

## **PMET Performance Measures Frequently Asked Questions (FAQs)**

### **FY15 Standard Contract and IPTP Contract**

This document provides information related to the most commonly asked questions regarding the Fiscal Year 2015 Residential Child-Care Contract Performance Measures. Any references to the Contract can be located in the Fiscal Year 2015 Contract at: [http://www.dfps.state.tx.us/PCS/Residential\\_Contracts/contract\\_forms.asp](http://www.dfps.state.tx.us/PCS/Residential_Contracts/contract_forms.asp)

Please address any other questions to the Contract Performance mailbox at: [ContractPerformance@dfps.state.tx.us](mailto:ContractPerformance@dfps.state.tx.us)

#### **Question 1:**

What are the reporting periods?

#### **Question 1 Answer:**

Residential Contracts will be reporting on a quarterly basis. Please see your Contract for more information. (Section 35)

#### **Question 2:**

How is data verified?

#### **Question 2 Answer:**

There are two parts to this answer:

1. Contract Performance staff reviews data entered in PMET to the extent that it must calculate reasonably. This means a percentage result must be no more than 100%. Results greater than 100% are considered to be inaccurate data reported.
2. Contract Management staff reviews data entered in PMET during monitoring visits. DFPS may request that you provide back-up documentation records for validation of PMET data.

#### **Question 3:**

Should I report data for DFPS children only?

#### **Question 3 Answer:**

Yes, please report data only for DFPS children placed under the contract you are reporting. This would not include children placed under a Single Source Continuum Contract (SSCC).

#### **Question 4:**

How do I report in PMET when I have children under both RCC and SSCC contracts?

#### **Question 4 Answer:**

The children would be reported only under the contract serving them. Children under

the RCC contract would be reported in your counts entered into PMET. Children under the SSCC contract would follow the directions provided by the SSCC contractor. If a child happens to move between the two contracts during the reporting period, check with both your RCC contract manager and your SSCC contract contact for direction. Please note that it is possible a similar measure in each differs enough to affect what you are reporting.

**Question 5:**

Can you please explain which of the Education Portfolio documents described in Section 15.B)i. apply to Output #2, Each Child's Education Portfolio is up-to-date?

**Question 5 Answer:**

The Residential Child-Care Contract requires that the most current version of all applicable items listed in 15.B)i. are in the Education Portfolio, unless the event creating a newer document occurred within 30 days of the end of the reporting period. If any single item is missing, then that portfolio is not up-to-date and the Child/portfolio would not be counted in the numerator. However, the Child/portfolio would be counted in the denominator (because it was a School-Age Child in your care).

**Question 6:**

For Performance Measures Output #2, Each Child's Education Portfolio is up-to-date. If we are not able to complete an item that we know should have been completed, but can't because the information hasn't been sent to us, is that considered not meeting the criteria? For example, if we have not been able to put a report card into their portfolio because we have not received it yet.

**Question 6 Answer:**

The Education Portfolio is not complete unless it is up-to-date with the Child's current applicable information. In the case of a report card, it would depend on whether this is the most recent report card for the child at the end of the reporting period, rather than a report card that is not yet released by the school. If the Child's most recently released report card is not in the portfolio, the portfolio is not counted as complete and current for that period. You should document, in the Child's records, the reason it was not complete and any attempts made to correct that. If you have pursued this for a longer-than-reasonable time, please escalate your issue through the proper channels.

**Question 7:**

Are pre-kindergarten children aged 3, 4, or 5 considered school aged for the Educational Portfolio under the Residential Child-Care Contract Section 15.B)i)?

**Question 7 Answer:**

Please refer to the contract Glossary for the definition of School-Age Child. Eligibility is a key criterion. Some 3 year olds are eligible to attend pre-school (school age); some 5 year olds are not eligible to attend any school (not school age). Age is not a determining factor.

**Question 8:**

For Performance Measures Questions #3 and #4, what do you mean by the term, "Unduplicated Children"?

**Question 8 Answer:**

For Performance Measures Question #3, "Unduplicated Children" refers to the number of Children who have a family member, who is not a parent or sibling and/or fictive kin, that has been identified by DFPS as appropriate for contact. Each Child can only be counted once and should not be counted per family member/fictive kin identified as appropriate to visit.

For Performance Measures Question #4, "Unduplicated Children" refers to the number of Children who have one or more visits with any of those family members, who are not parents or siblings and/or fictive kin, that have been identified as appropriate for contact. For example, if a Child who has been placed with you has two separate visits with one family member and a visit with fictive kin, the Child would only be counted once.

**Question 9:**

For Performance Measures Question #4, what do you mean by Personal Contact? And does that include contact via email?

**Question 9 Answer:**

Please refer to Attachment B (Glossary) of your Fiscal Year 2015 Residential Child-Care Contract for more information.

**Question 10:**

If a Child has siblings in DFPS care that they are not allowed to have contact with, do we count them in Performance Measures Outcome #3, Children are able to maintain connections to siblings; question number 5 or would they not be counted, since they are not allowed contact?

**Question 10 Answer:**

All siblings in care can visit, by default. If the contact is not allowed, it must be documented in the Child's DFPS Service Plan, by a Court Order, or approved in writing by the Regional Program Director or a mental health professional treating the Child or the Child's affected siblings. If you have a sibling who is not allowed contact with any other siblings, you would not count this Child in the denominator. For the purposes of this measure, you would be working with a smaller sibling group. If that leaves only one sibling, it would not be considered a group for this count.

**Question 11:**

Are siblings placed in the same foster home counted in Performance Measure Outcome #3, Children are able to maintain connections to siblings?

**Question 11 Answer:**

Outcome #3 applies to siblings in foster care but not in the same setting. If they are in different foster homes under the same CPA contract, they are not in same setting and need to visit.

**Question 12:**

For the sibling Performance Measure Outcome #3, are the two Telecommunications contacts for siblings who are more than 100 miles apart per month required if the child is non-verbal?

**Question 12 Answer:**

The requirement is always there and all Children part of a sibling group are included. It is expected that there will be cases where verbal communication is not possible, especially if one of the siblings is an infant. However, in the case of an infant or other non-verbal Child placed more than 100 miles from a sibling, a Skype (or similar service) call would likely be very reassuring to the older/other sibling and help the infant/non-verbal Child make a connection to and with recognition of the older/other sibling.

**Question 13:**

Would a sibling who is not in care count as a Family Member contact?

**Question 13 Answer:**

Yes, a Family Member is a Relative or Fictive Kin. If there are other siblings not part of the household, they could be identified by or brought to the attention of DFPS to consider for approved contacts with the child in care.