



**TEXAS**  
Department of Family  
and Protective Services

# **Quality Metrics Report**

**Family Based Safety Services (FBSS)**

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Third Quarter, Fiscal Year 2019

## 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. 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 removal) whose case was open and received at least one unit of service during the relevant time period, and the numerator as any stage in the denominator with a closure reason of risk reduced during the relevant time period. 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. DFPS pulls both successful closure and time to closure from its IMPACT case management system. FBSS contractors also semi-annually self-report to DFPS measures regarding their interactions with clients, which will be included in the quarter 2 and full fiscal year reports. This self-reported measure, however, includes services to all DFPS clients, not just those in FBSS.

There is also an FBSS metric related to recidivism within 12 months after case closure and a post-adoption and post-permanency recidivism measure, but that data will not be available for cases served in fiscal year 2019 until fiscal year 2020.

The quality of services provided by any individual contractor is difficult to measure because of the complexity of issues a family faces. 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. As this is the first year DFPS is reporting these metrics, the

agency plans to evaluate them and, if appropriate, modify or change them for fiscal year 2020.

In Q3 (March through May) of fiscal year 2019 (all data below includes information on families who met the criteria described above):

### **DFPS Substance Abuse Treatment Services**

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

In DFPS Substance Abuse Treatment Services, 74 providers provided services to FBSS families. Of the 74 providers, 25 served 10 families or less. 81% of clients who used this service had a successful FBSS case closure. The average time to closure was 206 days.

### **DFPS Substance Use Disorder Services**

Substance Use Disorder Services is a contract with substance abuse or chemical dependency treatment facility.

In DFPS Substance Use Disorder Services, 29 providers provided services to FBSS families. Of the 29 providers, 9 served 10 or fewer families. 76% of clients who used this service had a successful closure. The average time to closure was 215 days.

### **DFPS Evaluation and Treatment Services**

In DFPS Evaluation and Treatment Services, 298 providers provided services to FBSS families. Of the 298 providers, 134 served 10 or fewer families. 81% of clients who used this service had a successful closure. The average time to closure was 210 days.