

DEPARTMENT OF SOCIAL SERVICES

CHILDREN'S DIVISION

P.O. BOX 88

JEFFERSON CITY, MISSOURI

September 14, 2005

MEMORANDUM

TO: AREA EXECUTIVE STAFF, CIRCUIT MANAGERS AND
CHILDREN'S DIVISION STAFF

FROM: FREDERIC M. SIMMENS, DIRECTOR

SUBJECT: PERFORMANCE BASED CASE MANAGEMENT
CONTRACTS

REFERENCE: CHILDREN'S DIVISION

DISCUSSION:

The purpose of this memorandum is to inform staff of the performance based case management contract awards, the impact of these awards, and how these contracted cases will be identified in the Alternative Care Tracking System and the Family Centered Services Database.

Performance Based Case Management Awards

The performance based case management contracts began June 1, 2005. A ninety day start up period was built into these contracts to allow providers the ability to hire and train staff. Services provided to children and families under these contracts will begin September, 2005. The contracts were awarded in the St. Louis, Kansas City and Springfield regions. The St. Louis providers will serve children under the court's jurisdiction in St. Louis City, St. Louis, St. Charles and Jefferson Counties. The Kansas City providers will serve children under the court's jurisdiction in Jackson, Andrew, Buchanan, and Clay Counties. During the first year of the contract the provider for the Springfield region will serve children under the court's jurisdiction in Greene County only. Another provider will begin services in the second year of the contract when Christian, Taney, Lawrence, Barry and Stone Counties will be added to the Springfield region.

The performance based contracts include outcomes related to permanency, safety and stability. These outcomes will be monitored on a quarterly basis. In addition, there is financial risk to providers. If a contractor does not move children to permanency as expected they will serve more children than what they will be paid for. Conversely, providers who exceed the permanency expectations will serve less children while still being paid for their base caseload as described below.

Each contract was awarded to a consortium of agencies. The contractor and the agencies making up the consortium are listed below:

St. Louis Region

Missouri Alliance for Children and Families was awarded 525 cases. Agencies included are: Missouri Alliance for Children and Families; Boys and Girls Town; Edgewood Children's Center; Missouri Baptist; Presbyterian Children's Services; and Evangelical Children's Home.

Children's Permanency Partnership was awarded 525 cases. Agencies included are: Family Resource Center; Epworth; Youth In Need; and Urban Behavioral Health Services.

Catholic Charities Service Agency was awarded 210 cases. Agencies included are: Catholic Charities; Catholic Services; Bringing Families Together; Our Little Haven; and Lutheran Children and Families.

Kansas City Region

Cornerstones of Care was awarded 312 cases. Agencies included are: Gillis; Marillac; Ozanam; Spofford; and Missouri Baptist.

Family Advocates was awarded 168 cases. Agencies included are: Crittenton; Catholic Charities; and Downey Side.

Springfield

Boys and Girls Town was awarded 210 cases. Agencies included are: Boys and Girls Town; Missouri Baptist; Presbyterian; Missouri Alliance for Children and Families; and Burrell.

Springfield Partners was awarded 105 cases in the 2nd year of the contract. Agencies included are: Alternative Opportunities; Catholic Charities; Good Samaritan Boys Ranch; and Lutheran Children and Families.

Children's Division Contract Case management Liaison Staff

Children's Division staff have been selected from the regions mentioned above to serve as case management contract liaison staff. These staff will provide technical assistance, monitor enrollments, and be involved with the quality assurance aspects of the contract. In addition, they will attend all permanency planning reviews for contracted cases.

Statewide Impact of the Performance Based Case Management Awards

Service Workers in county of placement

Contracted case managers may place a child outside of the case manager county due to a variety of reasons. Some examples include relative and adoptive placements. However, the case management contract is specific when a service worker may be requested. Service workers should not be assigned to a case managed by a contractor unless Children's Division contract case management liaison staff have given prior approval. When Children's Division service workers are not authorized, the contracted case manager will provide direct services in a county other than the case manager county.

Cases which are assigned to contracted case managers in September may already have an assigned service worker in a county other than the case manager county. The assigned service workers may remain on cases assigned to contracted case managers when the child is placed more than 100 miles one way outside the county line. Cases which are assigned after September will be children entering Alternative Care. Service workers for these cases will only be assigned in a county other than the case manager county when approved by Children's Division contract case management liaison staff.

Service workers may not authorize Children's Treatment Services (other than day treatment), Special Expenses (other than legal), or crisis funds for cases served under the performance based case management contract. These expenses have been figured into the contractor's monthly case rate. As such, the contractor is responsible for authorizing these services and reimbursement for such services. The Division will continue to be responsible for day treatment, legal expenses, day care, adoption subsidy, subsidized guardianship payments, Independent Living expenses, and room and board payments to relative and foster homes, residential treatment, group home or Transitional Living providers.

Placement Approvals

Contracted case managers are required to have prior approval to place any child in a home which their agency did not recruit, train and assess specifically for this contract. When an emergency arises, a contracted case manager may place a child without prior authorization. However, they must contact the county office overseeing the home by the next business day. When a foster home has openings Children's Division staff should only deny approval of a placement when it would jeopardize other placements in the home or when a foster family is experiencing some difficulty which would likely

preclude a successful placement. If a contracted case manager is seeking placement from a county outside the case manager county, Division staff may deny the placement if no attempts to secure local resources have been made.

Resource Development

Contractors who have been awarded the performance based case management contract will be recruiting, training, and assessing relative, foster, and adoptive homes. When case management contractors have a training session scheduled which can accommodate families who the Children's Division has recruited, staff may request permission for the family to attend the contractors training sessions. Likewise, case management contractors may request permission for a family to attend a foster parent training session scheduled by the Children's Division. Such requests may be made when either the Children's Division or the case management contractor does not have enough families to justify a training session or when the training can be provided in a more timely manner. The Children's Division will not be charged when a family is referred to a case management contractors training session. Likewise, the Division shall not charge case management contractors when a family is accepted to attend a training session scheduled by the Division. Families which are referred to contractors under the resource development contract will continue to be billed to the Division.

When training resources are shared, the agency which recruited the family is still responsible for completing the assessment of the family. As such, the training instructor will need to share information with the worker assigned to complete the home study.

This type of collaboration is also expected for adoption fairs. Children's Division staff should include contracted case managers for any type of regional or statewide adoption recruitment efforts.

Child Abuse/Neglect Investigations and Assessments

Children's Division staff who conduct child abuse investigations/assessments and out-of-home investigations will need to inform contracted agencies when they have a child they case manage involved in a report. Each local office within the contracted case management regions can identify case management contract liaison staff. The case management contract liaison staff can provide contact information for each contractor.

When there is an out-of-home investigation and there are case management concerns, the OHI unit must notify LeAnn Haslag at #573-522-9307. When the concern involves an adoptive placement which the contracted case management provider either is or was supervising local investigative staff will notify the local case management contract liaison staff.

Evaluation

There are several components to the evaluation of the performance based case management contracts. The Peer Record Review is one component. When a contracted case is reviewed the 6Z code described below must be placed on the peer record review form. The Peer Record Review will be the only regularly planned review of contracted cases other than the reviews which regularly take place in Jackson County. Without the corresponding 6Z code the Division will be unable to work with contractors on an identified area of concern.

Throughout the evaluation process the Children's Division will utilize 2 supervisory units which have been established in Jackson and Greene counties for comparison purposes. This will assist when evaluating performance of the contracted agencies and may assist in the early identification of unintended consequences. When cases from these supervisory units are reviewed as part of the peer record process the 6Z code described below must be placed on the peer record review form.

When a child resides in a county different from the case manager county and is assigned to a contracted case management provider or Children's Division comparison group **the service county code will need to reflect the code assigned to the contracted case management agency or comparison group as described below. This is the only way we can identify contract or comparison group involvement and monitor outcomes.** The residence county code will need to reflect the county FIPS code where the child physically resides.

Identification of Contracted Cases

As case management contracts have been in existence for many years, contracted cases are already identified in the Alternative Care Tracking System (ACTS) and Family Centered Services Database by a service county code beginning with 6A. Some cases will continue to be case managed under the old contracts until December 31, 2005. The 6A_ service code will continue to identify such cases.

Cases assigned to contractors under the performance based case management contract will have a service county code beginning with 6Z. Case management contract liaison staff will need to update the service county (Field #12) and service county begin date (Field #12a) in ACTS as cases are assigned to the performance based case management contract. Cases served by contracted case managers prior to September which transferred to the performance based contract effective 9/1/05 need to have ACTs updated by September 19, 2005.

The codes which have been assigned are as follows:

Case Mngt. Agency	Address	Service County FIPS Code
Missouri Alliance for Children & Families	10916 Schuetz St. Louis, MO 63146	6ZA
Children's Permanency Partnership, LLC	3309 S. Kingshighway St. Louis, MO 63139	6ZB
Catholic Charities Service Agency	4532 Lindell Blvd. St. Louis, MO 63108	6ZC
Cornerstones of Care	8150 Wornall Rd Kansas City, MO 64114	6ZD
Family Advocates, LLC	10918 Elm Avenue Kansas City, MO 64134	6ZE
Boys & Girls Town	1212 W. Lombard Springfield, MO 65806	6ZF
Springfield Partners	2626 W. College Road Springfield, MO 65802	6ZG
Children's Division Pilot Supervisory Groups		Service County FIPS Code
Jackson County		6ZH
Greene County		6ZI

NECESSARY ACTION:

1. Review this memorandum with all Children's Division Staff.
2. Case management contract liaison staff will need to update the service county code and begin date for all current contracted cases which will transfer to the performance based case management contract by 9/19/05.
3. Case management contract liaison staff will need to update the service county code and begin date for all cases assigned to the performance based case management contract after 9/1/05 as the case is assigned.
4. All questions should be cleared through normal supervisory channels.