

# Missouri RFP- Case management-Foster Care-Adoption

## 1.1 Outcomes:

1.1.1 The contractor shall meet the outcomes listed below for the original contract period. The outcomes for the renewal options periods shall be determined through negotiations between the contractor and the state agency with the state agency making the final decision. The final decision of the state agency shall be without recourse. The negotiated final outcomes shall be incorporated into the contract via an amendment to the contract issued by the Division of Purchasing and Materials Management.

- a. A percentage of out-of-home care children must achieve permanency.
  - 1) 32% or more out-of-home care children under the jurisdiction of one the juvenile courts located in geographic area 1 must achieve permanency.
  - 2) 30% or more out-of-home care children under the jurisdiction of one of the juvenile courts located in geographic area 2 must achieve permanency.
  - 3) 24% or more out-of-home care children under the jurisdiction of one of the juvenile court(s) located in geographic area 3 must achieve permanency.
- b. 99.43% or more out-of-home care children must not have substantiated child abuse/neglect reports with the alternative caregiver listed as the perpetrator.
- c. 91.4% or more children in the custody of the state agency or under the supervision of the state agency must not re-enter state agency custody or supervision within twelve (12) months of previous exit.
- d. 82% or more out-of-home care children shall experience two (2) or less placement settings starting with the contract effective date for the first year or the referral date if the case was referred after the contract effective date during the first year of the contract.
  - 1) 82% or more out-of-home care children shall experience two (2) or less placement settings subsequent to referral in the second year of the contract and thereafter unless the referral was received prior to the effective date of the contract in which the contract effective date shall be used.
- e. The contractor shall reduce the average utilization days for residential treatment placements. The average utilization days must be reduced by 2%. The current average utilization days by geographic area are:

<b>Geographic Area</b>	<b>Average Utilization Days</b>
Geographic Area 1	169
Geographic Area 2	183
Geographic Area 3	170

1.1.2 The state agency will monitor the contractor's conformance to the outcome measures and standards described herein. The contractor shall allow reasonable and timely site visits by the Missouri Department of Social Services and/or Children's Division. The contractor shall require appropriate identification and/or documentation of the authority of all persons making site visits.

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- a. Demonstrated failure by the contractor to routinely meet or exceed the outcomes or standards defined herein may result in referral holds for a time period determined by the state agency, a caseload reduction, or contract cancellation.
- b. In the event the contractor exceeds the outcomes measures defined herein, the state agency may increase the number of referrals to the contractor, if agreeable to the contractor with payment being increased to correspond. Any increase in the number of referrals shall be made via an amendment to the contract issued by the Division of Purchasing and Materials Management.
- c. Corrective Action Plan –
  - 1) If the contractor does not meet the outcome measures, the contractor shall submit a written corrective action plan to the state agency. The contractor shall submit the written corrective action plan within ten (10) calendar days of the date requested to do so by the state agency.
    - The corrective action plan must include the actions the contractor proposes to take to remedy concerns, timeframes for achieving such, the person(s) responsible for the necessary action, the improvement that is expected and a description of how progress will be measured.
    - Caseloads may be reduced with payment being reduced to correspond if the contractor fails to address the concerns in the corrective action plan. This reduction will only be made via an amendment to the contract issued by the Division of Purchasing and Materials Management if a decision is made to reduce the number of cases awarded in Year 2 and Year 3. Caseload reductions made throughout a contract period will not require a contract amendment.
  - 2) Failure of the contractor to submit a corrective action plan approved by the state agency within thirty (30) calendar days shall be considered a breach of contract and subject to the remedies available to the State of Missouri including contract cancellation.
  - 3) Within ten (10) working days of receipt of the corrective action plan, the state agency will notify the contractor in writing if the corrective action plan is approved.
    - If the state agency informs the contractor that the corrective action plan is not approved, the contractor shall submit a revised corrective action plan to the state agency within five (5) calendar days.
  - 4) Failure of the contractor to take corrective action as indicated in the corrective action plan as approved by the state agency within ninety (90) calendar days shall be considered a breach of contract and subject to the remedies available to the State of Missouri including contract cancellation.

1.1.3 The contractor must adhere to any performance improvement plan for the state agency.