



DFPS Stakeholder Forum

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Developing Models for Case Management Services

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Foster Care Capacity Challenges



About 28,000 children in DFPS conservatorship, just under 18,000 of them in foster care settings.

About 1 in 6 children are placed out of their home region, many more out of their home county.

Placement options for sibling groups can be a challenge.

Placements can be difficult to locate for children with serious behavioral or medical issues or other special needs.

Children that have had to stay overnight in DFPS offices or supervised by DFPS staff in other settings.

Towards an integrated capacity plan



- In the past, DFPS has made multiple efforts to address foster care capacity issues.
- DFPS is enacting a comprehensive plan to integrate elements of CPS reform with DFPS' ongoing efforts to build foster care capacity into a single, directed effort.
- The goal of this capacity project is
 - to work with our stakeholders and contracted providers
 - to build a child welfare system with the full capability to meet the needs of the children and families of Texas.



What is *capacity*?

- Not just increasing the number of beds
- Developing the *right* resources for children
 - in their home communities
 - with siblings (where appropriate)
 - in settings that meet their individual and therapeutic needs



Objectives of the DFPS Capacity Plan

- Plan and implement strategies for community-based capacity development
- Promote internal coordination, program efficiencies, and communication practices that result in effective business and regulatory relationships with providers
- Promote best practices and innovations in purchased service delivery

DFPS Efforts within the Capacity Plan



There are six focus areas in the DFPS plan:

- Statewide Placement Quality & Capacity Needs Analysis and Strategic Plan
- CPS Placement Process Improvement
- DFPS Foster / Adoptive Home Process Improvement
- Coordination and Support of Residential Childcare Services
- Defining Case Management Roles for Future Outsourcing Efforts
- Improving the Effectiveness of Purchased Client Services Delivery



Statewide Placement Quality and Capacity Needs Analysis and Strategic Plan

- Assess existing placement and service quality and capacity compared to existing and projected needs
- Identify gaps in services and service development barriers

Capacity Development Strategic Plan



The strategic plan will provide direction on:

- Using needs analysis data for targeted placement and service development.
- Community-based solutions and local ownership for developing capacity

Internal Coordination and Efficiency



- Analysis of common functions performed by Residential Contracts, Residential Child Care Licensing, Child Protective Services and Youth for Tomorrow to improve coordination and streamline processes
- Identifying appropriate avenues of support, technical assistance, and collaboration for providers.
- Consistency and ongoing improvement of placement practices
- Streamlining verification of new CPS foster and adoptive homes

Improving the Effectiveness of Purchased Client Services Delivery



Developing new or innovative services or ways of purchasing services.

Analyzing business practices related to the purchase of client services with a focus on performance measurement and reporting, payment structures, and new contracting models.

Case Management Pilot



A final component of the plan is exploring options for increasing the case management responsibilities of contracted providers.

Researching service delivery models in other states.

Meeting with stakeholders around the state and using avenues such as this forum to gather information and ideas.

History of Case Management Pilot



- Senate Bill (SB) 758, Section 12, requires DFPS to develop a pilot program for the outsourcing of case management services in up to 5% of CPS cases.
- DFPS was directed to competitively procure the pilot program in one or more geographic areas of the state on or before September 1, 2008.
- An intra-agency workgroup developed a potential model for the pilot program in September 2007.

History of Case Management Pilot



- No funding allocated by the 80th Legislature for purposes of implementing this program
- Developed an alternate plan
- Conduct extensive outreach to providers and other stakeholders to gather perspectives on how a successful contracted case management model would be best structured and managed

History of Case Management Pilot



- Based on this outreach, DFPS will develop a potential model for outsourcing case management services and related costs for implementation.
- This will be presented to the legislature for consideration.
- DFPS is committed to piloting outsourced case management services and earnest in our intention to develop a model with the highest degree of possible success.

What needs to be considered?



Outsourcing of case management is a complex endeavor that requires consideration of:

- Definition of case management services and public and private roles and responsibilities
- Continuity of services for families
- Payment structures and cost
- Who is included in the five percent?

What needs to be considered?



Outsourcing of case management is a complex endeavor that *also* requires consideration of:

- Capacity issues and enhancing the array of services available to children and families
- Outcome accountability
- Risk sharing
- Data sharing and data system access

Three simple questions for today



- What aspects of case management services currently provided by DFPS could potentially be expanded or improved if assumed by a private entity?
- What aspects of case management should be retained by DFPS in an outsourced model?
- Is there a specific population of children and families, or stage of service, for which private sector agencies would be most successful providing case management?

25 minutes per question. 3 minutes for each speaker.



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How to get further information and provide input:

- Presenting information in other settings
- Ongoing interviews
- Register for updates on DFPS Website
- Upcoming survey
- If you have additional comments or suggestions regarding outsourcing case management, please email them to this address: stakeholder@dfps.state.tx.us

