

**CONTINUUM OF CARE REFORM (CCR)
PERFORMANCE MEASURES & OUTCOMES (PMO) WORKGROUP
GOAL & DELIVERABLES
DRAFT 11/29/2012**

GOAL

In pursuit of continuous quality improvement, develop a system to measure the degree to which group homes and foster family agencies are providing services that meet the needs of children in foster care, and the degree to which these services are supporting improved outcomes.

DELIVERABLES

The Performance Measures and Outcomes (PMO) Workgroup will develop written recommendations for 1) a set of outcome measures for children and families served by group homes and foster family agencies, 2) a process for measuring youth and families' satisfaction with services and program effectiveness, 3) a set of performance standards and outcome measures for providers. In order to accomplish this, the PMO workgroup will focus on three modules outlined below:

Outcome Measures for Children and Families

- Identify and recommend outcome measures for children and families by examining the evaluation systems of existing initiatives and programs (i.e., Residentially-Based Services, Treatment Foster Care, etc.).
- Identify or establish, and recommend performance measures
- Identify data sources and develop a plan for alternate sources
- Develop methodology for alternate sources, as applicable.

Estimated Date of Completion: February 21, 2013

Youth and Family Satisfaction

- Identify, evaluate, and recommend existing measures of youth and family satisfaction of services by examining the evaluation systems of existing initiatives
- Develop a process for administration of measures, including data collection, validation, analysis, and quality assurance.

Estimated Date of Completion: April 4, 2013

Performance Standards for Providers

- Identify, define, and recommend performance measures of group home and foster family agency programs in areas over which the programs have some degree of influence and in areas over which the programs have meaningful managerial or administrative influence.
- Identify, define, and recommend performance measures for the effectiveness of services and the extent to which the services support case plan objectives.
- Develop and recommend benchmarks for providers through the development of a performance standards system.

Estimated Date of Completion: June 27, 2013

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Quality and Accountability

- In partnership with the Fiscal and Program Workgroups, develop a mechanism to ensure provider quality and accountability through the licensure and rate setting process.
- Develop and recommend a system whereby provider performance standards and outcome measures can be accessed by public and county agencies.

Estimated Date of Completion: August 8, 2013

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