



# **CPS 24-Hour Residential Foster Care Performance Based Contracting Model What's New and What You Need to Know**

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*The mission of the Department of Family and Protective Services is to protect children, the elderly, and people with disabilities from abuse, neglect, and exploitation by involving clients, families, and communities.*

## Agenda Topics

- Background- Residential Contracting & Oversight Model
- Updates to the Fiscal Year 2018 Residential Provider Open Enrollment (PEN)
- Updates & Clarifications to the Fiscal Year 2018 Residential Contract
- Enhanced Provider Operation Risk Assessment Instrument
- Enhanced Contract Monitoring Approach
- Enhanced Contract Performance Measures
- Public Facing Scorecard

# Performance Based Contracting Model Background-Outcome Objectives

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## Enhanced Foster Care Contract Oversight establishes:

- Performance-based contracts
- Continuous quality improvement
- Transparency and Accountability

## Expected Outcomes for Children in Foster Care:

- Decrease Number of Abuse/Neglect Investigations
  - Decrease Number of Child Removals/Negative Placement Disruptions
  - Increase Number of Children moving towards successful Permanency outcomes
  - Increase Child Well-being Efforts - timely medical assessments, normalcy activities, family/community connections
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### Key Attributes to Performance-Based Contracts

- ✓ Defines performance expectations of the provider through clearly stated results-oriented outcomes and performance standards and measures (i.e., desired outcome)
- ✓ The performance requirements, standards and measures focus on what is important and necessary – safety, well-being, permanency and normalcy outcomes of children in care
  - ✓ Also considers unintended consequences

### Key Attributes to Performance-Based Contracts

- ✓ Performance measures/standards are measureable, achievable, relevant, and controllable
- ✓ The contract places responsibility on the contractor for assuring quality performance
- ✓ Accountability and Transparency - Public Scorecard
- ✓ The contract motivates contractors to meet and exceed higher levels of performance by incentivizing higher levels of quality of services as well as remedies if performance is substantially poor

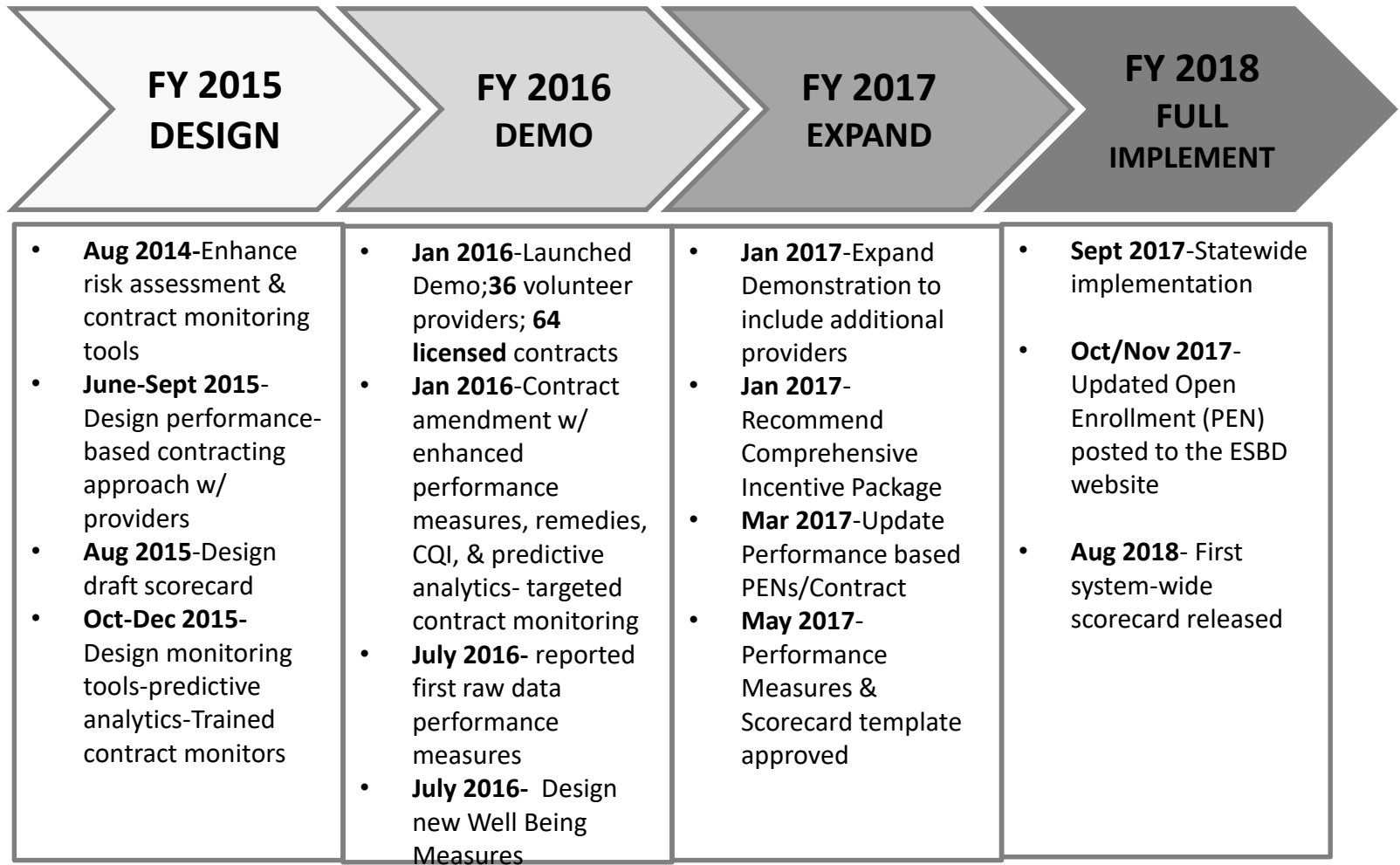
# Performance Based Contracting Model Background-Continuous Quality Improvement

## Enhanced Approach

### Four Pillars of Continuous Quality Improvement

<b>Risk Assessment</b>	<b>Performance Measures</b>	<b>Predictive Analytic Tool</b>	<b>Monitoring</b>
<p>Annual Risk Factors:</p> <ul style="list-style-type: none"><li>• Finance</li><li>• Business Operations</li><li>• Protocols and Procedures</li><li>• IT Infrastructure</li></ul>	<ul style="list-style-type: none"><li>• At least quarterly</li><li>• Performance Measures:<ul style="list-style-type: none"><li>▪ Drive Performance Improvement</li><li>▪ Focused on outcomes</li><li>▪ Ensure Accountability and Transparency (Scorecard)</li></ul></li></ul>	<ul style="list-style-type: none"><li>• Agreed data points feed into tool</li><li>• Used to trigger immediate targeted monitoring – new improved monitoring activity</li></ul>	<ul style="list-style-type: none"><li>• Constant</li><li>• Based on Administrative and Basic Safety Tenets</li><li>• Anticipates problems before they occur</li><li>• Initiates a discussion</li><li>• Educates, assists and prevents</li></ul>

# Performance Based Contracting Model Background-Project Timeline



# Performance Based Contracting Model Open Enrollment Updates

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## FY18 24 Hour Residential Provider Open Enrollment (PEN)

- Updated to include positive outcome objectives within the Statement of Work
- Legal review of the PEN & Contract templates
- Tentative Posting Date: November 1, 2017
- Residential Open Enrollments can be assessed here:  
[http://www.dfps.state.tx.us/PCS/Residential\\_Contracts/](http://www.dfps.state.tx.us/PCS/Residential_Contracts/)



## **UPDATED Fiscal Year 2018 Standard Contract**

### ATTACHMENT A – UNIFIED TERMS AND CONDITIONS

Terms and Conditions for all Contractors

### ATTACHMENT B – SPECIAL CONDITIONS

Terms and Conditions required by the Texas Department of Family and Protective Services, which includes the 24 Hour Residential Child Care Requirements Guide

[http://www.dfps.state.tx.us/handbooks/RCC\\_Guide/default.asp](http://www.dfps.state.tx.us/handbooks/RCC_Guide/default.asp)

### ATTACHMENT C – LEFT BLANK INTENTIONALLY

### ATTACHMENT D – CONTRACTOR GENERAL AFFIRMATIONS

Affirmations and certifications required for all Contractor’s principals, officers, directors, shareholders, partners, owners, agents, employees, Subcontractors, independent contractors, and any other representatives who may provide services under, who have a financial interest in, or otherwise are interested in this Contract

## **UPDATED Fiscal Year 2018 Standard Contract**

### ATTACHMENT E – DFPS PROVISIONAL TERMS AND CONDITIONS

Provisional fiscal and/or program special terms and conditions required by the Texas Department of Family and Protective Services

### ATTACHMENT F – RESIDENTIAL CHILD CARE PERFORMANCE MEASURES

Performance Measures based on collected data/information designed to set and measure expectations for safety, well-being, placement stability and normalcy outcomes that Contractors must achieve for all children in DFPS' care

### ATTACHMENT G – INTENSIVE FOSTER FAMILY CARE SERVICES

Contains the Texas Department of Family Protective Services' requirements for the intense Foster Family Care Services

### ATTACHMENT H- REGIONS 2 & 9

Specific provisions apply to Regions 2 & 9 under the Foster Care Redesign initiative

## **UPDATED Fiscal Year 2018 Standard Contract**

### ATTACHMENT I – FEDERAL LOBBYING CERTIFICATION

Certification required of all Contractor’s principals, officers, directors, shareholders, partners, owners, agents, employees, Subcontractors, independent contractors, and any other representatives who may provide services under, who have a financial interest in, or otherwise are interested in this Contract

### ATTACHMENT J – FEDERAL ASSURANCES

(Non Construction Programs) Certification required of all Contractor’s principals, officers, directors, shareholders, partners, owners, agents, employees, Subcontractors, independent contractors, and any other representatives who may provide services under, who have a financial interest in, or otherwise are interested in this Contract

### ATTACHMENT K – SUPPLEMENTAL CONDITIONS

Terms and Conditions required by the Texas Department of Family and Protective Services, specifically relating to contract remedies for provisions of placement suspension or termination of residential child care contract

## **CLARIFICATIONS TO Fiscal Year 2018 Standard Contract**

### **SINGLE CHILD PLAN OF SERVICE NOTIFICATION**

- Effective September 1, 2017- All DFPS Residential Child Care Contractors are required to utilize the universal single child plan of service template. Notification sent to all Residential Child Contractors
- Notification located at:  
[http://www.dfps.state.tx.us/PCS/Residential\\_Contracts/contract\\_forms.asp](http://www.dfps.state.tx.us/PCS/Residential_Contracts/contract_forms.asp)- Form K-908-3300 (Single Child's Plan of Service)

### **YES WAIVER NOTIFICATION**

- Centers for Medicare and Medicaid approved the Yes Waiver amendment extending eligibility to children and adolescents in DFPS conservatorship.
  - Youth Empowerment Services (YES) serves to prevent or reduce institutionalization of children and adolescents ages 3 – 18 with Serious Emotional Disturbance (SED).
  - The YES Waiver enables more flexibility in providing intensive community-based services for children and adolescents with SED, and provides support for their families and foster families by improving access to services.
  - Prevent or reduce inpatient psychiatric admissions for children and adolescents with SED
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## CLARIFICATIONS TO Fiscal Year 2018 Standard Contract

### **ADMISSION POLICIES AND PRACTICES**

- Availability of Intake Staff
- Admission dates and times
- Required Amounts of Medication

### **FOSTER GROUP HOMES**

- Required Approvals
- Required 24 Hour Supervision

## **ENHANCED Contract Monitoring and Oversight Activities**

- Documented Procedures for Contract Monitors
- Operations Risk environment determines the level, frequency, urgency of Monitoring (Risk Assessment Instrument)
- Action Plans for Corrective Measures and Implementation Follow-up
- Communications and Reporting to Providers
- Provide On going Support and Technical Assistance
- Continuous Quality Improvements
- Financial and other Contractual Legal Remedies
- Safety Screenings

### **UPDATED FISCAL YEAR 2018 Performance Measures**

#### **ATTACHMENT F** (Effective September 1, 2017)

##### **Safety: Outcome #1: Children/youth are safe in foster care**

- Percent of Children/Youth who do not experience an incidence of abuse, neglect or exploitation while in the Contractor's care (IMPACT)

##### **Well-Being: Outcome #2: Health and Wellness Assessment for Children in Foster Care**

- Percent of all Children/Youth in the Contractor's care who received an initial Texas Health Steps Medical Checkup within 30 calendar days of entry into DFPS conservatorship (Encounter Data)
- Percent of all Children/Youth in the Contractor's care who received an initial Texas Health Steps Dental Checkup within 60 calendar days of entry into DFPS conservatorship (Encounter Data)
- Percent of all Children/Youth removed who received a Child and Adolescent Needs and Strengths (CANS) assessment within 30 calendar days of entry into DFPS conservatorship

### **UPDATED FISCAL YEAR 2018 Performance Measures**

#### **ATTACHMENT F** (Effective September 1, 2017)

#### **Placement Stability: Outcome #3: Children/youth experience placement stability while in foster care**

- Percent of Children/ Youth for which the Contractor meets the needs of the Child/Youth through placement stability or through a discharge considered to be in the best interest of the Child/Youth (IMPACT)
- Percent of Children/Youth who enter the CPA's care during the performance period who have two or fewer placements, per each episode of care while in the Contractor's care, as of the last day of the performance period (IMPACT)

#### **Normalcy: Outcome #4: Youth are prepared for adulthood**

- Percent of Youth who complete PAL Life Skills Training before his/her 18th birthday (IMPACT)



# Performance Based Contracting Model Annual Scorecard

## FY 2018 Public Scorecard

	Safety	Well Being			Placement Stability		Normalcy
	Children and Youth are Safe in Foster Care	Health and Wellness Assessment for Children in Foster Care			Children Experience Placement Stability While in Foster Care		Youth Are Prepared for Adulthood
	Outcome #1 *Percent of Children and Youth who do not experience an incidence of abuse, neglect or exploitation while in the Contractor's care	Outcome #2 (a) Percent of all Children/Youth in the Contractor's care who received an initial Texas Health Steps Medical Checkup within 30 calendar days of entry into DFPS conservatorship	Outcome #2: (b) Percent of all Children/Youth in the Contractor's care who received an initial Texas Health Steps Dental Checkup within 60 calendar days of entry into DFPS conservatorship	Outcome #2: (c) Percent of all Children/Youth removed who received a Child and Adolescent Needs and Strengths (CANS) assessment within 30 calendar days of entry into DFPS conservatorship	Outcome #3 (a) Percent of Children and Youth for which the Contractor meets the needs of the Child and Youth through placement stability or through a discharge considered to be in the best interest of the Child and Youth	<b>Applies to Child Placing Agencies (CPAs) ONLY</b> Outcome #3 (b) Percent of Children and Youth who enter the CPA's care during the fiscal year who have two or fewer placements per each episode of care while in the Contractor's Care, as of the last day of the performance period	Outcome #4 Percent of Youth in the Contractor's care who complete PAL Life Skills Training before his/her 18th birthday
Child Placing Agencies	100%	Baseline Data Collection	Baseline Data Collection	Baseline Data Collection	Baseline Data Collection	Baseline Data Collection	Baseline Data Collection
HHSAS Legal Contractor Name	XX%	XX%	XX%	XX%	XX%	XX%	XX%
HHSAS Legal Contractor Name	XX%	XX%	XX%	XX%	XX%	XX%	NA
Basic Child Care - General Residential Operations	100%	90%	90%	90%	Baseline Data Collection	Not Measured for Contract Type	Baseline Data Collection
HHSAS Legal Contractor Name	XX%	XX%	XX%	XX%	XX%	NA	XX%
HHSAS Legal Contractor Name	XX%	XX%	XX%	XX%	XX%	NA	XX%
Emergency Shelter - General Residential Operations	100%	90%	90%	90%	Baseline Data Collection	Not Measured for Contract Type	Baseline Data Collection
HHSAS Legal Contractor Name	XX%	XX%	XX%	XX%	XX%	NA	NA
HHSAS Legal Contractor Name	XX%	XX%	XX%	XX%	XX%	NA	XX%
Residential Treatment Center- General Residential Operations	100%	90%	90%	90%	Baseline Data Collection	Not Measured for Contract Type	Baseline Data Collection
HHSAS Legal Contractor Name	XX%	XX%	XX%	XX%	XX%	NA	XX%
HHSAS Legal Contractor Name	XX%	XX%	XX%	XX%	XX%	NA	NA
Treatment for Emotional Disorders - General Residential Operations	100%	90%	90%	90%	Baseline Data Collection	Not Measured for Contract Type	Baseline Data Collection
HHSAS Legal Contractor Name	XX%	XX%	XX%	XX%	XX%	NA	NA
HHSAS Legal Contractor Name	XX%	XX%	XX%	XX%	XX%	NA	XX%
Color Code							
Exceeded Baseline/Target							
Met Baseline/Target							
Failed to Meet Baseline/Target							
Legend							
NA	Not Applicable (No eligible Clients served; No discharges; No appropriate contacts identified; or No separated siblings) during the fiscal year						
XX%	Measure not Reportable during the fiscal year: new measures effective FY 2018						

## Residential Performance-Based Contracting Model Goals

- **Increase Positive Outcomes for all Children in Care**
- **Strengthen Partnerships & Collaboration Efforts**
- **Increase High Performing Provider Operations**
- **Increase Provider Community Engagement**