

To: Department of Social Services
From: Response and Evaluation Team
Date: 3-11-2024

RE: Request for Extension - Response and Evaluation Process for Case Management of Children in Foster Care (HB 1414)

DECISION POINT

The Response and Evaluation Team is requesting that the Department of Social Services approve the following requests:

1. Delay implementation of the Phase II metric that requires the collection and measurement of performance on the requirement that all case managers and supervisors successfully complete training in providing trauma informed and trauma based services.
2. Delay implementation of the Phase III metrics that requires the collection and measurement of performance on the following five (5) metrics:
 - Identification of sentinel events;
 - Timely reporting of sentinel events;
 - Achievement of educational milestones¹;
 - Timely development and implementation of a social service plan²; and
 - Timely development and implementation of primary and concurrent permanency plan³.

DSS and CD regulations require Departmental approval of these requests. 13 CSR 35-35.100(3)(E). The reasons for this request are set out below.

RECOMMENDATION

1. Delay implementation of the Phase II metric until the Office of Administration implements a new training tracking system expected to be completed in 2025.
2. Delay implementation of the Phase III metrics until the Children's Division Comprehensive Child Welfare System (CCWIS) is developed and operational (2025-2026).

¹ Denotes a metric which will be evaluated qualitatively. Request for extended deadline applies only to quantitative data.

² Denotes a metric which will be evaluated qualitatively. Request for extended deadline applies only to quantitative data.

³ Denotes a metric which will be evaluated qualitatively. Request for extended deadline applies only to quantitative data.

HISTORICAL BACKGROUND

Section 210.112 RSMo. was enacted into law through HB 1414 in August 2020, which requires the transparent and objective evaluation of foster care services provided by the Division and its contractors. 13 CSR 35-35.100 *Response and Evaluation Process for Case Management of Children in Foster Care* requires the Children's Division to implement the research and evaluation process in three phases. This Regulation allows the Division to determine the order in which the metrics will be implemented. The status of the phases in the implementation of the research and evaluation process is as follows:

- Phase I has been fully implemented.
- Phase II has one metric which will require an extended deadline for completion.
- Phase III has seven metrics, five of which will require an extended deadline for full completion.

LEGAL BASIS FOR REQUEST

Pursuant to 13 CSR 35-35.100(3) (E), Children's Division, with the permission of the Department of Social Services, may extend the deadlines for implementation of a goal or metric if it is not technically feasible or if there are insufficient funds to implement by the deadline. Further, that the achievement of deadlines specified in the regulation are contingent on the availability of information, processing capability, and the availability of funds that are necessary for implementation.

METRICS REQUIRING AN EXTENDED DEADLINE AND EXPLANATION

Phase II

The Response and Evaluation Team are requesting approval to delay implementation of the following metric:

- All case managers and supervisors successfully complete training in providing trauma informed and trauma based services.

Children's Division and the private foster care case management agencies do not share a common platform in which to record and track staff training completion. Great effort has been made to integrate training data however such processes are labor intensive and unreliable. The Office of Administration will be implementing a new training tracking system later in 2025 which is expected to resolve this issue.

Phase III

The Response and Evaluation Team are requesting approval to delay implementation of the following four metrics:

- Identification of sentinel events;
- Timely reporting of sentinel events;
- Achievement of educational milestones¹;

- Timely development and implementation of a social service plan²; and
- Timely development and implementation of primary and concurrent permanency plan³.

Identification of sentinel events and timely reporting of sentinel events- Many sentinel events are manually reported via a form (CS-23) however, there is not currently an electronic reporting system available to both Children's Division and the private foster care case management agencies which can accurately quantify the timely and accurate reporting of the broad range of events outlined in the regulation. The data requirements of HB 1414 will be incorporated into the new Comprehensive Child Welfare System (CCWIS) expected to be operational 2025-2026.

Achievement of educational milestones- Case reviews will be the source for capturing qualitative data related to the achievement of educational milestones. Current educational screens in FACES are focused on compliance and demographics such as grade level or attendance and do not correlate to achievement of milestones. The data requirements of HB 1414 will be incorporated into the new Comprehensive Child Welfare System (CCWIS) expected to be operational 2025-2026.

Timely development and implementation of a social service plan and Timely development and implementation of primary and concurrent permanency plan- Case reviews will be the source for capturing qualitative data related to the development and implementation of the social service plan which contains the development and implementation of permanency plans. A new Social Service Plan (SSP), to replace the current SSP is in the late stages of development. The SSP will be manually completed and uploaded to the current electronic case management system (FACES) and case reviews will monitor the development and implementation of SSP for each family. The SSP will be integrated into the new Comprehensive Child Welfare Information System (CCWIS) which will allow for qualitative information to be captured across Children's Division and the contracted case management agencies. CCWIS is expected to be operational 2025-2026.

TIMELINE FOR RESOLUTION

When this work began in 2021, it was the plan of the Department of Social Services, Children's Division to make amendments to the current electronic case management system (FACES) which would have produced the necessary quantitative data. Since that time funds became available to build a new Comprehensive Child Welfare Information System (CCWIS) and therefore it was no longer prudent to continue allocating financial resources toward FACES changes. CCWIS system development is in the Request for Proposal stage of the procurement process. Expected implementation of the system is 2025-2026.

For additional information please contact:

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