



**TEXAS**  
Department of Family  
and Protective Services

## **Quality Metrics Report**

**Family Based Safety Services (FBSS), Post-Adoption  
Services, and Post-Permanency Services**

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Fourth Quarter, Fiscal Year 2020

## Quality Metrics Report

Senate Bill (SB) 11 passed in the 85<sup>th</sup> legislative session requires the Department of Family and Protective Services (DFPS) to develop quality metrics for purchased client services in Family Based Safety Services (FBSS) and for post-adoption and post-permanency services.

DFPS pulls the data for these metrics from its IMPACT case management system and from Health and Human Services Commission's System of Contract Operation and Reporting (SCOR). The methodology for calculating the metrics was changed for fiscal year 2020 to better reflect the population of interest.

Based on clarified legislative intent, SB 11 for FBSS only applies to Evaluation and Treatment and Substance Abuse services. The quality metrics for FBSS also only apply to providers in areas where there is no privatization of FBSS case management.

The FBSS metrics include the percent of families who successfully completed FBSS. DFPS calculates the percent with the denominator being all families with a stage closed for any reason, including removals but excluding duplicate cases, who received at least one unit of service during the relevant time period<sup>i</sup>, and the numerator as any stage in the denominator with a closure reason of risk reduced in the family. As FBSS cases which close due to a removal are incorporated into the denominator, the rate of removals is not reported separately. Contractors with a high rate of closures due to a removal would necessarily have lower successful closure rates. The FBSS metrics also include average time to successful closure and average time that stages have been open at the end of the period.

Recidivism rates are a delayed measure as they reflect the services that were provided during the prior fiscal year. FBSS metrics show recidivism rates<sup>ii</sup> of children who were confirmed victims or returned to FBSS within 12 months of stage closure, and adults who were confirmed perpetrators or returned to FBSS within 12 months of stage closure.

Recidivism rates are also calculated for post-adoption and post-permanency services. Post-adoption recidivism<sup>iii</sup> shows adopted children who returned to DFPS foster care within 12 months of their adoptive family receiving post-adoptive services. Post-permanency recidivism<sup>iv</sup> shows children who were in permanent managing conservatorship and who returned to DFPS foster care within 12 months of their guardian receiving post-permanency services. Like

the FBSS recidivism metrics, these rates reflect performance from the report quarter of the prior fiscal year.

The quality of services provided by any individual contractor is difficult to measure because of the complexity of issues faced by families. No single provider of services is responsible for improved outcomes for a family or child. In order to achieve optimum outcomes, a network of services or 'therapeutic web' must be available to families and families must actively participate in services – both of which are outside the control of any one provider. As a result, low or high performance on any particular metric or measure does not necessarily reflect whether any given contractor provided quality services.

In Q4 (June through August) of fiscal year 2020 (all data below includes information on families who met the criteria described above):

## **Substance Abuse Treatment Services**

Substance Abuse Treatment Services is a contract with a licensed chemical dependency counselor.

In Substance Abuse Treatment Services, 100 providers provided services to FBSS families. Of the 100 providers, 37 served 10 families or less. 95% of clients who used this service had a successful FBSS case closure. The average time to successful closure was 214 days. The average time for open stages at end of the period was 132 days. 65 providers had 1641 children who had been principals in closed FPR stages with no further CPS involvement 12 months ago. 7% of these children were confirmed victims or came back to substitute care or were principals in FPR stages within 12 months from the date of the above FPR stage closure. 65 providers had 1438 adults who were perpetrators or had been principals in closed FPR stages with no further CPS involvement 12 months ago. 8% of these adults were confirmed perpetrators or were principals in FPR stages within 12 months from the date of the above FPR stage closure.

## **Substance Use Disorder Services**

In Substance Use Disorder Services, 33 providers provided services to FBSS families. Of the 33 providers, 11 served 10 families or less. 95% of clients who used this service had a successful FBSS case closure. The average time to successful closure was 236 days. The average time for open stages at end of the period was 158 days. 26 providers had 636 children who had been principals in closed FPR stages with no further CPS involvement 12 months ago. 9% of these children were confirmed victims or came back to substitute care or were principals in FPR stages within 12 months from the date of the

above FPR stage closure. 26 providers had 635 adults who were perpetrators or had been principals in closed FPR stages with no further CPS involvement 12 months ago. 8% of these adults were confirmed perpetrators or were principals in FPR stages within 12 months from the date of the above FPR stage closure.

## **DFPS Evaluation and Treatment Services**

In DFPS Evaluation and Treatment Services, 332 providers provided services to FBSS families. Of the 332 providers, 128 served 10 families or less. 94% of clients who used this service had a successful FBSS case closure. The average time to successful closure was 222 days. The average time for open stages at end of the period was 139 days. 242 providers had 4833 children who had been principals in closed FPR stages with no further CPS involvement 12 months ago. 9% of these children were confirmed victims or came back to substitute care or were principals in FPR stages within 12 months from the date of the above FPR stage closure. 242 providers had 4082 adults who were perpetrators or had been principals in closed FPR stages with no further CPS involvement 12 months ago. 7% of these adults were confirmed perpetrators or were principals in FPR stages within 12 months from the date of the above FPR stage closure.

## **Post-Adoption Services**

In Fiscal Year 2019, the baseline for this metric was set at a 2.5% rate of recidivism. In fiscal year 2020 Q1 to Q4, 36 providers provided Post-Adoption services to 7,121 children, and in Fiscal Year 2020 Q4 year-to-date, 30 of those providers met the target baseline and the average recidivism rate was 1.5%.

## **Post-Permanency Services**

In Fiscal Year 2019 Q4, the baseline for this metric was set at a 1.8% rate of recidivism. In Fiscal Year 2020 Q1 to Q4, 2 providers provided Post-Permanency services to the parents of 129 children, and in Fiscal Year 2020 year-to-date, 1 provider met the target baseline and the average recidivism rate was 1.6%.

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<sup>i</sup> A family served by FBSS is indicated in IMPACT by a family preservation (FPR) stage. These metrics calculate the number of families discharged from FBSS by counting FPR stage closures during the indicated time period if 1) there was at least one unit of service provided to the family during the stage and 2) the closure reason was not "closed to merge," which indicates that there was a duplicate record in the system.

<sup>ii</sup> FBSS recidivism counts FPR stage closures if 1) there was at least one unit of service provided to the family during the stage, 2) the closure reason was not "closed to merge," 3) stages were closed in the report quarter of the prior fiscal year, and 4) the children and adults served by FBSS were a principal or participant on a completed and approved family plan during the open FPR stage, with children being under 18 at the start of the stage.

<sup>iii</sup> Post-adoption recidivism counts adopted children whose adoptive family received post-adoptive services during the report quarter of the prior fiscal year.

<sup>iv</sup> Post-permanency recidivism counts children who were in permanent managing conservatorship and whose parents/guardians received post-permanency services during the report quarter of the prior fiscal year.