

Date: June 16, 2025

MEMORANDUM

TO: Sara Smith, Director, Missouri Children's Director

FROM: Response and Evaluation Team

SUBJECT: Semi-Annual Report of the Response and Evaluation Team
Response and Evaluation Team Report

This report is submitted in compliance with Section 210.112 RSMo and 13 CSR 35-35.100(9). Under subsection 210.112.3 RSMo, the Response and Evaluation Team is required to review the evaluation tool and report format established under this section at least twice each year and submit a report to the Children's Division making recommendations for any changes in the tool or metrics. The Response and Evaluation Team ("the team") reports shall be due each year on or before July 1 and January 1. Previous reports were submitted on July 1, 2023, January 1, 2024, July 1, 2024, and January 1, 2025. This is the fifth report.

Pursuant to subsection 210.112.3 RSMo the team shall:

- (1) Review the evaluation tool and metrics outlined in subsection 2 of this section on a semiannual basis to determine any adjustments needed or issues that could affect the quality of such tools and approve or deny on a case-by-case basis:
 - (a) Cases that a provider feels are anomalous and should not be part of developing the case management tool under subsection 2 of 210.112 RSMo.

It is the responsibility of the Response and Evaluation Team to develop standards and criteria to identify cases that a provider may feel are anomalous and should not be considered in developing the case management tool. To date, this process for identification of anomalous cases has not yet been established. At the last Response and Evaluation Team meeting held on May 21, 2025, there was a recommendation to form a workgroup tasked with developing these necessary objective standards and criteria for identification of anomalous cases. The Team was in agreement with this recommendation.

- (b) Alternative evaluation metrics recommended by providers based on the best interests of the child under subsections 2 and 5 of 210.112 RSMo.

The team is engaged in ongoing discussions regarding the metrics for all phases and welcomes recommendations from all providers. The team has discussed the process required to request a change of certain metrics and has discussed the possibility of requesting changes to metrics in the near future. This team continues to have discussions regarding changes to the current metrics but has not made any formal requests. The current system utilized for case management, the Family and Children Electronic System (FACES), was implemented in the mid-2000s and lacks the ability to accurately capture

some of the current metrics. As detailed within the published Quarterly Reports, FACES is in the process of being replaced, but the current system has contributed to the discussions surrounding the need to recommend changes to some metrics to assure that accurate data is being collected and reported.

- (c) Review and recommend any structure for incentives or other reimbursement strategies under subsection 6 of 210.112 RSMo.

The team has not received any new recommendations for incentives or other reimbursement strategies during this reporting period. The team and the Children's Division welcomes such recommendations from providers.

The team has met regularly with the most recent meeting occurring on May 21, 2025. The team discussed the current implementation and the reporting format and has reviewed each published quarterly report on Phase I and Phase II measures. The team meeting agenda always includes a discussion of measures, processes, and reporting. Currently, the team is not recommending any changes to the Phase 1 or 2 metrics or reporting format although, as stated above, there have been discussions regarding the possibility of recommending changes to metrics in the near future. The team is required, at minimum, to reevaluate the metrics and reporting format twice per year to provide feedback and make suggestions to improve the evaluation tool and process, including the dashboard (metrics), the Child and Family Services Review tool (Evaluation Tool), and consumer surveys. FCCM contractors have provided recent feedback on the metrics, which will be discussed by the team as part of the Comprehensive Review process required by 13 CSR 35-35.100(9)(C).