



TEXAS
Department of Family
and Protective Services

**Contingency Plan for
Community-Based Care
Stage I**

State Fiscal Year 2019

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Introduction

Texas Family Code, chapter 264, subchapter B-1 requires DFPS to develop and maintain a contingency plan to provide continuity of services in the case that a Single Source Continuum Contractor (SSCC) contract ends prematurely. Additionally, Rider 21, Article II of The General Appropriations Act, 85th Texas Legislature, requires the Texas Department of Family and Protective Services (DFPS) to publish the Contingency Plan on the DFPS website prior to the first date of the fiscal year.

As a part of quality oversight and preparedness, DFPS ensures a plan of action has been developed in the case that an SSCC contract is terminated early in a catchment area. The SSCC must also be prepared for contract closure and, in rare situations, early termination of the contract.

The SSCC is required to submit a Turnover Plan, twelve months after the start of the Contract that outlines the responsibilities and activities that the SSCC is required to perform prior to or upon termination of the Contract. The Turnover Plan is a comprehensive document detailing the proposed schedule, activities, and resource requirements associated with the turnover tasks. This plan is required to be updated six months before the end of the Contract Period, including any extensions. DFPS must approve the Turnover Plan.

The DFPS Contingency Plan is a comprehensive document detailing the proposed schedule, activities, and resource requirements associated with the turnover tasks based on the SSCC's stage of implementation. DFPS will use the SSCC's Turnover Plan as well as the DFPS Contingency Plan to ensure the least disruption in the delivery of services to children, youth and families who are being served by the SSCC during the transition to a subsequent vendor.

Contingency Plan

Objectives

- Provider, foster parent/facility and physical location of every child is known and recorded in IMPACT at all times.
- There is no delay in payment to providers as a result of transition.
- Transition is seamless to children, youth and families with no disruption in services to any child, youth or family.
- Transition is supported centrally as much as possible, in order to impose the least impact on direct delivery staff.
- Early identification of challenges/issues is achieved through centralized tracking, reporting and resolution of issues.
- DFPS carries forward what is learned either through contract amendments or in future

Request for Applications to enhance preparation and execution of contingency planning.

Assumptions

- Minimum of 60-day transition period for ramping down SSCC operations and phase in of new provider and/or DFPS legacy system.
- DFPS and HHSC Resources will be made available to support transition.
- The SSCC will participate and be fully engaged in the planning and execution of the transition plan.
- The Contingency Leadership Team will coordinate and execute the contingency plan. This multi-disciplinary team will be led by the CPS Director of Community Based Care and consist of a member from the following divisions: CPS Program/Eligibility, Contracts, HHSC Procurement, Budget/Finance, IT AD&M, and IT Management Reporting and Statistics, HHSC Licensing, Center for Learning and Organizational Excellence (CLOE), External Relations, Communications, Legal and Media. Each area will identify a single point of contact to assist in the coordination and execution of the contingency plan.

Tasks

| Area | Task | Resources |
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| Change Management | <ul style="list-style-type: none"> • Deploy the Contingency Leadership Team • Organize single points of contacts for DFPS divisions (Communications, Government Relations, Budget, IT, CLOE, Legal, CCL, etc.) • Establish ongoing internal communications (regarding transition): <ul style="list-style-type: none"> ○ Issues tracking structure with points of contacts ○ Daily status updates to Executive and Regional Leadership ○ Weekly face-to-face meetings with division points of contact ○ Daily calls with Regional leadership | Cross divisions CBC Director CBC Contract Director DFPS HR DFPS Finance Division points of contact |
| Communication | <ul style="list-style-type: none"> • Plan and prepare communication messages: <ul style="list-style-type: none"> ○ Commissioner message to Executive Leadership Team ○ Regional staff in the catchment area (outlining specific timeframes for interim | CBC Project Team Associate and Deputy Commissioners Communications, Media Relations Information Technology CPS Program |

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| | <p>processes, any changes in job functions)</p> <ul style="list-style-type: none"> ○ Regional staff in other catchment(s) ○ Statewide staff ○ Legislative Offices ○ DFPS Council ○ Subcontractors of SSCC ○ Foster Parents and other care givers serving children in SSCC ○ Courts in the catchment area ○ CASA programs in the catchment area ○ Public Private Partnership ○ Key Stakeholders ○ All licensed and contracted providers ○ Webpage and other media outlets as applicable <ul style="list-style-type: none"> ● Monitor CBC mailbox for questions to be submitted (both from internal and external stakeholders during transition process) ● Post FAQs to CBC webpage | |
| <p>Personnel</p> | <p>Develop and implement contingency staffing plan:</p> <ul style="list-style-type: none"> ● Assess transition needs based on SSCC stage of implementation and SSCC caseloads ● Develop staff transition plan to include number of staff, positions and functions needed. ● Track staff who will transfer, DFPS staff that will be temporarily re-assigned and staff gaps still needed to fill. ● Coordinate with DFPS, the subsequent or interim SSCC to transfer staff, if applicable ● Deploy other DFPS staff to assist temporarily during the transition ● Hire temporary staff if staff still needed | <p>DFPS Operations (HR, Legal, etc) CBC Project Team CPS State Office & Regional Leadership</p> |

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| <p>Procurement</p> | <ul style="list-style-type: none"> • Coordinate with HHSC Procurement on proposed transition plan and timeframes and review options for new procurement, emergency procurement (as applicable) or transfer responsibilities and contract to another SSCC. • Plan and execute, as applicable, RFA, contract amendments, MOUs, negotiations | <p>HHSC Procurement DFPS Legal CPS Program CBC Contracts</p> |
| <p>DRITs and Data/Information Needed</p> | <p>Process Data requests for:</p> <ul style="list-style-type: none"> • SSCC Children with service level and placements • SSCC Foster Homes • SSCC General Residential Operations (GROs) • Courts and CASA programs • Relatives with verification status in process • Family members being provided purchased client service (Stage II) | <p>CBC Program MRS Region CBC Data Team</p> |
| <p>Contracts and Sub-contracts</p> | <ul style="list-style-type: none"> • Establish designated points of contact for contract/subcontract transition • Verify and confirm receipt of all sub contracts Determine subcontract terms including payment processing • Identify subcontractors without DFPS active contract • Coordinate contract management and monitoring responsibilities • Plan and coordinate process for transfer of contracts either to DFPS or new SSCC in IMPACT system: • Ensure sufficient resources to cover entire continuum of care (residential, purchased adoption, PAL-Life Skills and foster care day care) are in place and coordinate and close any gaps in service Ensure sufficient resources to cover entire continuum of care Stage II: Case Management, purchased client services for families, post adoption, kinship, | <p>Purchased Client Services Region and CBC Contracts Legal Budget</p> |

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| | <p>reunification and transitional living are in place close any gaps in service</p> <ul style="list-style-type: none"> • Close out SSCC termed contract and, depending on procurement options, enter new SSCC or emergency contract in IMPACT | |
| Budget | <p>Cost out Contingency Plans (based on the stage of implementation):</p> <ul style="list-style-type: none"> • Identify costs and funding to implement contingency plan (such as re-hire DFPS positions or resources for contingency provider) • Assess resources transferred and resources not yet transferred: staff, contract management, utilization management • Assess allocation amount paid for purchased client services and amount remaining | <p>Budget CBC Program Eligibility</p> |
| IT | <ul style="list-style-type: none"> • IMPACT data transfer - ensure process and resources sufficient to support the following including what must be manual, what can be automated and forms required: <ul style="list-style-type: none"> ○ transfer of subcontracts in IMPACT ○ transfer of placement in IMPACT ○ transfer of purchase client services for families in IMPACT • Data validation and reporting processes and timeframes • Data entry training and security | <p>CBC Program, CBC Contracts Information Technology Eligibility Manual transfer in IMPACT</p> |
| Program | <ul style="list-style-type: none"> • Develop plan for temporary transfer of tasks to DFPS or contingency SSCC • Assign resources • Plan transition timeframes • Process communication • Approve placements in IMPACT • Modify operations manual if new SSCC contract • Ensure child contacts • Coordinate placement and FAD resource support | <p>CBC Project Team CBC Contracts CBC Regional Staff Resources Contracts Legal Contingency SSCC</p> |

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| <p>Training</p> | <p>Train staff on new processes:</p> <ul style="list-style-type: none"> • Engage CLOE in development of training and schedule • Determine best approach and schedule for training | <p>Center for Learning and Organizational Excellence (CLOE) CBC Program and Region</p> |
| <p>Operations Transfer</p> | <p>Based on the stage of implementation, ensure processes and timeframes in place to assume responsibility for the following (either by DFPS or Contingency SSCC):</p> <ul style="list-style-type: none"> • Utilization Management • Placements both emergency and non-emergency • Kinship services • Relative verification • ICPC homes • Placement documentation • Transportation • Faith based efforts • Court requirements • Day Care services • Purchased Adoption services • PAL Life Skills Assessment and Training • PAL Aftercare services • Transitional living services • Purchased Client Services to families • Post-Adoption services • Education Training Voucher services • Full case management services • Family reunification support services | |

Thirty (30) days following Turnover of operations, the SSCC must provide DFPS with a Turnover Results Report documenting the completion and results of each step of the Turnover Plan. DFPS will not consider Turnover completed until DFPS approves the Turnover Plan. If the SSCC does not provide the required data or information necessary for DFPS or the subsequent Contractor to assume the operational activities successfully, the SSCC agrees to reimburse DFPS for all reasonable costs and expenses, including: transportation, lodging, and subsistence to carry out inspection, audit, review, analysis, reproduction, and transfer functions at the location(s) of such records; and attorneys' fees and costs