

District of Columbia : BASELINE PERFORMANCE MEASURES FOR FAMILY BASED CARE CONTRACTS-

C.5.4.2 Outcome Measurement:

Purpose of Attachment: A primary goal of CFSA's contract reform initiative is to develop a performance-based system of evaluation that ensures accountability, cost-effectiveness of service provision, and achievement of positive outcomes for children, youth and families. CFSA shall hold providers accountable for improving the quality of services delivered and for achieving selected outcomes for children's safety, permanence and well-being. CFSA shall accomplish this through improved data collection and contract monitoring, establishment of financial incentives and disincentives for providers, and the development and implementation of a performance evaluation system.

Sources of Performance Information: To evaluate the performance of contract providers in meeting performance expectations, CFSA shall rely upon data in FACES for analysis of some performance indicators, reports from providers (where possible, cross-checked with CFSA FACES data), semi-annual Quality Service Reviews, and client satisfaction survey data.

When providers are required to submit data, unless otherwise noted, the information shall be submitted to the Contractor's Program Monitor at the frequency specified. During the first month of the contract, CFSA and the provider shall develop the reporting forms (where possible, establishing electronic reporting systems) for each measure.

Initial Baseline Indicators & Reporting Requirements: CFSA shall collect and analyze data in the initial period of the contract (from award until April 2005) to identify indicators that appear to be most important and relevant to the overall mandates to ensure safety, permanency, and well-being for every child.

The following list of 60 measures, related to 20 outcomes, will be used during the baseline period.

Safety

Outcome 1: Children will remain safe in their own homes during the provision of family case management services (Monthly-FACES).

Measure 1.1: Number and percent of instances of reported CAN during the provision of family case management services.

Measure 1.1a: Number and percent of reports of CAN during the provision of family case management services that were confirmed following investigation.

Outcome 2: Children will remain safe in family-based placements (Monthly-FACES).

Measure 2.1: Number and percent of reports of child abuse or neglect (CAN) during the reporting period that involved foster parents.

Measure 2.1a: Number and percent of supported cases of CAN during the reporting period that involve foster parents.

Measure 2.2: Number and percent of cases in the reporting period where corrective action plan was implemented within 7 days of confirmed CAN.

Outcome 3: Children will remain safe post-reunification or achievement of other permanency option (Quarterly-FACES).

Measure 3.1: Percent of cases where child was successfully reunited with no further allegation or confirmed report of abuse or neglect within a 6-month period.

Measure 3.2: Percent of cases where child was successfully reunited with no further allegation or confirmed report of abuse or neglect within 12-months of reunification.

Appropriate & Stable Placements

Outcome 4: Children placed in out of home care are in the least restrictive and most family like setting according to their needs (Quarterly-FACES).

Measure 4.1: Number and percent of children in the reporting period who are moved to a more restrictive level of care within 12 months of entry into traditional family based foster care.

Measure 4.1a: For those children identified above, the percent of case plans that document clinical justification from OCP for the move.

Measure 4.2: Percent of children in the reporting period who are moved to a less restrictive level of care within 12 months of entry into specialized family based foster care or congregate care.

Measure 4.3: Percent of children under age 12 in the reporting period that were placed in a family-like setting (by contract provider).

Measure 4.4: Percentage of children in emergency care in the reporting period who moved to longer-term placement within 30 days.

Note: FACES information about children moving to higher or lower levels of care will be validated through semi-annual QSR.

Appropriate & Stable Placements (cont)

Outcome 5: Children achieve stability in out-of-home placements, including pre-adoptive placements (Quarterly-FACES).

Measure 5.1: Percent of children in pre-adoptive placements during the reporting period who experience a disruption.

Measure 5.2: Percent of children currently in foster care placement who had a placement disruption during the reporting period.

Measure 5.2a: Percent of children with a disrupted placement during the reporting period who received an evaluation of their needs within 30 days of the disruption (Monthly-FACES).

Measure 5.3: Number and percent of children who exited the system in the reporting period and had experienced no more than 2 placement changes (from admission to the private agency until permanency).

Measure 5.4: Number and percent of children who exited the system in the reporting period who experienced 3-5 placement changes (from admission to the private agency until permanency).

Measure 5.5: Number and percent of children who exited the system in the reporting period who experienced more than 5 placement changes (from admission to the private agency until permanency).

Social Worker Contact with the Child and the Child's Family

Outcome 6: Social workers will have frequent contact with children to ensure safety and well-being while in out-of-home placement (Monthly-FACES-QSR).

Measure 6.1: Percent of cases in the reporting period where the private agency social worker visited the child on a weekly basis during the first 8 weeks of placement or replacement.

Measure 6.2: Percent of cases in the reporting period where private agency social worker with case management responsibility visited the child at least twice per month after the first eight weeks of placement or replacement.

Note: FACES documentation regarding worker contact with children will be further assessed through semi-annual QSR.

Outcome 7: The social workers will have frequent contact with parents of children with the goal of reunification (Quarterly-FACES).

Measure 7.1: The percent of cases in the reporting period in which the provider's social worker met with parents of children with the goal of reunification no less than twice per month in the first 3 months of placement.

Family Relationships & Visitation

Outcome 8: Children in out-of-home care will be placed with some or all of their siblings (Monthly-FACES-QSR).

Measure 8.1: The percent of children in the reporting period (with siblings who also require placement) who were placed with at least one sibling.

Note: Documentation of siblings placed together as reported in FACES will be validated through semi-annual QSR.

Family Relationships & Visitation (cont)

Outcome 9: Children placed in out-of-home care shall maintain family and community ties (Quarterly-FACES-QSR).

Measure 9.1: The percent of children in the reporting period who had a minimum of twice monthly visitation with some or all of their siblings when placed apart.

Measure 9.2: The percent of children in the reporting period with the goal of reunification who have had parental visits at least once per week.

Measure 9.3: The percent of cases in the reporting period in which visits were entered into FACES within 2 business days of visit.

Note: Documentation of visitation as reported in FACES will be validated through semi-annual QSR.

Case Planning & Permanency

Outcome 10: Case plans will be developed in partnership with families (Quarterly-FACES).

Measure 10.1: The percent of cases in the reporting period in which it was documented that the family was involved in case plan development or revision.

Outcome 11: Case plans will be created in a timely manner and reviewed frequently (Monthly-FACES).

Measure 11.1: The percent of cases in the reporting period in which the case plans was created (and documented in FACES) within first 30 days of removal

Measure 11.2: The percent of cases in the reporting period in which the case plan has been updated every six months.

Outcome 12: Permanency goals will be set for all children in placement and children will attain permanency within federal and local statutory requirements (Quarterly-FACES).

Measure 12.1: Percent of cases in which children's permanency goals were established within 30 days of removal and placement.

Measure 12.2: Percent of children with a goal of Independent Living who have an Initial Transitional Independent Living Plan (ITILP).

Measure 12.3: Percent of children who exited care in the reporting period to reunification, guardianship or independence.

- Measure 12.3 a: For children who achieved permanency through reunification during the reporting period, the average length of stay in care, from initial entry date.
- Measure 12.3b: Percent of children who exited care to reunification within 12 months of initial entry into care.

Outcome 13: Adoptive home resources will be expanded and children with the goal of adoption will be placed in an adoptive home in a timely manner (Quarterly-FACES-Provider Report).

- Measure 13.1: Percent of home studies prepared by the adoption contractor and approved by approved by CFSA in the reporting period.

Case Planning & Permanency (cont)

Measure 13.1a: Percent of cases in the reporting period where adoption contractor completes home studies within 120 days of application.

Measure 13.1b: Percent of those cases where CFSA approves home studies.

Measure 13.2: Percent of cases in the reporting period in which child was placed in an approved adoptive home within 9 months of goal of adoption being identified.

Measure 13.3: Percent of children who had finalized adoption within 24 months of initial entry into care.

Outcome 14: Older youth who exit the system with a goal of independent living are prepared adulthood (Quarterly-FACES).

Measure 14.1: Percent of cases in the reporting period where youth (age 16 and over) were referred to the Center for Keys of Life.

Measure 14.1a: Percent of youth who were referred to CKL in the reporting period but did not enroll.

Measure 14.2: For youth aging out during the reporting period, the number/percent who graduated from high school or vocational training before leaving the system.

Measure 14.3: For youth aging out of the system during the reporting period, the number and percent who left with a job or enrollment in paid skills training that prepares them for work.

Mental Health

Outcome 15: The contractor shall identify and meet the mental health needs of children receiving Family-Based Services (Quarterly-FACES-QSR).

Measure 15.1: Percent of cases in the reporting period with a mental health screen within 3 business days of admission.

Measure 15.2: Percent of cases in the reporting period with a mental health evaluation within 15 business days of admission (as indicated by screen).

Note: The semi-annual QSR will be used to check and validate FACES information.

Outcome 16: Children in specialized foster care will receive services according to their needs, as defined in the treatment plans (Quarterly-FACES-Provider Report).

- Measure 16.1: Number and percent of cases in the reporting period in which ITP was completed within 30 days of referral.
- Measure 16.2: Number and percent of cases in the reporting period in which ITP was updated every 90 days.
- Measure 16.3: Of youth aging out of the system during the reporting period, the number/percent who report improvement in life skills (using the client satisfaction survey).

Physical Health Care

Outcome 17: The health and dental care needs of children receiving family-based services will be met (Monthly-FACES).

- Measure 17.1: Percent of cases that received health and dental evaluation within 30 days of placement as documented in FACES.

Education/Skill Development

Outcome 18: The child's educational/vocational needs will be met and the child/youth will have opportunities to engage in age-appropriate educational or vocational activities (Monthly-Provider Report-Semi-annual-QSR).

- Measure 18.1: Percent of new referrals in the reporting period in which the contractor arranges for the school-aged child to attend school within 48 hours of receiving educational information from CFSA.
- Measure 18.2: Percent of cases with a documented need in the reporting period in which the contractor provided tutorial/remedial services to meet needs.
- Measure 18.3: Percent of children in the reporting period who have achieved/maintained passing grades.
- Measure 18.4: Percent of children who successfully advance to the next grade level at the end of the school year.
- Measure 18.5: Number and percent of children/youth currently in the program who attended school (or vocational training) every day during the reporting period.

Note: The provider will report the information on a monthly basis. The semi-annual QSR will help to validate provider reports.

Foster Home Recruitment, Retention & Support

Outcome 19: The provider will recruit, license and retain foster families who reside in the District of Columbia, including building and maintaining adequate emergency capacity (Quarterly-Provider Report).

- Measure 19.1: Number and percent of new DC foster families recruited and licensed by the provider in the reporting period.
- Measure 19.2: Number of provider foster families in the District who discontinued providing foster care during the reporting period.

Foster Home Recruitment, Retention & Support (cont)

Measure 19.3: Number and percentage of provider's pool of foster parents who served as emergency placement resources during the reporting period.

Note: In addition to the quarterly provider reports, the contractor shall report on a weekly basis the number of contracted vacancies. The Weekly Census Report will include:

- Characteristics of children for whom there are vacancies
- Licensed capacity of vacant homes
- Names/dates of placement for each child.

Child & Family Satisfaction

Outcome 20: Children and families will be satisfied with the services they receive (Quarterly-CFSA Survey).

Measure 20.1: Percentage of youth and families who exited care during report period who express overall satisfaction with the services provided.

Measure 20.2: Percentage of youth and families who express the belief that the provider recognized and valued the child's cultural heritage, customs, beliefs.

Measure 20.3: Percentage of youth and families who express the belief that they benefited from the services provided.