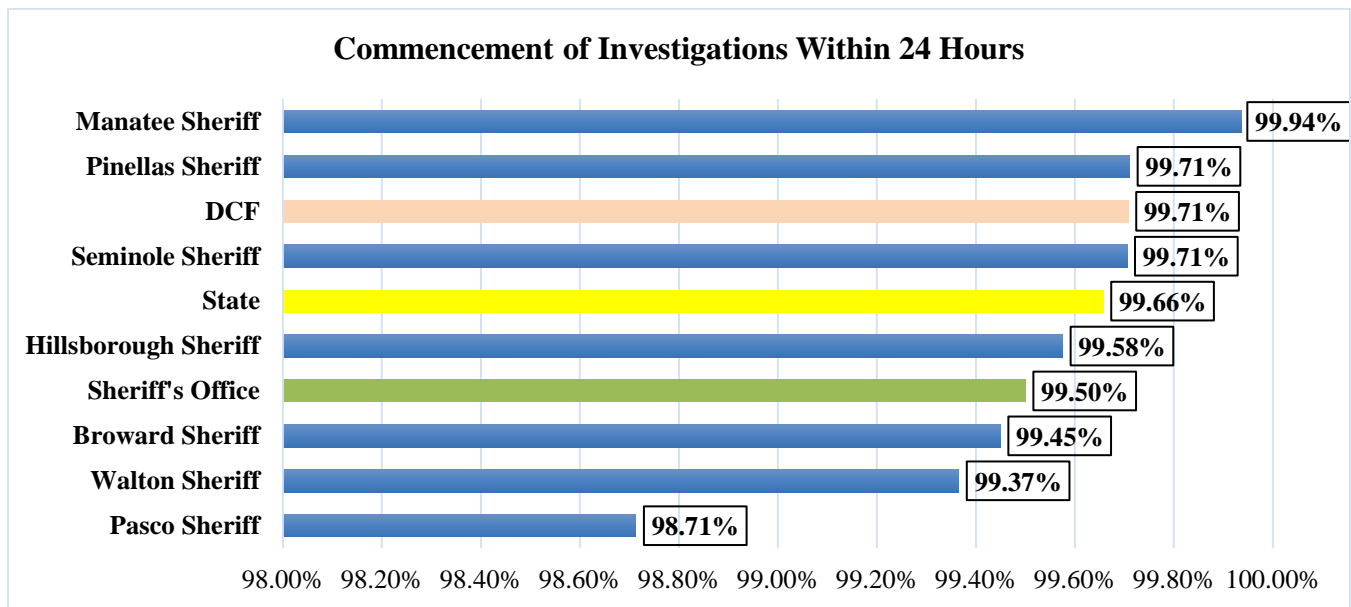
In FY 2020-2021, there was a total of 224,458 initial and additional reports as well as special condition referrals statewide. Of this number, 149,056 (66.93%) were regular initial abuse reports; 14,423 (6.88%) were special condition referrals, and 17,085 (6.48%) were additional reports. All of these required an initial 24-hour or immediate response with the following exceptions:

1. "Parent Needs Assistance" referrals may be handled outside of the customary 24-hour, face-to-face commencement response, as permitted by department protocol.
2. "Foster Care Referrals" (FCR) may be commenced within 48 hours if initial circumstances warrant, as permitted by department protocol.

Calls received by the Florida Abuse Hotline with supplemental information (with no new/additional victims, alleged perpetrators, or allegations of harm on open investigations) were not referenced or added to the total number of reports received, since supplemental reports do not require an additional commencement or face-to-face visit by the child protective investigator. There were 31,058 supplemental reports added to open investigations in FY 2020-2021, averaging 2,218 supplemental reports accepted monthly.

FSFN performance reports exclude special condition referrals from being included in the data tracking on this measure. Therefore, this data would exclude child-on-child sexual abuse referrals, foster care referrals, parent unavailable referrals, and parent needs assistance referrals. The data provided also excludes those report commencements that are associated with an additional report and investigations closed as being a duplicate or no-jurisdiction.

FSFN data includes only initial commencements. This data is based on those initial reports that closed each month. If the data reflected a commencement within 24 hours of report acceptance, the commencement would be within compliance.

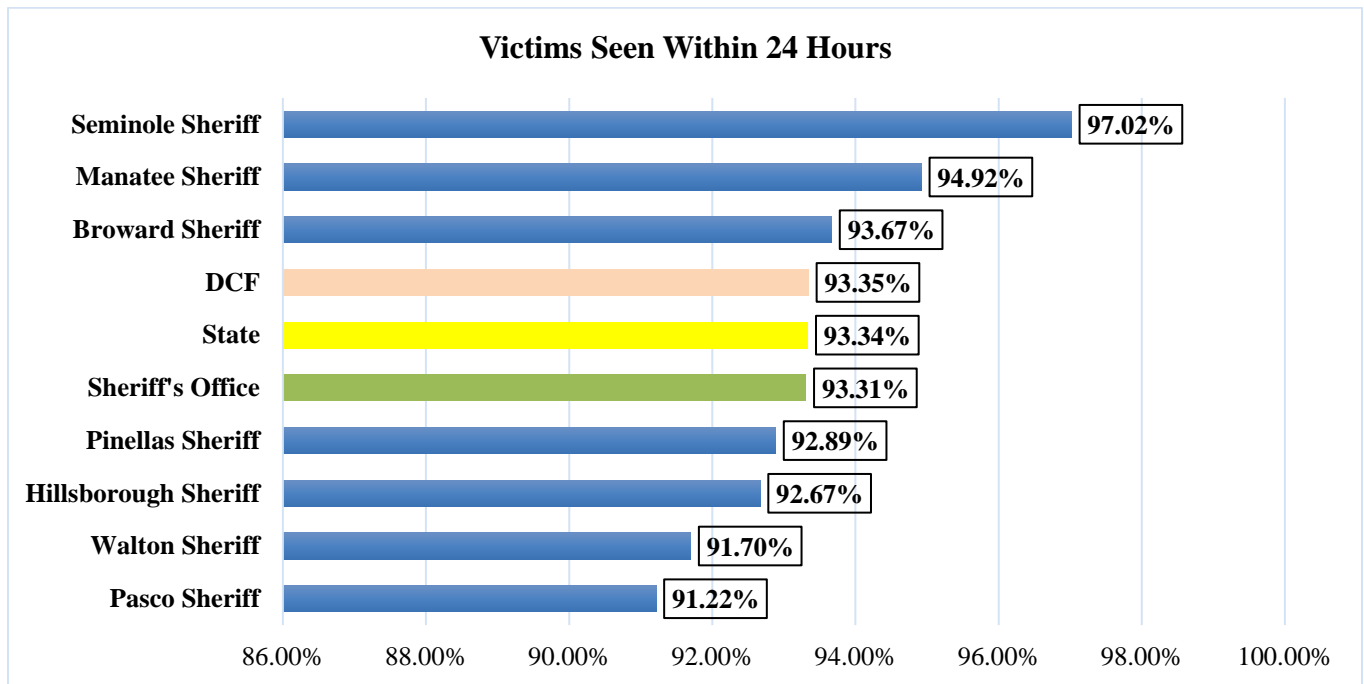


Source: DCF CPI Scorecard Dashboard for July 2020– June 2021

**Victims Seen Within 24 Hours**

Sheriffs' grant agreements include the performance measure of 85% of child victims being seen within 24 hours of the receipt of a report. FSFN captures this performance measure on reports coded in-home and institutional. The special condition referrals and reports closed as "duplicate" or "no-jurisdiction" are not applicable to this measure. The sheriffs' offices collectively performed at 93.31%, DCF at 93.35%, with a statewide performance of 93.34%. The DCF internal target for this item is 90%.





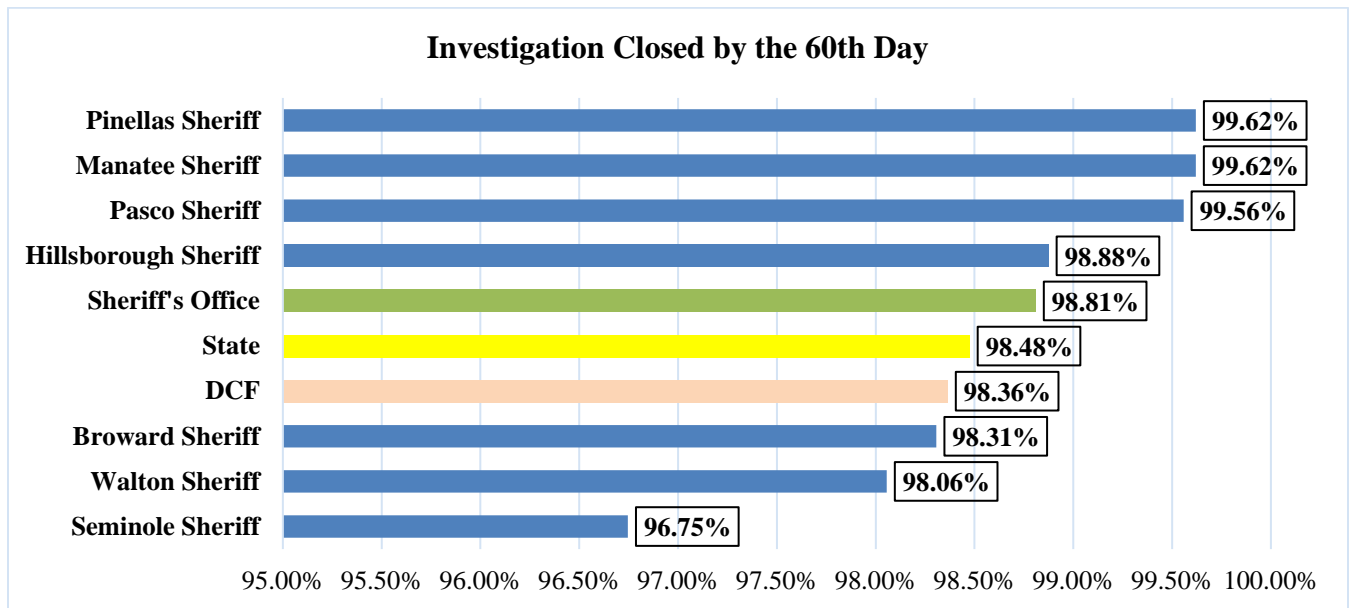
Source: DCF CPI Scorecard Dashboard July 2020– June 2021

**Investigation Closed 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.*

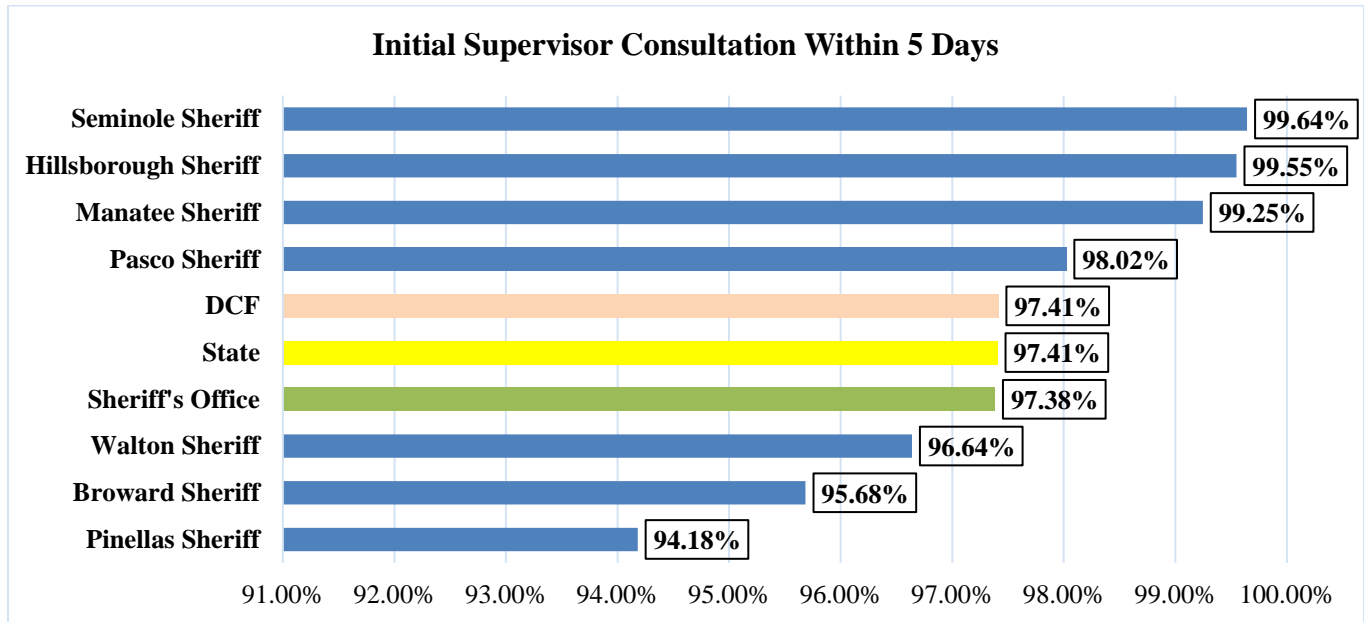
During fiscal year 2020-2021, the sheriffs' offices collectively performed at 98.81%, DCF at 98.36%, with a statewide performance of 98.48%.



Source: The data was extracted from data source: DCF FSN July 2020– June 2021

### Initial Supervisor Consultation Within 5 Days

During fiscal year 2020-2021, the sheriffs' offices collectively performed at 97.38%, DCF at 97.41%, with a statewide performance of 97.41%.



Source: DCF CPI Scorecard Dashboard July 2020– June 2021

## 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 2019-2020 and FY 2020-2021. Dividing actual expenditures by the number of reports received determines the cost per report, not using averages.

The cost for sheriffs' offices ranged from a low of \$989 to a high of \$1,744 with an overall average cost of report for sheriffs of \$1,431. The cost for the department ranged from a low of \$1,142 to a high of \$1,559 with an overall average cost of \$1,376 per investigation. The overall difference in cost between the sheriffs' offices and the department was \$139 per report.

AGENCY	Fiscal Year 2019-2020*			Fiscal Year 2020-2021**		
	Cost	Reports	Cost Per Report	Cost	Reports	Cost Per Report
Broward	\$14,846,068	10,310	\$1,440	\$14,264,123	9,359	\$1,524
Hillsborough	\$13,494,847	10,656	\$1,266	\$13,738,636	9,571	\$1,435
Manatee	\$4,855,360	3,112	\$1,560	\$4,855,360	3,133	\$1,550
Pasco	\$6,449,050	4,975	\$1,296	\$6,445,087	4,781	\$1,348
Pinellas	\$11,915,854	7,063	\$1,687	\$11,915,854	6,833	\$1,744
Seminole	\$4,633,803	3,154	\$1,469	\$4,633,803	3,247	\$1,427
Walton	\$860,607	905	\$951	\$860,607	870	\$989
<b>All Sheriffs</b>	<b>\$57,055,589</b>	<b>40,175</b>	<b>\$1,420</b>	<b>\$56,713,470</b>	<b>37,794</b>	<b>\$1,501</b>
Northwest	\$20,826,282	14,332	\$1,453	\$20,983,838	14,705	\$1,427
Northeast	\$37,071,144	27,593	\$1,343	\$35,568,139	28,262	\$1,259
Suncoast	\$15,223,538	12,712	\$1,198	\$15,754,991	13,799	\$1,142
Central	\$51,574,978	40,338	\$1,279	\$55,032,102	39,166	\$1,405
Southeast	\$18,589,450	13,415	\$1,386	\$18,507,820	12,657	\$1,462
Southern	\$16,051,811	10,901	\$1,473	\$15,834,931	10,155	\$1,559
<b>Department</b>	<b>\$159,337,203</b>	<b>119,291</b>	<b>\$1,336</b>	<b>\$161,681,821</b>	<b>118,744</b>	<b>\$1,362</b>
<b>TOTAL</b>	<b>\$216,392,792</b>	<b>159,466</b>	<b>\$1,357</b>	<b>\$218,395,291</b>	<b>156,538</b>	<b>\$1,395</b>

**Notes:**

1. Expenditure (cost) data excludes training costs for sheriffs and the department.
2. \*DCF expenditures include actual expenditures by region, plus indirect cost earnings (10.72%) in Fiscal Year 2019-2020.  
 \*\* DCF expenditures include actual expenditures by region, plus indirect cost earnings (11.3%) in Fiscal Year 2020-2021.
3. Intakes (reports) reported exclude special condition, CBC foster care referrals.
4. For FY 2019-20 Manatee spent \$17,534 of their local funds that has not been included in their service costs.
5. For FY 2020-21 Manatee spent \$35,524 of their local funds that has not been included in their service costs.

**Report Notes:**

Reports Data Source: FSFN Ad-Hoc Report 1861 9/21/2021

Department Expenditure Source: IDS Query Schedule of Allotment Balances Trend