

Phase I Evaluation Tool

The Children's Division proposes to use a two part evaluation tool: a Tableau Dashboard and the federally required CFSR process.

Tableau Dashboard. First, the Children's Division proposes to utilize a Tableau Dashboard as the evaluation tool for compiling and reporting the data for each Phase I metric for every case management provider for every county in Missouri each month. In Phase I the same data and metrics will apply across the board to the Children's Division and contracted case management agencies. Data for the tool will be collected and aggregated through the Division's information system, FACES. This has the advantage during Phase I of using pre-existing information systems that all providers are familiar with using as the basis for developing the Research and Evaluation System. The Children's Division proposes to utilize the following dashboard:

The Tableau Dashboard will assist the Children's Division and the Research and Evaluation Team in analyzing whether the identified metrics are being met for each provider on a monthly basis. The Division will issue a quarterly report regarding the evaluation data for each provider, both public and private, by county and provider.¹

Utilizing the Tableau Dashboard will allow for review of the metrics to determine areas of strength and improvement. With each agency's leadership and quality teams with the Children's Division Oversight Team, the teams will review the data and create improvement plans, when needed. In addition to the case review process described below, additional cases can be reviewed, if necessary.

CFSR Process. In addition to the Tableau Dashboard, federal law prescribes a process for the Children's Division to conduct ongoing review and evaluation of its compliance with identified federally established performance benchmarks as part of the federal government's Child and Family Service Review (CFSR) process. Unfortunately, the federally required CFSR process does not align with the requirement in HB 1414 (2020) that the Children's Division collect data for each provider on a monthly basis and to publish a quarterly report for each provider. Instead, the CFSR process is designed to measure and evaluate *statewide*, rather than a county by county, provider by provider, review of the performance of the foster care system. Exclusive use of the CFSR process would mean the Children's Division would simply not have the quantity or quality of data on the performance of all individual providers on a quarterly basis as required by 210.112 RSMo. That being said, the CFSR process is a federally required and vital tool in measuring Missouri's performance in providing federally supported child welfare services. It is therefore essential for the Division to integrate and harmonize the requirements of §210.112 RSMo and federal law to ensure maximum efficiency, reduce duplication of effort and to glean as much useful data as possible.

Under the CFSR process the Children's Division to select foster care cases for a detailed review using a review tool. The case review tool is comprised of questions which lead to assessment of 18 items, falling within the outcomes of safety, permanency, and child and family wellbeing. Currently, the case review tool and results are housed within the Division's electronic case management system (FACES), but will transition to the federal Online Monitoring System in the upcoming months.

¹ See §210.112.2(4) RSMo.

Selection of cases for CFSR review is completed randomly throughout the state, to include cases managed by Children’s Division and cases managed by Foster Care Case Management (FCCM) agencies. Currently, 12 foster care cases are randomly chosen following federally approved procedures each quarter for review.² The number of foster care cases reviewed each quarter was negotiated and approved by the federal Child and Family Service Review Measurement and Sampling Committee (MASC).

² This is one reason why the CFSR and §210.112 RSMo requirements do not align. If the Children’s Division solely used the CFSR case review process, with only reviewing a sample of 12 cases each quarter, CD would simply not have any data at all for many providers during the reporting period.