

## PROCEDURE

<b>Series:</b>	<b>Risk Management/QA</b>	<b>COA: PQI 3</b>
<b>Procedure Name:</b>	Performance Measures	<b>CFOP: N/A</b>
<b>Procedure Number:</b>	RQ-508	
<b>Reviewed Date:</b>	10/16/12, 8/23/16, 12/13/19, 08/25/2020, 4/14/24, 3/26/2025	
<b>Revision #/Date:</b>	8/23/16, 3/26/2025, 10/20/2025	
<b>Effective Date:</b>	02/01/09	
<b>Applicable to:</b>	All Family Partnerships of Central Florida (FPOCF) Staff and Subcontractors	

**SUBJECT:** Performance Measures

**PURPOSE:** It is the policy of Family Partnerships of Central Florida (FPOCF) to collect and report accurate and meaningful data to document contract performance measures.

### **PROCEDURE:**

### **References**

Family Partnerships of Central Florida Quality Assurance Plan

Family Partnerships of Central Florida Performance Quality Improvement Plan

### **Definitions**

**FSFN**- Florida Safe Families Network is Florida's statewide automated child welfare information system.

**Contract Performance Measures**-Measures identified by the Florida Department of Children and Families (DCF) as priorities and included in the state's contract with FPOCF.

### **Data Locations**

Please refer to the agency's current Quality Assurance and Performance Quality Improvement plans as these measures may change periodically. All contract performance measure data, and other identified measures, is presented to internal and external stakeholders quarterly and the presentation is available on Family Partnerships of Central Florida's website @ -<https://fpocf.org>

Publishing this data on a site available to all consumers helps ensure it is able to be utilized for continuous quality improvement throughout the organization.

Data is gathered from FSFN reports and DCF's on-line performance measure dashboard.

### **Performance Measures**

The current performance measures as cited or amended into DCF contract #GJ514 reported

monthly/quarterly are:

Ref#	Category	Measure Description	Standard	Report Period
<b>System-Wide Metrics</b>				
1.	Safety	Children with no recurrence of verified maltreatment within 12 months of a prior verified maltreatment	90.3%	The month ending 15 months prior to the end of the report month. (e.g., March 1, 2020 - March 31, 2020, for the month ending June 30, 2021).
2.	Permanency	Children achieving permanency within 12 months of entering care.	35.2%	The month ending 12 months prior to the end of the report month (e.g., June 1 through June 30, 2019, for the report month ending June 30, 2020).
3.	Permanency	Children achieving permanency within 12 months for children in Out-of-home care between 12 and 23 months.	43.8%	The beginning of the day 12 months prior to the end of the report month (e.g., July 1, 2019, for the report month ending June 30, 2020)
4.	Permanency	Children achieving permanency within 12 months for children in out-of-home care for 24 months or more	37.3%	The beginning of the day 12 months prior to the end of the report month (e.g., July 1, 2019, for the report month ending June 30, 2020)
5.	Permanency	Children who do not re-enter foster care within 12 months of moving to a permanent home.	94.4%	The 12-month period ending 24 months prior to the end of the report quarter. (e.g., October 1 to September 30 for the 12-month period ending September 30).

Case Management – Quantitative Metrics				
Ref#	Category	Measure Description	Standard	Report Period
6.	Safety	Rate of children not abused or neglected while in out-of-home care.	< 9.07	The month ending three months prior to the end of the report month (e.g., June 1, 2020, to June 30, 2020, for the report month ending September 30, 2020).
7.	Safety	Percent of children not abused or neglected while receiving in-home services.	95%	The month ending three months prior to the end of the report month (e.g., June 1, 2020, to June 30, 2020, for the report month ending September 30, 2020)
8.	Well-Being	Percent of children under supervision who are seen every 30 days.	99.5%	The month ending as of the end of the report month (e.g., June 1, 2020 – June 30, 2020, for the month ending June 30, 2020).
10.	Permanency	Rate of children's placement moves per 1,000 days in foster care.	< 4.5	The twelve (12) month period ending as of the end of the report month (e.g., April 1, 2017, to March 31, 2018, for the report month March 2018)
11.	Permanency	Percent of children placed with relatives or nonrelatives.	60%	The last day of the report month.
12.	Permanency	Percent of sibling groups where all siblings are placed together.	65%	The last day of the report month.
13.	Permanency	Number of children with finalized adoptions during each state fiscal year (SFY) ending June 30. SFY 2025-26 SFY 2026-27 SFY 2027-28	406 TBD TBD	Monthly: Performance through the end of the month prior to the report month Fiscal Year to Date: Same as monthly.

**Case Management – Qualitative (Life of Case) Metrics**

<p>The Department will be monitoring to establish a baseline system of measures cross the state for the annual accountability system. The Department will waive performance penalties for qualitative measures until a baseline is established, and targets are set for progressive performance improvement.</p>				
14.	Safety	Item 2: Services to Prevent Removal	90%	The month ending as of the end of the report month.
15.	Safety	Item 3: Risk and Safety Assessment and Management	90%	The month ending as of the end of the report month.
Ref#	Category	Measure Description	Standard	Report Period
16.	Permanency	Item 4: Stability of Foster Care Placement	90%	The month ending as of the end of the report month.
17.	Permanency	Item 5: Permanency Goal of the Child	90%	The month ending as of the end of the report month.
18.	Permanency	Item 6: Achieving Reunification, Guardianship, Adoption, Or Other Planned Permanent Living Arrangement	90%	The month ending as of the end of the report month.
19.	Permanency	Item 7: Placement with Siblings	90%	The month ending as of the end of the report month.
20.	Permanency	Item 8: Visiting with Parents and Siblings in Foster Care	90%	The month ending as of the end of the report month.
21.	Permanency	Item 9: Preserving Connections	90%	The month ending as of the end of the report month.
22.	Permanency	Item 10: Relative Placement	90%	The month ending as of the end of the report month.
23.	Permanency	Item 11: Relationship of Child in Care with Parents	90%	The month ending as of the end of the report month.
24.	Well-Being	Item 12: Needs and Services of the Child Parents, and Foster Parents	90%	The month ending as of the end of the report month.

25.	Well-Being	Item 13: Child and Family Involvement in Case Planning	90%	The month ending as of the end of the report month.
26.	Well-Being	Item 14: Caseworker Visits with the Child	90%	The month ending as of the end of the report month.
Ref#	Category	Measure Description	Standard	Report Period
27.	Well-Being	Item 15: Caseworker Visits with Parents	90%	The month ending as of the end of the report month.
28.	Well-Being	Item 16: Educational Needs of the Child	90%	The month ending as of the end of the report month.
29.	Well-Being	Item 17: Physical Health Needs of the Child	90%	The month ending as of the end of the report month.
30.	Well-Being	Item 18: Mental/Behavioral Health Needs of the Child	90%	The month ending as of the end of the report month.

## Review and Reporting

DCF Performance Contract Measures are shared monthly with the FPOCF Governance Board of Directors. The following measures are reviewed on a regular basis in Operations meetings, Contract Management meetings and/or Risk Management meeting, hosted by Family Partnerships of Central Florida with representation from the case management agencies:

- 1) Contract Performance Measures as noted above.
- 2) Supervisor reviews completed timely and entered in FSFN.
- 3) Exit interviews completed timely.
- 4) Dependency and case load distributions by worker.
- 5) Case management workforce vacancy rates.
- 6) Permanency projections.
- 7) Judicial Reviews completed and filed on time.
- 8) Prevention and Diversion caseload distributions
- 9) Supervised Visitation referrals and vacancies.
- 10) Foster home recruitment and new home licensing.
- 11) Independent Living Youth and timely completion of Transition Plans, Life Skills Assessment and Life Skills Plans.

The current systems of record, FSFN, will be kept up to date to include all required cases and child specific data elements. These elements are reconciled monthly.

BY DIRECTION OF THE PRESIDENT AND  
CHIEF EXECUTIVE OFFICER:



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PHILIP J. SCARPELLI  
President and Chief Executive Officer  
Family Partnerships of Central Florida

APPROVAL DATE: 11/7/2025