ACCOUNTABILITY & OVERSIGHT

The Continuum of Care Reform (CCR) seeks to improve outcomes for children in foster care by strengthening the state’s oversight framework of foster care providers, namely Foster Family Agencies and the new category, Short-Term Residential Therapeutic Centers. This framework will include three key strategies: national accreditation, cross-departmental state oversight, and publicly available provider performance data.

BACKGROUND
Current state oversight of foster care providers is compartmentalized and relatively narrow in focus. Additionally, little data or information is available to the public or to county placing agencies regarding foster care providers.

WHAT WILL CHANGE?
- All providers will be accredited through a national accrediting organization.
- The CCR seeks to develop an oversight framework that integrates existing accountability and oversight processes (licensing, fiscal audits, mental health accountability) and new data measures into a more holistic approach to provider accountability.
- A core CCR principle assumes that information about provider performance is important to counties in making placement decisions and to providers to continuously improve the quality of their services by using data to manage performance. Provider performance measurements will be developed initially from existing administrative data sources: e.g., statewide child welfare data, qualitative case reviews, audits, licensing actions, and data from other state agencies. Client satisfaction surveys will be used to capture the perception of children and their families regarding services they have received.

PROVIDER PERFORMANCE MEASURES
- The performance and measurement system will build from a number of existing and developing activities at the state and local levels.
- From these efforts, and in consultation with national experts, the Department will establish baselines of performance for providers so that improvement over time can be measured.
- Measures specific to probation youth outcome will also to be developed.

PUBLIC TRANSPARENCY
- Beginning 2017, the Department of Social Services will publish foster care provider performance indicators onto a publically available website and will update that information at least twice a year.

MORE INFORMATION AND QUESTIONS
- CCR: A Report to the Legislature
- Assembly Bill 403 (Chapter 773, Statutes of 2015)
- For additional information or questions, please contact: CCR@dss.ca.gov.