

Missouri

Contracted Foster Care Case Management : *Maintenance Factors in Performance Based Contracting*

Cindy Wilkinson, MSW, Project Director
Paul Sundet, PhD, Project Evaluator

PROJECT BACKGROUND

- 1. 1988 – 2005: contracted case management in metro areas**
- 2. 2003 – 2005: detailed collaborative planning and design for PBC**
- 3. 2005 – 2008: initial competitive independent PBC contract executed**
- 4. 2008 -2011: second competitive contract awarded and begins October 1, 2008**

GOALS FOR CASE OUTCOMES

Re-entry

- Target % of children in custody or supervision of the state must not re-enter within 12 months of exit

Stability

- Target % of children shall experience 2 or less placement settings

Permanency

- Target % of children must achieve permanency (reunification, adoption, guardianship)

Safety

- Target % of children must not have a substantiated CA/N report with the alternative caregiver as the perpetrator

Kansas City Region

| | | Yr 1 | Yr 1 Mirror | Yr 2 | Yr 2 Mirror |
|-------------------|---------------------------|---------------|--------------|---------------|--------------|
| Re-entries | Target > 91.4% | 94.9% | 81.3% | 90.9% | 85.2% |
| Stability | Target > 82% | 94% | 89% | 86% | 79% |
| Permanency | Target > 30% | 37% | 40% | 33% | 34% |
| Safety | Target > 99.43% | 99.53% | 100% | 99.64% | 100% |

Springfield Region

| | | Yr 1 | Yr 1 Mirror | Yr 2 | Yr 2 Mirror |
|-------------------|---------------------------|-------|-------------|-------|-------------|
| Re-entries | Target > 91.4% | 95.4% | 100% | 96.8% | 94% |
| Stability | Target > 82% | 97% | 95% | 87% | 86% |
| Permanency | Target > 24% | 23% | 20% | 27% | 34% |
| Safety | Target > 99.43% | 100% | 99.61% | 99.8% | 99.59% |

St. Louis Region

| | | <u>Yr 1</u> | <u>Yr 2</u> |
|------------|--------------------|-------------|-------------|
| Re-entries | Target > 91.4% | 96.2% | 96.4% |
| Stability | Target > 82% | 92% | 80% |
| Permanency | Target > 32% | 26% | 30% |
| Safety | Target > 99.43% | 99.59% | 100% |

PUBLIC/PRIVATE PROBLEM SOLVING

- JOINT AD HOC WORKING GROUPS
- TIERED CQI PROCESS
- PROGRAM MANAGER MEETINGS
- OVERSIGHT STAFF
- CORRECTIVE ACTION PLANS

QIC DEVELOPED INITIATIVES

- PUBLIC/PRIVATE PRACTICE SUMMIT
- QA/QI BEST PRACTICES CONFERENCE
- FCCM/CFSR/FCI INTEGRATION
- PROGRAM MANAGER EXCHANGE
- OVERSIGHT STAFF DEVELOPMENT

SELECTED IMPACT/OUTCOMES

- FEAR OF “PRIVATIZATION” DIMINISHED
- CD CASELOADS REDUCED TO STANDARD
- COA STATE-WIDE ACCREDITATION ACHIEVED
- RE-ENTRY, STABILITY AND SAFETY OUTCOME GOALS ACHIEVED; PERMANENCY CLOSE
- MIRROR UNITS ARE MEETING MOST OUTCOMES AND PERFORMING SIMILAR TO PRIVATE AGENCIES
- REDUCED CASELOAD SIZE/INTENSIVE SUPERVISION CRITICAL PERFORMANCE ELEMENTS