

## Foster Care Case Management Contracts

**The following information is being provided for comment and feedback. It does not apply to currently existing foster care case management contracts. This will not affect incentive payments calculated during Phase I for current contractors.**

State law requires the Children’s Division to enter into contracts with private agencies to provide foster care case management services.<sup>1</sup> The payments to these contractors must include incentives provided in recognition of performance based on the evaluation tools discussed above and corresponding savings for the state.<sup>2</sup> The Children’s Division has promulgated regulations to implement the calculation of incentive payments contemporaneously with the promulgation of the Research and Evaluation process regulations referred to above. The regulations explain in detail how an agency may qualify to receive an incentive payment and how the incentive payments will be calculated. The regulations governing the calculation of incentives was submitted to the Research and Evaluation Team as required by law. The regulation is promulgated in the Code of State Regulations at 13 CSR 35-35.120 and 13 CSR 35.130. These regulations can be found on the Missouri Secretary of State’s website at [Missouri Secretary of State: Code of State Regulations \(mo.gov\)](https://www.sos.mo.gov/).

This calculation only applies to all FCCM contracts implemented effective on or after April 1, 2022. It does not apply to currently existing contracts. This will not affect incentive payments calculated during Phase I for current contractors. For contracts effective on or after April 1, 2022, the incentive payments are calculated according to the formula set out in 13 CSR 35-35.120(6)(C). If a contractor exceeds the permanency performance goal for the region specified in the provider’s contract the contractor will qualify to receive 50% of the available incentive payment. To earn the remaining 50% of the incentive payment, the contractor must meet or exceed the performance goals and outcomes established in regulation and in this announcement as they are phased in.

Here is an example of how the future FCCM cost incentives scores will be calculated. This will be incorporated into the Tableau Dashboards in Phase II and Phase III.

### EXAMPLE of Performance Metrics Calculations

	Benchmark	Score (Example)	Percent of Benchmark	Weight (Example)	Weight Overall
<b>Safety</b> CA/N in FC	0.00967%	0.05%	193%	20%	39%
<b>Safety</b> Worker/Child Visitation	95%	90%	95%	25%	24%
<b>Permanency</b> Re-Entries in FC	8.1%	0%	100%	15%	15%
<b>Permanency</b> Worker/Parent Visitation	60%	60%	100%	15%	15%
<b>Well-Being</b> Parent/Child Visitation	60%	60%	100%	0%	0%

<sup>1</sup> See generally §210.112 RSMo

<sup>2</sup> §210.112.6 RSMo.

<b>Well-Being</b> Healthy Child/Youth Exam	98%	95%	97%	25%	24%
<b>Service</b> Caseload (Avg # of case managers)	50%	50%	100%	0%	0%
<b>Overall Average:</b>			<b>114%</b>	<b>100%</b>	<b>117%</b>

In this chart the rows are the metrics discussed above. The Columns represent:

- **Benchmark** – The benchmark is the expected performance metric from the Metrics for each Domain discussed above.
- **Score** – The Score is the actual score that the individual provider achieved for the time period being measured.
- **The Percent of Benchmark** – is what percentage of the benchmark was achieved by the provider for the time period being measured. If the provider achieved a score of 100%, then the provider achieved the expected benchmark. It is possible to achieve a score greater than 100%.
- **Weight** – The regulation allows the Children’s Division to establish what weight each metric contributes to the provider’s overall score. The Research and Evaluation Team will review each metric and each weight. The sum total of the weights assigned to the metrics measured in the phase shall be equal to 100%.
  - Allowing the Research and Evaluation Team and the Children’s Division to assign weights to particular metrics for each phase enables them to be flexible on how they are implemented and establishes a process for the Division and Providers to collect and analyze data to establish data driven benchmarks when none currently exist without “penalizing” providers ability to earn an incentive if a benchmark metric is unreasonable.
- **Weight Overall** – this is the total, weighted score that the provider has achieved. Scores of over 100% are possible. Providers which achieve a total score of 100% or more will qualify to receive the full, remaining 50% of the available incentive payment; providers achieving a score of between 90% and 99% will receive 90% of the remaining portion of the incentive payment; and providers which receive 90% or less will not qualify to receive the remaining 50% of the available incentive payment.

For more detailed information please refer to 13 CSR 35-35.130