

JOHN FLUKE, Ph.D.

SUMMARY

For 28 years, Dr. Fluke has led, designed, supervised, and participated in research and evaluation efforts focused on improving services to children and child welfare populations. He is nationally recognized as a researcher specializing in assessing and analyzing decision making in human services delivery systems. In addition, he is acknowledged for his innovative and informative evaluation work in the areas of child welfare administrative data analysis, workload, cost analysis, performance and outcomes measurement for children and family services. As a research manager, he has directed research and evaluation projects that focused on: child protective service risk and safety assessment, children's mental health, systems of care, expedited permanency, guardianship, family group decision making, trauma services, adoption, and screening. Currently, he is actively engaged in research related to unsubstantiated reports and child maltreatment recurrence and systems of care for children with serious emotional disturbances. The research and evaluation efforts Dr. Fluke has addressed have served the full range of public and private sectors, which include all levels government, private non-profit, organizations, and associations both within the United States and internationally.

EDUCATION

- Ph.D. Organizational Decision Science, Union Graduate School, Cincinnati, Ohio, 1995
- M.A. Anthropology, Pennsylvania State University, University Park, Pennsylvania, 1980
- B.A. Mathematical Anthropology, Summa Cum Laude, University of Northern Colorado, Greeley, Colorado, 1976

PROFESSIONAL EXPERIENCE

American Humane Child Protective Services Research Center, Englewood, CO,
(2007 to Present): Founding Director

Dr Fluke rejoined American Humane as the center's founder and director. Established with private funding, the purpose of the research center is to address long-standing issues related to the improvement of public child protective services. Research focuses on fundamental issues in child protective services and the development of evidence-based policy and practices to effectively address them. Among others, the initial areas of focus is to include assessment and decision-making processes in child welfare cases, examination of the system's racial disproportionality, improved ways to scale up the implementation of evidence-based intervention and treatment practices at agencies and community service providers, and the further development of a global network of child abuse and neglect data-collection systems and professionals.

Walter R. McDonald & Associates, Inc., Centennial, CO
(2003 to 2007): Vice President for Research:

As a participant with the management of the company the primary responsibilities were to oversee the research and evaluation functions and services of the organization. This position involved oversight for the company's research projects and senior research staff, client relations,

and participation in strategic planning and implementation.

At WRMA, Dr. Fluke was involved with the following projects:

- **Washington State Department of Social and Health Service, Children's Administration, *Workload Study (2006-2007)***: This study involved developing management recommendations regarding the workload requirements for child protective services intake, investigation and assessment, ongoing in-home services, placement services, adoption, and licensing services for Washington State. The study addressed the services and tasks conducted by case workers in their case management and support functions. Dr. Fluke was the strategic advisor for the project.
- **Comprehensive Community Mental Health Services for Children and Their Families Program, Center for Mental Health Services (CMHS) at the Substance Abuse and Mental Health Services Administration (SAMHSA) (2005-2007)**: This five-year national evaluation involving 30 sites describes the children and families served, (including behavioral, emotional, and functional characteristics); determines how children and their families change over time; documents the services delivered and the effects and costs of these services; evaluates how systems of care develop over time; investigates the relationship between system change and child and family outcomes; documents cultural and linguistic competence; examines the nature and effects of family-driven and youth-guided care; evaluates the effectiveness of factors influencing the implementation of systems of care and evidence-based practices within systems of care; develops evaluation capacity and quality monitoring in system of care communities; and identifies factors influencing the sustainability of these programs. Dr. Fluke was the Principal Investigator with oversight substantive and management oversight responsibilities for the entire project.
Contact: Deborah J. Purce, Executive Staff Director
Washington State
Department of Social and Health Services
Children's Administration
PO Box 45042
Olympia, WA 98504
HEVI300@dshs.wa.gov
Phone: (360) 902-7994
- **New York State Office of Children and Family Services, *Study of Child Welfare Workload (2006)***: This study concerned the development of workload requirements for child protective services, foster care, adoption, and preventive services in the State of New York, including both the public and private voluntary sectors. The study addressed the services and tasks conducted by case workers in their case management and case planning functions. Dr. Fluke was the Analytic Consultant for this project.
- **American Bar Association (ABA), Division of Children and the Law, *Judicial Dependency Workloads (2005-2006)***: WRMA assisted the ABA in piloting a methodology to measure judicial workloads as related to best practice. The process involved collecting

time log data from judges; supplemental data from trained court observers; Delphi Group data on time estimates; and judicial automated systems data. Dr. Fluke researched the development of best practice based workload standards for judges and for estimating workload requirements. Dr. Fluke helped design the study and provided consultation and analytic support for this project.

- **U.S. Department of Health and Human Services, Administration on Children, Youth and Families, *National Child Abuse and Neglect Data System (NCANDS) Technical Assistance and Management Program, (1991–2009)***: In 1988, WRMA was contracted by the Children’s Bureau to develop a national child maltreatment reporting system in accordance with a Congressional mandate. The resulting program, NCANDS, is recognized today as the most important source for annual national statistics on child abuse and neglect. As part of the NCANDS Technical Team, Dr. Fluke serves as the data analysis team leader. He has been responsible for initiating new analytical techniques for the NCANDS, as well as providing technical assistance to the States.
- **Substance Abuse and Mental Health Services Administration (SAMHSA), National Child Traumatic Stress Initiative (NCTSI), *Cross Site Evaluation (2004–2009)***. This five-year project entails the design and implementation of a national cross-site evaluation for the NCTSI, a network of more than 50 sites that provides direct and indirect services aimed at supporting the development of trauma informed services. WRMA is a subcontractor to ORC Macro, and Dr. Fluke was the corporate officer and co-leader of the evaluation design team when the project was initially awarded, and now consults on aspects of the research design and analysis of data.
- **Children’s Bureau, Administration for Children Youth and Families, U.S. Health and Human Services, *Fourth National Incidence Study of Child Abuse and Neglect (NIS-4) (2004–2008)***: WRMA is a subcontractor to Westat on this project which entails developing and implementing a complex sentinel sampling design to measure child maltreatment incidence. Dr. Fluke is a member of the team involved with aspects of the research design and is a member of the technical advisory group for the project.
- **Office of the Assistant Secretary for Planning and Evaluation, Department of Health and Human Services, *Secondary Analysis of Data from the National Child Abuse and Neglect Data System, (2003–2005)***: This data analysis project examined three topics of policy concern related to the identification and amelioration of child maltreatment. The three topics were: male perpetrators, alternative response, and a longitudinal analysis. Dr. Fluke is the Principal Investigator for the project with oversight responsibilities for the entire project.
- **County of Riverside California, Department of Public Social Services, *Performance and Outcome Reporting System, (2002–2004)***: This project developed a measurement system for services provided by Community Based Agencies under the auspices of the Child Abuse Prevention, Intervention, and Treatment (CAPIT) program and the Promoting Safe and Stable Families (PSSF) program. Dr. Fluke was the Principal Investigator on the project to develop a performance and outcome reporting system

- **Texas Department of Protective and Regulatory Services, *Texas Title IV-E Adoption Assessment Waiver Demonstration Project Cost-Effectiveness Analysis Project, (2001–2003)***: This project assessed the cost-effectiveness of its title IV–E waiver on adoptions. The project linked with the overall evaluation of the project and utilized performance measures and cost data that were derived, as well as administrative data resources. Dr. Fluke was the Project Director responsible for all aspects of the study and developed an administrative-level computer simulation model to support administrative assessment of program efficacy and in forecasting the impacts of changes in services due to the introduction of new policy. This was one aspect of an ongoing multiyear research project of the Department, funded in part by a research grant from the Children’s Bureau.
- **Colorado Department of Human Services, *Foster Care Re-Entry Study, Division of Child Welfare Services, (2001–2002)***: This project analyzed administrative data to address children who re-enter foster care within 12 months of reunification to identify patterns in demographic and service activities that might explain re-entry or impact the Adoption and Safe Family Act reunification standards. This project entailed working with the State’s 2001 Adoption and Foster Care Analysis and Reporting System (AFCARS) submission and matching the data back to the State’s information system. Dr. Fluke was Project Director responsible for all aspects of this study.
- **Office of the Assistant Secretary for Planning and Evaluation, Department of Health and Human Services, *National Study of Child Protective Services Systems (CPS) and Reform Effort, (2000–2003)***: The goal of this study was to provide a comprehensive description of CPS systems nationwide and to examine, in depth, some of the recent innovative reform efforts that are underway. Dr. Fluke was the team leader for the data analysis and reporting component of the study. He was involved in developing the methodology and analytic aspects and preparing reports of the State policy analysis and the proportional sample surveys conducted at the County level.
- **University of Texas at Arlington School of Social Work, *F2F/Internet Training for Data-Based ASFA/MEPA Decision Making, (2000 – 2003)***. A was a three-year grant through the Children’s Bureau, Administration of Children Youth and Families to develop and test a training curriculum on the Adoption and Safe Families Act performance measures for the Texas Department of Protective and Regulatory Services. The project entailed the development of an Internet-based training and the use of On Line Analytic Processing methods as a basis for the data used in the training. Dr. Fluke directed the WRMA subcontract, including developing the data sets and helping with training.
- **San Mateo County Human Services Administration, *Benefits Workload Study (2000–2001)***: This project assisted the County in obtaining and analyzing workload data for workload standard setting, budgeting and workload allocation for California Work Opportunity and Responsibility to Kids (CalWORKs)/Temporary Assistance for Needy Families (TANF), Medicaid, Food Stamps and other benefits programs. Dr. Fluke was the Project Director responsible for all aspects of the study.

- **Louis de la Parte Florida Mental Health Institute, Department of Children and Family Studies, University of South Florida, *Technical Assistance in Developing Child Welfare Performance Measurement Reporting (2000–2001)*.** WRMA assisted the Institute in its work for the Florida Department of Children and Families. WRMA analyzed the State’s administrative data and prepared an annual report regarding the performance of its foster care system and overall performance of its child welfare program. Dr. Fluke’s role was as a Project Advisor and technical assistance consultant.
- **Orange County Children’s and Family Commission, *Evaluation Infrastructure Development (2000–2001)*:** This project developed common protocols for an evaluation employed by evaluators of programs funded by the Orange County Children’s and Family Commission. Dr. Fluke was the Project Director responsible for all aspects of the study.

The American Humane Association, Children's Division, Englewood, CO,
(1979-1999):

Director of Program Analysis and Research: Senior position involved primary responsibility for the analytic consultation, research, and evaluation performed by the division. Supervision of the agency's research staff consisting of eight research professionals. The work focused on general project design and implementation related to public child protective services and community-based program evaluation for state social service agencies across the country, for the Federal Government and other agencies providing children's services. Dr. Fluke directed or contributed to numerous research and program evaluation projects and provided consultation to many states and to the federal government in the areas of children’s services decision making, administrative data analysis, workload and resource management, and automated child welfare information systems.

At the American Humane Association, Dr. Fluke was involved in the following activities:

- **California Department of Social Services; *Senate Bill 2030 Workload Study, (1999–2000)*:** This 12-month statewide project assisted the State in obtaining and analyzing workload data for workload standard setting, budgeting and workload allocation in regards to child welfare services. Dr. Fluke served as the project Principal Investigator responsible for all aspects of the study, including staffing, study design, data analysis, and reports.
- **Iowa Department of Adult, Family, and Children Services, *Iowa Outcome Measures Project (1997–1999)*:** This two-year project designed an outcome measures data collection system for the Department. The project addressed the definition of outcome domains and indicators for Iowa as a whole, the development of community outcomes for a selected range of sites, and the development of a system for results-based budgeting. Dr. Fluke co directed this project and developed many of the data acquisition and analysis procedures that were implemented by the State.
- **Annie E. Casey Foundation and Casey Family Services, *Casey Outcomes and Decision Making for Managed Care (1997–2000)*:** This initiative assisted children’s services

agencies in addressing the issues associated with the proliferation of managed care approaches in the field. During the first 18 months, the project objectives were to develop a principles document, an outcome measures framework and a model set of decision making protocols. The American Humane Association (AHA) was the lead agency in a consortium of national organizations, which included the Institute for Human Services Management and the American Bar Association. Dr. Fluke was the project director for this study. The project resulted in the development of a set of outcome principles, training curricula for outcome measurement, and the development of a service decision making guideline manual.

- **Arizona Department of Economic Security Administration for Children, Youth and Families, *Workload Project (1998–1999)***: This six-month project assisted the State in obtaining and analyzing workload data for purposes of budgeting and workload allocation. Dr. Fluke was the project director for this effort.
- **Department of Human Services Division of Child Welfare Services, *Colorado Caseload Study (1998–1999)***: This project calculated and reported on the average caseload size for the State and counties to address the requirements of the Colorado Child Welfare Settlement Agreement in an effort to reduce caseloads. The project also developed recommendations regarding workload measurements for child welfare services in Colorado. Dr. Fluke was the Project Director for AHA.
- **Dynamics of Unsubstantiated Reports: *A Multi-State Study (1997–2001)***: This project was a Federal research grant to understand unsubstantiated dispositions in a multi-State context. The objectives were to understand how the characteristics of law, policy, practice, case and decision-making are related to the distribution of unsubstantiated dispositions and the outcomes of unsubstantiated dispositions. Dr. Fluke was the Principal Investigator for the grant.
- **University of Illinois Children’s Research Center, *Illinois Outcome Measures Project (1997–1998)***: This one-year project assisted the University of Illinois Children’s Research Center in developing procedures and analyzing administrative data related to the production of outcome measures for use in court monitoring. Dr. Fluke was the Project Director.
- **Department of Human Services Division of Child Welfare Services, *Colorado Analytic Data Base Development (1997–2000)***: This project developed an analytic data base from extracts from the Colorado foster care data system and child protective investigation system. The project also involved training the Colorado staff in analytic data base construction methods. Dr. Fluke was the Project Director for AHA.
- **Department of Human Services Division of Child Welfare Services, *Colorado Subsidized Guardianship Project (1996-1997)***: The objectives were 1) to explore models of cost benefit analysis in the area of subsidized guardianship policies for kinship care and 2) to develop a computer simulation with parameters derived from Colorado foster care data to address cost benefit concerns. The simulation model was designed to address a range of policy scenarios and assist the State in developing its subsidized guardianship policy. A version of the

Children's Services Simulation Model (CSSM) was used as a base for the simulation and modified to address the project needs. Dr. Fluke was the Project Director for AHA.

- **City of Philadelphia, *Philadelphia Outcome Measures Project (1996–2000)***: This multi-year project implemented an outcome measures data collection system for the City of Philadelphia's Children and Youth Division. Included in the development process were measures of in-home services, short-term placement services, and long-term placement services. A key component of this project was the development and use of measures to address child well-being. Dr. Fluke was a co-director of the project while with AHA.

Primary Contract

Patrick Kutzler
Philadelphia Department of Human Services
1515 Arch Street, 8th Floor
Philadelphia, PA 19102
Phone: (215) 683-6045
Patrick.Kutzler@phila.gov

- **Edna McConnell Clark Foundation, *Innovative Programs with Child Protection Linkages (1995–1997)***: As a part of the Clark Foundation Child Welfare Reform Initiative, this project included an in-depth on-site study of two innovative programs—the PATCH model in Cedar Rapids Iowa, and Family Group Decision Making implemented in Oregon. The study involved a systematic analysis of the programs, policies, staffing and operations. It also included an ethnographic analysis of four families at each site. Dr. Fluke was the director of the evaluation component of the project and directed the design of a data collection and assessment process to obtain an in-depth understanding of the two programs. The study resulted in a project report which was used as a basis for further development of training and technical assistance for the Clark Foundation.
- **Colorado Department of Social Services, *Colorado Family Preservation (1994–1995)***: The American Humane Association's helped the State ensure that the planning process is as comprehensive as possible and meets Federal requirements to involve a wide cross-section of the community in the development of the five-year plan. Dr. Fluke assisted in developing the evaluation component of the plan.
- **Illinois Department of Children and Family Services, *Illinois Child Endangerment Protocol (1994–1999)***: AHA assisted the State of Illinois in developing a Child Endangerment Protocol for the Department, including: developing instrumentation for assessing safety, a curriculum for child safety, developing a process for certifying worker competence in regard to risk and safety, and evaluating the reliability and validity of the protocol. The approach was implemented statewide and is a key part of the State's approach to risk assessment. The evaluation of the protocol was published in the journal *Child Maltreatment* in August 2001. Dr. Fluke was the Project Director for this study.

- **Texas Department of Protective and Regulatory Services, *Texas Screening, Permanency and Decision Making Study (1993–1999)***: This was an ongoing multi-year research project funded in part by a research grant from the HHS Children’s Bureau. The goal of the project was to develop decision making tools for use by workers and supervisors in reaching decisions about screening reports of child maltreatment, providing services, making placements, and closing cases. Dr. Fluke was an active member of the study’s advisory committee and a member of the research team. Under the auspices of this project, Dr. Fluke developed the Children’s Services Simulation Model (CSSM), an interactive mathematical model that assisted program management in forecasting the impacts of changes in services due to the introduction of new policy.

ADDITIONAL PROFESSIONAL EXPERIENCE

Dr. Fluke has directed or managed the projects listed below:

- Idaho Department of Family and Children Services, Idaho Risk Assessment Project (1997–2000)
- Rhode Island Department of Children Youth and Families, Workload Management Project (1994–1995)
- Texas Department of Protective and Regulatory Services, Child Welfare Decision Enhancement Project (1993–1995)
- Kentucky Department of Social Services, Staffing and Workload Evaluation (1992–1993); Walter R. McDonald & Associates, Inc., Technical Assistance for the *National Child Abuse and Neglect Data System* (1991–1999)
- Erie County Office of the Children, Youth, and Families and the Pennsylvania Office of Children, Youth, and Families, Evaluation of the Pennsylvania Approach to Child Protective Service Risk Assessment: (1991–1993)
- National Center on Child Abuse and Neglect, Administration for Children Youth and Families, U.S. Health and Human Services, The National Resource Center on Child Abuse and Neglect (1991–1996)
- Illinois Department of Children and Family Services, Illinois Staff Development (1992–1993)
- Grand Rapids, Michigan Children’s Services, Needs Assessment (1994–1995)
- US Department of the Navy, Navy Family Advocacy Program Risk Assessment Consultation (1993)

- Texas Department of Protective and Regulatory Services, Child Protective Services Unit Costing and Service Optimization Project (1990)
- Office of Family Policy and Support, Department of Defense, Inter-Installation Study of Family Advocacy Central Registry Data Collection Procedures (1989–1990)
- Office of Family Policy and Support, Department of Defense Family Advocacy Central Registry Data Utilization Project (1989–1990)
- Ohio Department of Human Services, Ohio Workload Analysis and Resource Management Project (1988–1989)
- American Bar Association, Program Classification and Child Evaluation/Referral Systems for New York City’s Foster Care Program, Subcontract (1990)
- National Center on Child Abuse and Neglect, Federal Health and Human Services, National Child Abuse and Neglect Reporting Study (1979–1988)
- Maryland Department of Human Services, Maryland Workload Analysis and Baseline Evaluation Study (1988–1989)
- American Bar Association, Center for Children and the Law, Screening in Child Protective Services (1986–1988)
- Colorado Department of Social Services, Child Protective Services Risk Assessment Reliability Study (1988–1989)
- Legal Services Organization of Indiana, Class Action Lawsuit Alleging Inadequate Child Welfare Services Due to Large Caseloads (1990–1991): Dr. Fluke was an expert witness.
- National Center on Child Abuse and Neglect, Administration for Children Youth and Families, U.S. Health and Human Services, National Resource Center for Child Abuse and Neglect (1986–1990)
- Arizona Department of Economic Security, Protective Services Hotline Feasibility Study (1986)
- Wyoming Department of Public Assistance and Social Services and South Carolina Department of Social Services, Comprehensive Review and Recommendation for Child Protective Services Policy (1985)
- Virginia Department of Social Services, Analysis of State Agency Variation in Reporting and Disposition (1983)

- Office of Family Policy and Support, Department of Defense, Management Information System Design- Project SAFE (1985–1986)
- Department of the Navy, Analysis of Family Advocacy Reporting System (1983–1984).

EMPLOYMENT HISTORY

Founding Director, Child Protective Services Research Center, American Humane Association, 2007 to present

Vice President for Research, Walter R. McDonald & Associates, Inc., 2003–2007

Director of Research, Walter R. McDonald & Associates, Inc., 1999–2003

Director of Program Analysis and Research, Children’s Division of the American Humane Association, 1992–1999

Senior Research Analyst, Children’s Division of The American Humane Association, 1986–1992

Research Analyst, Children’s Division of The American Humane Association, 1979–1986

Consultant, Workload Measurement for Services to the Developmentally Disabled, State of Washington, Department of Social and Health Services, Olympia, Washington, 1997–1998

Consultant, Expedited Permanency Program Evaluation; Patricia Schene, Littleton, Colorado, 1995–1998

Consultant, Adoption Yardstick Project; Child Welfare Research Center, University of California, Berkeley, California, 1995

Consultant, California Integrated Service Agency Project; Fourtech Corporation, 1991

Consultant, Animal Welfare and Control Information System; Metropolitan Animal Services Council, 1983–1988

Consultant, Social Services Reporting System: Adoptions; Sperry Rand Corporation, 1986

MEMBERSHIPS

Current

Founding Member – International Society of the Prevention of Child Abuse and Neglect (ISPCAN) Working Group on Child Maltreatment Data (ISPCAN-WGCMD)

Board Member-Editorial Review Board, Journal of Technology in Human Services

Member—International Society for the Prevention of Child Abuse and Neglect

Past

Peer reviewer New Directions program, New Zealand Child, Youth and Family Agency

Technical Advisor to the Outcomes Initiative of the New Zealand Children and Young Persons & Their Families Service

Technical Advisor to the Canadian Incident Study

Technical Advisor to the Commission on the Role of Culture and the Assessment of Risk in African American Children and Families - Black Administrators in Child Welfare

Co-convenor—Roundtable on Child Protective Services Risk Assessment

Advisory Board for the National Child Abuse and Neglect Data System

Research Advisory Board for the Texas Risk Assessment Evaluation

Board Member—Mental Health Service, Inc. (A Behavioral Health Managed Care Corporation)
Board Member and Board President—Aurora Community Mental Health Center
Board Member—Arapahoe County Placement Alternatives Commission

PRESENTATIONS AND PUBLICATIONS

Baumann, D., Capouch, D., Fluke, and Ortiz, M. (2008). Unlocking Disparities: Provider and Community Perspectives. 21st National Research Conference, Research & Training Center for Children's Mental Health, USF - Florida Mental Health Institute Tampa, Florida.

Fluke, J., Shusterman, G., Hollinshead, D., Yuan, Y.T. (2008) Longitudinal analysis of repeated child abuse reporting and victimization: multistate analysis of associated factors. *Child Maltreatment*, 13(1), 76 – 88.

Fluke, J.D., Yuan, Y. T., Gaudiosi, J., (2007). Child Neglect – An Overview of Incidence, Reporting and Child Characteristics. 20th National Research Conference, Research & Training Center for Children's Mental Health, USF - Florida Mental Health Institute Tampa, Florida

Fluke, J.D., (2007). The National Child Abuse and Neglect Data System (NCANDS): development and utility of an existing system for collecting data and monitoring child abuse in the US. EUROPEAN SEMINAR ON MONITORING SYSTEMS OF CHILD ABUSE Child abuse: which kind of data for monitoring? 18 January 2007, Istituto degli Innocenti, Florence, Italy.

Schoech, D., Basham, R., Fluke, J.D. (2006) *A technology enhanced EBP model*. *Journal of Evidence-Based Social Work* 3 (3/4), 55-72.

Fluke, J.D., Parry C. F., Baumann D., Sheets J., Wittenstrom K., Jeffries V. (2006). Symposium on Multi-National Research Applications of the Decision Making Ecology (DME) and General Assessment and Decision Making (GADM) models to the Issue of Racial and Ethnic Overrepresentation of Protective Services: Modeling Decision Factors in the US. XVIth ISPCAN International Congress on Child Abuse and Neglect, York, England, UK.

Fluke, J. (2006). Symposium on International Child Maltreatment Data Collection Programs: Context and Perspectives, The National Child Abuse and Neglect Data System. XVIth ISPCAN International Congress on Child Abuse and Neglect, York, England, UK.

Fluke, J. (2006) *Mettre à Jour du US National Child Abuse and Neglect Data System (NCANDS): Tendances et Comparaisons*. Presentation at the 74th Association francophone pour la savior (ACFAS), Montreal, Quebec, Canada.

Fluke, J., Shusterman, G., Hollinshead, D., Yuan, Y.T. (2006) Rereporting and Recurrence of Child Maltreatment: Findings from NCANDS. Presentation at the 19th Annual Research Conference on Children's Mental Health - A System of Care for Children's Mental

Health: Expanding the Research Base, Tampa, FL.

Fluke, J., Shusterman, G., Hollinshead, D., Yuan, Y.T. (2005) Rereporting and Recurrence of Child Maltreatment: Findings from NCANDS (Washington, DC: U.S. Department of Health and Human Services, Office of the Assistant Secretary for Planning and Evaluation).

Shusterman, G., Hollinshead, D., Fluke, J., Yuan, Y.T. (2005) Alternative Responses to Child Maltreatment: Findings from NCANDS (Washington, DC: U.S. Department of Health and Human Services, Office of the Assistant Secretary for Planning and Evaluation).

Gaudiosi, J., Fluke, J.D., Needell, B., and Wulczyn, F., NCANDS in-depth: Lessons on Outcomes. Presentation at the 15th National Conference on Child Abuse and Neglect, Boston, MA. 2005.

Shusterman, G., Fluke, J., Yuan, Y.T. (2005) Male Perpetrators of Child Maltreatment: Findings from NCANDS (Washington, DC: U.S. Department of Health and Human Services, Office of the Assistant Secretary for Planning and Evaluation).

Fluke, J. D., Managing the Risk of Harm to Children, presentation to the meeting “Keeping Children Safe: The Child Protection System Challenge?” Wingspread Conference November 10-12, 2004

Dagleish, L., Hollows, A., Fluke, J., and Baumann, D., Steps to a Decision Making Ecology for Child Protective Services: A Multi-National Research Perspective. Presentation at the 15th International Congress on Child Abuse and Neglect, Brisbane, Australia 2004.

Fluke, J., Yuan, Y.T., and Gaudiosi, J., The National Child Abuse and Neglect Data System. Presentation at the 15th International Congress on Child Abuse and Neglect, Brisbane, Australia 2004.

Schoech, D., Fluke, J.D., Basham, R., Baumann, D. J., Cochran, G. (2004) Visualizing Multilevel Agency Data Using OLAP Technology: An Illustration and Lessons Learned. *Journal of Technology in Human Services* 22 (4), 93-111.

Schoech, D., Farris, J., Fluke, J.D., and Wittenstrom, K. (2004). Putting data where it counts: deploying child welfare data through OLAP and data warehouse technology. Presentation at the 2004 Annual Conference of the National Resource Center for Information Technology in Child Welfare, Crystal City, Virginia.

Gaudiosi, J., Fluke, J.D., Edwards, M., Needell, B., and Sermons, M.W. (2004). NCANDS in-depth: lessons for program improvement. Presentation at the 2004 Annual Conference of the National Resource Center for Information Technology in Child Welfare, Crystal City, Virginia.

- English, D., Fluke, J.D. and Yuan, Y.T. (2003). Alternative response to child protective services investigations. In N. Trocmé, D. Knoke, and C. Roy (Eds). *Community collaboration and differential response: Canadian and international research and emerging models of practice* (pp. 64 – 74). Ottawa, ON: Child Welfare League of Canada.
- Schoech, D. Rycraft, J. Fluke, J.D. and Baumann, D. (2003). *Integrating IT, Research, and Performance Measurement: The DEMOS Project*, Paper presented at the 2003 Tools That Work Conference, Child Welfare League of America, Miami, Florida.
- Fluke, J.D., Yuan, Y.T., Hedderson, J., & Curtis, P. A. (2003). Disproportionate representation of race and ethnicity in child maltreatment: Investigation and victimization. *Children and Youth Services Review* 25(5/6), 359–373.
- Fluke, J.D. (2003). *Overview of differential response models in the United States: Results from the Study of CPS Systems and Reform Efforts*. Paper presented at the 4th National Child Welfare Symposium: Community Collaboration and Differential Response, Banff, Alberta, Canada.
- Radel, L., Sedlak, A., & Fluke, J.D. (2003). *The National Study of CPS Systems and Reform Efforts: Results from the Local Agency Survey*. Paper presented at the 14th National Conference on Child Abuse and Neglect, St. Louis, MO.
- Peddle, N.A., Yuan, Y.T., Gaudiosi, J., Edwards, M.T., & Fluke, J.D. (2003). *The evolution of a National Reporting System on Child Maltreatment: 25 years of progress*. Paper presented at the 14th National Conference on Child Abuse and Neglect, St. Louis, MO.
- Cherna, M., Harrell, J., & Fluke, J.D. (2003). *From development to implementation: Using data to improve State and local prevention initiatives*. Paper presented at the 14th National Conference on Child Abuse and Neglect, St. Louis, MO.
- Fluke, J.D., & Hollinshead, D. (2003). *Child Maltreatment Recurrence: A Leadership Initiative of National Resource Center on Child Maltreatment*. National Resource Center on Child Maltreatment, Duluth, GA.
- Fluke, J.D. (2002). *Disproportionate representation of race and ethnicity in child maltreatment*. Paper presented at the Children's Bureau Research Roundtable on Children of Color in Child Welfare, Washington, DC.
- Fluke, J.D., Parry, C., Shapiro, P., Hollinshead, D., & Bollenbacher, V. (2002). The case on unsubstantiated cases, *Policy & Practice*, 60(3), 16–22.
- Peddle, N.A., Yuan, Y.T., Gaudiosi, J., Edwards, M.T., & Fluke, J.D. (2002). *Charting the evolution of a National Reporting System on Child Maltreatment: A reflection of 25 years of progress*. Paper presented at the 14th International Congress on Child Abuse and Neglect, International Society for the Prevention of Child Abuse and Neglect, Denver, CO.

- De Marco, R., Gray, J., Cawson, P., Yuan, Y.T., & Fluke, J.D. (2002). *Comparing national incidence data as a means for charting the progress of child maltreatment intervention strategies*. Paper presented at the 14th International Congress on Child Abuse and Neglect, International Society for the Prevention of Child Abuse and Neglect, Denver, CO.
- Fluke, J.D. (2002). *Using technology for charting service outcomes*. Paper presented at the 14th International Congress on Child Abuse and Neglect, International Society for the Prevention of Child Abuse and Neglect, Denver, CO.
- Fluke, J.D. (2002). *Charting progress in bridging the gap between practice and accountability: The case of recurrence of maltreatment*. Paper presented at the 14th International Congress on Child Abuse and Neglect, International Society for the Prevention of Child Abuse and Neglect, Denver, CO.
- Fluke, J.D. (2002). *Dynamics of unsubstantiated reports of child abuse and neglect: A decision-making ecology*. Paper presented at the 14th International Congress on Child Abuse and Neglect, International Society for the Prevention of Child Abuse and Neglect, Denver, CO.
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