



TEXAS DEPARTMENT OF FAMILY AND PROTECTIVE SERVICES

COMMISSIONER

John J. Specia, Jr.

10/06/2014

CERTIFIED MAIL

Gary Buff
Chief Operating Officer
ACH Child and Family Services
3712 Wichita Street
Fort Worth, TX 76119
(817) 886-7117

RE: Contract Amendment #4 for Contract #24118890

Mr. Buff:

Enclosed you will find an amendment related to the negotiated performance measures of your contract with the Texas Department of Family and Protective Services (DFPS). It is important that you review the amendment documents thoroughly. If you agree to accept the amendment revisions, please sign and return the amendment to me at the address noted below.

Upon receipt of the contract amendment documents, the authorized DFPS person will sign, and we will return a copy to you for your contract file. **The contract amendment will retroactively apply to be effective July 1, 2014.** If you have any questions regarding the proper completion of the enclosed documents, please contact me at (512) 438-2174.

Respectfully,

Judy Pavone
DFPS Contract Administration Manager
Mailcode W-157
P.O. Box 149030
Austin, TX 78714-9030
(512) 438-3596
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**Purchased Client Services Contract
Amendment**

August 2013

Contract #24118890

Amendment #4

This AMENDMENT (Amendment) of contract #24118890 (Agreement or Contract) is entered into by and between the **Texas Department of Family and Protective Services** (DFPS or the Department) and **ACH Child and Family Services** (Contractor).

1. Purpose

Section 8.01 of the Agreement stipulates that the Contract may only be modified through a written amendment mutually agreed upon and signed by both parties. DFPS procured this Contract under RFP #530-13-0070 for Single Source Continuum Contractor services and it has been amended 3 times. Both DFPS and ACH Child and Family Services agree that the enumerated revisions below represent necessary changes for the effective administration of the foster care redesign initiative and this SSCC contract.

2. Effect of Amendment on Contract

2.1. Unless otherwise modified, the terms and conditions of the Contract shall remain in full force and effect.

2.2. Revision 4.1. This Amendment modifies the Contract by deleting Section 2.19(B) of Exhibit A its entirety and substituting the following for same:

"(B) Performance Measures. The contractor will achieve measures for the initial contract period. Measures for renewals are subject to change on an annual basis. DFPS may compute new baselines, and revise the indicators, targets, data sources, or methodologies for the measures during the contract period. The SSCC will be required to collect and report certain performance measure data in the DFPS Performance Management Evaluation Tool (PMET), which is an internet-based data collection and reporting system. The SSCC will be required to register an account in the PMET system within 30 days after the first service is provided, according to the instructions found at:

<https://www.dfps.state.tx.us/application/PCSPMET>.

Select Help, then PMET User Guide. Documentation must be maintained in a manner which allows for testing the validity of results reported for each performance period. Results for this contract must be reported quarterly, according to the following schedule.

Performance Period	Period Covered	PMET Entry Period
Quarter 1	Sept, Oct, Nov	December 1-30
Quarter 2	Dec, Jan, Feb	March 1-30
Quarter 3	Mar, Apr, May	June 1-30
Quarter 4	Jun, Jul, Aug	September 1-30

If, at any time during the term of the contract, changes to a measure are necessary due to changes in federal or state laws, rules, regulations, or code, the performance of the SSCC will be measured under the new requirements.

Performance measure data may be used by DFPS to make decisions about contract status, to adjust the nature and intensity of DFPS' contract monitoring and quality assurance activities, and to keep stakeholders informed about the success of the performance based contracting effort.

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DFPS will track performance throughout the contract period. Any and all analyses can be used by DFPS to determine subsequent performance targets or the need for contract changes. The performance measures are defined below:

Outcome 1: Children/youth are safe in foster care.
Indicator: Percent of children/youth who do not experience an incidence of abuse, neglect or exploitation while placed with the SSCC.
Performance Period: Contractor performance for this outcome is determined for one or more of the following performance periods, wholly or partially, depending on the Contract start and end dates: September 1 through November 30, December 1 through February 28/29, March 1 through May 31, and June 1 through August 31. The quarterly measurements will be cumulative to determine the annual performance.
Target: 100%
Purpose: The purpose of this measure is to evaluate the Contractor's ability to safely place the children/youth referred to the SSCC. This outcome directly relates to DFPS' mission to protect children/youth from abuse/neglect and to Safety Outcome 2 measured by the Child and Family Services Review (CFSR) of the US Health and Human Services Administration for Children and Families.
Data Source: Information Management Protecting Adults and Children in Texas (IMPACT); information used for the performance period: <ul style="list-style-type: none"> • Number of unduplicated children/youth who are/were in DFPS managing conservatorship and placed with the SSCC at any point during the performance period; and • Number of unduplicated children/youth who are/were in DFPS managing conservatorship, placed with the SSCC, and Designated Victims as determined by a Residential Child-Care Licensing (RCCL) investigation for which a disposition of Reason to Believe was made during the performance period.
Methodology: The numerator is the number of, Designated Victims as described in the Data Source. The denominator is the number of children/youth placed with the SSCC as described in the Data Source. Divide the numerator by the denominator. Subtract the result from one (1) to give the complimentary "Children/Youth not Designated Victims" measurement. Multiply by 100 and state as a percentage.

Outcome 2: Children/youth have stability in their placement.
Indicator: Percent of children/youth who have two or fewer placements during a two-year performance period, counting only placements that occur while in the SSCC's care.
Performance Period: Contractor performance for this outcome is determined biennially but measured and reported for the following six month intervals, wholly or partially depending on the Contract start and end dates: September 1 through February 28/29 and March 1 through August 31. The six month measurements will be cumulative to determine the biennial performance.
Target: 92.4% for children/youth already in care at the start of the performance period, based on the catchment area average for a two-year period. This represents a 1.5% effective increase over the baseline. 88.3% for children/youth entering care during the performance period, based on the catchment area average for a two-year period. This represents a 1.5% effective increase over the baseline.

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<p>Purpose: The purpose of this measure is to evaluate the SSCC's ability to improve placement stability. This relates to Item 6 of the Child and Family Services Review (CFSR) of the US Health and Human Services Administration for Children and Families.</p>
<p>Data Source: Information Management Protecting Adults and Children in Texas (IMPACT); information used for the performance period applies to children in care on the last day of the reporting period:</p> <ul style="list-style-type: none"> • Number of children/youth who were in placement with the SSCC on the day before the performance period began. • Number of children/youth who were in placement with the SSCC on the day before the performance period began and had two or fewer placements within the SSCC by the end of the performance period. • Number of children/youth who were placed with the SSCC during the performance period. • Number of children/youth who were placed with the SSCC during the performance period and had two or fewer placements within the SSCC by the end of the performance period.
<p>Methodology: Initially, Chapin Hall calculates the data to derive the performance result. Subsequent calculations may be performed by DFPS.</p>

<p>Outcome #3: Children/youth are able to maintain connections to family and community.</p>
<p>Indicator a: Percent of children/youth placed within 50 miles of their home.</p>
<p>Performance Period: Contractor performance for this outcome is determined annually but measured quarterly for one or more of the following performance periods, wholly or partially, depending on the Contract start and end dates: September 1 through November 30, December 1 through February 28/29, March 1 through May 31, and June 1 through August 31.</p>
<p>Target: 72.3%, based on the children from the catchment area average for a two-year period. This represents a 1.5% effective increase over the baseline.</p>
<p>Purpose: The purpose of this measure is to evaluate the SSCC's ability to serve children/youth closer to home, which increases the likelihood they will remain connected to their siblings, families, peers and schools. Close proximity makes it easier for parents, CPS case workers, and advocates to visit children/youth more frequently by reducing travel time and costs for all involved. This relates to Item 11 of the Child and Family Services Review (CFSR) of the US Health and Human Services Administration for Children and Families.</p>
<p>Data Sources:</p> <ul style="list-style-type: none"> • Information Management Protecting Adults and Children in Texas (IMPACT); information used for the performance period - number of children/youth who were in placement with the SSCC on the last day of the performance period. • Mapping Software - number of children/youth who were in placement with the SSCC on the last day of the performance period and placed within 50 miles of their home (removal address) using the shortest driving distance, or distance along networks as defined by software systems.
<p>Methodology: The numerator is the number of children/youth who were placed within 50 miles of their home, as stated in the Data Source.</p>

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The denominator is the number of children/youth who were placed with the SSCC, as stated in the Data Source.

Divide the numerator by the denominator. Multiply by 100 and state as a percentage.

Outcome #3: Children/youth are able to maintain connections to family and community.

Indicator b: Percent of cases where all siblings are placed together.

Performance Period: Contractor performance for this outcome is determined for one or more of the following performance periods, wholly or partially, depending on the Contract start and end dates: September 1 through November 30, December 1 through February 28/29, March 1 through May 31, and June 1 through August 31.

Target: 71.1%, based on the providers from the catchment area average for a two-year period. This represents a 1.5% effective increase over the baseline.

Purpose: The purpose of this measure is to evaluate the SSCC's ability to place complete sibling groups together. This relates to Item 12 of the Child and Family Services Review (CFSR) of the US Health and Human Services Administration for Children and Families.

Data Source: Information Management Protecting Adults and Children in Texas (IMPACT); information used for the performance period:

- Number of sibling groups that were in placement with the SSCC on the last day of the performance period where all siblings were in the same placement. (Excludes any sibling in a hospital placement.)
- Number of sibling groups that were in placement with the SSCC on the last day of the performance period. (Only includes siblings placed with this SSCC and excludes any sibling in a hospital placement.)

Methodology:

The numerator is the number of sibling groups that were in the same placement, as stated in the Data Source.

The denominator is the number of sibling groups that were placed with the SSCC, as stated in the Data Source.

Divide the numerator by the denominator. Multiply by 100 and state as a percentage.

Outcome #3: Children/youth are able to maintain connections to family and community.

Indicator c: Percent of children/youth in foster care who have at least one monthly personal contact with a Family member who is not a parent or sibling but could be another person who has a significant, long-standing relationship with the Child or the Child's family and is identified as appropriate for contact by DFPS.

Performance Period: Contractor performance for this outcome is determined for one or more of the following performance periods, wholly or partially, depending on the Contract start and end dates: September 1 through November 30, December 1 through February 28/29, March 1 through May 31, and June 1 through August 31.

Target: Data will be collected during the first year of placements and used to set a target.

Purpose: The purpose of this measure is to evaluate the SSCC's ability to help the child/youth maintain connections with Family, other than parents or siblings, and others who are important to the child/youth. This directly relates to Item 14 of the Child and Family Services Review (CFSR) of the US Health and Human Services Administration for Children and Families.

Data Source: Performance Management Evaluation Tool (PMET); information reported by the SSCC:

- Number of children/youth under age 18 who have had at least one personal contact each

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month during the performance period with a Family member who is not a parent or sibling but could be another person who has a significant, long-standing relationship with the Child or the Child's family and is identified as appropriate for contact by DFPS.

- Number of children/youth under age 18 who had at least one Family member who is not a parent or sibling but could be another person who has a significant, long-standing relationship with the Child or the Child's family and is identified as appropriate for contact by DFPS.

Methodology:

The numerator is the number of children/youth who had at least one personal contact each month, as stated in the Data Source.

The denominator is the number of children/youth, as stated in the Data Source.

Divide the numerator by the denominator. Multiply by 100 and state as a percentage.

Outcome #3: Children/youth are able to maintain connections to family and community.

Indicator d: Percent of children/youth in foster care who have at least monthly personal contact with each sibling in foster care.

Performance Period: Contractor performance for this outcome is determined for one or more of the following performance periods, wholly or partially, depending on the Contract start and end dates: September 1 through November 30, December 1 through February 28/29, March 1 through May 31, and June 1 through August 31.

Target: Data will be collected during the first year of placements and used to set a target.

Purpose: The purpose of this measure is to evaluate the SSCC's ability to help the child/youth maintain connections with siblings who are also in foster care. This relates to Item 13 of the Child and Family Services Review (CFSR) of the US Health and Human Services Administration for Children and Families.

Data Source: Performance Management Evaluation Tool (PMET); information reported by the SSCC:

- Number of children/youth under age 18 who are part of a sibling group not placed together and have had at least one face-to-face contact with each sibling placed in the same region or within 50 miles, or at least two telecommunications contacts with each sibling placed in a different region and more than 50 miles away, for each month, or portion thereof, not placed together during the performance period.
- Number of children/youth under age 18 who are part of a sibling group not placed together during any part of the performance period. Exceptions to this include when sibling contact is prohibited by court order or contrary to the best interest of the child/youth, as documented in any of the Plans of Service of a sibling or by a mental health professional treating the sibling. (Includes all siblings in any DFPS placement.)

Methodology:

The numerator is the number of children/youth who are part of a sibling group and had the specified contact(s) each month, as stated in the Data Source.

The denominator is the number of children/youth who are part of a sibling group, as stated in the Data Source.

Divide the numerator by the denominator. Multiply by 100 and state as a percentage.

Outcome #4: Youth are fully prepared for adulthood.

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Indicator a: Percent of Youth in foster care who have a Regular Job at some time during the year.
Performance Period: Contractor performance for this outcome is determined annually but measured quarterly throughout the contract period, using the following quarters, wholly or partially, depending on the Contract start and end dates: September 1 through November 30, December 1 through February 28/29, March 1 through May 31, and June 1 through August 31. The quarterly measurements will be cumulative to determine the annual performance.
Target: Data will be collected during the first year of placements and used to set a target.
Purpose: The purpose of this measure is to evaluate the SSCC's ability to help the child/youth obtain job experience in preparation for adulthood.
Data Sources: <ul style="list-style-type: none"> Performance Management Evaluation Tool (PMET); information reported by the SSCC: Number of youth in care who are age 16 or older on or before the last day of the performance period and have had a Regular Job during the performance period. Information Management Protecting Adults and Children in Texas (IMPACT): Number of youth in care who are age 16 or older on or before the last day of the performance period.
Methodology: The numerator is the number of youth in care who had a Regular Job during the performance period, as stated in the Data Source. Quarterly data will be added together. The denominator is the number of youth in care, as stated in the Data Source. Quarterly data will be added together. Divide the numerator by the denominator. Multiply by 100 and state as a percentage.

Outcome #4: Youth are fully prepared for adulthood.
Indicator b: Percent of youth who turned 18 and have completed PAL Life Skills Training.
Performance Period: Contractor performance for this outcome is determined for one or more of the following performance periods, wholly or partially, depending on the Contract start and end dates: September 1 through November 30, December 1 through February 28/29, March 1 through May 31, and June 1 through August 31.
Target: 72.6%, based on the children/youth from the catchment area average for a two-year period. This represents a 1.5% effective increase over the baseline.
Purpose: The purpose of this measure is to evaluate the SSCC's ability to help the youth complete PAL training before his/her 18 th birthday.
Data Source: Information Management Protecting Adults and Children in Texas (IMPACT); information used for the performance period: <ul style="list-style-type: none"> Number of SSCC youth in care who turn age 18 at any time during the performance period and have completed PAL Life Skills Training before their birthday. Number of SSCC youth in care who turn age 18 at any time during the performance period.
Methodology: The numerator is the number of youth in care who turn age 18 and have completed PAL Life Skills Training, as stated in the Data Source. The denominator is the number of youth in care who turn age 18, as stated in the Data Source. Divide the numerator by the denominator. Multiply by 100 and state as a percentage.

Outcome #4: Youth are fully prepared for adulthood.
Indicator c: Percent of youth age 16 or older who have a driver's license or state identification card.

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Performance Period: Contractor performance for this outcome is determined for one or more of the following performance periods, wholly or partially, depending on the contract start and end dates: September 1 through November 30, December 1 through February 28/29, March 1 through May 31, and June 1 through August 31. The quarterly measurements will be cumulative to determine the annual performance.

Target: Data will be collected during the first year of placements and used to set a target.

Purpose: The purpose of this measure is to evaluate the SSCC's ability to help the youth obtain a driver's license or a state identification card.

Data Sources:

- Performance Management Evaluation Tool (PMET); information reported by the SSCC: Number of youth in foster care age 16 or older on the last day of the performance period who have been issued a driver's license and/or state identification card.
- Information Management Protecting Adults and Children in Texas (IMPACT); information used for the performance period: Number of youth in foster care age 16 or older on the last day of the performance period.

Methodology:

The numerator is the number of youth in foster care age 16 or older who had been issued a driver's license and/or state identification, as stated in the Data Source.

The denominator is the number of youth in foster care age 16 or older, as stated in the Data Source. Divide the numerator by the denominator. Multiply by 100 and state as a percentage.

Outcome #5: Children/youth in foster care are placed in the least restrictive placement setting.

Indicator: Percent of children/youth in foster care placed in a foster family home.

Performance Period: Contractor performance for this outcome is determined for one or more of the following performance periods, wholly or partially, depending on the Contract start and end dates: September 1 through November 30, December 1 through February 28/29, March 1 through May 31, and June 1 through August 31.

Target: 76.8%, based on the children/youth from the catchment area average for a two-year period. This represents a 1.5% effective increase over the baseline.

Purpose: The purpose of this measure is to evaluate the SSCC's ability to place as many children/youth as possible in the least restrictive placement setting of a foster family home.

Data Source: Information Management Protecting Adults and Children in Texas (IMPACT); information used for the performance period:

- Number of children/youth in placement in a foster family home with the SSCC on the last day of the performance period.
- Number of children/youth in placement with the SSCC on the last day of the performance period.

Methodology:

The numerator is the number of children/youth placed in a foster family home with the SSCC, as described in the Data Source.

The denominator is the number of children/youth placed with the SSCC, as described in the Data Source.

Divide the numerator by the denominator. Multiply by 100 and state as a percentage.

Outcome #6: Children/youth participate in decisions that impact their lives.

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Indicator a: Percent of children/youth age 10 or older who participated in development of any DFPS-approved Service Plan.
Performance Period: Contractor performance for this outcome is determined for one or more of the following performance periods, wholly or partially, depending on the Contract start and end dates: September 1 through November 30, December 1 through February 28/29, March 1 through May 31, and June 1 through August 31.
Target: 86.4%, based on the children/youth from the catchment area average for a two-year period. This represents a 1.5% effective increase over the baseline.
Purpose: The purpose of this measure is to evaluate the SSCC's ability to actively engage children and youth in the decision-making process with parties and providers on issues affecting their life. This relates to Item 18 of the Child and Family Services Review (CFSR) of the US Health and Human Services Administration for Children and Families.
Data Source: Information Management Protecting Adults and Children in Texas (IMPACT); information used for the performance period: <ul style="list-style-type: none">• Number of DFPS-approved Service Plans completed for children/youth age 10 or older during the performance period where the child/youth participated in the development of their Plan.• Number of DFPS-approved Service Plans completed for children/youth age 10 or older during the performance period.
Methodology: The numerator is the number of DFPS-approved Service Plans with child/youth participation , as described in the Data Source. The denominator is the number of DFPS-approved Service Plans, as described in the Data Source. Divide the numerator by the denominator. Multiply by 100 and state as a percentage.

Outcome #6: Children/youth participate in decisions that impact their lives.
Indicator b: Percent of children/youth who participated in at least one discussion about the child's/youth's opinion regarding placement options.
Performance Period: Contractor performance for this outcome is determined for one or more of the following performance periods, wholly or partially, depending on the Contract start and end dates: September 1 through November 30, December 1 through February 28/29, March 1 through May 31, and June 1 through August 31.
Target: Data will be collected during the first year of placements and used to set a target.
Purpose: The purpose of this measure is to evaluate the SSCC's ability to include children/youth in placement decisions.
Data Sources: <ul style="list-style-type: none">• Performance Management Evaluation Tool (PMET); information reported by the SSCC: Unduplicated number of placement changes during the performance period where the child/youth in foster care participated, to the extent of the child's ability, in at least one discussion regarding their placement change that occurred.• Information Management Protecting Adults and Children in Texas (IMPACT); information used for the performance period: Number of placement changes during the performance period.
Methodology: The numerator is the number of placement changes where children/youth were able to participate in discussions, as described in the Data Source. The denominator is the number of placement changes, as described in the Data Source.

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Divide the numerator by the denominator. Multiply by 100 and state as a percentage.

Outcome #6: Children/youth participate in decisions that impact their lives.

Indicator c: Percent of court hearings attended by children/youth age 10 or older.

Performance Period: Contractor performance for this outcome is determined for one or more of the following performance periods, wholly or partially, depending on the Contract start and end dates: September 1 through November 30, December 1 through February 28/29, March 1 through May 31, and June 1 through August 31.

Target: Data will be collected during the first year of placements and used to set a target.

Purpose: The purpose of this measure is to evaluate the SSCC's ability to include children/youth in the court process. This relates to Item 18 of the Child and Family Services Review (CFSR) of the US Health and Human Services Administration for Children and Families.

Data Source: Performance Management Evaluation Tool (PMET); information used for the performance period:

- Number of court hearings attended by children/youth age 10 or older during the performance period.
- Number of court hearings for children/youth age 10 or older during the performance period. A hearing spanning more than one day would be counted as one hearing. A hearing involving more than one child/youth would be counted for each child/youth age 10 or older.

Methodology:

The numerator is the number of court hearings attended by children/youth, as described in the Data Source.

The denominator is the number of court hearings for children/youth age 10 or older, as described in the Data Source.

Divide the numerator by the denominator. Multiply by 100 and state as a percentage.

The parties to Contract #24118890 have duly executed this Amendment to be effective 07/01/2014.

Texas Department of Family
and Protective Services

Contractor:

Signature

Printed Name:

Title:

Date

Signature

Printed Name: Wayne Casan

Title: CEO

Date