

## Provider Performance Improvement (PPI) Measures

\*Performance Measures in *Italics* are automatically calculated on the website

### Agency Supported Foster Care:

#### Provider Measures: (Data entered by provider)

1. Count of licensed homes with a placement during the previous month
2. Count of approved Relative/Kinship homes with a placement during previous month
3. Count of licensed Relative homes with a placement during the previous month
4. *Count of total foster homes with a placement the previous month*
5. Count of licensed homes without a placement on the last day of the previous month
6. Count of Foster Care Specialists on the last day of the previous month
7. Count of Foster Care Specialists appointed or hired during the previous month
8. *Ratio of Foster Care Specialists to homes with a placement during the previous month*
9. *Ratio of Foster Care Specialist to total homes during the previous month*

\*Measures above are to include homes with placement of both DHHS and NFC youth. Do not include probation youth. Measures #1-5 are point in time figures from the last day of the previous month.

#### Internal Measures: (Data from NFOCUS entered into PPI)

1. Maltreatment in Foster Care; Instances of a maltreatment while youth is placed at an agency managed foster home.
2. Placement Changes; Any placement from foster care to another out of home placement or runaway within the month or 8 days into the following month.
3. Foster care youth age distribution; Illustrates the distribution of youth's ages placed in foster care.
4. NCR Counts; Illustrates the distribution of youth per level of parenting by agency placed in foster care. Essential, Enhanced or Intensive.
5. Assessment of Placement, Safety and Suitability (APSS) Counts; Illustrates finalized APSS Findings.

\*These measures include NFC & DHHS youth

## **Family Support Services:**

### **Provider Measures:** (Data entered by provider)

1. Count of in-home families served during the previous month
2. Count of parenting time/out of home/NFC families served during the previous month
3. *Count of total families served during the previous month*
4. Count of total in-home families discharged during the previous month
5. Count of in-home families who safely maintained their children in the home, upon discharge, during the previous month
6. *Percentage of families who safely maintained their children in the home, upon discharge, during the previous month*
7. Count of Family Support Specialists on last day of the previous month
8. Count of Family Support Specialists appointed or hired during the previous month
9. *Ratio of specialists to families served during the previous month*

\*NFC Family Support cases should only be counted in measure #2. Do not include probation youth.

### **Internal Measures:** (Data from NFOCUS entered into PPI)

1. Average claims paid per In-Home Family (rolling 12 month average)  
-All youth in care or discharged in last 70 days
2. Average count of units of service per In-Home Family (rolling 12 month average)
3. Out of home placement within 6 months of In-home family support service ending
4. Recurrence of maltreatment within 6 months of service (Family Support/Parenting Time) ending

\*These measures are DHHS youth only

## **Intensive Family Preservation:**

### **Provider Measures:** (Data entered by provider)

1. Count of families served during the previous month
2. Count of families discharged during the previous month
3. Count of families who safely maintained their children in the home, upon discharge, during the previous month
4. *Percentage of families who safely maintained their children in the home, upon discharge, during the previous month.*
5. Count of IFP teams serving families during the previous month
6. *Ratio of IFP teams to families served during the previous month*

\*Only include both DHHS and NFC IFP cases in measures #1 and #5. Specific IFP Family Details are for DHHS IFP cases only. Do not include probation youth.

### **Specific IFP Family Details** (Data entered by provider)

1. Weekly total of hours the Therapist/Skill-Builder have direct-in person, direct-other or indirect contact with each family
  - a. *Total amount of hours for each type of contact*
  - b. *Average Hours of direct contact per week of service*
  - c. *Percentage of direct-in person contact for the duration of the service*
2. Date of Initial Contact
  - a. Checkbox to indicate if Initial Contact within 24 hours of receiving the referral
  - b. Checkbox to indicate if the Children and Family Services Specialist (CFSS) was present at Initial Contact
3. Date of Service Discharge
4. Checkbox to indicate if video conferencing was used at any point during each week that service was provided
5. Target Population- Based upon the referral information, choose which target population the referred family would be classified as, per the contract.

### **Internal Measures:** (Data from NFOCUS entered into PPI)

1. Out of home placement within 6 months of IFP service ending
2. Recurrence of maltreatment within 6 months of service ending

\*These measures are DHHS youth only

**Additional Data:****Quality Reviews**

ASFC Monthly Reports – review of Foster Care Monthly Reports from ASFC agencies that determine if all information is in report for CFS to review and present to court.

Placement Support Plan – Review of Placement Support Plans to ensure that ASFC provider has plan in place to maintain placement of state ward placed in foster home.

**Compliance Reviews**

Personal File Reviews – Results of review of background checks, training, work eligibility as required by contract.

Foster Care Claims Audit – Results of audit of Out-of-home foster care payments to ensure that ASFC provider is paying foster parent appropriately. Required as part of the Program Improvement Plan with the Internal Auditor.

Paid Claims Audit – Results of supporting documentation review for paid claims through electronic payment portal.

**Performance Concerns** – Report of performance issues as reported by CFS and Providers.

**Placement Concerns** – Report of placement concerns found in foster care placements (licensed and approved) supported by ASFC agencies.