

Quantitative Measures of a Robust SDM[®] Implementation

Quantitative Versus Qualitative

Quantitative: Who, what, when, where
Qualitative: Why, how

Quantitative Benchmarks by Program Area¹

Program Area	SafeMeasures [®] Reports	60-Day Benchmark	Six-Month Benchmark
Intake	Hotline Tool Completion	96%	
	Hotline Screening Overrides	5% – 10%	
	CWS and SDM Hotline Screening Decision Agreement	93%	
Emergency Response	Safety and Risk Completion at Referral Closure	90%	95%
	Safety Assessment Completion	90%	
	Risk Assessment Completion	92%	
	Risk Assessment Overrides	5% – 10%	
	Decision to Promote at Investigation Closure	85%	
Court/VFM	Risk Reassessment Timeliness Prior to Case Plan	*	90%
	FSNA Timeliness Prior to Case Plan	*	75%
Ongoing	Risk Reassessment Timeliness Prior to Case Plan	*	90%
	FSNA Timeliness Prior to Case Plan	*	75%
	Safety Assessment Completion Prior to Case Closing	100%	100%

*Note: No benchmark provided. Because these reports are linked to case plan completion, initial performance would vary based on how many case plans were due in the first 60 days.

¹ Numbers are based on the 2015 average performance of California counties that use the Structured Decision Making[®] (SDM) system.