DCF Long Range Program Plan

Exhibit IV – Performance Measure
Validity and Reliability

Florida Department of Children and Families
September 30, 2008
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LRPP EXHIBIT IV: Performance Measure Validity and Reliability

Department: Department of Children and Families
Program: EXECUTIVE DIR/SUPPORT SVCS
Service/Budget Entity: Assistant Secretary for Administration 60900101
Measure: Administrative cost as a percent of total agency costs (M0147)
Action: Backup for performance measure

Data Sources and Methodology: Administrative costs in this instance include all expenditures/appropriation in the Administrative Services budget entity. Numerator: Administrative Services budget entity. Denominator: Total Agency budget/ expenditures (including Administrative Costs) Data Source: Legislative Accounting System/ Program Budget System. The expenditure portion is updated by FLAIR.

Validity: This measure is intended to keep administrative costs low so that the bulk of the expenditures are for the direct benefit of clients.

Reliability: FLAIR has tight controls by the Comptroller to ensure accurate reporting of expenditures.
LRPP EXHIBIT IV: Performance Measure Validity and Reliability

Department: Department of Children and Families

Program: EXECUTIVE DIR/SUPPORT SVCS

Service/Budget Entity: District Administration 60900101

Measure: Administrative cost as a percent of total agency costs (M0363)

Action: Backup for performance measure

Data Sources and Methodology: Administrative costs in this instance include all expenditures/appropriation in the District Administration budget entity. Numerator: District Administration budget entity. Denominator: Total Agency budget/expenditures (including Administrative Costs) Data Source: Legislative Accounting System/Program Budget System. The expenditure portion is updated by FLAIR.

Validity: This measure is intended to keep administrative costs low so that the bulk of the expenditures are for the direct benefit of clients.

Reliability: FLAIR has tight controls by the Comptroller to ensure accurate reporting of expenditures.
## LRPP EXHIBIT IV: Performance Measure Validity and Reliability

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<th>Department:</th>
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<tbody>
<tr>
<td>Program:</td>
<td>EXECUTIVE DIR/SUPPORT SVCS</td>
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<tr>
<td>Service/Budget Entity:</td>
<td>Executive Direction and Support Services  60900101</td>
</tr>
<tr>
<td>Measure:</td>
<td>Administrative cost as a percent of total agency costs (M0144)</td>
</tr>
<tr>
<td>Action:</td>
<td>Backup for performance measure</td>
</tr>
<tr>
<td>Data Sources and Methodology:</td>
<td>Administrative costs in this instance include all expenditures/appropriation in the Executive Direction budget entity. Numerator: Executive Direction budget entity. Denominator: Total Agency budget/ expenditures (including Administrative Costs) Data Source: Legislative Accounting System/ Program Budget System. The expenditure portion is updated by FLAIR.</td>
</tr>
<tr>
<td>Validity:</td>
<td>This measure is intended to keep administrative costs low so that the bulk of the expenditures are for the direct benefit of clients.</td>
</tr>
<tr>
<td>Reliability:</td>
<td>FLAIR has tight controls by the Comptroller to ensure accurate reporting of expenditures.</td>
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<tr>
<td>Program:</td>
<td>INFORMATION TECHNOLOGY</td>
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<tr>
<td>Service/Budget Entity:</td>
<td>Information Technology  60900202</td>
</tr>
<tr>
<td>Measure:</td>
<td>Information technology cost as a percent of total agency costs  (M0145)</td>
</tr>
<tr>
<td>Action:</td>
<td>Backup for performance measure</td>
</tr>
</tbody>
</table>

**Data Sources and Methodology:** Administrative costs in this instance include all expenditures/appropriation in the Information Technology budget entity. Numerator: Information Technology budget entity. Denominator: Total Agency budget/ expenditures (including Administrative Costs) Data Source: Legislative Accounting System/ Program Budget System. The expenditure portion is updated by FLAIR.

**Validity:** FLAIR has tight controls by the Comptroller to ensure accurate reporting of expenditures.

**Reliability:** This type of administrative measure is being tracked for all of the department's major administrative areas.
LRPP EXHIBIT IV: Performance Measure Validity and Reliability

Department: Department of Children and Families
Program: FAMILY SAFETY AND PRESERVATION SERVICES
Service/Budget Entity: Adult Protection 60900308

Measure: Percent of protective supervision cases in which no report alleging abuse, neglect, or exploitation is received while the case is open (from beginning of protective supervision for a maximum of 1 year) (M0124)

Action: Backup for performance measure

Data Sources and Methodology: Protective supervision cases in this instance means court-ordered or voluntary protective supervision clients registered into the department's Client Information System. The measure identifies the rate of re-abuse, re-neglect, or re-exploitation among cases that are still open and being provided services from a prior abuse, neglect, or exploitation reported to the department's abuse hotline resulting in some indication of verified findings. Measure is a percent. The denominator is a sample of the total number of protective supervision cases that are currently receiving case management, services, and referrals (from beginning of protective supervision for a maximum of 1 year). The numerator is the number from the above cases where no subsequent report alleging abuse, neglect, or exploitation is received with some indication or verified findings of abuse. Data Source: Protective Supervision Counselors, witnesses and potentially abused clients.

Validity: The measure is a direct indicator of the program goal to protect adults with disabilities and frail elderly from further harm during services.

Reliability: The measure uses data from statewide abuse and neglect reporting system and the Adult Services Information System. The data was verified as reliable by auditors during a special audit. One threat to the validity of the measure is the limited number of reported instances of abuse and neglect may make the results spurious.
LRPP EXHIBIT IV: Performance Measure Validity and Reliability

Department: Department of Children and Families
Program: FAMILY SAFETY AND PRESERVATION SERVICES
Service/Budget Entity: Adult Protection  60900308
Measure: Number of investigations (M0127)
Action: Backup for performance measure

Data Sources and Methodology: Investigations are on-site assessments of facts and evidence to either support or refute allegations of abuse, neglect, or exploitation of vulnerable adults. A count of investigations as defined above. Data Source: Protective Investigators.

Validity: The measure indicates the workload involved in protecting adults with disabilities and frail elderly.

Reliability: The measure uses data from the statewide abuse and neglect information system. The data was determined reliable by auditors during a special audit. Periodic district reviews by program staff have not indicated major reliability issues.
LRPP EXHIBIT IV: Performance Measure Validity and Reliability

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<td><strong>Service/Budget Entity:</strong></td>
<td>Adult Protection 60900308</td>
</tr>
<tr>
<td><strong>Measure:</strong></td>
<td>Percent of adult investigations from an entry cohort completed within 60 days. (M04016)</td>
</tr>
<tr>
<td><strong>Action:</strong></td>
<td>Backup for performance measure</td>
</tr>
<tr>
<td><strong>Data Sources and Methodology:</strong></td>
<td>Investigations are on-site assessments of facts and evidence to either support or refute allegations of abuse, neglect, or exploitation of vulnerable adults. Entry cohort is defined as cases open during the period being measured. Completed is defined as those cases for which the statutory or procedurally required elements (such as Medical Examiner's report) have been completed. Days are calendar days. The measure is a percentage measuring the proportion of cases that are closed within the statutorily mandated time limits. The denominator is the total number of cases received during the time period. The numerator is the number of investigations closed within 60 days. Data Source: Adult Protective Investigators and Supervisors.</td>
</tr>
<tr>
<td><strong>Validity:</strong></td>
<td>Statutory requirement. s. 415.104(4), F.S. This measure is important to ensure that cases are closed in a timely fashion. This is important to ensure client safety and well-being and reduce the risk of further abuse, neglect or exploitation.</td>
</tr>
<tr>
<td><strong>Reliability:</strong></td>
<td>The measure uses data from the statewide abuse and neglect reporting system. The data was determined reliable by auditors during a special audit. Periodic district reviews by program staff have not indicated major reliability issues. This data is monitored on a daily basis by central office and district staff.</td>
</tr>
</tbody>
</table>
LRPP EXHIBIT IV: Performance Measure Validity and Reliability

**Department:** Department of Children and Families

**Program:** FAMILY SAFETY AND PRESERVATION SERVICES

**Service/Budget Entity:** Adult Protection 60900308

**Measure:** Percent of adult victims seen within the first 24 hours. (M04017a)

**Action:** Backup for performance measure

**Data Sources and Methodology:** Victim is defined as any vulnerable adult named in a report of abuse, neglect, or exploitation. Seen is defined as face-to-face contact with the victim. The measure is a percentage. The denominator is the total number of adult victims seen for the period. The numerator is the number of those victims seen within 24 hours for the period. This measure includes only those victims that are seen and does not include victims that are never seen. Data Source: Adult Protective Investigators and Supervisors.

**Validity:** This is an important measure that is intended to evaluate victim safety within 24 hours. This measure could be improved by including all victims, including those never seen for legitimate reasons.

**Reliability:** Program staff monitor investigative records on a routine basis. In 2006 Districts 1 and 2 conducted individual record reviews to validate data as recorded by central office.
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<tr>
<td>Service/Budget Entity:</td>
<td>Adult Protection  60900308</td>
</tr>
<tr>
<td>Measure:</td>
<td>Number of people receiving protective supervision, and protective intervention services. (M0414)</td>
</tr>
<tr>
<td>Action:</td>
<td>Backup for performance measure</td>
</tr>
<tr>
<td>Data Sources and Methodology:</td>
<td>Protective services include protective supervision and protective intervention (supportive services and placement services) cases. Protective supervision applies to services arranged or provided by the department to protect vulnerable adults from further occurrences of abuse, neglect, or exploitation. Supportive services are services that encourage and assist eligible vulnerable adults to remain in the least restrictive environment. Placement services assist in the physical relocation of a vulnerable adult, who can no longer live independently in his/her own home, into the most appropriate and cost-effective living arrangement in the least restrictive setting. Total number of persons in the protective supervision and protective intervention programs. Data Source: Human Services Counselors and Supervisors</td>
</tr>
<tr>
<td>Validity:</td>
<td>This number is a direct count through the Adult Services Information System of persons receiving protective supervision and protective intervention services.</td>
</tr>
<tr>
<td>Reliability:</td>
<td>The data was verified as reliable during a special audit.</td>
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<td><strong>Service/Budget Entity:</strong></td>
<td>Adult Protection  60900308</td>
</tr>
<tr>
<td><strong>Measure:</strong></td>
<td>Per capita abuse/neglect rate per 1,000 disabled adult and elderly, (M05166)</td>
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<tr>
<td><strong>Action:</strong></td>
<td>Backup for performance measure</td>
</tr>
<tr>
<td><strong>Data Sources and Methodology:</strong></td>
<td>An adult is a person 18 years of age or over with a physical, mental or emotional disability. Frail elderly is defined as an adult over 60 suffering from the infirmities of aging. Abuse is defined as a willful act or threatened act or commission by a relative caregiver or household member that causes or is likely to cause significant impairment to a vulnerable adult's physical, mental or emotional health. This measure is a rate. The numerator is the number of unduplicated victims of Adult Abuse, Neglect, or Exploitation as reported to the hotline and determined after investigation to have some indication of maltreatment. The denominator is the number of disabled or frail elderly adults over the age of 18 in the state divided by 1,000. Data Source: Abuse Hotline Counselors, Adult Protective Investigators and Supervisors, Department of Elder Affairs, US Social Security Administration, and the US Census Bureau.</td>
</tr>
<tr>
<td><strong>Validity:</strong></td>
<td>This measure is a rough indicator of the incidence of adult maltreatment in Florida.</td>
</tr>
<tr>
<td><strong>Reliability:</strong></td>
<td>The measure is not precise. It includes only adult maltreatment that is: (1) known or suspected, and (2) reported to and accepted by the hotline for investigation, and (3) substantiated by an investigator during the reporting period. Periods of increasing backlog can drive the number up; when the department aggressively pursues backlog reduction, the number goes down. Higher reporting and substantiation rates increase the rate; lower reporting and substantiation rates decrease the rate.</td>
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LRPP EXHIBIT IV: Performance Measure Validity and Reliability

Department: Department of Children and Families
Program: FAMILY SAFETY AND PRESERVATION SERVICES
Service/Budget Entity: Child Abuse Prevention and Intervention 60900308
Measure: Per capita child abuse rate/1000 (M0133)
Action: Backup for performance measure

Data Sources and Methodology: A child is any unmarried person under age 18 who has not been emancipated by court order. Abuse is defined as maltreatment, which includes both actual harm and threatened harm. This measure is a rate. The numerator is the number of unduplicated victims of child abuse and neglect as reported to the hotline and determined after investigation to be verified or have some indication of maltreatment. The denominator is number of children under the age of 18 in the state divided by 1,000. The YTD report for the first 11 months of the fiscal year represents a projection of the actual abuse per 1,000 children per fiscal year. This projection is calculated by summing the number of verified/indicated abuse cases during the report period, then "annualizing" that figure by multiplying that number by 12, then dividing by the total number of months in the report period (YTD). This number is then divided by the denominator, the number of children under 18 in the state divided by 1,000, to create the projection. Data Source: Hotline staff and Protective Investigations staff (Sheriff Offices in Broward, Manatee, Pasco, Pinellas and Seminole; department staff in remaining 62 counties). The source for the Florida population estimates and projections is the Florida Legislature, Office of Economic and Demographic Research, Demographic Estimating Conference Database.

Validity: This measure is a rough indicator of the incidence of child maltreatment in Florida.

Reliability: The measure is not precise. It includes only child maltreatment that is: (1) known or suspected, and (2) reported to and accepted by the hotline for investigation, and (3) substantiated by an investigator during the reporting period. Periods of increasing backlog can drive the number up; when the department aggressively pursues backlog reduction, the number goes down. Higher reporting and substantiation rates increase the rate; lower reporting and substantiation rates decrease the rate.
LRPP EXHIBIT IV: Performance Measure Validity and Reliability

Department: Department of Children and Families

Program: FAMILY SAFETY AND PRESERVATION SERVICES

Service/Budget Entity: Child Abuse Prevention and Intervention  60900308

Measure: Number of children in families served (M0134)

Action: Backup for performance measure

Data Sources and Methodology: This measure is a count of the number of children in families receiving prevention services and other services funded by CBFRS, CAPTA and PSSF. It includes both children in families receiving direct services (including parent education, counseling, support groups, and home visiting) and the number receiving non-direct services. Data Source: Prevention providers’ contract staff

Validity: This is a workload measure that counts the number of children in families receiving prevention services and other services funded by CBFRS, CAPTA and PSSF.

Reliability: The reliability of this measure is dependent on provider’s compliance with data reporting requirements. Providers are required by contract to report performance data including number of clients served. The department will monitor the extent to which providers comply with these contractual requirements.
LRPP EXHIBIT IV: Performance Measure Validity and Reliability

Department: Department of Children and Families
Program: FAMILY SAFETY AND PRESERVATION SERVICES
Service/Budget Entity: Child Abuse Prevention and Intervention 60900308
Measure: Percent of children in families who complete intensive child abuse prevention programs of 3 months or more who are not abused or neglected within 12 months after program completion (M0196)
Action: Backup for performance measure
Data Sources and Methodology: This measure includes children in families receiving services funded through the Child Abuse Prevention and Intervention entity and does not include those receiving services funded through the Child Protection and Permanency entity. This measure is a percent. The numerator is the number of children in families who complete intensive child abuse prevention programs of 3 months or more who are not abused or neglected within 12 months after program completion. The denominator is the total number of children completing such programs during the period. Data Source: Prevention contract provider staff and Protective Investigators
Validity: This is a direct measure of the program's goal to prevent or reduce child abuse and neglect. Some studies have estimated the rate of child abuse among at-risk populations to be as high as 18 to 20 percent. (“Child Abuse: Prevention Programs Need Greater Emphasis,” Government Accounting Office, 1992). Demonstrating that participants in our family support/prevention programs experience lower rates than these would be evidence of prevention of abuse and neglect.
Reliability: Reliability of this measure is dependent on provider staff, department staff and Sheriff's Office Protective Investigations staff compliance with data reporting requirements as well as a common understanding of those requirements. Periodic district reviews by program staff have indicated no major reliability issues. Ongoing systems training and monitoring assure consistency and accuracy of data.
LRPP EXHIBIT IV: Performance Measure Validity and Reliability

Department: Department of Children and Families

Program: FAMILY SAFETY AND PRESERVATION SERVICES

Service/Budget Entity: Child Abuse Prevention and Intervention  60900308

Measure: Number of families served in Healthy Families  (M0294)

Action: Backup for performance measure

Data Sources and Methodology: Healthy Families Florida (HFF) is a child abuse prevention program modeled on the Healthy Families America model and provided through the Ounce of Prevention Fund. HFF provides home visitation services in high-risk neighborhoods. This is a count of the number of families served.

Quarterly Report-Unduplicated of families served in the report quarter.
Year-to-Date Report-Unduplicated count of families served fiscal year to date.
Annual calculation for Contract Performance- n/a
Annual Calculation for PB2 report-n/a
Data Source: Healthy Families Florida program staff

Validity: This count of the number of families served is an important measure of the size of the program.

Reliability: Required in the contract with the Ounce of Prevention Fund
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<tr>
<td><strong>Service/Budget Entity:</strong></td>
<td>Child Abuse Prevention and Intervention 60900308</td>
</tr>
<tr>
<td><strong>Measure:</strong></td>
<td>Percent of children in families who complete the Healthy Families Florida program who are not subjects of reports with verified or indicated maltreatment within 12 months after program completion. (M0393)</td>
</tr>
</tbody>
</table>

**Data Sources and Methodology:** Healthy Families Florida (HFF) is a child abuse prevention program modeled on the Healthy Families America model and provided through the Ounce of Prevention Fund. HFF provides home visitation services in high-risk neighborhoods. The numerator is the number of children in families completing the HFF program who are not subjects of verified or indicated maltreatment within 12 months of program completion. The denominator is all children in families completing the HFF program during the reporting period. Data Source: Healthy Families Florida staff and Protective Investigators

**Validity:** This is a measure of the HFF program's success in preventing or reducing child abuse and neglect. A threat to validity is the effect of other unmeasured factors in preventing or reducing child abuse and neglect, such as family influences, non-DCF services, or the absence of the abuser.

**Reliability:** The HFF database has periodic data quality review by trained staff. A recent third party evaluation found this system to be satisfactory. Reliability of this measure is dependent on DCF and Sheriff's Office Protective Investigations staff compliance with data reporting requirements as well as a common understanding of those requirements. Periodic district reviews by program staff have indicated no major reliability issues. Ongoing systems training and monitoring assure consistency and accuracy of data.
LRPP EXHIBIT IV: Performance Measure Validity and Reliability

Department: Department of Children and Families
Program: FAMILY SAFETY AND PRESERVATION SERVICES
Service/Budget Entity: Child Care Regulation and Information 60900308
Measure: Percent of licensed child care facilities and homes with no Class 1 (serious) violations during their licensure year (M0122)
Action: Backup for performance measure

Data Sources and Methodology: Licensed child care facility includes any child care center or child care arrangement, whether or not operated for profit, which provides child care for more than five children unrelated to the operator and which receives a payment, fee, or grant for any of the children receiving care, wherever operated. Family day care homes are occupied residences, whether or not operated for profit, in which child care is regularly provided for children from at least two unrelated families and which receives a payment, fee, or grant for any of the children receiving care. The legal authority for imposing penalties is s. 402.310, F.S. Guidelines for Class I violations are in Children and Families Operating Procedure 175-2. A class 1 violation is defined as a serious or egregious violation resulting in serious, potential or threatened harm to a child. This measure is a percentage. The numerator is the total number of licensed child care facilities and homes with no Class 1 violations during the year. The denominator is the highest number of licensed child care facilities and homes reported during the year. Data Source: Child Care Facility or Family Day Care Home Inspection Reports from the onsite inspections conducted by district licensing staff are tracked in the Child Care Information System and a Class I violation report is produced from onsite inspection data.

Validity: The measure is based upon the premise that the more serious the violation committed by the facility or home, the more the child is exposed to risk of harm.

Reliability: A threat to reliability is the potential for licensing staff to use different criteria in recognizing Class 1 violations. To reduce this threat, district child care licensing staff are trained to use the same criteria in making findings. Further, the program has quality assurance oversight and supervisory review to promote consistency.
LRPP EXHIBIT IV: Performance Measure Validity and Reliability

Department: Department of Children and Families
Program: FAMILY SAFETY AND PRESERVATION SERVICES
Service/Budget Entity: Child Care Regulation and Information  60900308
Measure: Number of facilities and homes licensed  (M0123)
Action: Backup for performance measure

Data Sources and Methodology: Licensed child care facility includes any child care center or child care arrangement, whether or not operated for profit, which provides child care for more than five children unrelated to the operator and which receives a payment, fee, or grant for any of the children receiving care, wherever operated. Family day care homes are occupied residences, whether or not operated for profit, in which child care is regularly provided for children from at least two unrelated families and which receives a payment, fee, or grant for any of the children receiving care. The legal authority for imposing penalties is s. 402.310, F.S. Guidelines for Class I violations are in Children and Families Operating Procedure 175-2. The total count of licensed facilities and homes at any given time. Data Source: Child Care Information System

Validity: Staff monitor the data in the Child Care Information system on a routine basis.

Reliability: District Child Care Licensing staff are trained to compile and enter data into the Child Care Information System.
LRPP EXHIBIT IV: Performance Measure Validity and Reliability

Department: Department of Children and Families
Program: FAMILY SAFETY AND PRESERVATION SERVICES
Service/Budget Entity: Child Care Regulation and Information 60900308
Measure: Number of instructor hours provided to child care provider staff (M0384)

Action: Backup for performance measure

Data Sources and Methodology: The total number of hours of instruction provided by trainers to child care personnel whether working in the industry or not. The total number of hours of instruction provided. Data Source: Child Care Training Report

Validity: The training is provided by contractors for whom performance measures are included in the contract. Contract monitoring as well as system information monitoring by staff is done on a routine basis.

Reliability: Fifteen contract providers coordinate training statewide and report categorically the total number of instructor hours provided on the Quarterly Child Care Training Report.
LRPP EXHIBIT IV: Performance Measure Validity and Reliability

Department:                           Department of Children and Families
Program:                              FAMILY SAFETY AND PRESERVATION SERVICES
Service/Budget Entity:                Child Protection and Permanency  60900308
Measure:                              Number of investigations  (M0295)
Action:                               Backup for performance measure
Data Sources and Methodology:         Child protective investigations are conducted by the Department in most counties, sheriff's offices in others in response to citizens reporting known or suspected child abuse or neglect to the Florida Abuse Hotline. Count all Initial Reports and Additional Investigation Reports accepted by the Florida Abuse Hotline and entered into HSn for investigation by protective investigators during the report period. Data Source: Hotline staff and Protective Investigations staff (Sheriff Offices in Broward, Manatee, Pasco, Pinellas and Seminole counties; DCF protective investigators in the remaining 62 counties)

Validity:                             This measures the volume of work that must be performed by protective investigators. It is the denominator for several percentage measures, including M0359, M0368, M0385, M0386, M0387, M04001, and M04007.

Reliability:                          Reliability of this measure is dependent on DCF and Sheriff's Office Protective Investigations staff compliance with data reporting requirements as well as a common understanding of those requirements. Periodic district reviews by program staff have indicated no major reliability issues. Ongoing systems training and monitoring assure consistency and accuracy of data.
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<td>Service/Budget Entity:</td>
<td>Child Protection and Permanency 60900308</td>
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<tr>
<td>Measure:</td>
<td>Number of children under protective supervision (point in time) (M0296)</td>
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<tr>
<td>Action:</td>
<td>Backup for performance measure</td>
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<tr>
<td>Data Sources and Methodology:</td>
<td>In-home protective supervision includes children receiving protective supervision in the home of their parents or a relative when there has been no removal. Children under protective supervision in the home of a relative or non relative after removal are now considered &quot;out-of-home,&quot; as they are entitled to the same safeguards as board-paid foster children. This measure is a count of the children receiving in-home protective supervision services. (excludes post-placement supervision) Data Source: Direct services staff. (department and contract providers)</td>
</tr>
<tr>
<td>Validity:</td>
<td>This count is an appropriate measure of the workload of the program.</td>
</tr>
<tr>
<td>Reliability:</td>
<td>Reliability of this measure is dependent on department and provider staff compliance with data reporting requirements. Data entry in HomeSafenet is the responsibility of district and provider direct services and supervisory staff. On-going systems training and monitoring assure consistency and accuracy of data. Providers are required by contract to report performance data including client outcomes. They are also required to make appropriate and timely data entry into HomeSafenet. The Department will monitor the extent to which providers comply with these contractual requirements.</td>
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<td>Service/Budget Entity:</td>
<td>Child Protection and Permanency 60900308</td>
</tr>
<tr>
<td>Measure:</td>
<td>Number of children in out-of-home care (M0297)</td>
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<tr>
<td>Action:</td>
<td>Backup for performance measure</td>
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**Data Sources and Methodology:**
"Out-of-home care" includes both children in board-paid foster care and those receiving protective supervision in the home of a relative or approved non-relative after a removal. Children under protective supervision in the home of a relative or approved non-relative after removal are considered "out-of-home," as they are entitled to the same safeguards as board-paid foster children. This measure is a count of the children in out-of-home care. Data Source: Direct services staff with DCF and contract providers.

**Validity:**
This measures workload for direct services staff. As a count, it is the denominator for several percentage measures: M0083, M0255, M0388, M0597. It should be considered jointly with percentage measures in order to understand whether the number represents small or large percentages of children who are in the total caseload of children under department care.

**Reliability:**
Reliability of this measure is dependent on Department and provider staff compliance with data reporting requirements. Data entry in HomeSafenet is the responsibility of district and provider direct services and supervisory staff. On-going systems training and monitoring assure consistency and accuracy of data. Providers are required by contract to report performance data including client outcomes. They are also required to make appropriate and timely data entry into HomeSafenet. The Department will monitor the extent to which providers comply with these contractual requirements.
LRPP EXHIBIT IV: Performance Measure Validity and Reliability

Department: Department of Children and Families
Program: FAMILY SAFETY AND PRESERVATION SERVICES
Service/Budget Entity: Child Protection and Permanency  60900308
Measure: Percent of child investigations commenced within 24 hours. (M0368)
Action: Backup for performance measure

Data Sources and Methodology: An child investigation is one which has been received from the Abuse Hotline and assigned to a Child Protective Investigator. Commencement of an investigation means an on-site attempt to contact the subjects of an abuse report. This measure is a percent. The numerator is the number of child protective investigations (Initial and Additional Reports) received during the reporting period where the commencement date and time is within 24 hours of the received date and time. The denominator is the total number of child protective investigations (Initial and Additional Reports) received during the same reporting period as the numerator. Data Source: Hotline staff and Protective Investigations staff (Sheriff Offices in Broward, Manatee, Pasco, Pinellas and Seminole counties; DCF protective investigators in the remaining 62 counties)

Validity: This is a timeliness measure that tracks staff compliance with the Ch. 39, F.S. requirement that all protective investigations be commenced immediately or within 24 hours. The law is intended to ensure children's safety. A percentage does not tell us whether the percentages are based on very small or large numbers of clients.

Reliability: Reliability of this measure is dependent on DCF and Sheriff's Office Protective Investigations staff compliance with data reporting requirements as well as a common understanding of those requirements. Periodic district reviews by program staff have indicated no major reliability issues. Ongoing systems training and monitoring assure consistency and accuracy of data.
LRPP EXHIBIT IV: Performance Measure Validity and Reliability

**Department:** Department of Children and Families

**Program:** FAMILY SAFETY AND PRESERVATION SERVICES

**Service/Budget Entity:** Child Protection and Permanency 60900308

**Measure:** Percent of foster children who were subjects of reports of verified or indicated maltreatment. (M0385)

**Action:** Backup for performance measure

**Data Sources and Methodology:** Foster children are those persons under age 18 who have been removed from their own homes and placed in shelter care, foster care or with approved relatives or non-relatives. Verified refers to documentation by protective investigators whose findings of "verified" maltreatment are counted in this measure. Findings of "no indicators" or "some indicators" are not counted. This measure is a percent. The numerator is the number of children in foster care who were subjects of reports of abuse or neglect received during the reporting period in which: (1) there was verified maltreatment for that child and (2) the perpetrator was either a foster parent or the owner, operator or employee of the facility in which the child resides. The denominator is the number of children in foster care during the reporting period. Data Source: Direct services staff (department and contract providers.)

**Validity:** This outcome indicator measures the program's success in protecting foster children from abuse and neglect while they are in the state's care. As a percent, it gives us the proportion but not the volume or number of children involved. To complete the picture, use M0205, number of children in foster care, to know whether the number of children in foster care who were subjects of verified maltreatment is large or small.

**Reliability:** Reliability of this measure is dependent on DCF, sheriff's and contract provider's staff compliance with data reporting requirements as well as a common understanding of those requirements. Data entry in HomeSafenet is the responsibility of district and provider direct services and supervisory staff. Periodic district reviews by program staff have indicated no major reliability issues. On-going systems training and monitoring assure consistency and accuracy of data.
LRPP EXHIBIT IV: Performance Measure Validity and Reliability

Department: Department of Children and Families
Program: FAMILY SAFETY AND PRESERVATION SERVICES
Service/Budget Entity: Child Protection and Permanency 60900308
Measure: Percent of victims of verified or indicated maltreatment who were subjects of subsequent reports with verified or indicated maltreatment within 6 months. (M0386)
Action: Backup for performance measure
Data Sources and Methodology: Protective Investigators document findings of “verified,” “some indicators,” or “no indicators” in HomeSafenet. Only children with “verified” or “some indicators” are counted in this measure. This measure is a percent. The numerator is the subset of the number of children in the denominator who were subjects of subsequent reports with findings of "verified" or "some indicators" of maltreatment of abuse or neglect received during the 6 (formerly 12) month period following the receipt of the initial abuse report in the reporting period. The denominator is the number of children who were subjects of reports with findings of "verified" or "some indicators" of maltreatment received during the reporting period. Data Source: Protective Investigations staff in Sheriffs' Offices in Broward, Manatee, Seminole, Pinellas, and Pasco; DCF staff in the remaining 62 counties.

Validity: This is an outcome measure of Florida's success in protecting abused and neglected children from recurrence of abuse and neglect.

Reliability: Reliability of this measure is dependent on DCF and Sheriff's Office Protective Investigations staff compliance with data reporting requirements as well as a common understanding of those requirements. Periodic district reviews by program staff have indicated no major reliability issues. Ongoing systems training and monitoring assure consistency and accuracy of data.
LRPP EXHIBIT IV: Performance Measure Validity and Reliability

Department: Department of Children and Families
Program: FAMILY SAFETY AND PRESERVATION SERVICES
Service/Budget Entity: Child Protection and Permanency 60900308
Measure: Number of investigations not completed after 60 days (M0387)
Action: Backup for performance measure

Data Sources and Methodology: A timely investigation commences within 24 hours of a call to the Florida Abuse Hotline to report child abuse or neglect. The investigation duration is from the date of the call to the hotline to the date of final data entry in HSn. The measure is based on the number of these investigations not completed (pending investigative work, court disposition, supervisory review and/or HSn data entry) after 60 days. It is a count of the backlog of investigations. The measure is a point-in-time count of the number of child protective investigations that have been open more than 60 days. Investigations with a Reopen Status are not included. Data Source: Protective investigations staff in the Sheriffs' Offices in Seminole, Manatee, Pasco, Pinellas and Broward counties; DCF protective investigators in all other counties.

Validity: This is a timeliness measure which tracks compliance with the Ch. 39, F.S. requirement that all protective investigations be completed within 60 days. As a count, the measure should be considered jointly with M0295, number of investigations, to provide us with a picture of whether the numbers represent a small or large percentage of all investigations.

Reliability: Reliability of this measure is dependent on DCF and Sheriff's Office Protective Investigations staff compliance with data reporting requirements as well as a common understanding of those requirements. Periodic district reviews by program staff have indicated no major reliability issues. Ongoing systems training and monitoring assure consistency and accuracy of data.
LRPP EXHIBIT IV: Performance Measure Validity and Reliability

Department: Department of Children and Families
Program: FAMILY SAFETY AND PRESERVATION SERVICES
Service/Budget Entity: Child Protection and Permanency 60900308
Measure: Number of children remaining in out-of-home care more than 12 months. (M0388)
Action: Backup for performance measure
Data Sources and Methodology: Out-of-home care includes children in board-paid foster care and residential group care (regardless of whether their status is shelter, temporary custody or TPR) and children placed with relatives or approved non-relatives after a removal. A child is any unmarried person under age 18 who has not been emancipated by court order. This measure is a point-in-time count of children who have been in out-of-home care for more than 12 months. Data Source: Direct services staff from the Department and contract providers

Validity: This is a measure of timeliness in achieving permanency. Out-of-home care is intended to be a short-term intervention for children who should achieve permanency (e.g., reunification, permanent relative care, adoption, etc.) in no more than 12 months. It is a complement to the measure of children exiting foster care in 12 months. It should be considered jointly with percentage measures in order to understand whether the number represents small or large percentages of children who are in the out-of-home caseload of children under department care.

Reliability: Reliability of this measure is dependent on department and provider staff compliance with data reporting requirements. Data entry in HomeSafenet is the responsibility of district and provider direct services and supervisory staff. On-going systems training and monitoring assure consistency and accuracy of data. Providers are required by contract to report performance data including client outcomes. They are also required to make appropriate and timely data entry into HomeSafenet. The Department will monitor the extent to which providers comply with these contractual requirements.
LRPP EXHIBIT IV: Performance Measure Validity and Reliability

**Department:** Department of Children and Families

**Program:** FAMILY SAFETY AND PRESERVATION SERVICES

**Service/Budget Entity:** Child Protection and Permanency  60900308

**Measure:** Percent of children reunified who were reunified within 12 months of the latest removal.  (M0389)

**Action:** Backup for performance measure

**Data Sources and Methodology:** Reunification means return to the parent(s) or other primary caretaker(s) from whom the child was removed or achievement of permanency through placement with a relative. This measure is a percent. The numerator is the number of children who were reunified within twelve months of the most recent removal. The denominator is the total number of children reunified during the reporting period. Data Source: Direct services staff with the Department and contract providers

**Validity:** This is a measure of timeliness in achieving permanency. Out-of-home care is intended to be a short-term intervention for children who should achieve permanency (e.g., reunification, permanent relative care, adoption, etc.) in no more than 12 months. This measure is a complement to the measure of children remaining in out-of-home care more than 12 months(M0388).

**Reliability:** Reliability of this measure is dependent on Department and provider staff compliance with data reporting requirements. Data entry in HomeSafenet is the responsibility of district and provider direct services and supervisory staff. Ongoing systems training and monitoring assure consistency and accuracy of data. Providers are required by contract to report performance data including client outcomes. They are also required to make appropriate and timely data entry into HomeSafenet. The Department will monitor the extent to which providers comply with these contractual requirements.
LRPP EXHIBIT IV: Performance Measure Validity and Reliability

Department: Department of Children and Families
Program: FAMILY SAFETY AND PRESERVATION SERVICES
Service/Budget Entity: Child Protection and Permanency 60900308
Measure: Percent of children entering out-of-home care who re-entered within 12 months of a prior episode. (M0390)
Action: Backup for performance measure

Data Sources and Methodology: Out-of-home care includes children in board-paid foster care and residential group care (regardless of whether their status is shelter, temporary custody or TPR) and children placed with relatives or approved non-relatives after a removal. This measure is a percent. The numerator is the subset of the children in the denominator who re-entered out-of-home care within twelve months of a discharge from a prior episode, with a discharge reason of reunification or release to relatives. The denominator is the total number of children with a removal date during the quarter. Data Source: Direct services staff (Department and contract provider).

Validity: This outcome measure is related to the desired outcome of child safety, which should not be compromised in order to achieve the desired outcome of permanency. A hasty reunification decision (to achieve a positive permanency outcome) may result in subsequent maltreatment (negative safety outcome). A large percentage of failed reunifications may indicate that reunification decisions are being made prematurely.

Reliability: Reliability of this measure is dependent on Department and provider staff compliance with data reporting requirements. Data entry in HomeSafenet is the responsibility of district and provider direct services and supervisory staff. On-going systems training and monitoring assure consistency and accuracy of data. Providers are required by contract to report performance data including client outcomes. They are also required to make appropriate and timely data entry into the HomeSafenet. The Department will monitor the extent to which providers comply with these contractual requirements.
LRPP EXHIBIT IV: Performance Measure Validity and Reliability

Department: Department of Children and Families
Program: FAMILY SAFETY AND PRESERVATION SERVICES
Service/Budget Entity: Child Protection and Permanency  60900308
Measure: Percent adoptions finalized within 24 months of the latest removal. (M0391)
Action: Backup for performance measure

Data Sources and Methodology: Adoption creates a legal relationship between parent and child where it did not exist, thereby declaring the child to be legally the child of the adoptive parents and their heir at law and entitled to all the rights and privileges and subject to all the obligations of a child born to such adoptive parents in lawful wedlock. Removal refers to taking a child into custody pursuant to s. 39.401, F.S. Finalized refers to children whose HSn removal discharge reason is "adoption finalization."

This measure is a percentage, calculated by taking the number of children adopted within 24 months (numerator) and dividing by the total number of children adopted within the quarter (denominator). Data Source: Direct services staff with the department and contract providers

Validity: This is a measure of timeliness in achieving permanency for children. It is a complement to measure M0392 “Number of children with the goal of adoption that remain in out-of-home care after 24 months.”

Reliability: Reliability of this measure is dependent on department and provider staff compliance with data reporting requirements. Data entry in HomeSafenet is the responsibility of district and provider direct services and supervisory staff. On-going systems training and monitoring assure consistency and accuracy of data. Providers are required by contract to report performance data including client outcomes. They are also required to make appropriate and timely data entry into HomeSafenet. The Department will monitor the extent to which providers comply with these contractual requirements.
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<tr>
<td><strong>Measure:</strong></td>
<td>Number of children with a goal of adoption that remain in out-of-home care after 24 months (M0392)</td>
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<td><strong>Action:</strong></td>
<td>Backup for performance measure</td>
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**Data Sources and Methodology:** "Goal of adoption" means that the case plan directs that the child become a permanent member of an adoptive family. It includes children in the temporary custody of the Department and those who have been permanently committed to the Department, regardless of whether they are in foster care or in an adoptive home prior to finalization. This is a point in time count of the number of children with a goal of adoption who remain in out-of-home care after 24 months of their latest removal.

Data Source: Direct services staff with the Department and contract providers

**Validity:** This is a measure of timeliness in achieving permanency. Out-of-Home Care is intended to be a short-term intervention for children who should achieve permanency (e.g., reunification, permanent relative care, adoption, etc.) in no more than 12 months. This measure complements M0391 "Percent of adoptions finalized within 24 months of the latest removal," which provides information on whether the number represents small or large percentages of children.

**Reliability:** Reliability of this measure is dependent on Department and provider staff compliance with data reporting requirements. Data entry in HomeSafenet is the responsibility of district and provider direct services and supervisory staff. Ongoing systems training and monitoring assure consistency and accuracy of data. Providers are required by contract to report performance data including client outcomes. They are also required to make appropriate and timely data entry into HomeSafenet. The Department will monitor the extent to which providers comply with these contractual requirements.
**LRPP EXHIBIT IV: Performance Measure Validity and Reliability**

**Department:**
Department of Children and Families

**Program:**
FAMILY SAFETY AND PRESERVATION SERVICES

**Service/Budget Entity:**
Child Protection and Permanency  60900308

**Measure:**
Percent of child investigations from an entry cohort completed within 60 days.  (M0394)

**Action:**
Backup for performance measure

**Data Sources and Methodology:**
Calls to the Florida Abuse Hotline to report child abuse or neglect trigger an investigation. A timely investigation commences within 24 hours of a call. The investigation duration is from the date of the call to the hotline to the date of final supervisor approval recorded in HSn Child Safety Assessment. This measure is a percent. The numerator is the number of child protective investigations from the denominator completed within 60 days from the date of the Hotline call. The denominator is the total number of child protective investigations opened during the reporting period and having been open 60 days. Data Source: Hotline staff and Protective Investigations staff in Sheriffs' Offices in Broward, Manatee, Seminole, Pinellas, and Pasco; DCF staff in the remaining 62 counties.

**Validity:**
This is a timeliness measure which tracks staff compliance with the Ch. 39, F.S. requirement that all protective investigations be completed within 60 days. That policy is intended to ensure the safety of children and to give families timely resolution of an investigation into the care their children are receiving. In order to know the magnitude of open investigations, it should be accompanied by a measure of the number of open investigations during the same time period.

**Reliability:**
Reliability of this measure is dependent on DCF and Sheriff's Office Protective Investigations staff compliance with data reporting requirements as well as a common understanding of those requirements. Periodic district reviews by program staff have indicated no major reliability issues. Ongoing systems training and monitoring assure consistency and accuracy of data.
LRPP EXHIBIT IV: Performance Measure Validity and Reliability

Department: Department of Children and Families

Program: FAMILY SAFETY AND PRESERVATION SERVICES

Service/Budget Entity: Child Protection and Permanency 60900308

Measure: Percent of adults in child welfare protective supervision who have case plans requiring substance-abuse treatment who are receiving treatment. (M04026)

Action: Backup for performance measure

Data Sources and Methodology: Child Welfare Supervision includes all adults who must comply with requirements set by Family Safety and the courts due to child abuse and dependency determinations. N: Number of adults identified as needing substance abuse treatment in protective services records who receive treatment. D: Number of adults identified as needing substance abuse treatment in protective services records. Data Source: SACWIS/ADM Data Warehouse

Validity: National studies indicate 50-60 percent of families with child abuse and neglect have substance abuse as a contributing factor. Measure determines extent to which the parents follow through on treatment to reduce substance abuse problems.

Reliability: Data are derived from uniform survey/record review format and is maintained independent of the substance abuse and protective services programs.
LRPP EXHIBIT IV: Performance Measure Validity and Reliability

| **Department:** | Department of Children and Families |
| **Program:** | FAMILY SAFETY AND PRESERVATION SERVICES |
| **Service/Budget Entity:** | Child Protection and Permanency  60900308 |
| **Measure:** | Children receiving adoptive services (M0073) |
| **Action:** | Backup for performance measure |

**Data Sources and Methodology:**
Adoptive services are provided to children whose parents' rights have been terminated. Services are provided so the child can be made a permanent part of a family through adoption. This measure is the sum of: the number of permanently committed children (final Termination of Parental Rights order entered) who are waiting placement at the end of the report period, plus the number of children in adoptive home supervision (placed but not finalized) at the end of the report period, plus the number of children whose adoptions were finalized during the fiscal year to date. Data Source: Direct Services Staff (Department and Contract Providers)

**Validity:**
This output measure is a workload measure for direct service staff -- the number of children receiving adoption services.

**Reliability:**
Reliability of this measure is dependent on department and provider staff compliance with data reporting requirements. Data entry in HomeSafenet is the responsibility of district and provider direct services and supervisory staff. On-going systems training and monitoring assure consistency and accuracy of data. Providers are required by contract to report performance data including client outcomes. They are also required to make appropriate and timely data entry into HomeSafenet. The Department will monitor the extent to which providers comply with these contractual requirements.
LRPP EXHIBIT IV: Performance Measure Validity and Reliability

- **Department:** Department of Children and Families
- **Program:** FAMILY SAFETY AND PRESERVATION SERVICES
- **Service/Budget Entity:** Child Protection and Permanency  60900308
- **Measure:** Number of children receiving adoption subsidies  (M0074)
- **Action:** Backup for performance measure

**Data Sources and Methodology:**
A child is any unmarried person under age 18 who has not been emancipated by court order. A count of the number of children whose adoptive parents are receiving subsidies. Data Source: Direct service and fiscal staff of the department and contract provider.

**Validity:**
Data for this measure reflect the actual number of children whose adoptive parents are receiving financial support. Subsidies serve to encourage and support families to adopt children with special needs. This is not a measure of staff workload or performance.

**Reliability:**
Training on the use of the ICWSIS is provided to specific locations upon request by Suncoast Region information Systems. The Adoption Subsidy Monthly Vouchering Report reflects monthly invoice data as recorded in ICWSIS. Threats to reliability include data entry errors and delays in data entry. ICWSIS is routinely audited by the Auditor General.
LRPP EXHIBIT IV: Performance Measure Validity and Reliability

**Department:** Department of Children and Families  
**Program:** FAMILY SAFETY AND PRESERVATION SERVICES  
**Service/Budget Entity:** Child Protection and Permanency  60900308  
**Measure:** Percent of investigations reviewed by supervisors with 72 hours of report submission (M0079)  
**Action:** Backup for performance measure  
**Data Sources and Methodology:** Reports of child abuse and neglect are investigated by child protective investigators. Protective investigators complete an initial safety assessment within 48 hours of the receipt of the report. The initial safety assessment includes a review of key safety factors by the child protective investigator to determine if there are immediate threats to the child’s safety that require attention. This initial safety assessment must be reviewed by the supervisor within 72 hours of the submission by the protective investigator. The measure is a percent. The daily measure is based on the point-in-time open investigations each day. The numerator is the subset of the open investigations for which an initial safety assessment was reviewed by the supervisor within 72 hours of submission. The denominator is the total number of initial safety assessments that have been submitted for more than 72 hours plus the initial safety assessments that have been submitted less than 72 hours that have been reviewed. Year-to-date is the percent of all submitted initial safety assessments during the report period that were reviewed within 72 hours of submission. The numerator is the number of initial safety assessments submitted during the report period that were reviewed by the supervisor within 72 hours of submission. The denominator is the total number of initial safety assessments submitted during the report period. Data Source: Hotline staff and Protective Investigations staff (Sheriff Offices in Broward, Manatee, Pasco, Pinellas and Seminole; department staff in remaining 62 counties)

**Validity:** This is a measure of the timeliness designed to identify high risk investigations for further review and oversight. However, the department no longer has an early warning system.

**Reliability:** Reliability of this measure is dependent on DCF and Sheriff's Office Protective Investigations staff compliance with data reporting requirements as well as a common understanding of those requirements. Periodic district reviews by program staff have indicated no major reliability issues. Ongoing systems training and monitoring assure consistency and accuracy of data.
LRPP EXHIBIT IV: Performance Measure Validity and Reliability

Department: Department of Children and Families
Program: FAMILY SAFETY AND PRESERVATION SERVICES
Service/Budget Entity: Florida Abuse Hotline 60900308
Measure: Number of calls to the hotline (M0300)
Action: Backup for performance measure

Data Sources and Methodology: The Florida Abuse Hotline receives: (1) calls from citizens who indicate through a telephone prompt that they wish to report concerns about child abuse or neglect or adult abuse, neglect or exploitation; (2) faxes from citizens with concerns about abuse, neglect or exploitation; and (3) calls from district DCF staff who require assistance. This measure is a number. It is a count of all calls and faxes received by the Florida Abuse Hotline's Automated Call Distribution System. Data Source: ACD System

Validity: This is a process measure that indicates the workload of the Hotline.
Reliability: Reliability of this measure is dependent on DCF, sheriff’s and contract provider’s staff compliance with data reporting requirements as well as a common understanding of those requirements. Data entry in HomeSafenet is the responsibility of district and provider direct services and supervisory staff. Periodic district reviews by program staff have indicated no major reliability issues. On-going systems training and monitoring assure consistency and accuracy of data.
**LRPP EXHIBIT IV: Performance Measure Validity and Reliability**

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<td>Florida Abuse Hotline 60900308</td>
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<td><strong>Measure:</strong></td>
<td>Percent of calls made to the Florida Abuse Hotline that were abandoned (M0069)</td>
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<td><strong>Action:</strong></td>
<td>Backup for performance measure</td>
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<tr>
<td><strong>Data Sources and Methodology:</strong></td>
<td>Citizens call the Florida Abuse Hotline to report abuse or neglect. Each caller hears a 180 second message about the hotline and the information required to make a report. If the caller hangs up after the 180 second message, but before the call is answered, the call is considered &quot;abandoned.&quot; If the call is answered at any time, or the caller hangs up during the 180 second message, the call is not considered &quot;abandoned.&quot; This measure is a percent. The numerator is a count of all calls of 180 seconds or more made to the Florida Abuse Hotline that are abandoned by the caller before they are answered by Hotline staff. The denominator is a count of all calls made to the Florida Abuse Hotline. The source of data is the Hotline's Automated Call Distribution System. Data Source: ACD System</td>
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<tr>
<td><strong>Validity:</strong></td>
<td>This is an outcome measure of the hotline's performance in timely response to calls made to the hotline.</td>
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<td><strong>Reliability:</strong></td>
<td>The Automated Call Distribution (ACD) system is a sophisticated telephone system that handles and monitors processing of all calls. Data on number of calls received, answered and abandoned, the duration of calls and response time come directly from the telephone system.</td>
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LRPP EXHIBIT IV: Performance Measure Validity and Reliability

**Department:** Department of Children and Families

**Program:** FAMILY SAFETY AND PRESERVATION SERVICES

**Service/Budget Entity:** Florida Abuse Hotline  60900308

**Measure:** Calls answered (M0070)

**Action:** Backup for performance measure

**Data Sources and Methodology:** Citizens call the Florida Abuse Hotline to report abuse. Calls answered by a hotline counselor are considered answered. This measure is a number. It is a count of all calls made to the Florida Abuse Hotline that are answered by Hotline staff. It includes all calls on: (1) the lines to report abuse (voice and TDD), (2) fax lines and (3) the helpline for DCF staff. It does not include calls in which the caller hangs up before the call is answered. The source of data is the Hotline's Automated Call Distribution System. Data Source: ACD System

**Validity:** This output is a process measure that indicates the workload of the Hotline.

**Reliability:** The Automated Call Distribution (ACD) system is a sophisticated telephone system that handles and monitors processing of all calls. Data on number of calls received, answered and abandoned, the duration of calls and response time come directly from the telephone system.
LRPP EXHIBIT IV: Performance Measure Validity and Reliability

Department: Department of Children and Families
Program: FAMILY SAFETY AND PRESERVATION SERVICES
Service/Budget Entity: Program Management and Compliance - Family Safety 60900308
Measure: Administrative cost as a percent of total program costs (M0136)
Action: Backup for performance measure
Data Sources and Methodology: The cost of positions and other related expenses that support the delivery of services to the eligible population. The total of the sub-budget entity divided by the total of all the sub-budget entities in this program area. Data Source: The Legislative Accounting System/Program Budgeting System (LAS/PBS) and FLAIR.
Validity: This measure is intended to keep administrative costs low so that the bulk of the expenditures are for the direct benefit of clients.
Reliability: FLAIR has tight controls by the Comptroller to ensure accurate reporting of expenditures.

Department: Department of Children and Families
Program: FAMILY SAFETY AND PRESERVATION SERVICES
Service/Budget Entity: Program Management and Compliance - Family Safety 60900308
Measure: Administrative cost as a percent of total agency costs (M0426)
Action: Backup for performance measure
Data Sources and Methodology: The cost of positions and other related expenses that support the delivery of services to the eligible population. Administrative cost is divided by total agency costs (*100). Data Source: The Legislative Accounting System/Program Budgeting System (LAS/PBS) and FLAIR.
Validity: This measure is intended to keep administrative costs low so that the bulk of the expenditures are for the direct benefit of clients.
Reliability: FLAIR has tight controls by the Comptroller to ensure accurate reporting of expenditures.
LRPP EXHIBIT IV: Performance Measure Validity and Reliability

Department: Department of Children and Families
Program: MENTAL HEALTH SERVICES
Service/Budget Entity: Adult Community Mental Health Services 60900506
Measure: Average annual days spent in the community for adults with severe and persistent mental illness. (M0001)
Action: Backup for performance measure

Data Sources and Methodology:
Adults with severe and persistent mental illness (SPMI) includes adults age 18 and over who meet the following criteria:
1. They do not meet the criteria for adults with forensic involvement, and
2. They have an ICD 9 diagnosis of 295-299, or
3. They have another qualifying ICD 9 diagnosis and currently receive Supplemental Security Income/Supplemental Security Disability Income (SSI/SSDI) benefits for a psychiatric disability, or
4. They have another qualifying International Classification of Diseases, 9th edition (ICD-9) diagnosis and have a prognosis that their mental health issue will last, or has already lasted, at least 12 months, or
5. They have another qualifying ICD 9 diagnosis and are unable to independently perform activities of daily living.

A “day in the community” includes all days NOT spent in jail/detention, crisis stabilization unit, homeless, short term residential treatment programs (SRT), psychiatric inpatient or any other state mental health treatment facility.

Adults who are in a state mental health treatment facility as of 7/1 of the fiscal year are excluded from the measure. The target population of the adult for performance measure purposes is the target population associated with the first service of the fiscal year. Measure is an average of days in the community. The average is derived by:
1) Selecting quarterly and discharge evaluations for each person served during the specified time period.
2) Community days are totaled for each client and then divided by the total number of evaluations for that client to derive an average number of community days per client.
3) The averages are then added together and divided by the number of clients who were evaluated during the specified time period.
4) The average derived is then multiplied by 12.1667 to get the annual average days in the community.

Data Source: Provider staff report the data based on client interviews and records.

Validity:
This measure attempts to measure the success of clients to live independently with mental illness and function as a productive member of the community.
LRPP EXHIBIT IV: Performance Measure Validity and Reliability

Reliability: The reliability of this measure is dependent on providers' compliance with data reporting. Providers are required by contract to report performance data, and the department monitors compliance. Central office provides routine training on data reporting. District staff monitor the quality and accuracy of information submitted by their contracted providers.

Threats to reliability include self-reporting mistakes by clients as well as provider error.
LRPP EXHIBIT IV: Performance Measure Validity and Reliability

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<tr>
<td>Measure:</td>
<td>Average annual days worked for pay for adults with severe and persistent mental illness (M0003)</td>
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<tr>
<td>Action:</td>
<td>Backup for performance measure</td>
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| Data Sources and Methodology: | Adults with severe and persistent mental illness (SPMI) includes adults age 18 and over who meet the following criteria:  
1. They do not meet the criteria for adults with forensic involvement, and  
2. They have an International Classification Diagnosis, 9th edition (ICD-9) diagnosis of 295-299, or  
3. They have another qualifying ICD 9 diagnosis and currently receive SSI/SSDI benefits for a psychiatric disability, or  
4. They have another qualifying ICD 9 diagnosis and have a prognosis that their mental health issue will last, or has already lasted, at least 12 months, or  
5. They have another qualifying ICD 9 diagnosis and are unable to perform activities of daily living independently.  
A day of work is defined as any time period within a calendar day that results in taxable income, whether or not such income is actually reported to the tax authorities.  
Adults who are in a state mental health treatment facility as of July 1 are excluded from the measure. Measure is an average of days worked for pay. The average is derived by:  
1) Selecting quarterly and discharge evaluations for each person served during the specified time period.  
2) Work days are totaled for each client and then divided by the total number of evaluations for that client to derive an average number of work days per client.  
3) The averages are then added together and divided by the number of clients who were evaluated during the specified time period.  
4) The average derived is then multiplied by 12.1667 to get the annual average days worked.  
People over the age of 62 are excluded from the algorithm. Data Source: Provider staff report the data based on client interviews and records. |
| Validity:   | Increased employment is an indication of a person's ability to live independently. The measure does not take into account adults who are in school, participating in volunteer work, or in vocational training, although these activities may contribute toward successful living in the community. |
LRPP EXHIBIT IV: Performance Measure Validity and Reliability

Reliability: The reliability of this measure is dependent on providers' compliance with data reporting. Providers are required by contract to report performance data, and the department monitors compliance. Central office provides routine training on data reporting. District staff monitor the quality and accuracy of information submitted by their contracted providers. Threats to reliability include self-reporting mistakes by clients as well as provider error.
LRPP EXHIBIT IV: Performance Measure Validity and Reliability

Department: Department of Children and Families
Program: MENTAL HEALTH SERVICES
Service/Budget Entity: Adult Community Mental Health Services 60900506
Measure: Median length of stay in CSU/Inpatient services for adults in mental health crisis (M0376)
Action: Backup for performance measure
Data Sources and Methodology: The length of stay is the total number (sum) of days (units) a client spends in crisis stabilization units or inpatient cost centers (codes 03 and 09) during a given time period. The median is the number of days that falls in the middle when all the days are arranged in order of magnitude.

Adults in mental health crisis includes adults age 18 and over who have a target population of adults with serious and acute mental illness (SAMI) OR adults with mental health problems (MHP).
1. Adults with serious and acute mental illness (SAMI) meet the criteria to be admitted into a Baker Act receiving facility. They do not meet the criteria for adults with forensic involvement or adults with severe and persistent mental illness.
2. Adults with mental health problems (MHP) show evidence of recent severe stressful event and problems with coping and/or displays symptomatology placing person at risk of more restrictive intervention if untreated.

The length of stay is calculated by summing up the bed days for all adults in mental health crisis served in inpatient or crisis stabilization units during the fiscal year. The median is calculated using the Statistical Package for Social Sciences (SPSS) computer program. Data Source: Provider staff report the data based on client interview and records.

Validity: The measure serves to gauge the amount of time clients are spending in a restrictive environment, and the provider's commitment to placing them back into their communities. This measure is not sensitive to outliers.

Reliability: The reliability of this measure is dependent on providers' compliance with data reporting. Providers are required by contract to report performance data, and the department monitors compliance. Central office provides routine training on data reporting. District staff monitor the quality and accuracy of information submitted by their contracted providers. Threats to reliability include self-reporting mistakes by clients as well as provider error.
# LRPP EXHIBIT IV: Performance Measure Validity and Reliability

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| **Measure:**    | Percent of adults with forensic involvement who violate their conditional release under chapter 916, Florida Statutes, and are recommitted.  
(M0009) |

**Action:** Backup for performance measure

**Data Sources and Methodology:** The Chapter 916, F.S.,conditional release is a legal status that allows clients with mental illness who break the law to remain in a less restrictive setting (versus jail or an institution) as long as they abide by requirements determined by the court. This measure looks at the clients who do not abide by those requirements and are returned to jail to await admission to an institution.

Adults with forensic involvement includes adults age 18 and over who meet the following criteria:

- They have a legal status indicating that they were 916 Not Guilty by Reason of Insanity or 916 Incompetent to Proceed.

Measure is a reported as percent. Numerator is number of clients who are recommitted to the department for involuntary hospitalization as a result of violations while on conditional release. This number is determined using the Forensic Institution Database maintained at the Central Office. Denominator is all community forensic clients served during fiscal year (based on the forensic number served performance output). Data Source: Data sources for measure are clerk of circuit court records, as well as the provider staff, who report the "served" data based on client interview and records.

**Validity:** Measure is a direct indicator of desired outcome for people with mental health problems on conditional release to live in the community and avoid further involvement with both the legal system and state mental health treatment facilities.

**Reliability:** A person cannot be admitted to state hospital unless a copy of court order is received by central office mental health program office. Forensic database has been in operation for more than ten years and no significant data accuracy problems have been identified.
LRPP EXHIBIT IV: Performance Measure Validity and Reliability

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<tr>
<td>Measure:</td>
<td>Average annual days spent in the community for adults with forensic involvement. (M0010)</td>
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<tr>
<td>Action:</td>
<td>Backup for performance measure</td>
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<tr>
<td>Data Sources and Methodology:</td>
<td>Adults with forensic involvement includes adults age 18 and over who meet the following criteria: they have a legal status indicating that they were 916 Not Guilty by Reason of Insanity or 916 Incompetent to Proceed, which includes codes 16 through 19, and 21 through 26 as described in Pamphlet 155-2 for Substance Abuse and Mental Health Measurement and Data. A “day in the community” includes all days NOT spent in jail/detention, crisis stabilization unit, homeless, short term residential treatment programs (SRT), psychiatric inpatient or any other state mental health treatment facility. Adults who are in a state mental health treatment facility as of 7/1 of the fiscal year are excluded from the measure. The target population of the adult for performance measure purposes is the target population associated with the first service of the fiscal year. Measure is an average of days in the community. The average is derived by: 1) Selecting quarterly and discharge evaluations for each person served during the specified time period. 2) Community days are totaled for each client and then divided by the total number of evaluations for that client to derive an average number of community days per client. 3) The averages are then added together and divided by the number of clients who were evaluated during the specified time period. 4) The average derived is then multiplied by 12.1667 to get the annual average days in the community. Data Source: Provider staff report the data based on client interview and records.</td>
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Validity: This measure attempts to measure the success of clients to live independently with mental illness and function as a productive member of the community.

Reliability: The reliability of this measure is dependent on providers' compliance with data reporting. Providers are required by contract to report performance data, and the department monitors compliance. Central office provides routine training on data reporting. District staff monitor the quality and accuracy of information submitted by their contracted providers. Threats to reliability include self-reporting mistakes by clients as well as provider error.
LRPP EXHIBIT IV: Performance Measure Validity and Reliability

Department: Department of Children and Families
Program: MENTAL HEALTH SERVICES
Service/Budget Entity: Adult Community Mental Health Services 60900506
Measure: Number of adults with a serious and persistent mental illness in the community served (M0016)
Action: Backup for performance measure

Data Sources and Methodology: Adults with severe and persistent mental illness (SPMI) includes adults age 18 and over who meet the following criteria:
1. They do not meet the criteria for adults with forensic involvement, and
2. They have an ICD 9 diagnosis of 295-299, or
3. They have another qualifying ICD 9 diagnosis and currently receive SSI/SSDI benefits for a psychiatric disability, or
4. They have another qualifying ICD 9 diagnosis and have a prognosis that their mental health issue will last, or has already lasted, at least 12 months, or
5. They have another qualifying ICD 9 diagnosis and are unable to perform activities of daily living independently.

Served means an individual received at least one mental health service event during the time period. Measure is an unduplicated count of number of adults whose first service of the fiscal year had a target population of severe and persistent mental illness. Data Source: OneFamily Substance Abuse and Mental Health (SAMH) Data System

Validity: This is a direct measure of the number of adults who receive treatment in the state mental health system.

Reliability: The reliability of this measure is dependent on providers' compliance with data reporting. Providers are required by contract to report performance and service data, and the department will monitor compliance. Central office provides annual training on data collection, and district staff monitor the quality and accuracy of information submitted by their contracted providers.
LRPP EXHIBIT IV: Performance Measure Validity and Reliability

Department: Department of Children and Families
Program: MENTAL HEALTH SERVICES
Service/Budget Entity: Adult Community Mental Health Services 60900506
Measure: Number of adults in mental health crisis served (M0017)
Action: Backup for performance measure

Data Sources and Methodology:
Adults in mental health crisis includes adults age 18 and over who have a target population of adults with serious and acute mental illness (SAMI) OR adults with mental health problems (MHP).
1. Adults with SAMI meet the criteria to be admitted into a Baker Act receiving facility. They do not meet the criteria for adults with forensic involvement or adults with severe and persistent mental illness.
2. Adults with MHP have emotional issues that are impacting their day to day functioning. They do not meet the criteria for adults with forensic involvement, adults with severe and persistent mental illness, or adults with serious and acute mental illness.
Served means an individual received at least one service event during the time period. Measure is an unduplicated count of number of adults whose first service of the fiscal year had a target population of adults with serious and acute mental illness or adults with mental health problems. Data Source: Provider staff report the data based on client interview and records.

Validity:
This is a direct measure of the number of adults who receive treatment in the state mental health system.

Reliability:
The reliability of this measure is dependent on providers' compliance with data reporting. Providers are required by contract to report performance and service data, and the department will monitor compliance. Central office provides annual training on data collection, and district staff monitor the quality and accuracy of information submitted by their contracted providers.
LRPP EXHIBIT IV: Performance Measure Validity and Reliability

Department: Department of Children and Families
Program: MENTAL HEALTH SERVICES
Service/Budget Entity: Adult Community Mental Health Services  60900506
Measure: Number of adults with forensic involvement served  (M0018)
Action: Backup for performance measure
Data Sources and Methodology: Adults with forensic involvement includes adults age 18 and over who meet the following criteria: • They have a legal status indicating that they were 916 Not Guilty by Reason of Insanity or 916 Incompetent to Proceed. Served means an individual received at least one service event during the time period. Measure is an unduplicated count of number of adults whose first service of the fiscal year had a target population of adults with forensic involvement. Data Source: Provider staff report the data based on client interview and records.
Validity: This is a direct measure of the number of adults who receive treatment in the state mental health system.
Reliability: The reliability of this measure is dependent on providers' compliance with data reporting. Providers are required by contract to report performance and service data, and the department will monitor compliance. Central office provides annual training on data collection, and district staff monitor the quality and accuracy of information submitted by their contracted providers.
**LRPP EXHIBIT IV: Performance Measure Validity and Reliability**

**Department:** Department of Children and Families  
**Program:** MENTAL HEALTH SERVICES  
**Service/Budget Entity:** Children's Mental Health Services 60900506  
**Measure:** Percent of children with emotional disturbances who improve their level of functioning (M0377)  
**Action:** Backup for performance measure  
**Data Sources and Methodology:**  
Children with emotional disturbances (ED) includes children under age eighteen, and in some cases children between the ages of 18 and 21, who meet both of the following criteria:  
1. They do not meet the criteria for serious emotional disturbance (SED).  
2. They have an allowable mental health diagnosis as defined in the International Classification of Diseases, 9th edition (ICD-9) and listed in the DCF Pamphlet 155-2 for Substance Abuse and Mental Health Measurement and Data.  
Improved functioning means that the current level of functioning is better than the level previously measured. This number is a percent and is based on the change between two assessments.  
The numerator is the number of children whose "most recent score" is less than their "previous assessment score". The scores are calculated by summing the score for the 16 questions per person captured on the Children's Functional Assessment Rating Scales (CFARS). A decrease in score from the most recent assessment score to the previous assessment score indicates that the level of functioning has improved.  
The "most recent score" must occur within the reporting fiscal year and cannot be an admission assessment. The "previous assessment score" must have occurred within the 12 previous months of the “most recent score” and cannot be a discharge assessment. If there are multiple records for the child, the "previous assessment score" that falls closest to the 6 month mark (180 days) from the "most recent score" will be used.  
The denominator is all children with two assessments.  
To achieve the percentage of increase, the total number of children who improved is divided by the total number of children with two qualifying assessments.  
To be included in this measure, the child must have been served during the reporting fiscal year (must have at least one service event record) and must be enrolled in the specified target population. At the contract (provider) level, the most recent episode of care is used for the comparison. Episode of care is defined as the time period between the date of admission to the date of discharge. If there is no discharge date,
LRPP EXHIBIT IV: Performance Measure Validity and Reliability

the case is considered open. A service event is the provision of service unit(s) (e.g. hours or days) to the individual, on a specific date and time. At the district and state levels, the comparison is done across all episodes of care. Data Source: Provider staff report the data based on the administration of CFARS by a certified rater.

Validity:
The validity of this measure to capture functioning level that is commensurate with level of care has been tested by the Florida Mental Health Institute.

Reliability:
The reliability of this measure is enhanced by the fact that CFARS is administered only by certified raters who must meet training criteria to become certified. Florida Mental Health Institute has performed inter-rater reliability studies to validate the administration of the tool.
LRPP EXHIBIT IV: Performance Measure Validity and Reliability

Department: Department of Children and Families
Program: MENTAL HEALTH SERVICES
Service/Budget Entity: Children's Mental Health Services  60900506
Measure: Percent of children with serious emotional disturbances who improve their level of functioning. (M0378)
Action: Backup for performance measure

Data Sources and Methodology: Children with serious emotional disturbance (SED) includes children under age eighteen, and in some cases children between the ages of 18 and 21, who meet any of the following criteria:
1. They have a diagnosis of schizophrenia/other psychotic disorder, major depression, mood disorder or personality disorder.
2. They have an allowable mental health diagnosis as defined in the International Classification of Diseases, 9th edition (ICD-9) and listed in the DCF Pamphlet 155-2 for Substance Abuse and Mental Health Measurement and Data and have a C-GAS score of fifty or below.
3. They currently receive SSI benefits for a psychiatric disability. Improved functioning means that the current level of functioning is better than the level previously measured.

This number is a percent and is based on the change between two assessments.
The numerator is the number of children whose "most recent score" is less than their "previous assessment score". The scores are calculated by summing the score for the 16 questions per person captured on the Children's Functional Assessment Rating Scales (CFARS). A decrease in score from the most recent assessment score to the previous assessment score indicates that the level of functioning has improved. The "most recent score" must occur within the reporting fiscal year and cannot be an admission assessment. The "previous assessment score" must have occurred within the 12 previous months of the “most recent score” and cannot be a discharge assessment. If there are multiple records for the child, the "previous assessment score" that falls closest to the 6 month mark (180 days) from the "most recent score" will be used.
The denominator is all children with two assessments.
To achieve the percentage of increase, the total number of children who improved is divided by the total number of children with two qualifying assessments.
To be included in this measure, the child must have been served during the reporting fiscal year (must have at least one service event record) and must be enrolled in the specified target population. At the contract (provider) level, the most recent episode of care is used for the comparison. Episode of care is defined as the time period between the date of admission to the date of discharge. If there is no discharge date,
LRPP EXHIBIT IV: Performance Measure Validity and Reliability

the case is considered open. A service event is the provision of service unit(s)(e.g. hours or days) to the individual, on a specific date and time. At the district and state levels, the comparison is done across all episodes of care.

Data Source: Provider staff report the data based on the administration of CFARS by a certified rater.

Validity: The validity of this measure to capture functioning level that is commensurate with level of care has been tested by the Florida Mental Health Institute.

Reliability: The reliability of this measure is enhanced by the fact that CFARS is administered only by certified raters who must meet training criteria to become certified. Florida Mental Health Institute has performed inter-rater reliability studies to validate the administration of the tool.
LRPP EXHIBIT IV: Performance Measure Validity and Reliability

Department: Department of Children and Families
Program: MENTAL HEALTH SERVICES
Service/Budget Entity: Children's Mental Health Services 60900506
Measure: Average annual days seriously emotionally disturbed (SED) children (excluding those in juvenile justice facilities) spend in the community (M0011)
Action: Backup for performance measure
Data Sources and Methodology: Children with serious emotional disturbance (SED) includes children under age eighteen, and in some cases children between the ages of 18 and 21, who meet any of the following criteria: 1. They have a diagnosis of schizophrenia/other psychotic disorder, major depression, mood disorder or personality disorder. 2. They have an allowable mental health diagnosis as defined in the International Classification of Diseases, 9th edition (ICD-9) and listed in the DCF Pamphlet 155-2 for Substance Abuse and Mental Health Measurement and Data and have a C-GAS score of fifty or below. 3. They currently receive SSI benefits for a psychiatric disability.
A “day in the community” includes all days NOT spent in jail/detention, crisis stabilization unit, homeless, short term residential treatment programs (SRT), psychiatric inpatient or any other state mental health treatment facility. For children days spent on runaway status, in a residential level one treatment facility, and in wilderness camps are also considered NOT in the community.
Children who are in the physical custody of the Department of Juvenile Justice at the time of their evaluation (legal status codes 01 or 05 in the Pamphlet 155-2 for Substance Abuse and Mental Health Measurement and Data) are excluded from the measure. The target population of the adult for performance measure purposes is the target population associated with the first service of the fiscal year.
Measure is an average of days in the community. The average is derived by: 1) Selecting quarterly and discharge evaluations for each person served during the specified time period. 2) Community days are totaled for each client and then divided by the total number of evaluations for that client to derive an average number of community days per client. 3) The averages are then added together and divided by the number of clients who were evaluated during the specified time period. 4) The average derived is then multiplied by 12.1667 to get the annual average days in the community. Data Source: Provider staff report the data based on client interview and records.

Validity: This measure attempts to measure the success of clients to live independently with mental illness and function as a productive member of the community.
LRPP EXHIBIT IV: Performance Measure Validity and Reliability

Reliability: The reliability of this measure is dependent on providers' compliance with data reporting. Providers are required by contract to report performance data, and the department monitors compliance. Central office provides routine training on data reporting. District staff monitor the quality and accuracy of information submitted by their contracted providers. Threats to reliability include self-reporting mistakes by clients as well as provider error.
LRPP EXHIBIT IV: Performance Measure Validity and Reliability

**Department:** Department of Children and Families

**Program:** MENTAL HEALTH SERVICES

**Service/Budget Entity:** Children's Mental Health Services  60900506

**Measure:** Percent of school days seriously emotionally disturbed (SED) children attended. (M0012)

**Action:** Backup for performance measure

**Data Sources and Methodology:** Children with serious emotional disturbance (SED) includes children under age eighteen, and in some cases children between the ages of 18 and 21, who meet any of the following criteria:
1. They have a diagnosis of schizophrenia/other psychotic disorder, major depression, mood disorder or personality disorder.
2. They have a diagnosis of another allowable ICD 9 diagnosis and have a C-GAS score of fifty or below.
3. They currently receive SSI benefits for a psychiatric disability.

School days attended are the days on which a child's school was in session and the child attended school.

Measure is a percent. First, an average of days available and an average of days attended is calculated for each client by separately summing the total days attended and the total days available reported on each record for each ssn and dividing those numbers by the total number of records reported for that ssn. This is done to weight the figures, so that an ssn who happens to have more outcome measure records reported does not skew that data. The numerator is created next by summing the average number of school days attended. The denominator is the sum of the average school days available. That result is multiplied to 100. Only post admission outcome measure records (purpose codes 2 and 3) are used, and the records must have occurred within the fiscal year. The child must have a valid children's mental health target population to be included and must have received a service event within the fiscal year. Children who are in the physical custody of DJJ are excluded.

Data Source: Provider staff report the data based on client interview and records.

**Validity:** School attendance is a strong indicator of a child's future self-sufficiency and is an important aspect of overall functioning.

**Reliability:** The reliability of this measure is dependent on client self reporting and/or the providers' ability to obtain attendance information from schools, as well as providers' compliance with data reporting. Providers are required by contract to report performance data, and the department will monitor compliance. Central office provides annual training on data reporting, and district staff monitor the quality and accuracy of information submitted by their contracted providers.
LRPP EXHIBIT IV: Performance Measure Validity and Reliability

Department: Department of Children and Families
Program: MENTAL HEALTH SERVICES
Service/Budget Entity: Children's Mental Health Services  60900506
Measure: Percent of children with mental illness restored to competency and recommended to proceed with a judicial hearing (M0019)
Action: Backup for performance measure

Data Sources and Methodology: Section 394.455, F.S. defines mental illness as an impairment in the emotional processes that exercise conscious control of one's actions to perceive or understand reality. Mental illness interferes with the ability to be competent to proceed to trial. These children require an DSM-IV AXIS I diagnosis that can be classified as a mental illness. Legal competency requires the defendant to have the capacity to understand the nature and the object of the legal proceedings, to consult with counsel and to assist in preparing his or her defense. Due process prevents the government from prosecuting a defendant who is legally incompetent to stand trial. The issue of competency is collateral to the defendant's present ability to consult with his attorney and to understand the proceedings against him. Age and immaturity in and of itself, without the presence of a mental illness as a primary factor to a juvenile's incompetence, are not grounds for commitment in Florida for state funded competency restoration services. This measure is a percentage. Numerator is number of children with mental illness who were restored to competency and recommended to proceed to a judicial hearing in the time period. Denominator is the total number children with mental illness who had competency reports submitted to the courts. Data Source: Referral packets from the court which includes, at a minimum, the court order, the charging documents, the petition, and the court-appointed evaluator's reports.

Validity: Measure is a not a true indicator of the desired outcome (see also comment section) that juveniles are restored to competency and are able to proceed with a judicial hearing. Several factors impact the degree of success in a juvenile's ability to obtain competency. These factors include the nature and severity of the juvenile's mental illness, a prior finding by the court ordered evaluators that the juvenile will never obtain competency, and extent or lack thereof of prior mental health treatment. These factors are outside the scope of the provider's ability to restore competency.

Reliability: Central office maintains an ACCESS data base that tracks major events of each child's case. The provider has demonstrated their capacity to maintain data accurately and consistently. The program coordinator conducts on site monitoring of the provider, reviews representative samples of case files to ensure information coincides with the providers monthly reports.
Department: Department of Children and Families
Program: MENTAL HEALTH SERVICES
Service/Budget Entity: Children's Mental Health Services 60900506
Measure: Percent of children with mental retardation or autism restored to competency and recommended to proceed with a judicial hearing (M0020)
Action: Backup for performance measure

Data Sources and Methodology:
Retardation means significantly sub average general intellectual functioning existing concurrently with deficits in adaptive behavior and manifested during the period from conception to age 18. "Significantly sub average general intellectual functioning," for the purpose of this definition and as defined in 393.063, means performance which is two or more standard deviations from the mean score on a standardized intelligence test. These children require an DSM-IV AXIS II mental retardation or autism diagnosis. Legal competency requires the defendant to have the capacity to understand the nature and the object of the legal proceedings, to consult with counsel and to assist in preparing his or her defense. Due process prevents the government from prosecuting a defendant who is legally incompetent to stand trial. The issue of competency is collateral to the defendant's present ability to consult with his attorney and to understand the proceedings against him. Age and immaturity in and of itself, without the presence of a mental retardation as a primary factor to a juvenile’s incompetence, are not grounds for commitment in Florida for state funded competency restoration services. This measure is a percentage. Numerator is number of children with mental retardation or autism who were restored to competency and recommended to proceed to a judicial hearing in the time period. Denominator is the total number children with mental retardation who had competency reports submitted to the court in the time period. Data Source: Referral packets from the court which includes, at a minimum, the court order, the charging documents, the petition, and the court-appointed evaluator's reports.

Validity:
Measure is not a true indicator of the desired outcome (see comment section) that juveniles are restored to competency and are able to proceed with a judicial hearing. Several factors impact the degree of success in a juvenile's ability to obtain competency. These factors include the nature and severity of the juvenile's mental retardation or atonism, a prior finding by the court ordered evaluators that the juvenile will never obtain competency, and extent or lack thereof of prior treatment. These factors are outside the scope of the provider's ability to restore competency.

Reliability:
Central office maintains an access database program that tracks major events of each child's case. The provider has demonstrated their capacity to maintain data accurately and consistently. The program
LRPP EXHIBIT IV: Performance Measure Validity and Reliability

coordinator conducts on site monitoring of the provider, reviews representative samples of case files to ensure information coincides with the providers monthly reports.
LRPP EXHIBIT IV: Performance Measure Validity and Reliability

Department: Department of Children and Families
Program: MENTAL HEALTH SERVICES
Service/Budget Entity: Children's Mental Health Services 60900506
Measure: Average annual days emotionally disturbed (ED) children (excluding those in juvenile justice facilities) spend in the community (M0025)

Action: Backup for performance measure

Data Sources and Methodology: Children with emotional disturbances (ED) includes children under age eighteen, and in some cases children between the ages of 18 and 21, who meet both of the following criteria: 1. They do not meet the criteria for serious emotional disturbance (SED). 2. They have an allowable mental health diagnosis as defined in the International Classification of Diseases, 9th edition (ICD-9) and listed in the DCF Pamphlet 155-2 for Substance Abuse and Mental Health Measurement and Data.
A “day in the community” includes all days NOT spent in jail/detention, crisis stabilization unit, homeless, short term residential treatment programs (SRT), psychiatric inpatient or any other state mental health treatment facility. For children days spent on runaway status, in a residential level one treatment facility, and in wilderness camps are also considered NOT in the community.
Children who are in the physical custody of the Department of Juvenile Justice at the time of their evaluation (legal status codes 01 or 05 in the Pamphlet 155-2 for Substance Abuse and Mental Health Measurement and Data) are excluded from the measure. The target population of the adult for performance measure purposes is the target population associated with the first service of the fiscal year.
Measure is an average of days in the community. The average is derived by: 1) Selecting quarterly and discharge evaluations for each person served during the specified time period. 2) Community days are totaled for each client and then divided by the total number of evaluations for that client to derive an average number of community days per client. 3) The averages are then added together and divided by the number of clients who were evaluated during the specified time period. 4) The average derived is then multiplied by 12.1667 to get the annual average days in the community. Data Source: Provider staff report the data based on client interview and records.

Validity: This measure attempts to measure the success of clients to live independently with mental illness and function as a productive member of the community.

Reliability: The reliability of this measure is dependent on providers' compliance with data reporting. Providers are required by contract to report performance data, and the department monitors compliance. Central office provides...
LRPP EXHIBIT IV: Performance Measure Validity and Reliability

routine training on data reporting. District staff monitor the quality and accuracy of information submitted by their contracted providers. Threats to reliability include self-reporting mistakes by clients as well as provider error.
LRPP EXHIBIT IV: Performance Measure Validity and Reliability

Department: Department of Children and Families
Program: MENTAL HEALTH SERVICES
Service/Budget Entity: Children's Mental Health Services  60900506
Measure: Number of children served who are incompetent to proceed (M0030)
Action: Backup for performance measure

Data Sources and Methodology: Children must be charged with a felony and found incompetent to proceed due to mental illness or mental retardation, or autism. This is an unduplicated count of all children served by the contracted provider at any time during the year. Data Source: Referral packets from the court which includes, at a minimum, the court order, the charging documents, the petition, and the court-appointed evaluator's reports.

Validity: This is a direct indicator of the goal to serve children who are incompetent to proceed to a juvenile justice process.

Reliability: Additional separate reports have been cross referenced to validate the admission and discharge reporting.
LRPP EXHIBIT IV: Performance Measure Validity and Reliability

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<tr>
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<tr>
<td><strong>Service/Budget Entity:</strong></td>
<td>Children's Mental Health Services 60900506</td>
</tr>
<tr>
<td><strong>Measure:</strong></td>
<td>Number of SED children to be served (M0031)</td>
</tr>
<tr>
<td><strong>Action:</strong></td>
<td>Backup for performance measure</td>
</tr>
</tbody>
</table>

**Data Sources and Methodology:** Children with serious emotional disturbance (SED) includes children under age eighteen, and in some cases children between the ages of 18 and 21, who meet any of the following criteria:

1. They have a diagnosis of schizophrenia/other psychotic disorder, major depression, mood disorder or personality disorder.
2. They have a diagnosis of another allowable ICD 9 diagnosis and have a C-GAS score of fifty or below.
3. They currently receive SSI benefits for a psychiatric disability.

Served means that the individual received at least one service event during the time period. Measure is an unduplicated count of number of children whose first service of the fiscal year had a target population of children with serious emotional disturbance. Data Source: Provider staff report the data based on client interview and records.

**Validity:** This is a direct measure of the number of children with SED served in mental health treatment programs.

**Reliability:** The reliability of this measure is dependent on providers' compliance with data reporting. Providers are required by contract to report performance and service data, and the department will monitor compliance. Central office provides annual training on data collection, and district staff monitor the quality and accuracy of information submitted by their contracted providers.
LRPP EXHIBIT IV: Performance Measure Validity and Reliability

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<tr>
<td>Service/Budget Entity:</td>
<td>Children's Mental Health Services 60900506</td>
</tr>
<tr>
<td>Measure:</td>
<td>Number of ED children to be served (M0032)</td>
</tr>
<tr>
<td>Action:</td>
<td>Backup for performance measure</td>
</tr>
</tbody>
</table>

**Data Sources and Methodology:**

Children with emotional disturbance (ED) includes children under age eighteen, and in some cases children between the ages of 18 and 21, who meet both of the following criteria:
1. They do not meet the criteria for the SED target population.
2. They have a diagnosis of an allowable ICD 9 diagnosis.

Served means that the individual received at least one service event during the time period. Measure is an unduplicated count of number of children whose first service of the fiscal year had a target population of children with emotional disturbance. Data Source: Provider staff report the data based on client interview and records.

**Validity:**

This is a direct measure of the number of children with ED served in mental health treatment programs.

**Reliability:**

The reliability of this measure is dependent on providers' compliance with data reporting. Providers are required by contract to report performance data, and the department will monitor compliance. Central office provides annual training on target population enrollment, and district staff monitor the quality and accuracy of information submitted by their contracted providers.
LRPP EXHIBIT IV: Performance Measure Validity and Reliability

Department: Department of Children and Families
Program: MENTAL HEALTH SERVICES
Service/Budget Entity: Children's Mental Health Services 60900506
Measure: Number of at-risk children to be served (M0033)
Action: Backup for performance measure

Data Sources and Methodology:
Children at risk of emotional disturbance (At Risk) includes children under age eighteen, and in some cases children between the ages of 18 and 21, who meet both of the following criteria:
1. They do not meet the criteria for SED or ED target populations.
2. They have factors in their lives that place them at risk for emotional disturbance, such as referral to EH program in accordance IDEA, homelessness, family history of mental illness, have experienced or are experiencing abuse or neglect, exposure to domestic violence, substance abuse, chronic or serious physical illness, or multiple out-of-home placements.
Served means that the individual received at least one service event during the time period. Measure is an unduplicated count of the number of children whose first service of the fiscal year had a target population of children at risk of emotional disturbance. Data Source: staff report the data based on client interview and records.

Validity:
This is a direct measure of the number of children at risk of ED served in mental health treatment programs.

Reliability:
The reliability of this measure is dependent on providers' compliance with data reporting. Providers are required by contract to report performance and service data, and the department will monitor compliance. Central office provides annual training on data collection, and district staff monitor the quality and accuracy of information submitted by their contracted providers.
# LRPP EXHIBIT IV: Performance Measure Validity and Reliability

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<tr>
<td><strong>Service/Budget Entity:</strong></td>
<td>Program Management and Compliance - Mental Health 60900506</td>
</tr>
<tr>
<td><strong>Measure:</strong></td>
<td>Administrative cost as a percent of total program costs (M0135)</td>
</tr>
<tr>
<td><strong>Action:</strong></td>
<td>Backup for performance measure</td>
</tr>
<tr>
<td><strong>Data Sources and Methodology:</strong></td>
<td>The cost of positions and other related expenses that support the delivery of services to the eligible population. The total of the sub-budget entity divided by the total of all the sub-budget entities in this program area. Data Source: The Legislative Accounting System/Program Budgeting System (LAS/PBS) and FLAIR.</td>
</tr>
<tr>
<td><strong>Validity:</strong></td>
<td>This measure is intended to keep administrative costs low so that the bulk of the expenditures are for the direct benefit of clients.</td>
</tr>
<tr>
<td><strong>Reliability:</strong></td>
<td>FLAIR has tight controls by the Comptroller to ensure accurate reporting of expenditures.</td>
</tr>
</tbody>
</table>
LRPP EXHIBIT IV: Performance Measure Validity and Reliability

Department: Department of Children and Families
Program: MENTAL HEALTH SERVICES
Service/Budget Entity: Violent Sexual Predator Program 60900506
Measure: Number of sexual predators assessed (M0283)
Action: Backup for performance measure

Data Sources and Methodology: Sexually Violent Predator, means an individual 18 years of age or older, who has been convicted of a sexually violent offense and who suffers from a mental abnormality or personality disorder that makes the individual likely to engage in acts of sexual violence, of such a degree as to pose a menace to the health and safety of others, if not confined in a secure facility for long-term control, care and treatment. Most individuals are pending a release from a correctional facility. Assessment means a determination by the Multidisciplinary Team of whether a client suffers from a mental abnormality or personality disorder that makes the individual likely to engage in acts of sexual violence, of such a degree as to pose a menace to the health and safety of others, if not confined in a secure facility for long-term control, care and treatment. The assessment shall include a review of the person's institutional history and treatment record, if any, the person's criminal background, and any other factor that is relevant to the determination of whether such person is a sexually violent predator. Count the number of Assessments completed

Data Source: Program Office Database

Validity: Valid measure of the program's assessment workload and need for resources for this activity

Reliability: Program database referral information is periodically reconciled with the Department of Corrections database
LRPP EXHIBIT IV: Performance Measure Validity and Reliability

Department: Department of Children and Families
Program: MENTAL HEALTH SERVICES
Service/Budget Entity: Violent Sexual Predator Program 60900506
Measure: Number of sexual predators served (detention and treatment). (M0379)
Action: Backup for performance measure

Data Sources and Methodology: Sexually Violent Predator, means an individual 18 years of age or older, who has been convicted of a sexually violent offense and who suffers from a mental abnormality or personality disorder that makes the individual likely to engage in acts of sexual violence, of such a degree as to pose a menace to the health and safety of others, if not confined in a secure facility for long-term control, care and treatment. Unduplicated count of persons who are held in the SVPP's facilities at any time during the year Data Source: Census reports from facilities that are entered into the SVPP Access database

Validity: Measures the demand for secure confinement and treatment resources
Reliability: Reliability is dependent on the facilities reporting data correctly to the program office. Facilities have been trained to report the data and program office staff perform site visits routinely.
LRPP EXHIBIT IV: Performance Measure Validity and Reliability

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<tr>
<td>Service/Budget Entity:</td>
<td>Violent Sexual Predator Program  60900506</td>
</tr>
<tr>
<td>Measure:</td>
<td>Annual number of harmful events per 100 residents in sexually violent predator commitment. (M0380)</td>
</tr>
<tr>
<td>Action:</td>
<td>Backup for performance measure</td>
</tr>
</tbody>
</table>

**Data Sources and Methodology:**
Harmful events are "significant reportable events" or those that result in serious injury to staff or residents; any incidents that result in a client elopement; and any incidents that result in serious damage to the physical plant. Florida has only one facility for sexually violent predators, the Florida Civil Commitment Center at Arcadia. Sexually Violent Predator, means an individual 18 years of age or older, who has been convicted of a sexually violent offense and who suffers from a mental abnormality or personality disorder that makes the individual likely to engage in acts of sexual violence, of such a degree as to pose a menace to the health and safety of others, if not confined in a secure facility for long-term control, care and treatment. Residents are the individuals court order to the program. The sum of harmful events in the facility for the fiscal year (numerator), divided by the average daily resident census (denominator), multiplied by 100. Data Source: Contractor staff

**Validity:**
The reporting system is undergoing change from a resident-based report to an incident-based report. While the resident-based reporting system has fairly represented "significant reportable events," another category, "critical incidents" has been found to have been reported incorrectly or underreported. A quality assurance staff person at the facility and under separate contract to the department reviews reports to correct these

**Reliability:**
A threat to consistency lies in differing interpretations of the differences between "significant reportable events" and "critical incidents." However, a recent test of these categories showed that "significant reportable events" are likely to be reported consistently across staff. QA review addresses any differences and requires correction. Reliability is aided by the small number of staff and clientele.
LRPP EXHIBIT IV: Performance Measure Validity and Reliability

Department: Department of Children and Families
Program: MENTAL HEALTH SERVICES
Service/Budget Entity: Violent Sexual Predator Program 60900506
Measure: Percent of assessments completed by the SVP program within 180 days of receipt of referral. (M05305)
Action: Backup for performance measure

Data Sources and Methodology: SVP or Sexually Violent Predator, means an individual 18 years of age or older, who has been convicted of a sexually violent offense and who suffers from a mental abnormality or personality disorder that makes the individual likely to engage in acts of sexual violence, of such a degree as to pose a menace to the health and safety of others, if not confined in a secure facility for long-term control, care and treatment. Most individuals are pending a release from a correctional facility. Assessment means a determination by the Multidisciplinary Team of whether a client suffers from a mental abnormality or personality disorder that makes the individual likely to engage in acts of sexual violence, of such a degree as to pose a menace to the health and safety of others, if not confined in a secure facility for long-term control, care and treatment. The assessment shall include a review of the person's institutional history and treatment record, if any, the person's criminal background, and any other factor that is relevant to the determination of whether such person is a sexually violent predator. Days refer to calendar days. Receipt of referral means the date referral received by department staff. The count of all completed assessments are divided into the number of assessments completed within 180 days of receipt multiplied by 100. Data Source: SVPP Access database

Validity: The measure captures the ability of the program to comply with the legislative mandate to complete all assessments within 180 days.

Reliability: Program referral database is periodically reconciled with Department of Corrections and 10% sample is checked.
LRPP EXHIBIT IV: Performance Measure Validity and Reliability

Department: Department of Children and Families
Program: MENTAL HEALTH SERVICES
Service/Budget Entity: Violent Sexual Predator Program 60900506
Measure: Number of residents receiving Mental Health treatment (M06001)
Action: Backup for performance measure

Data Sources and Methodology: Residents refers to Sexually Violent Predators (an individual 18 years of age or older, who has been convicted of a sexually violent offense and who suffers from a mental abnormality or personality disorder that makes the individual likely to engage in acts of sexual violence, of such a degree as to pose a menace to the health and safety of others, if not confined in a secure facility for long-term control, care and treatment) court ordered and located in a treatment facility. Unduplicated count of residents receiving Mental Health treatment Data Source: Contractor Monthly Report

Validity: This output measure addresses level of effort being given to treatment for the residents.

Reliability: This measure is checked through annual contract monitoring.
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<tr>
<td><strong>Service/Budget Entity:</strong></td>
<td>Adult Mental Health Treatment Facilities  60900800</td>
</tr>
<tr>
<td><strong>Measure:</strong></td>
<td>Number of people in civil commitment, per Ch. 394, F.S., served (M0372)</td>
</tr>
<tr>
<td><strong>Action:</strong></td>
<td>Backup for performance measure</td>
</tr>
<tr>
<td><strong>Data Sources and Methodology:</strong></td>
<td>Civil commitment patients per Ch. 394, F.S., are patients who are committed to an institution under Florida's civil commitment statutes. They have no criminal adjudication pending, but are considered a danger to themselves or others, or are unable to care for themselves due to the severity of their mental illness. Served means they were on the hospital's census for at least one day during the fiscal year. The measure is calculated by adding the census at the beginning of the fiscal year and all new admissions during the fiscal year for clients who have a civil (394) legal status. The count is unduplicated. Data Source: Data is collected by the clinicians at each facility and submitted to the ADM data warehouse</td>
</tr>
<tr>
<td><strong>Validity:</strong></td>
<td>Measure is a direct count of the number of people who use hospital beds</td>
</tr>
<tr>
<td><strong>Reliability:</strong></td>
<td>Reliability is dependent on the facilities reporting data correctly to the program office. Facilities have been trained to report the data and program office staff perform site visits routinely.</td>
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LRPP EXHIBIT IV: Performance Measure Validity and Reliability

Department: Department of Children and Families
Program: MENTAL HEALTH SERVICES
Service/Budget Entity: Adult Mental Health Treatment Facilities 60900800
Measure: Number of adults in forensic commitment, per Ch. 916, F.S., served (M0373)
Action: Backup for performance measure
Data Sources and Methodology: Adults in forensic commitment means adults who are mentally ill, have been charged with a crime and have been committed to a mental health facility under Ch. 916, F.S. These clients may be "not guilty by reason of insanity" (NGI) or "incompetent to proceed to trial" (ITP). Served means that they were on the hospital census for at least one day in the fiscal year. The measure is calculated by adding the census at the beginning of the fiscal year and all new admissions during the fiscal year for clients who have a forensic (916) legal status. The count is unduplicated. Data Source: Data is collected by the clinicians at each facility and submitted to the ADM data warehouse.
Validity: Measure is a direct count of the number of people who use hospital beds
Reliability: Reliability is dependent on the facilities reporting data correctly to the program office. Facilities have been trained to report the data and program office staff perform site visits routinely.
LRPP EXHIBIT IV: Performance Measure Validity and Reliability

Department: Department of Children and Families
Program: MENTAL HEALTH SERVICES
Service/Budget Entity: Adult Mental Health Treatment Facilities 60900800
Measure: Percent of adults in civil commitment, per Ch. 394, F.S., who show an improvement in functional level. (M05050)
Action: Backup for performance measure

Data Sources and Methodology: Civil commitment patients per Ch. 394, F.S., are patients who are committed to an institution under Florida's civil commitment statutes. They have no criminal adjudication pending, but are considered a danger to themselves or others, or are unable to care for themselves due to the severity of their mental illness. This number is a percent. The denominator is the number of people who had two scores reported for comparison. The numerator is the number of people who showed improvement. Data Source: Data is collected by the clinicians at each facility and submitted to the ADM data warehouse.

Validity: The measure captures the success of a provider's intervention through functional assessment. The instrument, the FARS, has high validity when tested.

Reliability: Reliability of measure is dependent on provider’s compliance with data reporting. Providers are required by contract to report performance data including client outcomes. Department will monitor extent to which providers comply with these contractual requirements. The tool currently being used, the FARS, has high test/retest and inter-rater reliability. All raters are required to be trained and certified before using the instrument.
LRPP EXHIBIT IV: Performance Measure Validity and Reliability

Department: Department of Children and Families
Program: MENTAL HEALTH SERVICES
Service/Budget Entity: Adult Mental Health Treatment Facilities 60900800
Measure: Percent of adults in forensic commitment, per Chapter 916, Part II, who are Not Guilty by Reason of Insanity, who show an improvement in functional level. (M05051)
Action: Backup for performance measure
Data Sources and Methodology: Not guilty by reason of insanity (NGI) patients have been found by a court to be not guilty of a crime due to their mental illness at the time they committed the crime and have been ordered to a mental health facility, in accordance with Ch.916, F.S.. This number is a percent. The denominator is the number of people who had two scores reported for comparison. The numerator is the number of people who showed improvement Data Source: Data is collected by the clinicians at each facility and submitted to the ADM data warehouse
Validity: The measure captures the success of a provider's intervention through functional assessment. The instrument, the FARS, has high validity when tested.
Reliability: Reliability of measure is dependent on provider’s compliance with data reporting. Providers are required by contract to report performance data including client outcomes. Department will monitor extent to which providers comply with these contractual requirements. The tool currently being used, the FARS, has high test/retest and inter-rater reliability. All raters are required to be trained and certified before using the instrument.
LRPP EXHIBIT IV: Performance Measure Validity and Reliability

Department: Department of Children and Families
Program: MENTAL HEALTH SERVICES
Service/Budget Entity: Adult Mental Health Treatment Facilities 60900800
Measure: Average number of days to restore competency for adults in forensic commitment. (M0015)
Action: Backup for performance measure

Data Sources and Methodology: The average number of days to restore to competency is the period between admission and the date the competency report to the court is completed. This measure uses a trimmed mean procedure. The days to restore is calculated for each client by subtracting the admission date from the date the competency report was sent to the court. The days to restore are then ranked, and the top 5 percent and the bottom 5 percent of cases are removed (for a total of 10%). The sum of those days, after the total of 10 percent is trimmed, is the numerator. The denominator is the total number of clients remaining after the trim for whom days to restore to competency has been calculated. Data Source: The forensic facility staff send the data to the ADM Central Office where the data is entered into the forensic facility database.

Validity: This measure addresses the primary mission of forensic facilities.
Reliability: Forensic Facility database has been in operation for ten years and no significant data accuracy problems have been identified.
LRPP EXHIBIT IV: Performance Measure Validity and Reliability

Department: Department of Children and Families
Program: SUBSTANCE ABUSE SERVICES
Service/Budget Entity: Adult Substance Abuse Prevention, Evaluation and Treatment Services 60900604

Measure: Percent change in the number of clients with arrests within 6 months following discharge compared to number with arrests within 6 months prior to admission. (M0381)

Action: Backup for performance measure

Data Sources and Methodology: Dates of arrests as identified by FDLE are compared to treatment admission and discharge dates. The numerator is the number of clients with arrests following discharge minus the number with arrests prior to admission; the denominator is the number of clients with arrests prior to admission. The result is then expressed as a percent. Data Source: FDLE/OneFamily Substance Abuse Mental Health (SAMH) data system

Validity: Substance use and abuse have been shown in the research to be contributing factors to crime and delinquency. This measure is designed to evaluate the extent to which treatment facilitates reduced subsequent criminal activity.

Reliability: Definitions of arrests are consistent and controlled by FDLE. Data for this measure are only reliable to the extent that clients can be successfully matched to the FDLE database based on common client identifiers.
LRPP EXHIBIT IV: Performance Measure Validity and Reliability

Department: Department of Children and Families

Program: SUBSTANCE ABUSE SERVICES

Service/Budget Entity: Adult Substance Abuse Prevention, Evaluation and Treatment Services 60900604

Measure: Percent of adults who are drug free during the 12 months following completion of treatment (M0057)

Action: Backup for performance measure

Data Sources and Methodology: Drug-free means abstinence from illicit substance use (excluding alcohol) during the survey period, 335 to 365 days following treatment completion. Numerator: Number of adult clients responding to a survey who indicate abstinence within the last 30 days, 12 months after treatment completion. Denominator: Total number of adult clients responding to the survey. Data Source: Florida State University/OneFamily Substance Abuse Mental Health data system

Validity: Measure is designed to determine effectiveness of treatment and other support services in helping clients maintain abstinence following completion of services. It is accurate only to the extent that the respondents are truthful.

Reliability: Reliance on self-report. Efforts are made to secure representative samples for treatment populations.
LRPP EXHIBIT IV: Performance Measure Validity and Reliability

Department: Department of Children and Families
Program: SUBSTANCE ABUSE SERVICES
Service/Budget Entity: Adult Substance Abuse Prevention, Evaluation and Treatment Services 60900604

Measure: Percent of adults employed upon discharge from substance abuse treatment services (M0058)

Action: Backup for performance measure

Data Sources and Methodology: Employed is defined as part-time or fulltime employment, including active military duty, at the time of discharge from treatment. There are no minimum hour or wage requirements; the wages must be subject to income tax, however, so that welfare and nontaxable stipends are not considered employment. An adult is a person 18 years old and older. The measure is a percentage, calculated by taking the number of adults who, at the time of discharge, are employed fulltime, part-time or active military (numerator), divided by the number of adults discharged from treatment with any employment or unemployment codes. Persons who are retired or not in the labor force (students, persons with disabilities, homemakers and on leave of absence from a job) are not included in the denominator. Clients who died, were incarcerated, referred outside of the agency and did not complete episode of care or discharged for other reasons not elsewhere captured are excluded. Data Source: OneFamily Substance Abuse and Mental Health (SAMH) data system discharges and service events.

Validity: Research available from the Substance Abuse Program office has shown that higher employment rates are positively correlated with reduced substance use.

Reliability: The reliability of this measure is dependent on providers' compliance with data reporting requirements. DCF checks data submitted for accuracy and logic errors. While uniform procedures for data submission are provided to all contractors, a threat to consistency is differing interpretations of those procedures.
LRPP EXHIBIT IV: Performance Measure Validity and Reliability

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<td>Service/Budget Entity:</td>
<td>Adult Substance Abuse Prevention, Evaluation and Treatment Services 60900604</td>
</tr>
<tr>
<td>Measure:</td>
<td>Percent of adults in child welfare protective supervision who have case plans requiring substance-abuse treatment who are receiving treatment (M0061)</td>
</tr>
<tr>
<td>Action:</td>
<td>Backup for performance measure</td>
</tr>
<tr>
<td>Data Sources and Methodology:</td>
<td>Child Welfare Supervision includes all adults who must comply with requirements set by Family Safety and the courts due to child abuse and dependency determinations. N: Number of adults identified as needing substance abuse treatment in protective services records who receive treatment. D: Number of adults identified as needing substance abuse treatment in protective services records. Data Source: HomeSafeNet/OneFamily Substance Abuse Mental Health data system</td>
</tr>
<tr>
<td>Validity:</td>
<td>National studies indicate 50-60 percent of families with child abuse and neglect have substance abuse as a contributing factor. Measure determines extent to which the parents follow through on treatment to reduce substance abuse problems.</td>
</tr>
<tr>
<td>Reliability:</td>
<td>Data are derived from uniform survey/record review format and is maintained independent of the substance abuse and protective services programs.</td>
</tr>
</tbody>
</table>
Department: Department of Children and Families
Program: SUBSTANCE ABUSE SERVICES
Service/Budget Entity: Adult Substance Abuse Prevention, Evaluation and Treatment Services 60900604
Measure: Percent of adults who complete treatment (M0062)
Action: Backup for performance measure
Data Sources and Methodology:
The measure is a percentage. The numerator is the number of adults successfully discharged from a completed episode of care which contains a treatment placement. The denominator includes all adults admitted into treatment who did not receive an immediate or neutral discharge. A neutral discharge includes arrest, incarceration, death or referral to another agency, episode of care not completed. Numerator: Number of adults discharged from a completed episode of care which contains a treatment placement. Denominator: all adults admitted into treatment who did not receive an immediate discharge. Data Source: OneFamily Substance Abuse and Mental Health (SAMH) data system discharge data.
Validity:
Research has shown that completion of treatment is correlated with higher rates of reduced substance use and related problems versus non-completion.
Reliability:
The reliability of this measure is dependent on providers' compliance with data reporting. DCF checks data submitted for accuracy and logic errors. Uniform procedures for data submission are provided to all contractors.
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<td>Adult Substance Abuse Prevention, Evaluation and Treatment Services 60900604</td>
</tr>
<tr>
<td><strong>Measure:</strong></td>
<td>Number of adults served (M0063)</td>
</tr>
<tr>
<td><strong>Action:</strong></td>
<td>Backup for performance measure</td>
</tr>
<tr>
<td><strong>Data Sources and Methodology:</strong></td>
<td>Served includes all adults served in either prevention, treatment/aftercare or detoxification services. These adults have used an illicit substance or at risk of, or have been assessed. Count of adults receiving substance abuse services. Data Source: OneFamily Substance Abuse and Mental Health (SAMH) data system service events.</td>
</tr>
<tr>
<td><strong>Validity:</strong></td>
<td>N/A</td>
</tr>
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<td><strong>Reliability:</strong></td>
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<td><strong>Program:</strong></td>
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<td><strong>Service/Budget Entity:</strong></td>
<td>Child Substance Abuse Prevention, Evaluation and Treatment Services 60900604</td>
</tr>
<tr>
<td><strong>Measure:</strong></td>
<td>Number of at risk children served in prevention services. (M0382)</td>
</tr>
<tr>
<td><strong>Action:</strong></td>
<td>Backup for performance measure</td>
</tr>
<tr>
<td><strong>Data Sources and Methodology:</strong></td>
<td>Level 1 Prevention Programs include persons participating in Universal and Selective programs in cost center 16. Level 1 Prevention Programs address subgroups of the general population that are at a higher risk of substance abuse than the general population. The mission is to provide individuals with the information and skills necessary to prevent the abuse of substances. This is an unduplicated count of participants. Level 2 Prevention Programs include persons participating in Indicated programs in cost center 16 and all programs in cost center 17. Level 2 Prevention Programs are designed to prevent the onset of substance abuse in individuals who do not meet the DSM-IV criteria for addiction but who are showing early danger signs in the form of multiple risk factors. The mission of Level 2 Prevention Programs is to identify individuals who are exhibiting early signs of substance abuse and other problem behaviors associated with substance abuse and to target them with special programs. This is an un-duplicated count of participants. &quot;Programs&quot; are defined as a structured Schedule of Activities (by instructors and participants) designed so that participants will attain, so far as possible, certain educational and behavioral objectives. Total number of at risk children provided prevention services. Data Source: Alcohol, Drug Abuse, and Mental Health Data Warehouse (ADMDW) enrollment and placement data.</td>
</tr>
<tr>
<td><strong>Validity:</strong></td>
<td>N/A</td>
</tr>
<tr>
<td><strong>Reliability:</strong></td>
<td>The reliability of this measure is dependent on providers' compliance with data reporting. DCF checks data submitted for accuracy and logic errors. Uniform procedures for data submission are provided to all contractors.</td>
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</table>
LRPP EXHIBIT IV: Performance Measure Validity and Reliability

Department: Department of Children and Families
Program: SUBSTANCE ABUSE SERVICES
Service/Budget Entity: Child Substance Abuse Prevention, Evaluation and Treatment Services 60900604
Measure: Substance usage rate per 1,000 in grades 6-12. (M05092)
Action: Backup for performance measure
Data Sources and Methodology: This measure identifies the rate of substance abuse usage per 1,000 children in Florida in grades 6-12 based upon the results of the Florida Youth Substance Abuse Survey. This is an annual measure extrapolated from the results of specific items contained in the annual Florida Youth Substance Abuse Survey. Data Source: The Florida Youth Substance Abuse Survey.

Validity: The Florida Youth Substance Abuse Survey provides a comprehensive assessment of youth substance abuse attitudes and practices. This survey is completed annually and obtains information from more than 65,000 students statewide. This data is used to guide the state's substance abuse prevention efforts.

Reliability: The University of Miami utilizes a number of statistical methods to increase the reliability and validity of survey results.
LRPP EXHIBIT IV: Performance Measure Validity and Reliability

Department: Department of Children and Families
Program: SUBSTANCE ABUSE SERVICES
Service/Budget Entity: Child Substance Abuse Prevention, Evaluation and Treatment Services 60900604

Measure: Average age of first substance abuse (M05093)
Action: Backup for performance measure

Data Sources and Methodology: This measure identifies the average age of first time usage of specified drugs based on the results of the Florida Youth Substance Abuse Survey. This is an annual measure extrapolated from the results of the Florida Youth Substance Abuse Survey. Data Source: The Florida Youth Substance Abuse Survey.

Validity: The Florida youth Substance Abuse Survey is administered annually and provides a comprehensive assessment of youth substance abuse attitudes and practices. This survey reflects the responses of more than 65,000 students statewide. The survey report is used to guide the state's prevention efforts.

Reliability: The University of Miami develops and administers the Florida Youth Substance Abuse Survey and utilizes a number of statistical methods to assure the reliability and validity of survey items.
**LRPP EXHIBIT IV: Performance Measure Validity and Reliability**

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<td>Child Substance Abuse Prevention, Evaluation and Treatment Services 60900604</td>
</tr>
<tr>
<td><strong>Measure:</strong></td>
<td>Percent of children with substance abuse who complete treatment (M0045)</td>
</tr>
<tr>
<td><strong>Action:</strong></td>
<td>Backup for performance measure</td>
</tr>
</tbody>
</table>

**Data Sources and Methodology:**

A child is a person under 18 years of age at the time of admission. Substance abuse is defined as a specific range of scores on the Patient Placement Criteria, the assessment instrument of the American Society of Addiction Medicine (ASAM). To be admitted to treatment, the child must evidence alcohol or drug abuse. Complete treatment is defined as fulfilling all the agency's requirements for discharge and no substance use 30 days prior to discharge. Fulfillment includes completion of levels of treatment and a urinalysis. The measure is a percentage. The numerator is the number of enrolled children successfully discharged from a completed episode of care which contains a treatment placement. The denominator includes all children discharged from treatment who did not receive an immediate or neutral discharge. A neutral discharge includes arrest, incarceration, death or referral to another agency, episode of care not completed. Data Source: OneFamily Substance Abuse and Mental Health (SAMH) data system.

**Validity:**

Research has shown that completion of treatment is correlated with higher rates of reduced substance use and related problems.

**Reliability:**

The reliability of this measure is dependent on providers' compliance with data reporting requirements. DCF checks data submitted for accuracy and logic errors. While uniform procedures for data submission are provided to all contractors, a threat to consistency is differing interpretations of those procedures.
**LRPP EXHIBIT IV: Performance Measure Validity and Reliability**

**Department:** Department of Children and Families  
**Program:** SUBSTANCE ABUSE SERVICES  
**Service/Budget Entity:** Child Substance Abuse Prevention, Evaluation and Treatment Services 60900604  
**Measure:** Percent of children with substance abuse who are drug free during the 12 months following completion of treatment (M0046)  
**Action:** Backup for performance measure  
**Data Sources and Methodology:** Drug-Free means abstinence from illicit substance use during the survey period, 335 to 365 days following treatment completion. Numerator: Number of child clients (or their parents/guardians) responding to a survey who indicate abstinence within the last 30 days, 12 months after treatment completion. Denominator: Number of clients (parents/guardians) responding to the survey. Data Source: Florida State University/OneFamily Substance Abuse Mental Health (SAMH) data system  
**Validity:** Measure is an indicator of effectiveness of treatment and other support services in helping clients maintain abstinence following completion of services.  
**Reliability:** Reliance on self-report, however, efforts are made to secure representative samples for treatment populations.
LRPP EXHIBIT IV: Performance Measure Validity and Reliability

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<td>Service/Budget Entity:</td>
<td>Child Substance Abuse Prevention, Evaluation and Treatment Services 60900604</td>
</tr>
<tr>
<td>Measure:</td>
<td>Percent of children with substance abuse under the supervision of the state receiving substance-abuse treatment who are not committed to the Department of Juvenile Justice during the 12 months following treatment completion (M0047)</td>
</tr>
<tr>
<td>Action:</td>
<td>Backup for performance measure</td>
</tr>
<tr>
<td>Data Sources and Methodology:</td>
<td>Committed = court places child under supervision of DJJ due to commission of new offense or violation of prior court stipulations or places the child in DCF custody for dependency. These children are either DJJ or DCF dependent and have used an illicit substance. N: Number of children under the supervision of the state who are not committed to DJJ within 12 months after discharge from treatment. D: All children under the supervision of the state discharged from treatment. Data Source: Department of Juvenile Justice/OneFamily Substance Abuse Mental Health (SAMH) data system</td>
</tr>
<tr>
<td>Validity:</td>
<td>Substance use and abuse have been shown in the research to be contributing factors to crime and delinquency. This measure is designed to evaluate the extent to which treatment facilitates reduced criminal activity.</td>
</tr>
<tr>
<td>Reliability:</td>
<td>Definition of commitment is consistent and controlled by DJJ. Data for this measure is only reliable to the extent that clients can be successfully matched to DJJ database based on identifying information.</td>
</tr>
</tbody>
</table>
LRPP EXHIBIT IV: Performance Measure Validity and Reliability

Department: Department of Children and Families

Program: SUBSTANCE ABUSE SERVICES

Service/Budget Entity: Child Substance Abuse Prevention, Evaluation and Treatment Services 60900604

Measure: Percent of children at risk of substance abuse who receive targeted prevention services who are not admitted to substance-abuse services during the 12 months after completion of prevention services (M0051)

Action: Backup for performance measure

Data Sources and Methodology: Measure applies to children at risk who have completed targeted prevention and have not been admitted to outpatient or residential substance abuse treatment within a year thereafter. Children at risk are children identified as having a high potential for substance use. The numerator is the number of children completing targeted prevention who are not admitted to substance abuse services within 12 months. The denominator is all children completing targeted prevention. Data Source: OneFamily Substance Abuse and Mental Health (SAMH) data system.

Validity: Measure is an indicator of the effectiveness of targeted programs at preventing substance use or reducing the potential for substance abuse among youth.

Reliability: The reliability of this measure is dependent on providers' compliance with data reporting. DCF checks data submitted for accuracy and logic errors. Uniform procedures for data submission are provided to all contractors.
LRPP EXHIBIT IV: Performance Measure Validity and Reliability

Department: Department of Children and Families
Program: SUBSTANCE ABUSE SERVICES
Service/Budget Entity: Child Substance Abuse Prevention, Evaluation and Treatment Services 60900604

Measure: Number of children with substance-abuse problems served (M0052)
Action: Backup for performance measure

Data Sources and Methodology: Served includes all children served in either prevention, treatment/aftercare or detoxification services. These children have used an illicit substance or at risk of or have been assessed. Count of children receiving a substance abuse service. Data Source: OneFamily Substance Abuse and Mental Health (SAMH) data system.

Validity: A direct measure with the number of children served in substance abuse.
Reliability: The reliability of this measure is dependent on providers' compliance with data reporting. DCF checks data submitted for accuracy and logic errors. Uniform procedures for data submission are provided to all contractors.
LRPP EXHIBIT IV: Performance Measure Validity and Reliability

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<td>Service/Budget Entity:</td>
<td>Child Substance Abuse Prevention, Evaluation and Treatment Services 60900604</td>
</tr>
<tr>
<td>Measure:</td>
<td>Number of at-risk children served in targeted prevention (M0055)</td>
</tr>
<tr>
<td>Action:</td>
<td>Backup for performance measure</td>
</tr>
<tr>
<td>Data Sources and Methodology:</td>
<td>Targeted prevention includes programs designed to provide early assessment, brief counseling and/or education to children at risk of developing substance abuse problems due to low academic achievement and related problems. Children at risk are children identified as having a high potential for substance use (although not known to be using). Count of children served in selected/indicated (targeted) prevention services. Data Source: OneFamily Substance Abuse and Mental Health (SAMH)data system service events.</td>
</tr>
<tr>
<td>Validity:</td>
<td>N/A</td>
</tr>
<tr>
<td>Reliability:</td>
<td>The reliability of this measure is dependent on providers' compliance with data reporting. DCF checks data submitted for accuracy and logic errors. Uniform procedures for data submission are provided to all contractors.</td>
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LRPP EXHIBIT IV: Performance Measure Validity and Reliability

Department: Department of Children and Families
Program: SUBSTANCE ABUSE SERVICES
Service/Budget Entity: Program Management and Compliance - Substance Abuse 60900604
Measure: Administrative cost as a percent of total program costs (M0137)
Action: Backup for performance measure

Data Sources and Methodology: The cost of positions and other related expenses that support the delivery of services to the eligible population. The total of the sub-budget entity divided by the total of all the sub-budget entities in this program area.
Data Source: The Legislative Accounting System/Program Budgeting System (LAS/PBS) and FLAIR.

Validity: This measure is intended to keep administrative costs low so that the bulk of the expenditures are for the direct benefit of clients.

Reliability: FLAIR has tight controls by the Comptroller to ensure accurate reporting of expenditures.
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<tr>
<td><strong>Service/Budget Entity:</strong></td>
<td><strong>Program Management and Compliance - ESS 60900708</strong></td>
</tr>
<tr>
<td><strong>Measure:</strong></td>
<td><strong>Administrative cost as a percent of total program costs (M0138)</strong></td>
</tr>
<tr>
<td><strong>Action:</strong></td>
<td><strong>Backup for performance measure</strong></td>
</tr>
<tr>
<td><strong>Data Sources and Methodology:</strong></td>
<td>The cost of positions and other related expenses that support the delivery of services to the eligible population. The total of the sub-budget entity divided by the total of all the sub-budget entities in this program area. Data Source: The Legislative Accounting System/Program Budgeting System (LAS/PBS) and FLAIR.</td>
</tr>
<tr>
<td><strong>Validity:</strong></td>
<td><strong>This measure is intended to keep administrative costs low so that the bulk of the expenditures are for the direct benefit of clients.</strong></td>
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<td><strong>Reliability:</strong></td>
<td><strong>FLAIR has tight controls by the Comptroller to ensure accurate reporting of expenditures.</strong></td>
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<td>Program:</td>
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<tr>
<td>Service/Budget Entity:</td>
<td>Refugees 60900708</td>
</tr>
<tr>
<td>Measure:</td>
<td>Number of refugee cases (M0362)</td>
</tr>
<tr>
<td>Action:</td>
<td>Backup for performance measure</td>
</tr>
<tr>
<td>Data Sources and Methodology:</td>
<td>A refugee case is a client determined eligible to receive refugee cash and refugee medical assistance and services from a provider contracted by the DCF Refugee Services Program Office. The measure is an unduplicated of the total active client population, including those receiving refugee cash assistance, those receiving refugee medical assistance and those receiving services by contract. Data Source: Refugee cash and refugee medical assistance client data are reported by ACCESS Florida staff. Data about clients receiving contracted services are reported by the contracted providers.</td>
</tr>
<tr>
<td>Validity:</td>
<td>Threats to validity include errors in eligibility determination, case closure, as well as potential duplicated counts of clients receiving benefits from two different sources. The FLORIDA system contains the FLORIDA client identifier (PIN) and the Refugee Services client identifier (Alien Number), allowing the sorting out of duplicate entries by using Alien Number.</td>
</tr>
<tr>
<td>Reliability:</td>
<td>A threat to consistency is the potential for different interpretations of eligibility standards by case workers. In order to ameliorate such threats, the department monitors data quality and reliability for the FLORIDA system. Ten to twelve weeks of training, of which 25-33% centers on the FLORIDA system, is provided to new public assistance workers.</td>
</tr>
</tbody>
</table>
LRPP EXHIBIT IV: Performance Measure Validity and Reliability

Department: Department of Children and Families

Program: ECONOMIC SELF SUFFICIENCY SERVICES

Service/Budget Entity: Refugees 60900708

Measure: Percent of refugee assistance cases accurately closed at 8 months or less (M0103)

Action: Backup for performance measure

Data Sources and Methodology: A refugee assistance case is a client or family unit found eligible for refugee cash and refugee medical assistance. Accurately closed means that services have been terminated. The eight-month time frame is required by federal regulation and the Office of Refugee Resettlement, Department of Health and Human Services. The measure is a percentage, calculated by taking the number of refugee assistance cases closed at 8 months or less (numerator), divided by the total number of refugee assistance cases closed for the time period (denominator). Data Source: Economic Self Sufficiency (ESS) staff.

Validity: The measure is based upon a requirement of 45 CFR 400.60, describing client eligibility. The department could be responsible for repayment should too many cases exceed 8 months.

Reliability: Annual audits on the eligibility components of the FLORIDA System by the State Auditor General reduce the potential for errors in data entry. A threat to consistency is the potential for different interpretations of eligibility standards by case workers. In order to ameliorate such threats, the department monitors data quality and reliability for the FLORIDA system. Ten to twelve weeks of training, of which 25-33% centers on the FLORIDA system, is provided to new public assistance workers.
LRPP EXHIBIT IV: Performance Measure Validity and Reliability

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<tr>
<td>Service/Budget Entity:</td>
<td>Refugees  60900708</td>
</tr>
<tr>
<td>Measure:</td>
<td><strong>Number of refugee cases closed (M0104)</strong></td>
</tr>
<tr>
<td>Action:</td>
<td>Backup for performance measure</td>
</tr>
<tr>
<td>Data Sources and Methodology:</td>
<td>A refugee case is a client or family unit found eligible to receive refugee cash or refugee medical assistance. Closed means that the client has been terminated from receiving cash or medical assistance. The measure is a count of cases closed. Data Source: Economic self-sufficiency</td>
</tr>
<tr>
<td>Validity:</td>
<td>Care in interpreting this measure must be taken as it is not a count of the total refugee assistance caseload, but only a count of cases closed within the time period measured.</td>
</tr>
<tr>
<td>Reliability:</td>
<td>A threat to consistency is the potential for different interpretations of eligibility standards by case workers. In order to ameliorate such threats, the department monitors data quality and reliability for the FLORIDA system.</td>
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# LRPP EXHIBIT IV: Performance Measure Validity and Reliability

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<td><strong>Service/Budget Entity:</strong></td>
<td>Welfare Transition and Employment Supports 60900708</td>
</tr>
<tr>
<td><strong>Measure:</strong></td>
<td>Number of fraud prevention investigations completed (M0112)</td>
</tr>
<tr>
<td><strong>Action:</strong></td>
<td>Backup for performance measure</td>
</tr>
<tr>
<td><strong>Data Sources and Methodology:</strong></td>
<td>Fraud is deception in order to secure an unlawful gain. Front-end Fraud Prevention, prior to benefit determination, is a review of client-supplied information that is suspected of containing fraudulent statements. An investigation is conducted to verify and document the facts. The measure is a count of the suspected fraud case investigations. Data Source: Departmental eligibility staff.</td>
</tr>
<tr>
<td><strong>Validity:</strong></td>
<td>This measure shows the public that an effort is being made to prevent ineligible individuals from receiving benefits to which they are not entitled.</td>
</tr>
<tr>
<td><strong>Reliability:</strong></td>
<td>Departmental staff are provided with training and written guidance in identifying possible fraudulent statements on an application for assistance. In addition, the department has established error prone profiles which are part of the modernized system. Applications meeting those identified criteria are referred to ACCESS Integrity staff for review and possible investigation. QA staff at the state level monitor each district's system annually.</td>
</tr>
</tbody>
</table>
Department: Department of Children and Families
Program: ECONOMIC SELF SUFFICIENCY SERVICES
Service/Budget Entity: Welfare Transition and Employment Supports 60900708
Measure: Percent of Optional State Supplementation (OSS) applications processed within time standards (M0114)
Action: Backup for performance measure

Data Sources and Methodology: Optional State Supplementation (OSS) is a public assistance program administered by the ESS program office that provides payments to supplement the income of indigent elderly and disabled individuals. The time standards for processing are 45 (aged) and 90 (disabled) days. Denominator: The total number of OSS applications processed. Numerator: The number of OSS applications processed within 45 and 90 days. Data Source: Applicants and departmental staff.

Validity: This indicator measures the department's ability to respond timely to requests for assistance from families and individuals.

Reliability: Internal quality reviews are completed on a sample of applications. These reviews validate the dates reported in the system.
LRPP EXHIBIT IV: Performance Measure Validity and Reliability

Department: Department of Children and Families
Program: ECONOMIC SELF SUFFICIENCY SERVICES
Service/Budget Entity: Welfare Transition and Employment Supports 60900708
Measure: Number of applications processed for Optional State Supplementation payments (M0115)
Action: Backup for performance measure

Data Sources and Methodology: Optional State supplementation (OSS) is a public assistance program administered by ESS program office that provides payments to supplement the income of indigent elderly and disabled individuals. Processing an application entails interviewing the applicant, if possible, and reviewing the application and support documentation. The measure is a count of applications that have been processed. Data Source: .

Validity: Applications for public assistance are for persons with insufficient income who are indigent elderly or disabled. If applications are processed in which the client is ineligible for benefits, the validity of the measure is threatened.

Reliability: A threat to reliability occurs when eligibility standards are interpreted differently by different reviewers.
LRPP EXHIBIT IV: Performance Measure Validity and Reliability

Department: Department of Children and Families
Program: ECONOMIC SELF SUFFICIENCY SERVICES
Service/Budget Entity: Welfare Transition and Employment Supports 60900708
Measure: Number of cash assistance participants referred to the Regional Workforce Development Boards (M0119)
Action: Backup for performance measure

Data Sources and Methodology: Regional Workforce Development Boards are defined as local employment service providers. Cash assistance participants are defined as participants receiving TANF who have a work requirement as a condition of receipt of benefits. It is the total number of cash assistance participants referred to the regional workforce development boards. Data Source: Departmental staff.

Validity: This measure indicates the number of people referred to the Regional Workforce Development Boards for employment assistance.

Reliability: Departmental staff monitor the FLORIDA system, training new public assistance workers in its use.
LRPP EXHIBIT IV: Performance Measure Validity and Reliability

Department: Department of Children and Families
Program: ECONOMIC SELF SUFFICIENCY SERVICES
Service/Budget Entity: Welfare Transition and Employment Supports 60900708
Measure: Percent of welfare transition sanctions referred by the regional work force boards executed within 10 days (M0223)
Action: Backup for performance measure
Data Sources and Methodology: Welfare transition sanctions are required when work eligible TANF recipients do not meet their work requirement. The measure is a percent. The numerator is the number of sanctions imposed timely (10 calendar days). The denominator is the total number of sanction requests received by the Department of Children and Families. Data Source: The data sources for this measure are reports from the Florida Department of Children and Family Services, and Florida On-line Recipient Integrated Data Access (FLORIDA) and the WAGES system.

Validity: Section 414.105, Florida Statutes states that recipients "...shall receive temporary assistance for episodes of not more than 24 cumulative months in any consecutive 60 month period..." The percent of requested sanctions for failure to comply with work activity is an indirect measure of the desire outcome, "... work and gain economic self-sufficiency..." Timely sanctioning of non-compliant clients provides motivation to other clients to faithfully pursue their training and job search requirements. Additionally, sanctioning frees up training and job openings for more diligent applicants who are more likely to "Work and gain economic self-sufficiency." This measure does not account for sanction requests, which may not be imposed because the client does not meet criteria for sanctioning or the client qualifies for an appeal.

Reliability: The data are derived from the data systems of the Florida Department of Children and Families. The systems are monitored for quality and reliability by personnel of the department as well as by the federal government. Additionally, new public assistance workers with the Department are given 10-12 weeks of training, 25-35% of which centers on the FLORIDA system.
LRPP EXHIBIT IV: Performance Measure Validity and Reliability

Department: Department of Children and Families
Program: ECONOMIC SELF SUFFICIENCY SERVICES
Service/Budget Entity: Welfare Transition and Employment Supports 60900708
Measure: Number of beds per day available for homeless clients (M0304)
Action: Backup for performance measure

Data Sources and Methodology: Homeless means any person without a fixed regular or adequate nighttime residence. Assisted bed means any bed assisted by an Emergency Shelter Grants or a Housing Assistance Grant. An actual physical count of number of beds done once a year when grants are awarded. Data Source: Paper copies of Grant Applications submitted annually to the Office of Homelessness in DCF.

Validity: Measures effective use of state or federal funds used to develop beds for the homeless.

Reliability: Twenty-seven continuums report this information to the Office of Homelessness each year in grant applications received in hard or electronic copy from eligible applicants.
LRPP EXHIBIT IV: Performance Measure Validity and Reliability

Department: Department of Children and Families
Program: ECONOMIC SELF SUFFICIENCY SERVICES
Service/Budget Entity: Welfare Transition and Employment Supports 60900708
Measure: Number of cash assistance applications (M0305)
Action: Backup for performance measure

Data Sources and Methodology: Cash assistance application is defined as an electronic or paper request for public assistance benefits to provide financial assistance to eligible individuals. This is a count of applications processed to the point of determination of eligibility. Data Source: Economic Self Sufficiency staff

Validity: This is a count of client (and prospective client) applications which indicates the number of clients and program workload that must be processed.

Reliability: Data quality and reliability of the FLORIDA System are monitored by department data processing personnel.
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<td>Service/Budget Entity:</td>
<td>Welfare Transition and Employment Supports  60900708</td>
</tr>
<tr>
<td>Measure:</td>
<td>Return on investment from fraud prevention/benefit recovery (M0369)</td>
</tr>
<tr>
<td>Action:</td>
<td>Backup for performance measure</td>
</tr>
<tr>
<td>Data Sources and Methodology:</td>
<td>Fraud is deception in order to secure an unlawful gain. Front-end Fraud Prevention, prior to benefit determination, is a review of client-supplied information which is suspected of containing fraud and is referred to Investigators for verification and documentation of the facts. The measure is a dollar amount. It is determined from the sum of separate calculations of the ROI for the ACCESS Integrity Program and the Benefit Recovery Program. Data Source: Front-end Fraud Prevention Fox-pro data tracking system.</td>
</tr>
<tr>
<td>Validity:</td>
<td>Saving funds through front-end fraud prevention frees up funds for truly needy and builds program's integrity.</td>
</tr>
<tr>
<td>Reliability:</td>
<td>Savings calculations and FoxPro data input is strictly regulated in policy/procedures and adherence to policy/procedures is monitored.</td>
</tr>
</tbody>
</table>
LRPP EXHIBIT IV: Performance Measure Validity and Reliability

Department: Department of Children and Families

Program: ECONOMIC SELF SUFFICIENCY SERVICES

Service/Budget Entity: Welfare Transition and Employment Supports  60900708

Measure: Percent receiving a diversion payment / service that remain off cash assistance for 12 months (M05087)

Action: Backup for performance measure

Data Sources and Methodology: Diversion payments are defined as lump sum TANF monies issued in lieu of ongoing monthly benefits with an agreement that the recipient will not request regular monthly TANF for at least three months. This measure is the percent of those diversion recipients who do not receive regular TANF for 12 months after receipt of the diversion payment.

Denominator: Count payees who received a TANF diversion payment 12 months ago.

Numerator: Of the above, a count of payees who have not participated in TANF since the diversion payment. Data Source: Economic Self-Sufficiency staff.

Validity: This measure identifies success in diverting families from enrolling in a monthly assistance program, a strategy in the Department's Strategic Plan. This may be an indication that these clients have become more self sufficient.

Reliability: Data reliability is dependent on ESS field staff coding the diversion payment accurately.
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<td>Service/Budget Entity:</td>
<td>Welfare Transition and Employment Supports 60900708</td>
</tr>
<tr>
<td>Measure:</td>
<td>Percent of TANF customers participating in work or work-related activities (M05088)</td>
</tr>
<tr>
<td>Action:</td>
<td>Backup for performance measure</td>
</tr>
<tr>
<td>Data Sources and Methodology:</td>
<td>Similar to the Federal Work Participation Rate, this measure calculates the percent of TANF adults with a work participation requirement who are meeting the required number of work participation hours each month.</td>
</tr>
<tr>
<td></td>
<td>Denominator: The number of eligible TANF adults with a work participation requirement.</td>
</tr>
<tr>
<td></td>
<td>Numerator: The number of those participating in allowable work activities for the required number of hours each month. Data Source: Regional Work Force Board field staff.</td>
</tr>
<tr>
<td>Validity:</td>
<td>This measure identifies success in increasing self sufficiency of TANF adults, a strategy intended to further the mission of the agency.</td>
</tr>
<tr>
<td>Reliability:</td>
<td>Data reliability is dependent on WFB staff accurately entering work and work related activities coding into the AWI OSST system and ESS field staff accurately recording work participation requirement code in FLORIDA.</td>
</tr>
</tbody>
</table>
LRPP EXHIBIT IV: Performance Measure Validity and Reliability

Department:  
Program:  
Service/Budget Entity:  Welfare Transition and Employment Supports  60900708
Measure:  
Action:  
Data Sources and Methodology:  
Validity:  
Reliability:  

Work able food stamp customers are defined as assistance groups receiving food stamps with a member(s) who meets work able criteria. Assistance groups are defined as individuals in the standard filing unit who are potentially eligible for benefits. Standard filing unit is defined as all individuals whose income and/or assets, and sometimes needs, are considered in the determination of eligibility for food stamps. Work able is defined as meeting the following criteria: age 18-59 and not pregnant, disabled, caring for a child under age six or attending school. Work or work-related activities are defined as working 30 hours per week or having earnings equal to 30 hours times the state minimum wage. The denominator is the number of food stamp assistance groups with at least member who has a mandatory work requirement or who has at least one member with earnings greater than or equal to 30 hours times the state minimum wage. The numerator is the number of those assistance groups who have at least one member with earnings greater than or equal to 30 hours times the minimum wage. Data Source: Economic Self Sufficiency field staff

This measure is an indicator of the system’s success in increasing the self sufficiency of food stamp recipient households.

The data is checked by Quality Assurance staff.
LRPP EXHIBIT IV: Performance Measure Validity and Reliability

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<tr>
<th>Department:</th>
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<td>Program:</td>
<td>ECONOMIC SELF SUFFICIENCY SERVICES</td>
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<tr>
<td>Service/Budget Entity:</td>
<td>Welfare Transition and Employment Supports 60900708</td>
</tr>
<tr>
<td>Measure:</td>
<td>Percent of customers who have employment entry. (M05090)</td>
</tr>
<tr>
<td>Action:</td>
<td>Backup for performance measure</td>
</tr>
</tbody>
</table>

Data Sources and Methodology: Customers are defined as TANF adult recipients. Employment entry is defined as an individual entering a wage earning job. The denominator is the number of customers unemployed throughout the prior quarter. The numerator is the number of customers who enter employment during the subsequent quarter. Data Source: Economic Self-Sufficiency

Validity: This measures increased self sufficiency of TANF families with adults, directly related to the mission of the Department.

Reliability: Reliability is dependent on ESS staff accurately determining eligibility for TANF benefits and employers accurately reporting employee earnings to the Unemployment Compensation Board.
LRPP EXHIBIT IV: Performance Measure Validity and Reliability

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<td><strong>Service/Budget Entity:</strong></td>
<td>Welfare Transition and Employment Supports  60900708</td>
</tr>
<tr>
<td><strong>Measure:</strong></td>
<td>Percent of customers who have earnings gain. (M05140)</td>
</tr>
<tr>
<td><strong>Action:</strong></td>
<td>Backup for performance measure</td>
</tr>
<tr>
<td><strong>Data Sources and Methodology:</strong></td>
<td>The sum of the gain in quarterly earnings in subsequent quarters as a percentage of the sum of the first report period quarter's earnings for TANF adults employed in both quarters. The denominator is the sum of the first report period quarter's earnings of each employed TANF adult recipient. The numerator is the sum of each subsequent quarter's earnings. Data Source: AWI central office staff</td>
</tr>
<tr>
<td><strong>Validity:</strong></td>
<td>Measures the increased self sufficiency of employed TANF adult recipients or former recipients.</td>
</tr>
<tr>
<td><strong>Reliability:</strong></td>
<td>Dependent on employers reporting earnings data timely and accurately.</td>
</tr>
</tbody>
</table>
LRPP EXHIBIT IV: Performance Measure Validity and Reliability

Department: Department of Children and Families
Program: ECONOMIC SELF SUFFICIENCY SERVICES
Service/Budget Entity: Welfare Transition and Employment Supports  60900708
Measure: Percent of customers who remain in employment (job retention). (M05141)
Action: Backup for performance measure
Data Sources and Methodology: The performance period sum of the unduplicated count of employed TANF adult recipients in each quarter who were also employed in the first and second subsequent quarters, as a percentage of the sum of the unduplicated count of employed recipients in each quarter. The denominator is the sum of the unduplicated count of employed TANF recipients in the quarter. The numerator is the sum of the unduplicated count of employed TANF recipients who were also employed in the two previous quarters. Data Source: AWI central office staff
Validity: Measures success in maintaining self sufficiency of TANF families.
Reliability: Dependent on employers reporting earnings accurately.
### LRPP EXHIBIT IV: Performance Measure Validity and Reliability

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<tr>
<td>Service/Budget Entity:</td>
<td>Welfare Transition and Employment Supports 60900708</td>
</tr>
<tr>
<td>Measure:</td>
<td>Percent of Food Stamp applications processed in accordance with Federal high performance bonus criteria. (M05181)</td>
</tr>
<tr>
<td>Action:</td>
<td>Backup for performance measure</td>
</tr>
<tr>
<td>Data Sources and Methodology:</td>
<td>The Food Stamp Program has a 7 day time standard for cases meeting expedited criteria and 30 days for all others. This measure calculates the number of applications completed within these time standards, from the original date of application, as a percentage of all applications completed in the month. Denominator: Number of Food Stamp applications processed each month. Numerator: Number of those applications completed within the 7/30 day time standard from the original date of application to the date disposed. Data Source: Economic Self-Sufficiency staff</td>
</tr>
<tr>
<td>Validity:</td>
<td>Measures effectiveness and efficiency of service delivery.</td>
</tr>
<tr>
<td>Reliability:</td>
<td>Dependent on ESS field staff to recognize and code applications as expedited or regular.</td>
</tr>
</tbody>
</table>
LRPP EXHIBIT IV: Performance Measure Validity and Reliability

Department: Department of Children and Families
Program: ECONOMIC SELF SUFFICIENCY SERVICES
Service/Budget Entity: Welfare Transition and Employment Supports  60900708
Measure: Percent of all applications for assistance processed within time standards. (M0105)
Action: Backup for performance measure

Data Sources and Methodology: Application refers to electronic or paper forms submitted by individuals for cash assistance, Medicaid or Food Stamps. Processed/disposed is defined as approved or denied. Time standards are measured from date of application to date of disposition as follows:
Cash Assistance: 45 days.
Expedited Food Stamps: 7 days.
Non-Expedited Food Stamps: 30 days.
Medicaid without disability determination: 45 days.
Medicaid with disability determination: 90 days.
Excluded from days processed are days attributed to non-agency delays such as delays in information submittal by the applicant.
Denominator: Total of all applications disposed in the month, excluding KidCare Medicaid, SUNCAP and disaster Food Stamp applications.
Numerator: The number of these applications that do not exceed the defined time standards. Data Source: Applicants and Economic Self-Sufficiency staff.

Validity: This indicator measures the department's ability to respond timely to requests for assistance from families and individuals to help meet their basic needs. Basic needs include food, shelter and medical care.

Reliability: Internal quality reviews are completed on a sample of applications. These reviews validate the dates reported in the system.
### LRPP EXHIBIT IV: Performance Measure Validity and Reliability

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<td>Service/Budget Entity:</td>
<td>Welfare Transition and Employment Supports  60900708</td>
</tr>
<tr>
<td>Measure:</td>
<td>Total number of applications processed  (M0106)</td>
</tr>
<tr>
<td>Action:</td>
<td>Backup for performance measure</td>
</tr>
<tr>
<td>Data Sources and Methodology:</td>
<td>The applications are for economic assistance e.g., food stamps, Medicaid, cash assistance and others. Processed means that the person in need of economic assistance has been interviewed; his or her application has been analyzed by ESS staff; and the person's eligibility has been determined. This measure is an unduplicated count of applications approved and denied, extracted from the FLORIDA System. It is the denominator of M0105, percent of all applications processed within time standards. Data Source: FLORIDA System</td>
</tr>
<tr>
<td>Validity:</td>
<td>This measure counts the number of applications that go through the eligibility determination process. It is an input measure for calculating other measures related to processed applications. The goal intention to increase the number can misdirect the processing activity as an increase may encourage quantity over quality. Conversely, a decrease may improve the score on measures that are percentages of success.</td>
</tr>
<tr>
<td>Reliability:</td>
<td>Inconsistencies in processing applications can occur when staff interprets eligibility guidelines differently.</td>
</tr>
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**LRPP EXHIBIT IV: Performance Measure Validity and Reliability**

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<td>Service/Budget Entity:</td>
<td>Welfare Transition and Employment Supports 60900708</td>
</tr>
<tr>
<td>Measure:</td>
<td>Percent of food stamp benefits determined accurately (M0107)</td>
</tr>
<tr>
<td>Action:</td>
<td>Backup for performance measure</td>
</tr>
<tr>
<td>Data Sources and Methodology:</td>
<td>Food stamps are public assistance benefits disbursed electronically to eligible clients. Accuracy rate is defined as a review of an household's eligibility determination to verify that the determination and correct amount of benefits have been authorized and received. It is verified by Food Stamp case reviews conducted by the DCF Office of Quality Control (QC). Florida uses the National Integrated Quality Control System to transmit Florida data from QC to the US Department of Agriculture, Food and Nutrition Service on a monthly basis. The QC internal web-based system is used to collect and store data. For the districts, the measure is a percentage, calculated by taking the total dollar value of food stamp benefits provided accurately (numerator) and dividing by the total dollar value of food stamp benefits provided (denominator). For the state, the accuracy rate is weighted based upon district stratification. Data Source: FLORIDA system, client interviews and collateral contacts to verify information.</td>
</tr>
<tr>
<td>Validity:</td>
<td>QC conducts reviews according to a plan approved by the Food and Nutrition Service of the US Department of Agriculture. If a state's food stamp accuracy rate is lower than the national tolerance level for two consecutive years, the state is subject to federal monetary penalties.</td>
</tr>
<tr>
<td>Reliability:</td>
<td>Accuracy is calculated on a statewide basis; although the error rate is not reliable on a district basis, stratified oversampling allows the district data to be used for indication of problem areas.</td>
</tr>
</tbody>
</table>
LRPP EXHIBIT IV: Performance Measure Validity and Reliability

Department: Department of Children and Families
Program: ECONOMIC SELF SUFFICIENCY SERVICES
Service/Budget Entity: Welfare Transition and Employment Supports 60900708
Measure: Percent of cash assistance benefits determined accurately (M0108)
Action: Backup for performance measure

Data Sources and Methodology: Cash assistance is a benefit to eligible individuals for a limited time. Eligibility for cash assistance is based upon federal law requirements for Temporary Assistance for Needy Families (TANF) and refugee adults and families. The measure is a percentage, calculated by taking the total dollar value of cash assistance provided accurately (numerator) and dividing by the total dollar value of cash assistance provided (denominator) for the time period. Data Source: FLORIDA System

Validity: This measures the accuracy of the process used to determine the eligibility of cash assistance applicants. A sample approximates the performance of the total population; it is likely to contain some error. However, if the sample is selected in a way that every element in the population has an equal and independent chance of being selected, the amount of error can be estimated.

Reliability: Reliability is dependent upon public assistance workers interpreting benefits requirements consistently across districts and reviewers applying equivalent standards in all monitorings.
LRPP EXHIBIT IV: Performance Measure Validity and Reliability

Department: Department of Children and Families
Program: ECONOMIC SELF SUFFICIENCY SERVICES
Service/Budget Entity: Welfare Transition and Employment Supports 60900708
Measure: Percent of suspected fraud cases referred that result in front-end fraud prevention savings (M0110)
Action: Backup for performance measure

Data Sources and Methodology: Suspected fraud cases are those meeting specific error prone profiles such as expenses continually exceeding available income. Once identified, these cases are referred to a fraud unit for review. Savings are defined as benefits that are not issued because of the detection of client misrepresentation. Denominator: The total number of cases which meet the error prone profiles that are referred for review. Numerator: The total number of cases which meet the error prone profiles that are referred for review that result in savings. Data Source: ESS Fraud Prevention staff

Validity: The intent of this measure is to ensure that significant effort is devoted to the proper use of taxpayer money to meet the needs of only those who are eligible. The threat to the validity of this measure is that the data is limited to only those cases that produce savings.

Reliability: Central Office Quality Assurance and district staff both monitor local Fraud Units to validate that data is entered into the system correctly and accurately reflects individual employee and unit performance.
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<td><strong>Service/Budget Entity:</strong></td>
<td>Welfare Transition and Employment Supports 60900708</td>
</tr>
<tr>
<td><strong>Measure:</strong></td>
<td>Dollars collected through Benefit Recovery (M0111)</td>
</tr>
<tr>
<td><strong>Action:</strong></td>
<td>Backup for performance measure</td>
</tr>
<tr>
<td><strong>Data Sources and Methodology:</strong></td>
<td>Benefit Recovery dollars are monies collected by the department that have been issued through client misrepresentation or department/client error. The measure is a count, the sum of the dollar value collected on established benefit recovery claims. Data Source: Benefit Recovery System (interfaces with FLORIDA)</td>
</tr>
<tr>
<td><strong>Validity:</strong></td>
<td>This measure shows the public that the department recoups the value of benefits issued in error.</td>
</tr>
<tr>
<td><strong>Reliability:</strong></td>
<td>The department's Benefit Recovery staff monitor the data in the Benefit Recovery System (BRS) on a routine basis.</td>
</tr>
</tbody>
</table>