

Phase II Metrics

The proposed Phase Two metrics for each Domain are as follows:

Metric
Residential – Placement of a child in a residential or institutional setting shall be in compliance with the requirements of federal and state law
All case managers and supervisors successfully complete training in providing trauma informed and trauma based services
Timely development and effective implementation of a primary and concurrent permanency plan
Effective ratio of supervisors to supervision of case managers
Cases returned to the Children’s Division due to catastrophic costs or court order for case management by Foster Care Case Management agencies;

- **Well-Being Domain**

- Metric— Residential – Placement of a child in a residential or institutional setting shall be in compliance with the requirements of federal and state law¹
 - Definition: This metric examines placement of all children in foster care to examine the type of placement where the child resides.
 - Data Source: The Children’s Division will utilize data that each provider is already required to report on through the preexisting FACES system.
 - The expected performance benchmark is currently undetermined. This has not been measured previously with all placements, and the Research and Evaluation Team decided that it was appropriate to collect and analyze data so an informed, data driven a baseline may be established.
 - Weight: The weight given to this metric in Phase I is 0%. This is the weight given to the metric in calculating the overall score of contracted case management providers. The weight was determined to be 0% during implementation as there are significant challenges within the system to examine positive and negative placement moves, as well as accurate analysis of the most appropriate types of placements for children. The Division and the Research and Evaluation Team will be utilizing the data gathered during Phase II on this metric to assess and refine the system’s ability to gather data on this metric so that a decision based on a year’s worth of data can drive future decision making on how data on this metric will be evaluated, benchmarked and weighted. The weight will be reexamined after Phase II implementation.
- Metric – All case managers and supervisors successfully complete training in providing trauma informed and trauma based services²
 - Definition: All case managers and supervisors have completed Trauma Toolkit training.

¹ 13 CSR 35-35.100(3)(E)2.C

² 13 CSR 35-35.100(3)(E)2.e.

- Data Source: The Children’s Division will utilize data from the Electronic Learning Center where all training completion is managed.
 - The expected performance benchmark for Phase II is undetermined as this has not been measured across both Children’s Division and all case management contractors at the same time. Recent changes in availability to the Electronic Learning Center for contractors, as well as availability of the courses has affected the ability to determine the benchmark. The Research and Evaluation Team decided that it was appropriate to collect and analyze data so an informed, data driven a baseline may be established.
 - Weight: The weight given to this metric in Phase I is 0%. This is the weight given to the metric in calculating the overall score of contracted case management providers. The weight was determined to be 0% during implementation as there are significant challenges with determining if the system is reporting accurate information. Ongoing data evaluation will be needed to determine the final weight of this metric.
- **Permanency Domain**
 - Metric—Timely Achievement of the child’s court approved permanency plan³
 - Definition: This is measured by measuring the number of children who achieve their court approved permanency goal within the designated timeframe per the benchmark for each goal.
 - Data Source: The Children’s Division will utilize data that each provider is already required to report on permanency completion in the pre-existing FACES system.
 - The expected performance benchmark in Phase II is:
 - Reunification in 12 months or less
 - Guardianship in 18 months or less
 - Adoption in 24 months or less
 - Weight: The weight given to this metric in Phase II is 50%. This is the weight given to the metric in calculating the overall score of contracted case management providers. Per RSMo 13 35-35.130 Contracted Foster Care Case Management Costs:
 - (C) For all contracts effective on or after April 1, 2022, the provisions of subsections (6)(A), (6)(B) and this subparagraph 6(C) shall apply. To receive an incentive the Contractor must first qualify to receive an incentive by exceeding the permanency performance goal for the region as specified in this subsection. If the Contractor qualifies for an incentive by exceeding the permanency performance goal for the region, then the Contractor will qualify to receive 50% of the incentive payment. To earn the remaining 50% of the incentive payment, the Contractor must meet the performance goals and outcomes established pursuant to 13 CSR

³ 13 CSR 35-35.100(3)(E)3.c.

35-35.100 as they are phased in and as further provided in this subsection.⁴

- **Service Domain**

- Metric – Effective ratio of supervisors to supervision of case managers⁵
 - Definition: This measure looks the number of case management workers to supervisors.
 - Data Source: The Children’s Division will utilize data in the pre-existing FACES System. There are extreme challenges within this data set as this information is not easily extracted from the system.
 - The expected performance benchmark is currently undetermined. This has not been measured previously and the Research and Evaluation Team decided that it was appropriate to collect and analyze data so that an informed, data driven a baseline may be established, as well to make recommendations for the data collection system.
 - Weight – The weight given to this metric in Phase I is 0%. This is the weight given to the metric in calculating the overall score of contracted case management providers. The weight was determined to be 0% during Phase II implementation as the entry and data system does not allow for this to be easily examined. The Division and the Research and Evaluation Team will be utilizing the data gathered during Phase II on this metric to assess and refine the system’s ability to gather data on this metric so that a decision based on a years’ worth of data can drive future decision making on how data on this metric will be evaluated, benchmarked and weighted. The weight will be reexamined after Phase II implementation.
- Metric – Cases returned to the Children’s Division due to catastrophic costs or court order for case management by Foster Care Case Management agencies⁶
 - Definition: This measure looks at the costs associated with cases returned to Children’s Division by the case management contractors.
 - Data Source: The Children’s Division will utilize data that the Division already collects and analyzes for the Foster Care Case Management contracts.
 - The expected performance benchmark is currently undetermined. This has not been measured previously and the Research and Evaluation Team decided that it was appropriate to collect and analyze data for 3-6 months so that an informed, data driven a baseline may be established.
 - Weight – The weight given to this metric in Phase I is 0%. This is the weight given to the metric in calculating the overall score of contracted case management providers. The weight was determined to be 0% during Phase II implementation as the entry and data system does not allow for this to be

⁴ 13 CSR 35-35.130(6)(C)

⁵ 13 CSR 35-35.100(3)(E)4.b.

⁶ 13 CSR 35-35.100(3)(E)4.d.

easily examined. IN addition, significant changes to medical coverage have significantly decreased the impact of these costs. The Division and the Research and Evaluation Team will be utilizing the data gathered during Phase II on this metric to assess and refine the system's ability to gather data on this metric so that a decision based on one year's worth of data can drive future decision making on how data on this metric will be evaluated, benchmarked and weighted. The weight will be reexamined after Phase II implementation.