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# FLORIDA SCHOOL SAFETY PORTAL AND SOCIAL MEDIA MONITORING

Florida Association of Management Information Systems

**FAMIS Summer Conference 2023**

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# Agenda

- Introduction
- Social Media Monitoring
  - Keywords and Geolocation
  - Notifications
  - Statistics
- Florida School Safety Portal
  - Status
  - Authorization Steps
  - Enhancements



# Introduction

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

- Coordinate with the Florida 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.
  - Florida Department of Children and Families (DCF).
  - Florida Department of Law Enforcement (FDLE).
  - Florida Department of Juvenile Justice (DJJ).
  - 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.



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## Social Media Monitoring (SMM) Tool

- Allows school threat assessment teams to identify and assess potential threats.
- Reports 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



Geofencing



Notifications



Adjusts for Growth



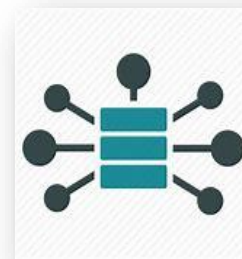
Sites Monitored



Multiple Languages



Secure System



Compiles Data

# Social Media Monitoring Tool

## Features

- Real-time monitoring
- Customizable dashboards
- Unlimited keyword searches
- Geofencing
- 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

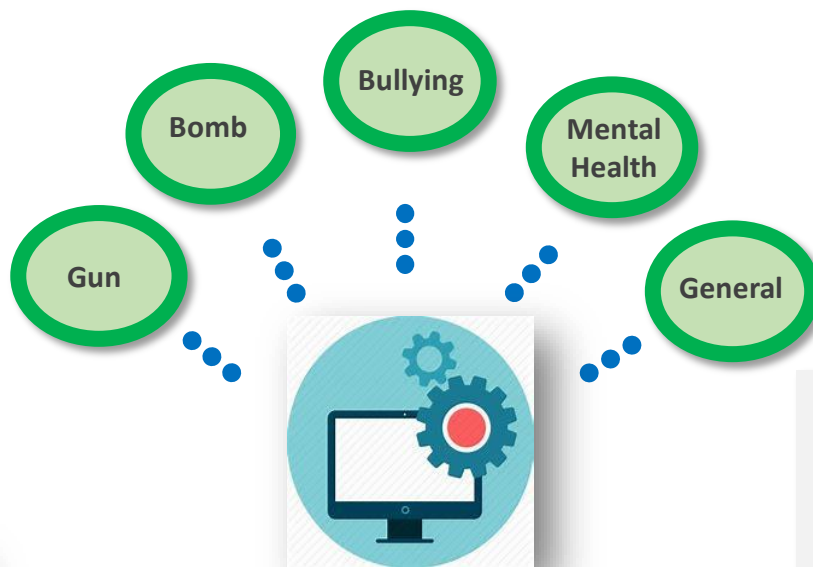
## Other Examples Monitored

- Major news sites and local news
- Blogs: Millions
- Forums: Hundreds of thousands
- Customer review sites
- Regional and miscellaneous networks

# Keywords and Geolocation

System includes keywords for the five topic types:

- Gun
- Bomb
- Bullying
- Mental Health
- General





System includes existing school-specific data:

- When posts target a specific school, notifications are sent to that district/school.
- Geofencing/geolocation data is provided by a social media platform to identify posts happening at or near the school.



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

# Identity-Based Monitoring

Status	Keyword	Location	Identity
<p><b>Captured</b></p> 	<p>Captured only if the name of the entity is named in the threat: "I'm going to hurt someone at Westfield High."</p>	<p>Captured only if the threat is made when the individual is within the geo-fenced location at or near the school.</p>	<p>Individual's handle is logged if threat is made on social media within defined geo-fence. Threats are then tracked from any location.</p>
<p><b>Not Captured</b></p> 	<p>Not captured if no keywords show it is a threat against a specific school.</p>	<p>Not captured if threat is made from an individual's home.</p>	

When threats happen outside of the geo-fenced 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.



Email



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 School Safety Portal.

# Notifications



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

The Florida Department of Education (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 and General Violence**

Posts that fall into Tier I are those pertaining to guns, bombs, weapons, knives, physical assault, planning violent activities that could cause harm to others or themselves, threats, etc.

## Tier II (Urgent)

### **Categories: Bullying & Mental Health**

Posts that fall into Tier II are those pertaining to harassment, bullying, depression, suicide, constant anger, living in fear, teasing, etc.





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## Florida School Safety Portal (FSSP)

- The 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:**

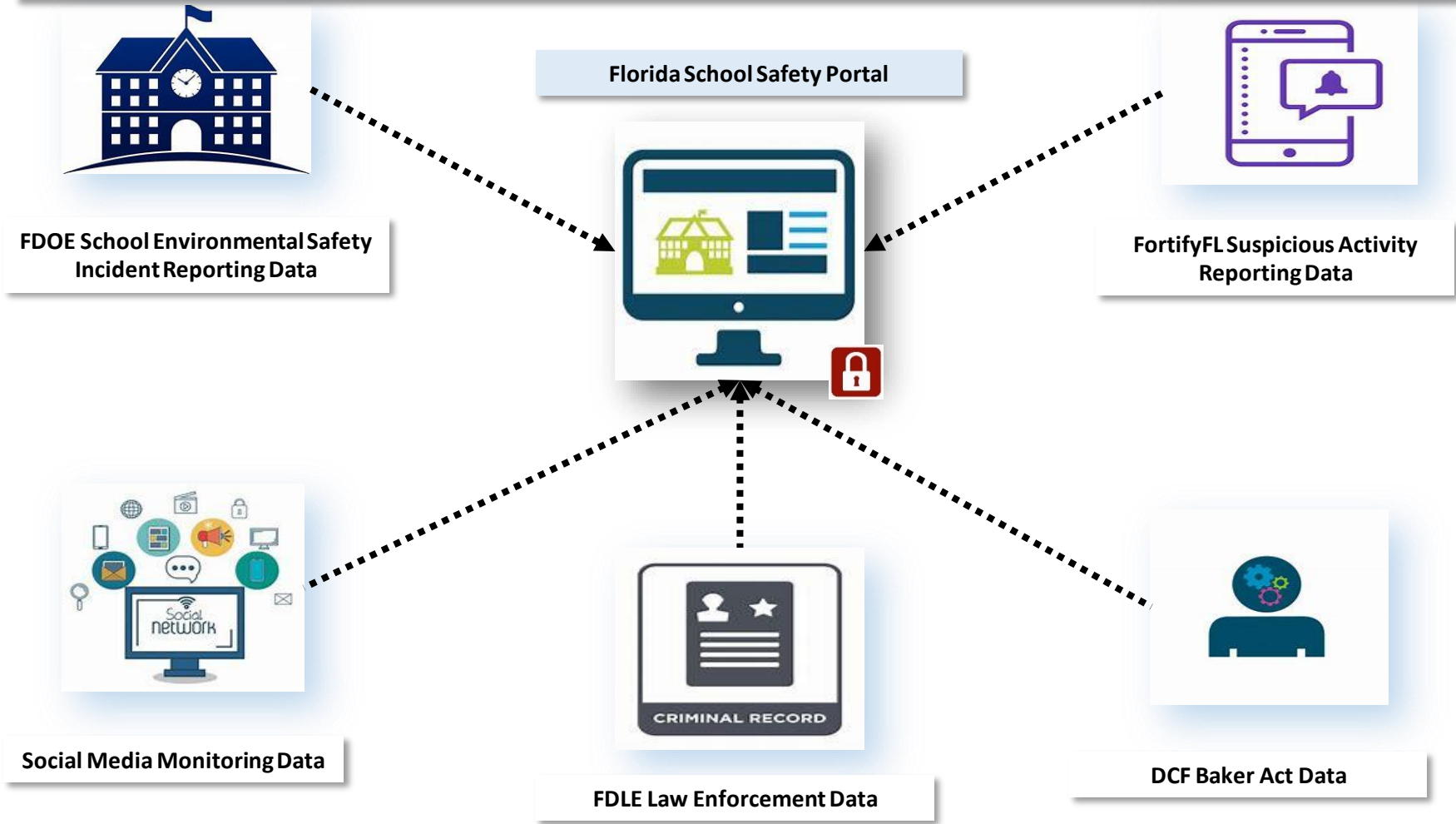
- Promote school safety.
- Enhance coordination between state/local law enforcement and education entities.
- Prevent gun violence.

## **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.
- DCF Baker Act Data.
- FDLE System Links.



# Florida School Safety Portal Data



# Florida School Safety Portal

- The Florida School Safety Portal provides access to information to avert a reported or identified threat quickly.
- Only users already authorized to access criminal justice data will be able to access that information via the portal.
- Information is temporarily displayed to authorized users for only 30 minutes, after which 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, sex, religion, disability or other demographics.
- 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.

# Florida School Safety Portal Status

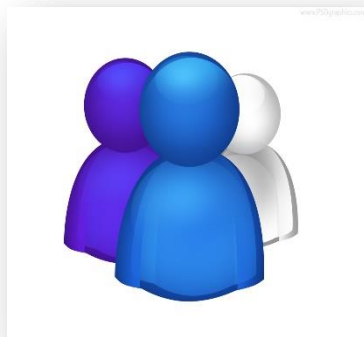


## District Agreement



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 and user roles must be granted by local SSO Admins.

# Florida School Safety Portal Enhancements

## User Authorization Process:

- District Agreement
- Individual Agreement
- Security Awareness Training
- Role Assignment – Single Sign-On



## User Authorization Process Enhancements:

- Streamlining the authorization and access process
- Reviewing and refining the security awareness training process
- Transitioning from paper-based agreements to electronic forms
- Making approval status/progress clearly available
- Improving the application renewal process
- Programmatically validating missing agreement information
- Future enhancement: adding data sources and connectors



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# System Login



Sign in with one of these accounts



SSO Hosted Users



Florida Department of Education



Alachua County School District

**B**

Baker County School District

**B**

Bradford County School District

**B**

Brevard County School District

**B**

Broward County School District



Charlotte County School District

**C**

Citrus County School District

NEW

# System Disclaimer



## Disclaimer Statement Used for the Florida School Safety Portal:

The Florida School Safety Portal (FSSP) has been established in accordance with Executive Order Number 19-45 and Section 1001.212, Florida Statutes pursuant to Florida SB 7026 (the "Safe Schools Act"), as may be amended from time to time.

FSSP permits access to Florida state agency data bases containing certain sensitive or confidential information, the access or disclosure of which may be restricted by federal and/or state law. All the data accessed in this system is owned by the respective state agency sources of the data.

**AUTHORIZED USERS.** Access to FSSP is only permitted in compliance with state and federal law, pursuant to the terms of each Agency's Data Use Agreements, and only by those persons who are Authorized Users who have completed appropriate security training and signed a User Agreement to access information contained within FSSP.

I hereby understand that as an Authorized User, I have been granted access to only certain secure restricted information as is necessary for me to perform my job duties and responsibilities, as defined by my role pursuant to the Safe Schools Act and in accordance with the User Agreement.

**CONSENT.** I understand that my use of and access to information through FSSP, authorized or unauthorized, may be monitored, recorded and subject to audit, and my use of FSSP constitutes my consent to such monitoring, interception, recording, reading, copying, or capture and disclosure of all such use by FSSP administrators and the respective state agencies. I acknowledge that I have no right of privacy in connection with my use of the FSSP system.

I understand that any unauthorized use or dissemination of the information available to me via FSSP could result in immediate termination of my User Agreement and revocation of my FSSP access, as well as possible criminal and/or civil prosecution and penalties. Unauthorized use may also lead to termination of the User's role on the threat assessment team.

**MENTAL HEALTH TEAM MEMBERS:** By clicking "acknowledge" below, I verify that I have (1) consent from the subject individual (or minor's parent/guardian) to search Baker Act records; (2) a court order granting access to the subject individual's Baker Act records; or (3) that the threat assessment team has determined that a serious and imminent threat to the health and safety of the subject individual or others exists and that access to Baker Act records is necessary to prevent or lessen that threat.

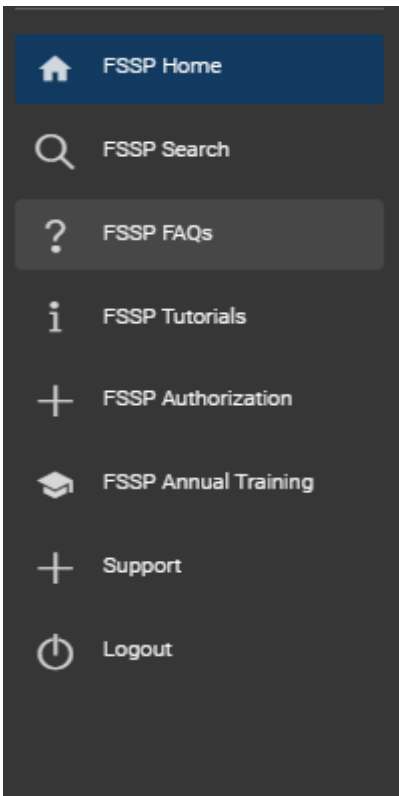
I DO NOT AGREE

ACKNOWLEDGE

# FLORIDA SCHOOL — SAFETY PORTAL —

## Welcome to the Florida School Safety Portal (FSSP)

This portal provides resources for the Threat Assessment Team to assist with supporting school safety.



From the home page users can navigate each of the menu options. The search and/or the law enforcement links are available after authorization steps have been completed.

- FSSP Search      Users can search accessible data sources.
- Law Enforcement Links\*      Users can access law enforcements links.
- FSSP FAQ      Users can review frequent questions.
- FSSP Tutorials      Users can review system tutorials.
- FSSP Authorization      Users must complete authorization steps.
- FSSP Annual Training      Users must complete annual training.
- Support      For questions reach out for support.

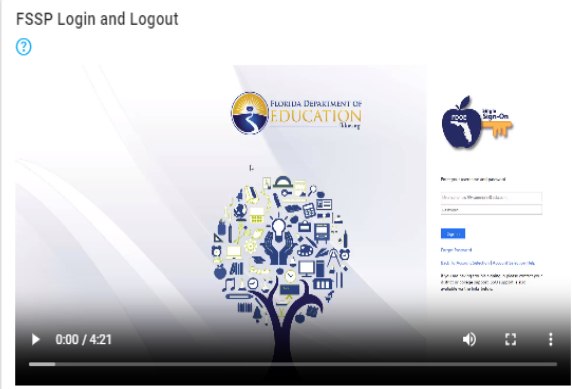
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# System Tutorials

FSSP Tutorials

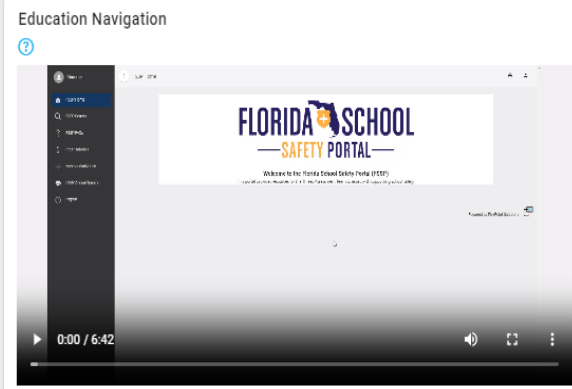
Training Videos

FSSP Login and Logout



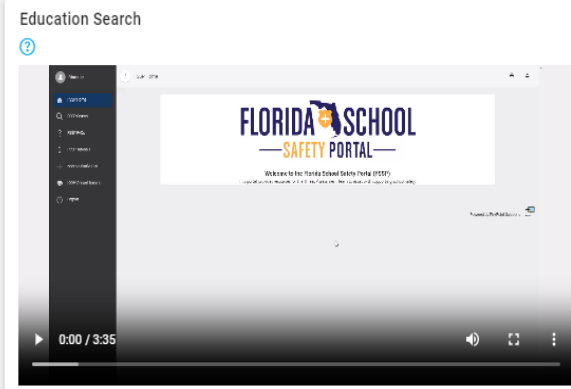
0:00 / 4:21

Education Navigation



0:00 / 6:42


Education Search



0:00 / 3:35


Quick Reference Guides

FSSP Login and Logout




click to view document

Navigation of the System



click to view document

FSSP Search



click to view document

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# System Authorization

FSSP User Dashboard

Page Search  **GO** **CLEAR**

District Agreement



District Agreement (must be completed by Superintendent)

District	Submitted	Agreement Status
50 - PALM BEACH	03/22/2023	Approved

Rows per page: 5 1-1 of 1

Individual Agreement



Individual User Agreement (must be completed by user)

Role(s)	Submitted	Agreement Status	Decision	Denial Reason	Supervisor Sign-Off	Agreement	Cancel
Education	03/22/2023	Approved	03/22/2023		Y	<b>VIEW</b>	<b>CANCEL</b>

Rows per page: 5 1-1 of 1

Required Annual Training

Training Status	Training Completion	Training Due	Certificate
Complete	03/22/2023	03/20/2024	<b>VIEW</b>

Rows per page: 5 1-1 of 1



Annual Training

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# Annual Security Training

FSSP Annual Training

Welcome to the FSSP Security Awareness Training

You must watch the video below and score 70% or higher on the short quiz at the end in order to obtain a Completion Certificate.

- 1 Video
- 2 Message
- 3 Question: 1
- 4 Question: 2
- 5 Question: 3
- 6 Question: 4
- 7 Question: 5
- 8 Question: 6
- 9 Question: 7
- 10 Question: 8
- 11 Question: 9
- 12 Question: 10

## SECURITY AWARENESS TRAINING

**Protecting  
Information Assets and Data**



0:00 / 20:06

# 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

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

### Total Records Found Per Source

SESIR Data 6 Social Media 1 FortifyFL Data 4

# Search Screen

## SESIR Data

Score	Student Name	Birth Date	Student ID	FLEID	Incident Type	Weapon
39	DEFSTUDENT1, ABCTEST	1996-01-04	98471	FL739862650191	Sexual Offenses (Other)	None
39	DEFSTUDENT1, ABCTEST	1919-01-04	98471	FL739862650191	Sexual Offenses (Other)	None
39	DEFSTUDENT1, ABCTEST E	1919-01-04	98471	FL739862650191	Sexual Offenses (Other)	None
39	DEFSTUDENT1, ABCTESTS	1996-01-03	98471	FL739862650191	Sexual Offenses (Other)	None
39	DEFSTUDENT1, ABCTEST	1996-01-04	98471	FL739862650191	Sexual Offenses (Other)	None

Rows per page: 5 1-5 of 6

## FortifyFL Data

Score	Date Posted	School Name	County	Reported By	Notes	Details
10	2019-01-23 09:06:00	TAYLOR RANCH ELEMENTARY SCHOOL	SARASOTA	Tim Wolf		<a href="#">The bus pl...</a>
10	2019-11-30 20:43:00	OSCEOLA ELEMENTARY SCHOOL	VOLUSIA		<a href="#">Richard My...</a>	<a href="#">Suspicious...</a>
10	2019-10-15 11:41:00	WESTPINE MIDDLE SCHOOL	BROWARD	HI	<a href="#">David McCa...</a>	<a href="#">ABCDEFGHIJK...</a>

Rows per page: 5 1-3 of 3

## Social Media Data

Score	Date Posted	Title	Text	Url	Domain
10	2019-08-05 19:27:12.000	<a href="#">RepublicanDefender (@Republicanist_)</a>	<a href="#">@CNN @MSNB</a>	<a href="#">http://twitter.com/Republicanist1/sta...</a>	twitter.com
10	2019-07-22 03:06:35.239	<a href="#">The Big Vision: [6] Growing st...</a>	<a href="#">The Big Vi...</a>	<a href="#">https://hsquizbowl.org/forums/viewt...</a>	hsquizbowl.org
10	2019-08-19 17:34:22.000	<a href="#">April 6, 2018: The FBI arreste...</a>	<a href="#">April 6, 2...</a>	<a href="#">https://mikesamerica.blogspot.com/2...</a>	mikesamerica.blogspot.com
10	2019-08-15 12:47:56.000	<a href="#">PPS Comm (@Paterson_Public) T...</a>	<a href="#">This week...</a>	<a href="#">http://twitter.com/Paterson_Public/...</a>	twitter.com
10	2019-07-31 22:09:51.000	<a href="#">Elsie Arntzen (@SuptArntzen)_...</a>	<a href="#">Thanks to...</a>	<a href="#">http://twitter.com/SuptArntzen/stat...</a>	twitter.com

Rows per page: 5 1-5 of 628



# Law Enforcement Links

Law Enforcement Links



**THIS PAGE IS FOR LAW ENFORCEMENT USE ONLY**

Below is a listing of systems available to law enforcement that may be of value to you as a member of a Threat Assessment Team.

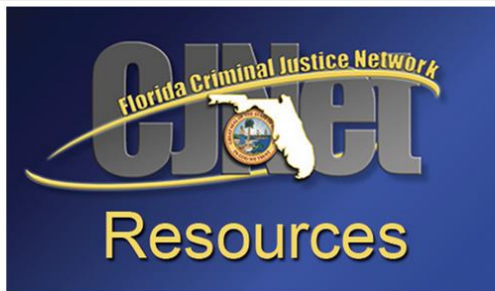
**Must be connected to CJNET**

The following link(s) will operate only if you are connected to the CJNET network.



Local Agency RMS / CAD Data

Local law enforcement data is an important component to ensure the collection of complete and accurate information when conducting a threat assessment. Contact your local agency / agencies for access requirements and instructions.



See your local agency for access

**Available with internet connection**

The following links will operate as long as you have an internet connection.



Case History & Dispositions via Clerks of Court



See your local agency for access

Tip History



Driver and Vehicle Information Database



To request access [CLICK HERE](#)

# Cybersecurity

- Strict data governance and security measures safeguard the protection of confidential education, health and law enforcement records, and ensure 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 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 to access specific data.
- A disclaimer is displayed that must be accepted prior to final authentication in the FSSP dashboard.





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Division of Technology and Innovation

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