

# Child Protective Investigations Monthly Scorecard

## September 2014

|                  |   | Workload Management          |                           | Time Standards                       |                                |                                     |   |                                |   | Safety Outcome |
|------------------|---|------------------------------|---------------------------|--------------------------------------|--------------------------------|-------------------------------------|---|--------------------------------|---|----------------|
|                  |   |                              |                           | 1. Response Time: Immediate Priority | 2. Response Time: 24 Hours     | 3. Alleged Victims Seen in 24 Hours | 4. Submission for 45-Day Review by Supervisor | 5. Completion of Investigation | 6. No Recurrence of Maltreatment in 6 Mo. |                |
|                  |   | Standard:                    |                           | 98.0%                                | 99.5%                          | 85.0%                               | 98.0%   | 99.0%                          | 94.6%                                     |                |
|                  |   | Active on September 30, 2014 |                           | Received September 2014              | Received September 2014        | Received September 2014             | Closed September 2014                         | Received July 2014             | Received January 2014                     |                |
| Circuit/ SO      | Counties  | Average Active per CPI       | % of CPIs >15 Active Inv. | % Immediate Commenced <=4 Hours      | % 24 Hour Commenced <=24 Hours | % Seen <=24 Hours                   | % Submitted <=45 Days                         | % Completed <=60 Days          | % No Recurrence                           |                |
| 1                | Escambia, Okaloosa, Santa Rosa, Walton                          | 16.23                        | 49.30%                    | 100.00%                              | 100.00%                        | 86.45%                              | 96.33%  | 97.95%                         | 93.71%                                    |                |
| 14               | Bay, Calhoun, Gulf, Holmes, Jackson, Washington                 | 15.42                        | 47.22%                    | 97.83%                               | 98.28%                         | 86.07%                              | 56.40%  | 80.21%                         | 96.49%                                    |                |
| 2                | Leon, Gadsden, Jefferson, Wakulla, Liberty, Franklin            | 20.96                        | 64.00%                    | 92.73%                               | 98.65%                         | 77.61%                              | 46.54%  | 71.38%                         | 96.72%                                    |                |
| 3                | Columbia, Dixie, Hamilton, Lafayette, Madison, Suwannee, Taylor | 17.00                        | 63.64%                    | 94.74%                               | 100.00%                        | 82.10%                              | 91.39%  | 89.74%                         | 95.08%                                    |                |
| 8                | Alachua, Baker, Bradford, Gilchrist, Levy, Union                | 12.55                        | 31.58%                    | 92.73%                               | 100.00%                        | 90.09%                              | 89.86%  | 92.42%                         | 93.46%                                    |                |
| 4                | Clay, Duval, Nassau   | 12.96                        | 38.74%                    | 95.45%                               | 99.89%                         | 87.77%                              | 89.48%  | 99.53%                         | 97.37%                                    |                |
| 7                | Flagler, Putnam, St. Johns, Volusia                             | 14.17                        | 48.81%                    | 96.12%                               | 99.82%                         | 91.80%                              | 91.27%  | 93.54%                         | 95.63%                                    |                |
| 5                | Citrus, Hernando, Lake, Marion, Sumter                          | 14.15                        | 51.85%                    | 96.18%                               | 99.72%                         | 91.49%                              | 50.44%  | 89.74%                         | 90.27%                                    |                |
| 9                | Orange, Osceola   | 18.28                        | 65.45%                    | 98.25%                               | 99.64%                         | 88.07%                              | 89.25%  | 97.30%                         | 92.71%                                    |                |
| 18-SSO           | Seminole  | 8.82                         | 20.59%                    | 100.00%                              | 99.35%                         | 89.17%                              | 86.69%  | 96.18%                         | 94.83%                                    |                |
| 18-DCF           | Brevard   | 13.28                        | 50.82%                    | 97.75%                               | 100.00%                        | 91.64%                              | 90.12%  | 94.59%                         | 96.34%                                    |                |
| 10               | Hardee, Highlands, Polk   | 16.80                        | 64.06%                    | 98.45%                               | 99.66%                         | 92.96%                              | 71.97%  | 97.65%                         | 96.18%                                    |                |
| 19               | Indian River, Martin, Okeechobee, St. Lucie                     | 13.59                        | 40.91%                    | 94.87%                               | 99.73%                         | 92.61%                              | 95.35%  | 99.17%                         | 91.92%                                    |                |
| 6-PaSO           | Pasco   | 14.93                        | 56.82%                    | 100.00%                              | 100.00%                        | 88.87%                              | 96.66%  | 99.23%                         | 97.35%                                    |                |
| 6-PISO           | Pinellas  | 8.27                         | 4.88%                     | 94.06%                               | 99.83%                         | 93.25%                              | 99.37%  | 99.69%                         | 95.39%                                    |                |
| 13-HSO           | Hillsborough  | 11.93                        | 41.30%                    | 84.57%                               | 100.00%                        | 93.52%                              | 92.40%  | 99.27%                         | 91.70%                                    |                |
| 12-MSO           | Manatee   | 12.23                        | 30.00%                    | 93.75%                               | 100.00%                        | 94.05%                              | 89.07%  | 96.25%                         | 95.05%                                    |                |
| 12-DCF           | Sarasota, DeSoto  | 13.64                        | 39.29%                    | 97.44%                               | 99.52%                         | 80.00%                              | 88.61%  | 100.00%                        | 95.95%                                    |                |
| 20               | Charlotte, Collier, Glades, Hendry, Lee                         | 13.19                        | 35.29%                    | 96.33%                               | 99.85%                         | 85.27%                              | 91.75%  | 98.97%                         | 96.84%                                    |                |
| 15               | Palm Beach  | 12.76                        | 37.08%                    | 94.74%                               | 99.86%                         | 94.09%                              | 99.26%  | 99.71%                         | 96.15%                                    |                |
| 17-BSO           | Broward   | 21.24                        | 79.75%                    | 94.49%                               | 99.79%                         | 85.14%                              | 98.63%  | 98.68%                         | 92.23%                                    |                |
| 11               | Miami-Dade  | 13.45                        | 47.24%                    | 96.45%                               | 99.66%                         | 85.82%                              | 89.95%  | 93.26%                         | 92.84%                                    |                |
| 16               | Monroe  | 7.25                         | 0.00%                     | 100.00%                              | 100.00%                        | 97.96%                              | 100.00%                                       | 95.45%                         | 93.10%                                    |                |
| <b>State</b>     |   | <b>14.19</b>                 | <b>45.80%</b>             | <b>95.52%</b>                        | <b>99.76%</b>                  | <b>89.07%</b>                       | <b>87.56%</b>                                 | <b>95.82%</b>                  | <b>94.35%</b>                             |                |
| <b>Red Zone:</b> |   | <b>14.0</b>                  | <b>40.0%</b>              | <b>95.0%</b>                         | <b>99.0%</b>                   | <b>80.0%</b>                        | <b>90.0%</b>                                  | <b>97.0%</b>                   | <b>93.0%</b>                              |                |

- Percent of CPIs with Over 15 Active Investigations. Source: FSFN ad hoc report prepared by Child Welfare data support unit
- Immediate Response. "If it appears that the immediate safety or well-being of a child is endangered, that the family may flee or the child will be unavailable for purposes of conducting a child protective investigation, or that the facts otherwise so warrant, the department shall commence an investigation immediately, regardless of the time of day or night." (s. 39.201(5), F.S.) Response Priority reflects adjustments made by CPI Supervisors, as provided in Rule 65C-29.003, F.A.C.
- 24-Hour Response Time: "In all other child abuse, abandonment, or neglect cases, a child protective investigation shall be commenced within 24 hours after receipt of the report." (s. 39.201(5), F.S.)  
Response time for Indicators 2 and 3 is measured from the Command Center Decision Date and Time until CPI Commencement Date and Time. Source for Indicators 2 and 3: FSFN ad hoc report prepared by Child Welfare data support unit
- Alleged Victims Seen in 24 Hours. The CPI "shall make reasonable efforts to locate a family . . ." Rule 65C-29.013, F.A.C. Source: FSFN production report, "Child Investigation Alleged Victims Seen by Time."
- Submission for 45-Day Review by Supervisor. Source: FSFN ad hoc report prepared by Child Welfare data support unit.
- Completion of Investigation. "The department shall complete its protective investigation within 60 days after receiving the initial report, unless . . . [death, missing, criminal investigation]." (s. 39.301(19), F.S.)  
Source: FSFN production report, "Child Investigations Completed (Entry Cohort)."
- No Recurrence of Maltreatment in 6 Mo. Based on the federal non-recurrence measure, which has a national standard of 94.6%. Source: Non-Recurrence of Maltreatment Trend Report - Prepared by Child Welfare data support unit.