

Community Based Care of Brevard, Inc. Policy and Procedure Manual



Series: Risk Management/QA **COA:** PQI 3.04
Procedure Name: Performance Measures **CFOP:** N/A
Procedure Number: RQ-508
Revision #/Date: NA
Effective Date: 02/01/09

Applicable to: All CBCB Staff and Contract Providers

SUBJECT: Performance Measures

PURPOSE: It is the policy of CBC of Brevard to collect and report accurate and meaningful data to document contract performance measures.

PROCEDURE:

References

CBCB Quality Assurance Plan
CBCB Performance Quality Improvement Plan

Definitions

FSFN- Florida Safe Families Network is Florida's statewide automated child welfare information system.

ICWSIS-Integrated Child Welfare Services Information System.

Contract Performance Measures-Measures identified by the Florida Department of Children & Families (DCF) as priorities and included in the state's contract with CBC of Brevard.

Best Practice Performance Measures-Measures identified by CBC of Brevard as best practice to ensure the safety, well-being and permanency of the children under supervision.

Data Locations

Please refer to the agency's current Quality Assurance and Performance Quality Improvement plans as these measures may change periodically. All contract performance measure data, and other identified best practice measures, is presented to internal and external stakeholders quarterly and the presentation is available on CBC of Brevard's web site @ www.cbcbrevard.org

Publishing this data on a site available to all consumers helps ensure it is able to be utilized for continuous quality improvement throughout the organization.

The data used in the performance review presentations are gathered from FSFN reports and DCF's on-line performance measure dashboard.

Contract Measures

The current contract measures reported quarterly are:

- 1) At least 95% of the children served shall be protected from child abuse and neglect.
- 2) No more than 1% of children served in out-of-home care shall experience maltreatment while in out-of-home care.
- 3) The percentage of children entering out-of-home care who are re-entering care within 12 months of a prior reunification or release to relatives shall not exceed 9.0%.
- 4) The percentage of children reunified who were reunified within 12 months of the latest removal shall be at least 76.2%.
- 5) The percentage of children with finalized adoptions whose adoptions were finalized within 24 months of the latest removal shall be at least 32%.
- 6) No more than 176 of children in out-of-home care on June 30, 2009, shall have been in out-of-home care 12 months or more. (FY 08-09).
- 7) At least 63 adoptions shall be finalized during the state fiscal year 2008-2009.
- 8) 100% of children under supervision who are required to be seen each month shall be seen each month.

Best Practice Measures

The current best practice measures reported quarterly are:

- 1) Home visit chrono notes entered in FSFN within 48 hours
- 2) Required fingerprints obtained.
- 3) Required birth verifications obtained.
- 4) Required photographs obtained.
- 5) Worker contacts with mothers, fathers and both parents.
- 6) JRs completed and filed on time.
- 7) Supervisor reviews completed timely and entered in FSFN.
- 8) Exit interviews completed timely.
- 9) QA results.

As other best practice measures are identified, they are incorporated into the quarterly performance review.

Review and Reporting

The following measures are reviewed weekly on an operations conference call, hosted by CBC of Brevard with representation from the case management agencies and DCF:

- 1) Percentage of children seen.
- 2) JRs completed and filed on time.
- 3) Supervisor reviews completed timely and entered in FSFN.
- 4) Exit interviews completed timely.
- 5) Child and caseload distributions by worker, agency and area of the county.
- 6) Case management workforce vacancy rates.
- 7) Missing child activities.
- 8) Children who, during the previous week, re-entered out-of-home care within 12 months of a prior reunification or release to relatives

The Child & Families Division tracks and reports monthly on the following elements for the Board of Directors:

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- 1) Percent of children with 2 or less placement moves
- 2) Number of children living in foster care homes outside of Brevard County
- 3) Number of children diverted from case management
- 4) Number of children in high end placements
- 5) Number of children in residential treatment centers
- 6) Number of children for whom placement was preserved
- 7) Number of referrals made to mobile response team
- 8) Number of drug tests administered by court liaison
- 9) Number of adoption homes recruited
- 10) Number of adoption home studies approved
- 11) Number of adoption subsidy packets approved
- 12) Number of families currently attending MAPP
- 13) Number of new foster homes licensed
- 14) Number of clinical reviews conducted
- 15) Average daily expenditure for out of home care
- 16) Total adoption support funds authorized

The Brevard C.A.R.E.S. and Utilization Division tracks and reports monthly on the following elements for the Board of Directors:

- 1) Number of children served through CARES
- 2) Number of families served through CARES
- 3) Average caseload per CARES case coordinator
- 4) Percent of dependency families participating in family team conferencing
- 5) Total dollar amount authorized via the diagnostic & evaluation funds

The Compliance Division tracks and reports monthly on the following elements for the Board of Directors:

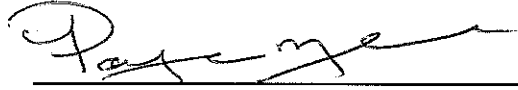
- 1) Number of new CAFAS assessments administered
- 2) Number of follow-up CAFAS assessments administered
- 3) Percent of children with current CAFAS assessment scores

The Public Relations Division tracks and reports monthly on the following elements for the Board of Directors:

- 1) Number of community meetings attended
- 2) Number of press related coverage
- 3) Amount received via fund raising
- 4) Amount received in cash donations
- 5) Amount received via in-kind donations
- 6) Number of grant proposals pending

The current systems of record, FSFN and ICWSIS, will be kept up to date to include all required case and child specific data elements. These elements are reconciled monthly.

BY DIRECTION OF THE CHIEF EXECUTIVE
OFFICER:



DR. PATRICIA NELLIUS-GUTHRIE
Chief Executive Officer
CBC of Brevard, Inc.

APPROVAL DATE: 3/16/09