

# Texas Child Care Administrators Conference

Residential Child Care Contracts  
New Reporting Requirements  
Performance Outputs and Outcomes

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# Objectives for Presentation

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Participants will Understand:

- How the Residential Contract Performance Measures were Developed
- New Performance Measures in the FY12 Residential Child Care Contract
- Performance Measure Evaluation Tool (PMET) and its requirements
- How DFPS will address the measures during FY12

# Is this Performance Based Contracting?

## ■ Performance Based Contracting

- “Performance-based contracting is one that focuses on the outputs, quality, and outcomes of the service provision and may tie at least a portion of a contractor’s payment as well as any contract extension or renewal to their achievement.” (Lawrence Martin, 2003)
  - Emphasizes results related to output, quality, and outcomes rather than how the work is performed
  - Has an outcome orientation and clearly defined objectives and timeframes
  - Uses measurable performance standards and quality assurance plans
  - Provides performance incentives and ties payment to outcome

## ■ Contracting in Child Welfare Systems

- As a result of the Adoption and Safe Families Act and an expanded emphasis on accountability within the states themselves, most contracts now list a range of expectations regarding the quantity of service units, and/or the quality of service delivery and, increasingly, the impact of services on child and family outcomes. Few, however, link provider performance directly to contract payments and/or payment schedules. (Quality Improvement Center on the Privatization of Child Welfare Service)

# How Did the Measures Get Developed?

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## ■ **Public Private Partnership (2008 - Present)**

- Meeting with Illinois about their Public Private Partnership (PPP)
- DFPS, Residential Providers and DFPS Stakeholders develop collaborative planning around Positive Outcomes for Children
- PPP develops Performance Measure Workgroup to facilitate development of measures that align with goals of foster care redesign

## ■ **Performance Measure Workgroup (2009- Present)**

- Collaboration to develop strong and relevant measures
- Provides feedback regarding measures

# What are the FY12 Performance Measures?

## FY12 Contract Section 34 and Attachment F:

- **Safety:** Children are, first and foremost, protected from abuse and neglect. Children are safely maintained in their homes whenever possible and appropriate.
  - **Outcome #1 - Children are Safe in Care**
  - **Outcome #2 & 3- Children Safely Maintained in their Placement**
- **Permanency:** Children will have permanency and stability in their living situations. Children will have continuity of family relationships and connections will be preserved.
  - **Output #3 - The Child's placement is stabilized.**
  - **Outcome #4 - Children are able to maintain healthy Connections with caring Relatives and Fictive Kin who can provide positive influence in their lives**
  - **Output #4 - Children in substitute care move toward permanency (CPA Only)**
  - **Output #5 -Children placed with a Contractor remain in the care of the Contractor (CPA Only)**
- **Well-being:** Families will have enhanced capacity to provide for their children's needs. Children will receive appropriate services to meet their educational, physical and mental health needs.
  - **Output #2 – Each Child's Education Portfolio is up-to-date**
  - **Outcome #5 - Children benefit from routine recreational activities, including extracurricular activities.**
- **Systemic factors:** (1) statewide information system; (2) case review system; (3) quality assurance; (4) Staff and provider training; (5) service array; (6) agency responsiveness to the community; (7) foster and adoptive parent recruitment certification, licensing, and retention.
  - **Output #1 - The Contractor makes regular updates to the CPS Child Placement Vacancy Database.**

# What is PMET for PCS?

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- Performance Management Evaluation Tool
- PMET is a web-based system that will allow providers to enter performance measure data for active client-service contracts throughout the fiscal year

# What are the Benefits of PMET?

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- Performance Measure data is easily collected and stored
- Data can easily be retrieved for use in reports, contract evaluation, and contract monitoring.
- DFPS will be able to view performance measure data throughout the fiscal year.
- Data can only be accessed by users who have the proper permissions.
- Providers will have control over who is able to enter data into the system

# Who can use PMET?

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- **There will be types of users, each having their own Role:**
  - DFPS Admin – DFPS Contract Performance staff with the ability to edit users, data, and run reports.
  - Contractor Admin – Provider employee with the ability to add Contractor Data Entry personnel and enter performance measure data. Only one Contractor Admin per valid Texas ID (TIN) will be allowed.
  - Contractor Data Entry – Provider employee with the ability to enter performance measure data for each Contract Number they were assigned by the Contractor Admin.

# How do Contractors access PMET?

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- The PMET for PCS system is accessible from the DFPS public website.  
<http://www.dfps.state.tx.us/application/PCSPMET/>
- All Residential Contractors should have registered by **September 30** as per Contract Section 34.  
(Secret Information → you can still register)
- Once registered, contractors should register the Contractor Data Entry staff based on Contract number.

# What does the PMET Site Look Like?

- From the Contracting with DFPS web page, the provider will click on a link that takes them to the **PMET for PCS login page**.
- Before a provider can login to the system, they must first create a PMET for PCS account by clicking on the **Register** link.

**PMET-PCS**  
PERFORMANCE MANAGEMENT EVALUATION TOOL

• [DFPS Home](#)  
• [Contact Us](#)

**PMET for Purchased Client Services**

**User Login**

Enter your email address along with your password. Don't have an account? [Click to Register](#)

**\*\*Your password must contain at least 8 characters and no spaces, using at least one character from all 4 of these categories:**

1. Uppercase letters: A, B, C, ... Z
2. Lowercase letters: a, b, c, ... z
3. Numerals: 1, 2, 3, ... 9
4. One of the following non-alphanumeric characters (important): # - ( ) , . / : ; < > ? [ \ ] | \* \_ { } ~ = ! \$ % ^ & +

Email:

Password:

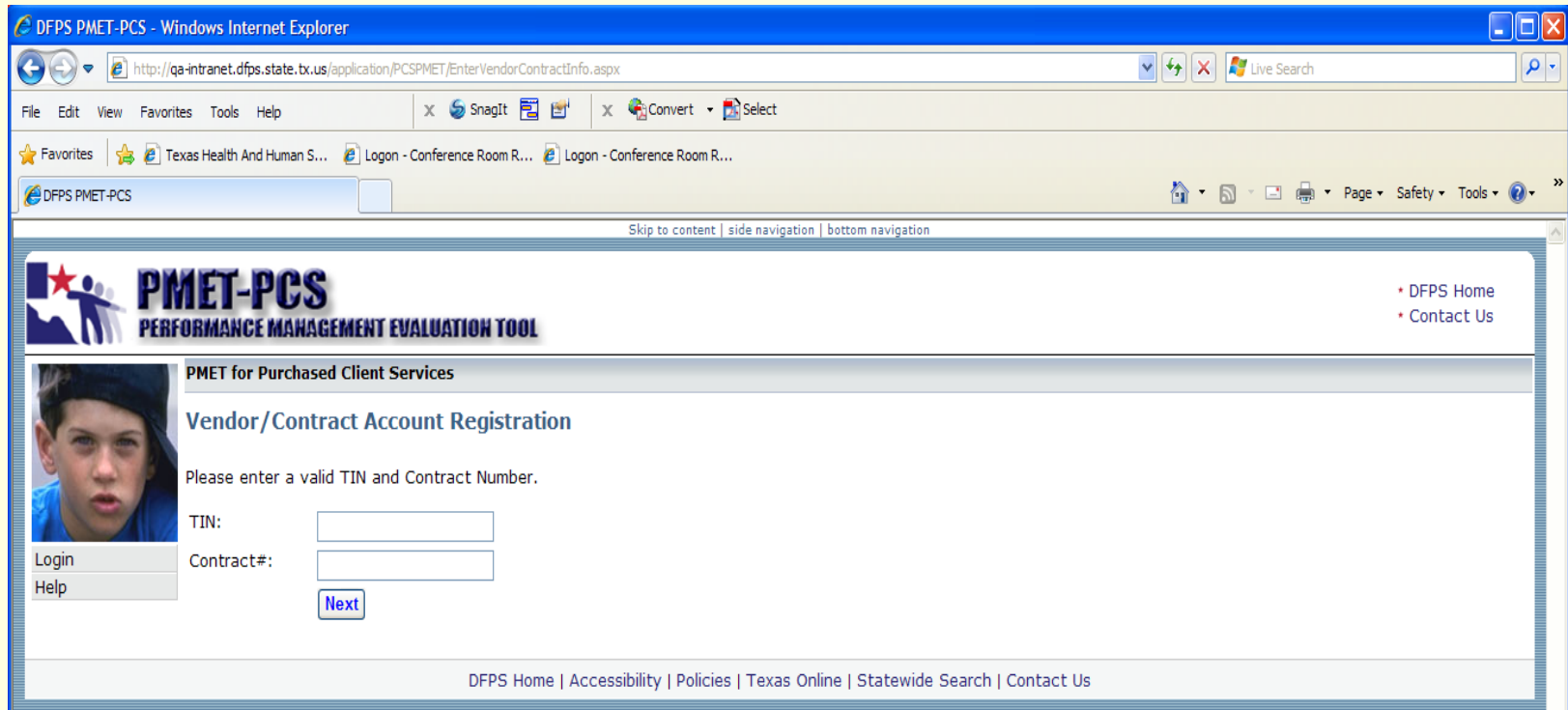
**Login**  
[Forgotten Password](#)  
[Register](#)  
[HELP](#)

[DFPS Home](#) | [Privacy Policy](#) | [Accessibility](#) | [Policies](#) | [Texas Online](#) | [Statewide Search](#) | [Contact Us](#)

## PMET for PCS Login Page

# How do Contractors access PMET?

- In order to register, the provider must enter a valid TIN and Contract number which was provided to each contractor Sept 6-9 by email.
- The TIN and the Contract number are validated through tables in IMPACT to ensure accuracy.



The screenshot shows a web browser window titled "DFPS PMET-PCS - Windows Internet Explorer". The address bar displays the URL: <http://qa-intranet.dfps.state.tx.us/application/PCSPMET/EnterVendorContractInfo.aspx>. The browser's menu bar includes File, Edit, View, Favorites, Tools, and Help. The address bar also shows "Live Search" and navigation icons. The page content features the PMET-PCS logo (Performance Management Evaluation Tool) and navigation links for "DFPS Home" and "Contact Us". The main heading is "PMET for Purchased Client Services" followed by "Vendor/Contract Account Registration". A message prompts the user: "Please enter a valid TIN and Contract Number." Below this are two input fields: "TIN:" and "Contract#:". A "Next" button is positioned below the "Contract#" field. On the left side, there is a small image of a person and two buttons labeled "Login" and "Help". The footer contains links for "DFPS Home", "Accessibility", "Policies", "Texas Online", "Statewide Search", and "Contact Us".

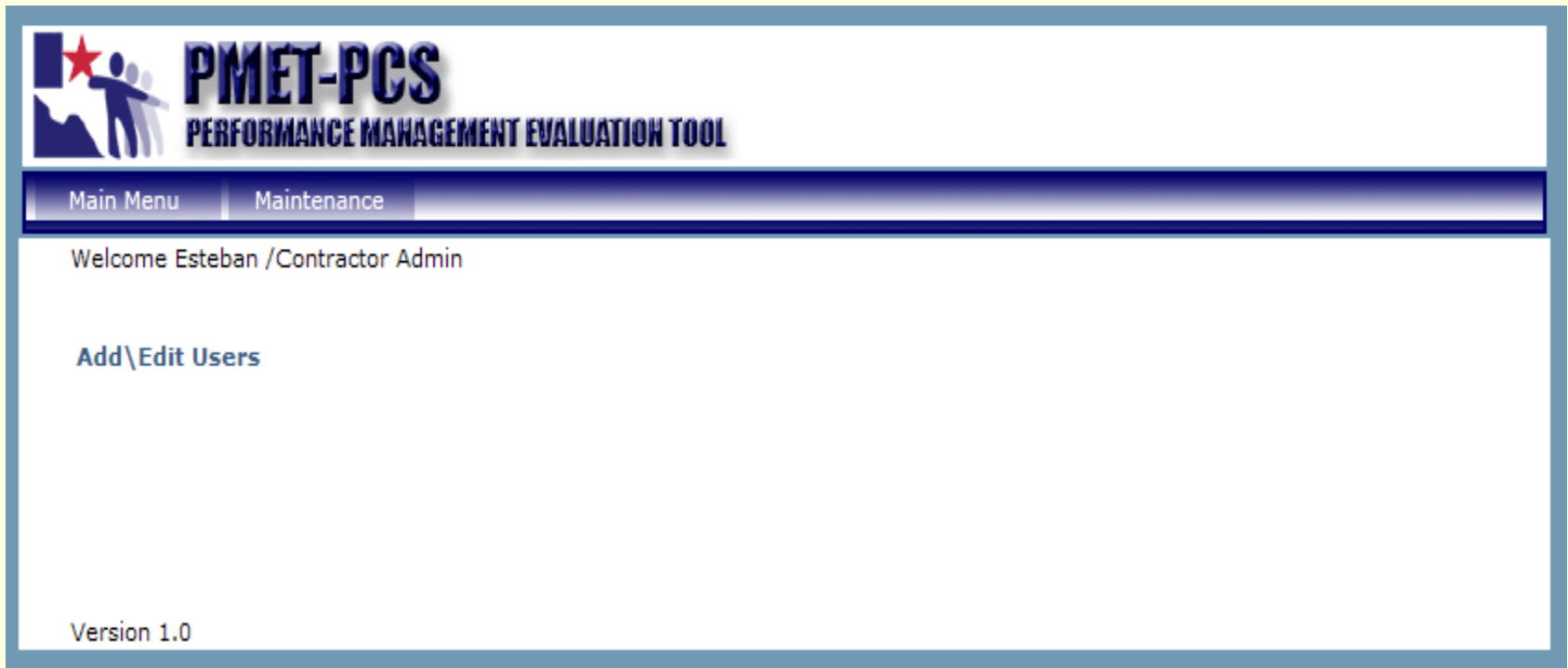
# How do Contractors access PMET?

- **The Admin** has access to the **Main Menu** tab and the **Maintenance** tab
- The **Main Page** will be the first screen all users will see after logging in.
- The **Main Page** is where providers **Submit Performance Measure Data** as well as **Change Passwords**.
- For Contractor Data Entry staff, this is the only page they will have access to.

The screenshot shows a Windows Internet Explorer browser window displaying the PMET-PCS web application. The address bar shows the URL: <http://qa-intranet.dfps.state.tx.us/application/PCSPMET/Main.aspx>. The browser's menu bar includes File, Edit, View, Favorites, Tools, and Help. The address bar also contains a Live Search box. The browser's toolbar shows several open tabs, including 'DFPS PMET-PCS Submit Performance Measure Data'. The application interface features a navigation bar with 'Main Menu' and 'Maintenance' tabs. Below the navigation bar, the user is greeted with 'Welcome [redacted] /Contractor Admin'. The main content area is titled 'Submit Performance Measure Data' and contains a form with the following fields: 'TIN:', 'Select Contract#', and 'Select Contract#'. A sidebar on the left provides links for 'Help', 'Change Password', and 'Logout'. The footer of the application displays 'ADMQA VERSION 1.2' and a session timeout warning: 'Your Session Will Time Out in 44:17'. The browser's status bar at the bottom indicates 'Trusted sites' and a zoom level of 100%.

# How do Contractors access PMET?

- **The Admin**, under **Maintenance** tab will add Contractor Data Entry personnel through the **Add/Edit Users** link.



The screenshot displays the PMET-PCS web application interface. At the top left is the logo for PMET-PCS, which includes a red star and stylized human figures, with the text "PMET-PCS" and "PERFORMANCE MANAGEMENT EVALUATION TOOL" below it. A navigation bar below the logo contains two tabs: "Main Menu" and "Maintenance", with "Maintenance" being the active tab. The main content area of the page displays a welcome message: "Welcome Esteban /Contractor Admin". Below this message is a link labeled "Add/Edit Users". In the bottom left corner of the page, the text "Version 1.0" is visible.

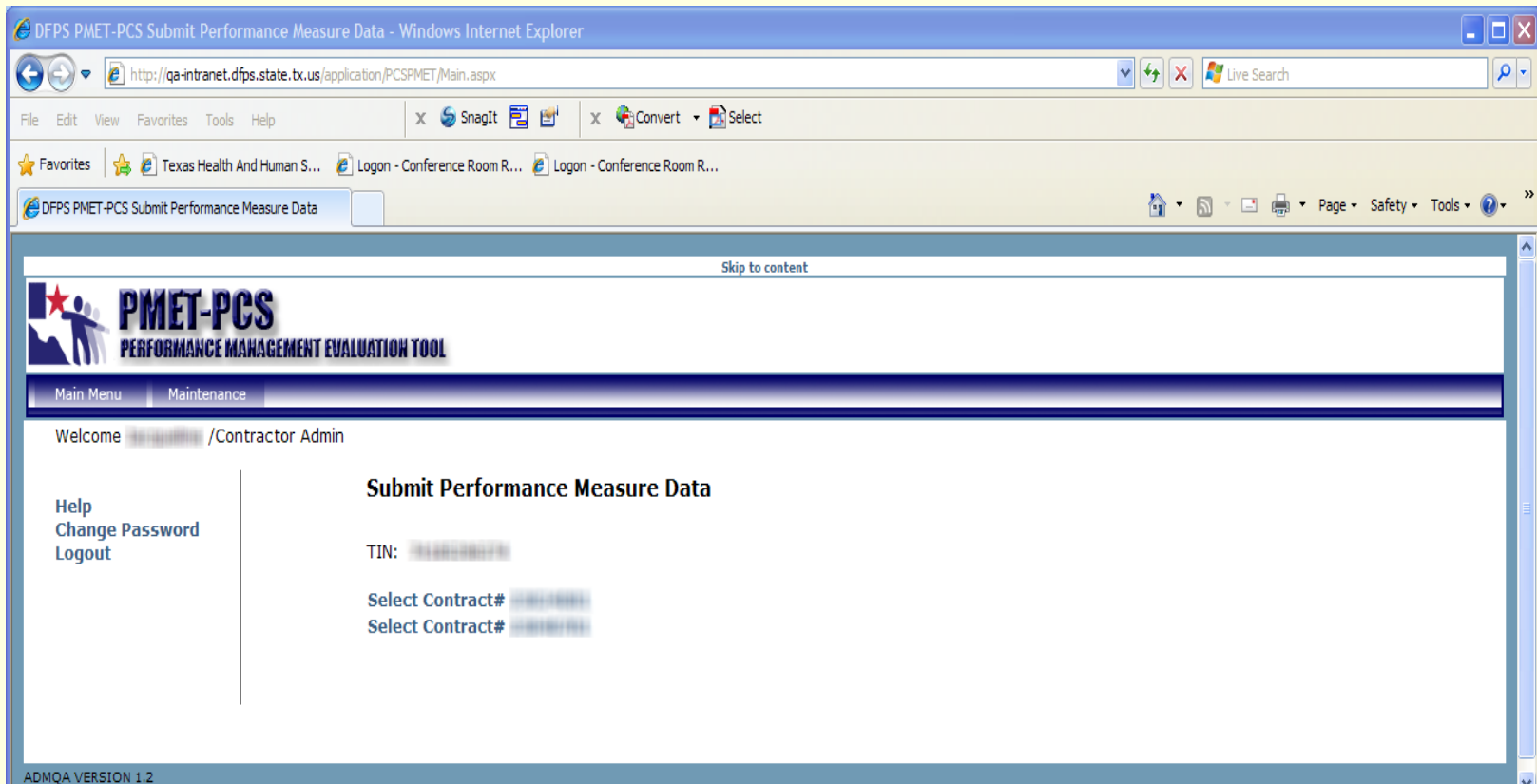
# How will Contractors use PMET?

- To record performance measure data, the user first selects a **Reporting Period** to enter data for.

The screenshot shows a Windows Internet Explorer browser window displaying the PMET-PCS web application. The address bar shows the URL: <http://qa-intranet.dfps.state.tx.us/application/PCSPMET/Main.aspx>. The browser's menu bar includes File, Edit, View, Favorites, Tools, and Help. The page content includes a navigation menu with 'Main Menu' and 'Maintenance' tabs. Below the navigation menu, there is a 'Welcome' message for a 'Contractor Admin' user. The main heading is 'Submit Performance Measure Data'. Below this heading, there is a form with a 'TIN:' label and a text input field. The form also includes a section for selecting the date of the performance measure data, with four radio button options: '1st Quarter FY11', '2nd Quarter FY11', '3rd Quarter FY11', and '4th Quarter FY11'. The footer of the page indicates 'ADMQA VERSION 1.2'.

# How will Contractors use PMET?

- The user then selects a **Contract** number they wish to enter data for.
- Contractor Data Entry personnel will only have the option to select the contract(s) which they were assigned.



The screenshot shows a Windows Internet Explorer browser window displaying the PMET-PCS web application. The address bar shows the URL: <http://qa-intranet.dfps.state.tx.us/application/PCSPMET/Main.aspx>. The browser's menu bar includes File, Edit, View, Favorites, Tools, and Help. The address bar also contains a search box with the text "DFPS PMET-PCS Submit Performance Measure Data".

The application interface features a header with the PMET-PCS logo and the text "PERFORMANCE MANAGEMENT EVALUATION TOOL". Below the header is a navigation menu with "Main Menu" and "Maintenance" options. The main content area displays a welcome message: "Welcome [redacted] /Contractor Admin".

The primary action is "Submit Performance Measure Data". Below this, there are input fields for "TIN: [redacted]", "Select Contract# [redacted]", and another "Select Contract# [redacted]" field. A sidebar on the left contains links for "Help", "Change Password", and "Logout".

At the bottom left of the page, the text "ADMQA VERSION 1.2" is visible.

# How will Contractors Enter Data?

- After selecting a contract, there will be a set of questions that correspond to **Performance Measures**.
- Enter a value in the space next to the question and confirm the answers:
  1. How many School-Age Children did you have during the performance period who were in Contracted care for 30 calendar days or more? (Refer to Output #2.) \_\_\_\_\_
  2. How many of the Children reported in question #1 had their Education Portfolios updated within 30 calendar days of all items listed in Section 15.A) iv. requiring a portfolio change during the performance period? (Refer to Output #2.) \_\_\_\_\_
  3. How many times were EBIs used during the performance period? (Refer to Outcome #2.) \_\_\_\_\_
  4. How many of the EBIs reported in question #3 resulted in Reportable Injuries to Children during the performance period? (Refer to Outcome #2.) \_\_\_\_\_
  5. How many times were EBIs used, excluding short personal restraints, during the performance period? (Refer to Outcome #3.) \_\_\_\_\_
  6. How many of the EBIs reported in question #5 resulted in Non-Reportable Injuries to Children during the performance period? (Refer to Outcome #3.) \_\_\_\_\_
  7. How many unduplicated Children in the care of the Contractor seven or more days during the performance period had at least one Relative (other than a parent or sibling) or Fictive Kin who had been identified by DFPS as appropriate for contact? (Refer to Outcome #4.) \_\_\_\_\_
  8. How many of the Children reported in question #7 had at least one Personal Contact during the performance period, initiated by the Contractor, with a Relative (other than a parent or sibling) or Fictive Kin who had been identified by DFPS as appropriate for contact? (Refer to Outcome #4.) \_\_\_\_\_
  9. Comment Field: If providing comment, please indicate the question number to which the comment refers. IF ANY OF YOUR NUMERIC RESPONSES ARE "0", YOU WILL NEED TO ENTER SOMETHING IN THE COMMENT FIELD. (Limit 3,988 characters, including spaces)

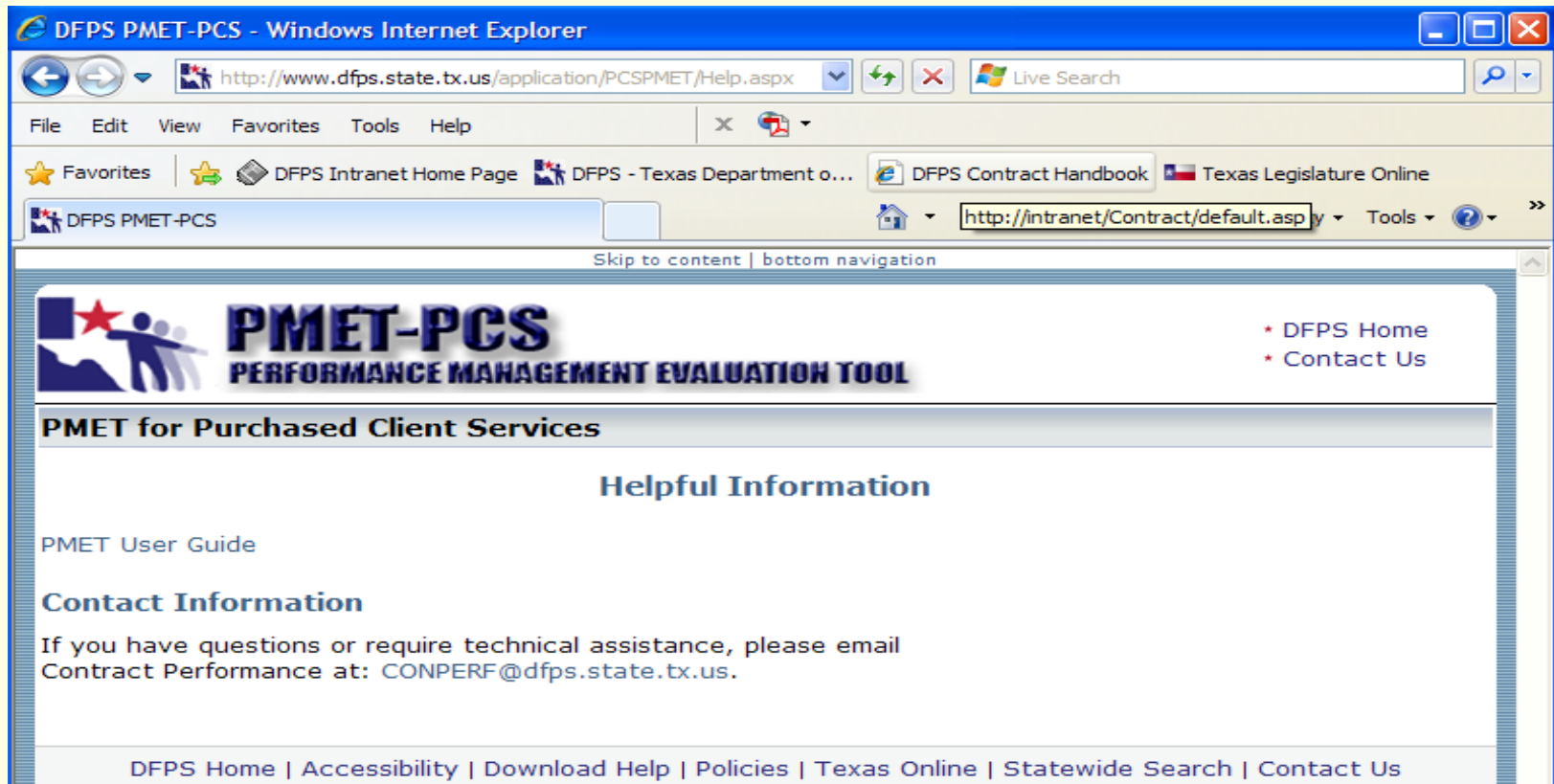
# How long do Contractors have to enter data into PMET?

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- The contractor has 30 days from the end of the month to enter data: **Q1** - Dec 1 – 30, 2011; **Q2** - March 1-30, 2012; **Q3** - June 1-30, 2012; **Q4** -Sept 1-30, 2012
- Once the data has been entered, the system locks the data for that month.
- If data has not been entered after 30 days, the system automatically locks data entry for that period.
- Only the **DFPS Admin (conperf@dfps.state.tx.us)** will have the ability to **delete** data for a particular month, as well as the ability to **unlock** PMET for data that has not been entered.
- If a Contractor has not entered data by the 30-day deadline, the report will show No Data Reported (NDR).

# Where do Contractors go for help?

- The **Helpful Information Page** provides a link <http://www.dfps.state.tx.us/application/PCSPMET/Help.aspx> to the online **PMET User Guide**, in addition to **Contact Information** for DFPS Technical Assistance.



The screenshot shows a Windows Internet Explorer browser window displaying the DFPS PMET-PCS website. The address bar shows the URL <http://www.dfps.state.tx.us/application/PCSPMET/Help.aspx>. The page content includes the PMET-PCS logo, navigation links for DFPS Home and Contact Us, and a section titled "Helpful Information" with links to the PMET User Guide and Contact Information. The Contact Information section provides an email address: [CONPERF@dfps.state.tx.us](mailto:CONPERF@dfps.state.tx.us). The footer contains links for DFPS Home, Accessibility, Download Help, Policies, Texas Online, Statewide Search, and Contact Us.

## Helpful Information Page

# Do all Contractors Report?

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- **Yes. All residential contractors are required to report information to PMET on a quarterly basis.**
  - Child Placing Agencies, General Residential Operations (including RTCs) and Intensive Psychiatric Transition Program Contractors report all 4 PMET measures into the system
  - Child Specific contractors have a separate set of questions that apply only to those contracts.

# What are the Requirements of the EBI Outcome Measures 2 and 3?

- **Outcome #2** - Percentage and rate of Emergency Behavioral Interventions (EBIs) that do not result in a Reportable Injury to Children in care.
- **Outcome #3** - Percentage and rate of Emergency Behavioral Interventions (EBIs), excluding short personal restraints, that result in a Non-Reportable Injury to Children in care.
- **Outcome #2**
  - Includes short personal restraints
  - Measures reportable injuries
- **Outcome #3**
  - Excludes short personal restraints
  - Measures non-reportable injuries

**Short personal restraint** – A personal restraint that does not last longer than one minute before the child is released Minimum Standards §748.2401.

**Injury** (from use of an Emergency Behavior Intervention (EBI)): Means harm to the Child resulting from staff use of an EBI on the Child. It includes emergency medication, seclusion, and personal and mechanical restraints as defined in Minimum Standards.

- A) **Non-Reportable Injury** requires first aid attention.
- B) **Reportable Injury** is a serious Injury that requires professional medical attention.

# What are the Requirements of the EBI reporting for PMET?

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- **Outcome #2** - Percentage and rate of Emergency Behavioral Interventions (EBIs) that do not result in a Reportable Injury to Children in care.
  - Denominator = How many times EBIs were used during the performance period (include short personal restraints)
  - Numerator = How many of the EBIs reported resulted in Reportable Injuries to Children during the performance period
  
- **Outcome #3** - Percentage and rate of Emergency Behavioral Interventions (EBIs), excluding short personal restraints, that result in a Non-Reportable Injury to Children in care.
  - Denominator = How many times EBIs were used, excluding short personal restraints, during the performance period
  - Numerator = How many of the EBIs reported in question #5 resulted in Non-Reportable Injuries to Children during the performance period

# Questions about Outcome 2 & 3

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- **Q: Do we report EBIs that happened at school?**
  - A: Not if they are conducted under the authority of the school system. Only EBIs used by your staff under the authority of the DFPS-licensed and contracted operation should be counted.

# What are the Requirements of the of Outcome 4?

- **Outcome #4** – Children are able to maintain healthy Connections with caring Relatives and Fictive Kin who can provide a positive influence in their lives.
  - Denominator = Unduplicated Children in the care of the Contractor for seven days or more during the performance period who had at least one Relative (other than a parent or sibling) or Fictive Kin who had been identified by DFPS as appropriate for contact
  - Numerator = The number of Children reported in question #7 who had at least one Personal Contact during the performance period, initiated by the Contractor, with a Relative (other than a parent or sibling) and/or Fictive Kin who had been identified by DFPS as appropriate for contact
- **Personal Contact** – A meeting, either face-to-face or by telecommunication, during which the parties' discussion and actions are not directed. This would include email.

# Questions about Outcome 4

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- **Q: What is meant by the phrase “initiated by the Contractor?”**
  - A: You are initiating the contact if you are organizing it. Even if the DFPS caseworker initially identified the person and gave you the information, they are not organizing the contact. In some cases, DFPS might initiate the first contact and you might initiate subsequent contacts.

# Questions about Outcome 4

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- **Q: If CPS hasn't identified a relative or fictive kin who a child can have contact with, what are my obligations?**
  - **A:** For this measure, you are only responsible for facilitating contact for Relatives and Fictive Kin who have been made known to you by CPS. If you are experiencing difficulty obtaining information from CPS Staff, it is recommended that you follow the CPS Case Worker's Chain of Command.
  - **Recommendation:** Include, as part of the intake process, prompts for staff to request information from CPS regarding any siblings, relatives and/or fictive Kin who should be connected with the Child.

# Questions about Outcome 4

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- **Q: In PMET Questions #7 and #8, what is meant by “unduplicated children?”**
  - A: In #7 this is the number of children who had a relative (who is not a parent or sibling), and/or fictive kin that have been identified by DFPS as appropriate for contact. Each Child can be counted only once per quarter.
  - A: In #8 this is the number of children who had a visit with the relative and/or fictive kin described above. Each Child can be counted only once per quarter.

# What are the Requirements of Output 2?

- **Output #2** – Each Child’s Education Portfolio is up-to-date.
  - Denominator = The number of School-Age children in conservatorship for 30 days or more during the performance period.
  - Numerator = The number of Children reported in question #1 who had their Education Portfolios updated within 30 calendar days of all items listed in Section 15. A) iv. requiring a portfolio change during the performance period?

## **Section 15 A) iv. Items:**

- a. School enrollment documentation: Birth certificate, Social Security number, Immunizations, and withdrawal notice from the last school;
- b. Special education documentation: Admission, Review & Dismissal (ARD) team meeting notes, Individual Education Plan (IEP), Documents related to Section 504 of the Rehabilitation Act of 1973 regarding reasonable accommodations, Full Individual Evaluation and/or other diagnostic assessments;
- c. Report cards, progress reports, and/or IEP progress reports;
- d. Transcripts;
- e. Standardized test results: TAKS/TAKS-Accommodated/TAKS-Modified;
- f. Referrals, notices, or correspondences; and
- g. School pictures.

# Questions about Output 2

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- **Q: How do I count the measure if the CPS Case Worker has not given me an education portfolio when placing the child?**
  - A: You should request the education portfolio from the case worker, supervisor and/or regional education specialist as soon as possible after the child is placed.

# How has/is DFPS Educating Residential Contractors about PMET?

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- **July 13, 2011** - Solicited Feedback from members of the Performance Measure Workgroup on the measures, roll out process and information dissemination to providers.
- **August 1, 2011** - Sent PMET Announcement Letters to all residential contractors.
- **Sept 6, 2011** - Sent Introductory PMET Letter with Instructions for how to register with copies of PMET User Guide and FAQs.
- **Sept 26, 2011** - Sent PMET Questions and FAQs to residential contractors.
- **Dec 1, 2011** - Contractors will receive a “reminder email” to enter data into PMET for the First Quarter FY12 with a notice that PMET closes December 30, 2011.
- **January 2012** – Contractors will receive non compliance notices if no data has been entered into PMET.
- **February/March 2012** – Contractors will receive Performance Measure Report

# How will DFPS Address the Measures During FY12?

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- **Confirm Data Submission:** DFPS will confirm that each contractor enters data quarterly for every residential child care contract.
- **Non Compliance Notice for Not Reporting:** For Contractors who enter no data into PMET, a letter of non-compliance will be sent for each entry that is not present within required timeframes.
- **Reporting:** DFPS will send Contractors a quarterly report of all performance measure data within 60 days of the quarterly data entry period.
- **Assessment of Processes and Data Quality:** If Contractors enter inaccurate data into PMET or do not have policies, procedures or methods documented for collecting performance measure data, technical assistance will be provided during this first year.
- **Monitoring:** Contract Management staff will review contractors' documentation and validate measures during monitoring visits.
- **Reviewing and Improving:** DFPS will review issues and proposed enhancements for performance measures with the Performance Measure Workgroup

# How Can I Provide Input on the Measures?

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- Send your comments, questions or suggestions to the Contract Performance email box at: [conperf@dfps.state.tx.us](mailto:conperf@dfps.state.tx.us)
- Contact any of the representatives on the Performance Measure Workgroup which meets quarterly to suggest new measures, propose changes, and provide feedback for consideration.
- Who are the provider representatives that I can talk to?

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- **Stephanie Gray** – Bair Foundation, **Ann Adams** – Helping Hand Home, **James Aldrich** – Children’s Hope, **Robert Brewer** – Harris Co. Protective Services, **Irene Clements** – TFFA, **Yolanda Deaton** – Covenant Kids, **Betsy Guthrie** – Lutheran Social Services, **Nancy Holman** – TACFS, **Dejuana Jernigan** – DePelchin, **Mike Koiner** – Roy Maas, **Linda Kokemor** – Settlement Club, **Scott Lundy** – Arrow Child and Family Ministries, **Sammye Ruppeck** – Concho Valley Home for Girls, **John Sigle** – Texas Boys Ranch, **Theresa Tod** - TNOYS

# Conclusion

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- Understand reporting requirements.
- Develop and document policies, procedures and processes to capture, retain and report the data required.
- Report your data on time.
- Review your performance internally and make adjustments or changes as needed.
- Identify and celebrate best practices.
- Send Questions to the Contract Performance email at: [conperf@dfps.state.tx.us](mailto:conperf@dfps.state.tx.us)
- Communicate with your contract manager, if you have questions, other than PMET technical questions.