FLORIDA SCHOOLS SAFETY PORTAL & SOCIAL MEDIA MONITORING

FAMIS Summer Conference 2022

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1

Agenda

- Introduction

- Social Media Monitoring
  - Keywords and Geolocation
  - Notifications
  - Statistics
  - New Information

- Florida Schools Safety Portal
  - Status
  - Authorizations
  - Enhancements

Introduction

Required by 1001.212(6)-(9), Florida Statutes

- Coordinate with the Department of Law Enforcement to provide a centralized integrated data repository and data analytics resources.

- Improve access to timely, complete and accurate information.

- Integrate data from:
    - Social Media
    - Department of Children and Families
    - Department of Law Enforcement
    - Department of Juvenile Justice, and
    - Local law enforcement

- Available to threat assessment teams for schools across the state of Florida to improve access to timely, complete and accurate information by authorizing school threat assessment teams to swiftly identify, assess and provide intervention services for individuals whose behavior may pose a threat to themselves or others.

Social Media Monitoring (SMM) Tool

- Allows school threat assessment teams to identify, assess and provide intervention services for individuals whose behavior may pose a threat to themselves or others

- Report suspicious activities to the proper authorities within the school district based on their Threat Assessment Plan
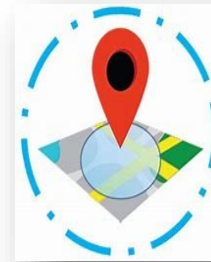
Social Media Monitoring Tool

Real-Time Monitoring	Keyword Searching	Dashboard Monitoring	Geo Fencing	Notifications
Adjusts for Growth	Sites Monitored	Multi-Languages	Secure System	Compiles Data

Social Media Monitoring Tool

Features

- Real-time monitoring

- Customizable dashboards

- Unlimited keyword searches

- Geo-fencing

- Notifications configured at the state, district and school level

- Constantly expanding sites monitored

Examples of Social Media Sites Monitored

- Twitter

- Facebook

- Instagram

- YouTube

- Reddit

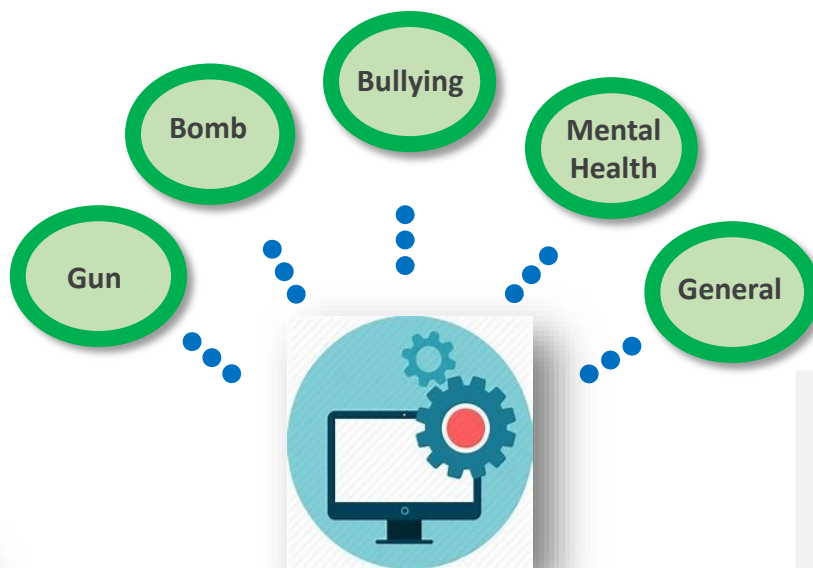- Flickr

- Google+

- Pinterest

Other Examples Monitored

- Major news sites and local news

- Blogs: Millions

- Forums: Hundreds of thousands

- Customer review sites

- Regional and miscellaneous networks

6

Keywords & Geolocation

System includes keywords for the five topic types:

- Gun
- Bomb
- Bullying
- Mental Health
- General

Bullying

Bomb

Mental Health

Gun

General

System includes existing school specific data:

- When posts target a specific school, notifications are sent to that District/School.

- Geo-fencing/geolocation data is provided by a social media platform to identify posts happening on or near the school.

Uses geo-tags defined at multiple levels depending on district population density

7

Identity-Based Monitoring

Status	Keyword	Location	Identity
Captured ✔	Captured only if the name of the entity is named in the threat: "I'm going to hurt someone at Westfield High."	Captured only if the threat is made when the individual is within the geo-fenced location on or near the school.	Individual's handle is logged if threat is made on social media within defined geo-fence. Threats are then tracked from any location.
Not Captured ✘	Not captured if no keywords show it is a threat against a specific school.	Not captured if threat is made from individual's home.	
When threats happen outside of the location and the profile is captured, then regardless of location all social chatter from this identity will be captured.			

Notifications

District Notifications

Districts provide Threat Assessment Team contact information

NEW! **Vendor Providing Monitoring Assistance**

E-mail

Notifications sent to the district based on Threat Assessment Plan

State Notifications

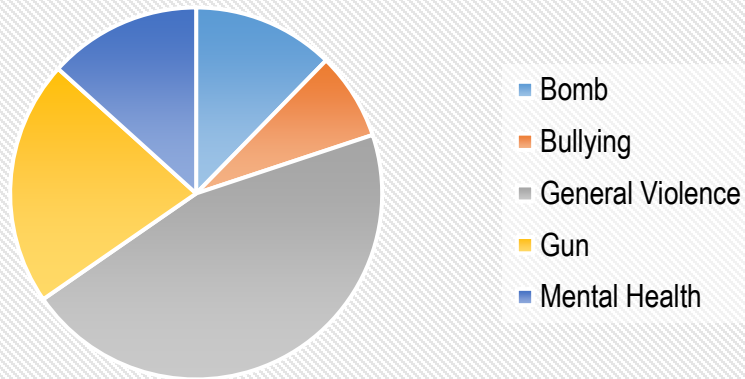Social Media Monitoring data compiled for the state

Secure API

Subsequently stored for the Florida Schools Safety Portal

Social Media Monitoring Statistics

Social Media Monitoring Alerts Summary

Data Range: February 26, 2021 through February 25, 2022

Total Alerts by Category

- Bomb
- Bullying
- General Violence
- Gun
- Mental Health

Total Districts Participating: **43**   Total District/School Alerts: **151,386**

Category	Total Reviewed	Total Escalated
a) Bomb	18,636	2
b) Bullying	11,497	18
c) General Violence	68,827	22
d) Gun	32,283	28
e) Mental Health	20,143	19

District Name	# of Mentions Reviewed	# of Mentions Escalated
Baker	170	
Bay	2,597	
Bradford	386	
Brevard	10,163	7
Charlotte	1,391	
Citrus	1,145	
Clay	1,182	1
Columbia	703	
Desoto	236	
Duval	13,333	8
Flagler	569	1
FLVS	1,400	2
Franklin	121	
FSDB	1,367	
Gadsden	191	
Hamilton	108	
Hernando	3,929	3
Hillsborough	31,460	16
Holmes	162	
Jefferson	385	
Lafayette	366	
Lake	1,634	2
Lee	7,528	6

District Name	# of Mentions Reviewed	# of Mentions Escalated
Leon	7,775	4
Liberty	31	1
Madison	594	
Manatee	322	
Monroe	870	
Nassau	219	
Okeechobee	732	1
Orange	28,556	15
Osceola	3,797	3
Pasco	4,600	3
Polk	7,105	3
Putnam	301	
Seminole	3,952	2
St Johns	2,808	1
St Lucie	3,536	
Sumter	196	
Suwannee	72	
UF Lab School	88	
Volusia	5,094	10
Washington	212	
Total	**151,386**	**89**

10

Notifications

The FDOE worked with the SMM tool vendor to provide additional assistance with the monitoring of alerts. This was to assist districts by escalating items based on Tiers (indicating alert urgency). Mentions were deemed threats and escalated using the following criteria:

Tier I (Critical)
Categories: Gun, Bomb, & General Violence
Posts pertaining to guns, bombs, weapons, knives, physical assault, planning violent activities that could cause harm to others or themselves, threats, etc. will constitute mentions that fall into Tier I.

Tier II (Urgent)
Categories: Bullying & Mental Health
Posts pertaining to harassment, bullying, depression, suicide, constant anger, living in fear, teasing, etc. will constitute mentions that fall into Tier II.

Two analysts were hired to review each social media mention that was flagged as an alert.

Florida Department of Education — fldoe.org

Florida Schools Safety Portal (FSSP)

- The Florida Schools Safety Portal (FSSP) enacts the Marjory Stoneman Douglas Commission's recommendation to improve access to timely, complete and accurate information by authorizing school threat assessment teams to swiftly identify, assess and provide intervention services for individuals whose behavior may pose a threat to themselves or others.

- The FSSP will not be used to label students as potential threats, but rather is a tool to evaluate the seriousness of reported or identified threats and to assist in getting professional help when necessary.

Florida Schools Safety Portal

Purpose of the system:

- Promote school safety.

- Enhance coordination between state/local law enforcement and education entities.

- Prevent gun violence.

Authorized users will access one system that will query from multiple data sources:

- School Environmental Safety Incident Reporting (SESIR) Data

- FortifyFL (Suspicious Activity Reporting) Data

- Social Media Monitoring Data

- Florida Department of Children and Families (DCF) Baker Act Data

- Florida Department of Law Enforcement (FDLE) System Links

Florida Schools Safety Portal Data

Florida Schools Safety Portal (FSSP)

FDOE School Environmental Safety Incident Reporting Data (SESIR)

FortifyFL Suspicious Activity Reporting Data

Social Media Monitoring Data

FDLE Law Enforcement Data

DCF Baker Act Data

Florida Schools Safety Portal

- The Florida Schools Safety Portal provides real-time access to information to quickly avert a reported or identified threat.

- Only users already authorized to access criminal justice data will be able to access the information via the portal.

- Information is temporarily displayed to authorized users for only 30 minutes and a screen timeout will immediately log inactive users out of the system.

- Authorized users will not be able to download or store information. The portal does not store information about students' race, religion, disability or sexual orientation.

- Access to data is governed by applicable state and federal privacy laws.

- Threat assessment team members must undergo complete training and sign user agreements to obtain access to data.

15

Florida Schools Safety Portal Status

User Authorization Process:

- District Agreement

- Individual Agreement

- Security Awareness Training

- Role Alignment – Single Sign-On vs. Individual Form

- **User Authorization Tips:**

  - Agents review authorization requests daily.

  - Complete agreements in its entirety.

  - Agreement changes must be reviewed/approved by our General Counsel.

  - Information technology (IT) staff who serve as FSSP administrators should not access the portal unless they are threat assessment team members.

16

Florida Schools Safety Portal Status

District Agreement

Must be completed by the Superintendent.

Individual Agreement

Must be completed by the Threat Assessment Team Member.

Security Awareness
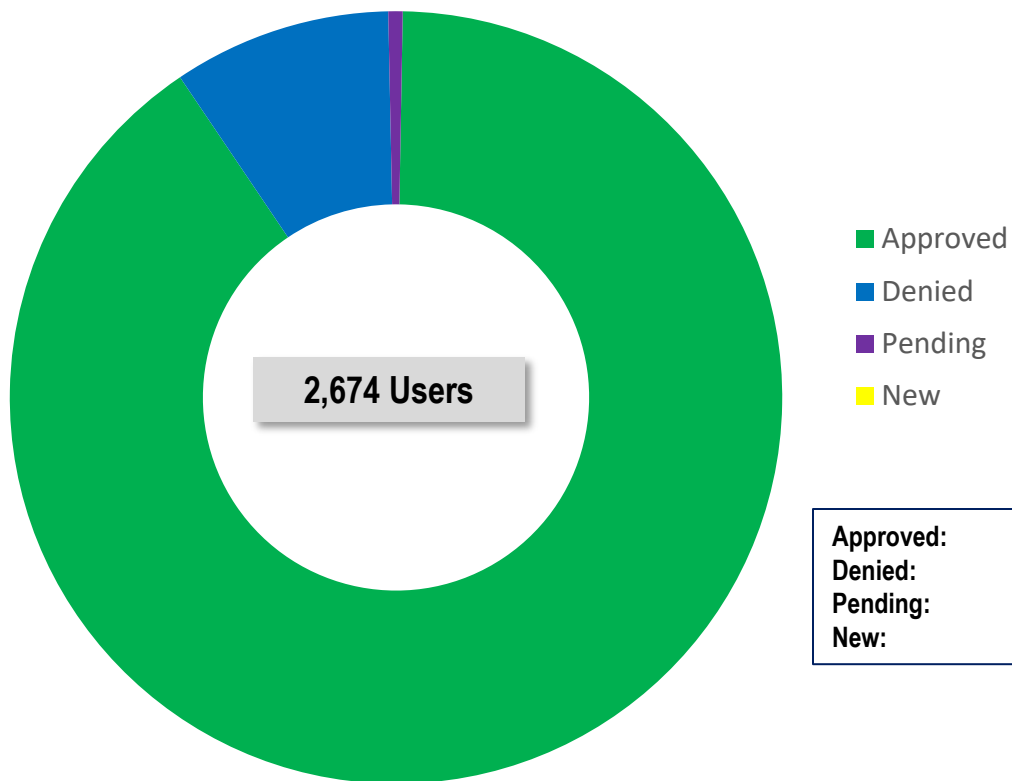
Security Awareness Training required annually.

Single Sign-On Roles

Application Access & User Roles must be granted by Local SSO Admins.

Florida Schools Safety Portal Status

FSSP User Authorization Summary

2,674 Users

- Approved
- Denied
- Pending
- New

Approved:	2,414
Denied:	244
Pending:	16
New:	0

Florida Schools Safety Portal Status

Florida School Safety Portal Daily Status
Status as of 05.16.2022

District	Total Requests	In Queue	Out of Queue	In Queue		Out of Queue	
				New	Pending	Approved	Denied
Alachua	3	0	3	0	0	2	1
Bradford	51	0	51	0	0	33	18
Brevard	1	1	0	0	1	0	0
Broward	771	0	771	0	0	672	99
Calhoun	24	0	24	0	0	24	0
Charlotte	116	0	116	0	0	114	2
Citrus	144	0	144	0	0	139	5
Clay	2	0	2	0	0	0	2
Collier	3	0	3	0	0	3	0
Columbia	2	0	2	0	0	2	0
Dade	4	0	4	0	0	4	0
Desoto	13	0	13	0	0	13	0
Dixie	13	0	13	0	0	13	0
Escambia	2	0	2	0	0	2	0
FAU Lab Sch	1	0	1	0	0	1	0
FLVS	51	0	51	0	0	50	1
Franklin	8	0	8	0	0	7	1
FSDB	14	0	14	0	0	14	0
FSU Lab Sch	18	0	18	0	0	18	0
Gilchrist	20	0	20	0	0	20	0
Glades	17	12	5	0	12	0	5
Hillsborough	1	0	1	0	0	1	0
Indian River	51	0	51	0	0	48	3
Jackson	3	0	3	0	0	2	1
Jefferson	2	0	2	0	0	2	0
Lee	4	0	4	0	0	4	0
Leon	2	0	2	0	0	1	1
Levy	56	0	56	0	0	53	3
Madison	2	0	2	0	0	1	1
Manatee	287	0	287	0	0	267	20
Marion	3	0	3	0	0	3	0
Martin	109	0	109	0	0	103	6

| District	Total Requests	In Queue	Out of Queue	In Queue		Out of Queue	
				New	Pending	Approved	Denied
Nassau	26	0	26	0	0	18	8
Okaloosa	1	1	0	0	1	0	0
Okeechobee	71	0	71	0	0	64	7
Osceola	1	0	1	0	0	1	0
Palm Beach	6	0	6	0	0	6	0
Pasco	504	0	504	0	0	480	24
Pinellas	6	0	6	0	0	6	0
Polk	2	0	2	0	0	2	0
Putnam	93	0	93	0	0	70	23
Sarasota	2	2	0	0	2	0	0
Seminole	1	0	1	0	0	1	0
St. Johns	16	0	16	0	0	13	3
St. Lucie	4	0	4	0	0	2	2
Suwannee	22	0	22	0	0	20	2
Taylor	3	0	3	0	0	3	0
UF Lab Sch	5	0	5	0	0	4	1
Union	2	0	2	0	0	2	0
Walton	98	0	98	0	0	96	2
Washington	13	0	13	0	0	10	3
Overall Count	**2674**	**16**	**2658**	**0**	**16**	**2414**	**244**

Legend

New	- Records that have been Newly received for processing.
Pending	- Records that are Pending follow-up from the district.
Approved	- Records that have been Approved after review.
Denied	- Records that have been Denied after review.
Inactive	- Non-participating districts

Florida Schools Safety Portal Status

Inactive Districts

Inactive Districts

District	
Baker	INACTIVE
Bay	INACTIVE
Duval	INACTIVE
Famu Lab School	INACTIVE
Flagler	INACTIVE
Gadsden	INACTIVE
Gulf	INACTIVE
Hamilton	INACTIVE
Hardee	INACTIVE
Hendry	INACTIVE
Hernando	INACTIVE
Highlands	INACTIVE
Holmes	INACTIVE
Lafayette	INACTIVE
Lake	INACTIVE
Liberty	INACTIVE
Monroe	INACTIVE
Okaloosa	INACTIVE
Orange	INACTIVE
Santa Rosa	INACTIVE
Sumter	INACTIVE
Volusia	INACTIVE
Wakulla	INACTIVE

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20
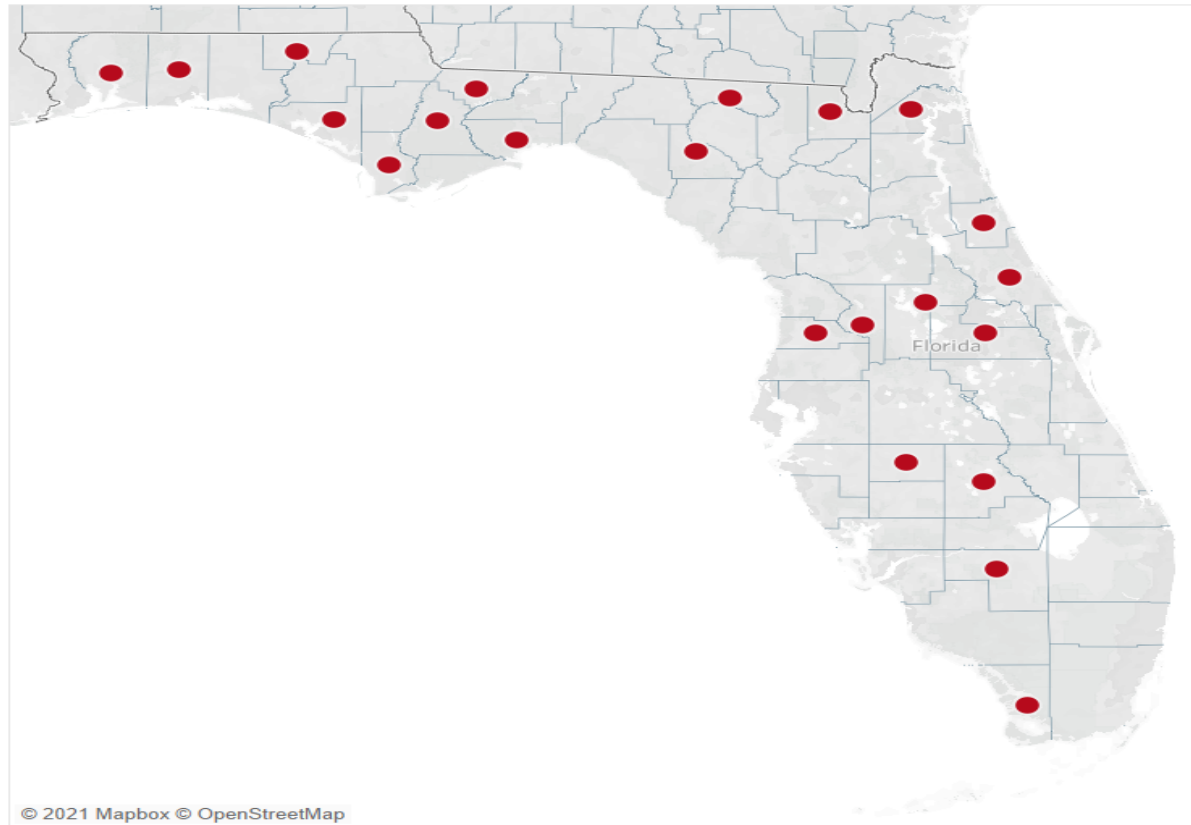
Florida Schools Safety Portal Enhancements

- **User Authorization Process Enhancements:**
    - Streamlining the authorization and access process.
    - Reviewing and refining the security awareness training process.
    - Transitioning from manual agreements to electronic forms.
    - Providing demo search capabilities for users.
    - Making approval status/progress clearly available.
    - Improving the application renewal process.
    - Programmatically validating form submissions gaps.

    - Future Enhancement: Adding data sources and connectors.

21

System Disclaimer

Search Screen

Florida Schools Safety Portal Search

Mental Health data requires you to submit a SSN.
If you submit your search now, Mental Health data will not be searched.

Florida Schools Safety Portal Search Input

First Name

ABCTest

Last Name

DEFStudent1

Date Of Birth

📅 01/04/1996   X

Identifier

Identification Number

School District

NOT SELECTED

🔍 Search   Mental Health data requires you to submit a SSN.
If you submit your search now, Mental Health data will not be searched.

Data Source Status

Data Source	Status
SESIR	〽️●
FortifyFL	〽️●
Baker Act	〽️●
Social Media	〽️●

Alerts

A quick look into important keywords contained in your search results.

Gun   Bully   Knife   Violence   Bomb   Trespass   Assault

Battery   Fight

Result Filter

Filter all returned results to show only records which contain the text you input below.

🔍 Quick Search Criteria   X

Total Records Found Per Source

SESIR Data 6   Social Media 1   FortifyFL Data 4

23

Search Screen

Degrees of Certainty

A programmatical scoring that can help in determining relevancy of each returned record.

IMPORTANT: Please make sure all returned records are analyzed appropriately.

Explanation	Number Of Records
Records with an orange background scored between 45% and 80% when evaluated against your provided input criteria.	7
Records with no special formatting scored lower than 45% when evaluated against your provided input criteria.	4

SESIR Data

Score	First Name	Middle Name	Last Name	Birth Date	Student ID	FL
65	ABCTEST		DEFSTUDENT1	19960104	98471	FL
65	ABCTEST		DEFSTUDENT1	19960104	98471	FL
60	ABCTEST		DEFSTUDENT1	19190104	98471	FL
60	ABCTEST	E	DEFSTUDENT1	19190104	98471	FL
53	ABCTESTS		DEFSTUDENT1	19960103	98471	FL
36	ABCTESTER		DEFSTUDENT2	19860708	03575	FL

FortifyFL

Score	Date Posted	School Name	County	Reported By	Notes
50	2019-04-04..	SAMPLE A..	ALACHUA		Follow-up notes taken by SRO John Smith |SAMPLE AC
50	2019-04-04..	SAMPLE A..	ALACHUA		Follow-up notes taken by SRO John Smith |SAMPLE AC
10	2019-04-04..	SAMPLE HI..	BRADFORD		Follow-up notes taken by SRO John Smith |SAMPLE HI
10	2019-04-04..	SAMPLE HI..	BRADFORD		Follow-up notes taken by SRO John Smith |SAMPLE HI

Social Media

Score	Date Posted	Title	Text	UF
10	2019-06-2..	Distinguished Pan..	Fake University, today announced the panel of experts for the 2020 Scho..	

Baker Act Data

Score	First Name	Middle Name	Last Name	SSN	Date Of Birth	Da Ex
Not found						

24

Law Enforcement Links

Cybersecurity

- Strict data governance and security measures safeguard the protection of confidential education, health and law enforcement records, and ensures compliance with applicable state and federal privacy requirements in accordance with rules adopted by the respective source agencies.

- Every effort has been made to put proper preventative measures in place including security protocols and access controls to monitor and ensure data is protected.

- Web based training is required that includes topics on FSSP data security.

- Role based authentication is implemented so users are only authorized access to specific data.

- A disclaimer is displayed that must be accepted prior to final authentication into the FSSP dashboard.

www.FLDOE.org

Division of Technology and Innovation

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