



# *Georgia Division of Family & Children Services*

Bobby Cagle, Director

# PBP and Monitoring



Karsten Hartman, Monitoring Manager



*Division of Family & Children Services*

# Comprehensive Review Outcome Categories

## Safety

### *For CCIs*

- Staff Protective Capacity
- Operational Safety & Compliance
- Placement Matching
- Behavior Management
- Facility & General Operations

### *For CPAs*

- Provider Protective Capacity
- Home Evaluations & Training
- Placement Matching
- CPS Policy Violations & Significant Events
- Home Environment

## Well-Being

- Health
- Education
- Discharges
- Personal Care

## Permanency





- Independent Living
- Purposeful Visits
- Case Planning
- Monthly Service Summaries
- Family and Community Connections



# Your Comprehensive Report

You will see a chart that lists your overall grades in Safety, Well-Being, and Permanency.

It will also compare your current scores to those from your last review.

Scoring Trend				
	Safety	Well-Being	Permanency	PIP Required?
Previous	92%	64%	71%	Yes
Current	93%	49%	33%	Yes
Trend				



# Threshold for Acceptable Performance

## Performance Management



## Note:

Any score below 70% is considered to be a failing grade, and will require a Program Improvement Plan (PIP).



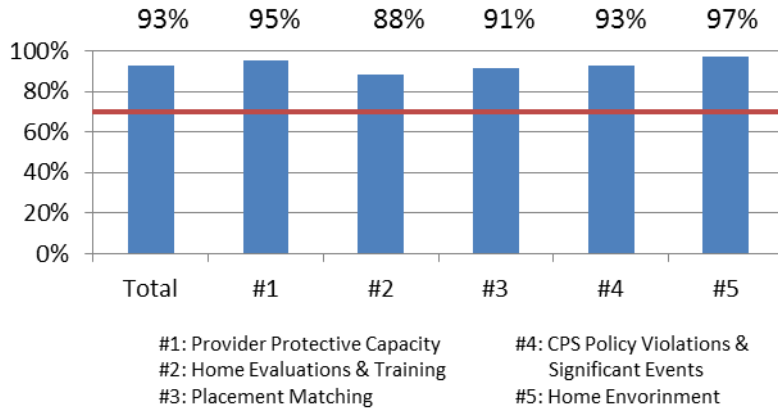
# Performance Improvement Plan

The purpose of a Program Improvement Plan (PIP) is to plan and execute definitive steps to come into substantial compliance with performance standards. It is an opportunity for agencies to improve the quality of their services as well as meet expected performance standards. A PIP is required whenever a provider fails to achieve at least a score of 70% in any of the overall review categories which are Safety, Permanency and Well-Being **and/or** if scores within those categories are below the 70% threshold. An overall category score could be above the 70% threshold and yet components within that category still score below the 70% threshold.

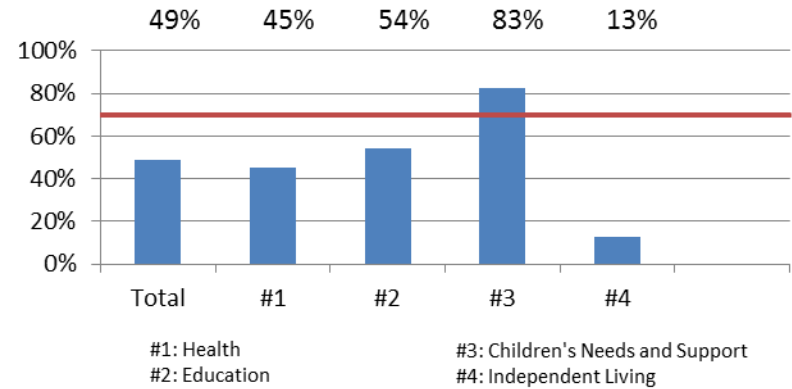


# Outcome Graphs

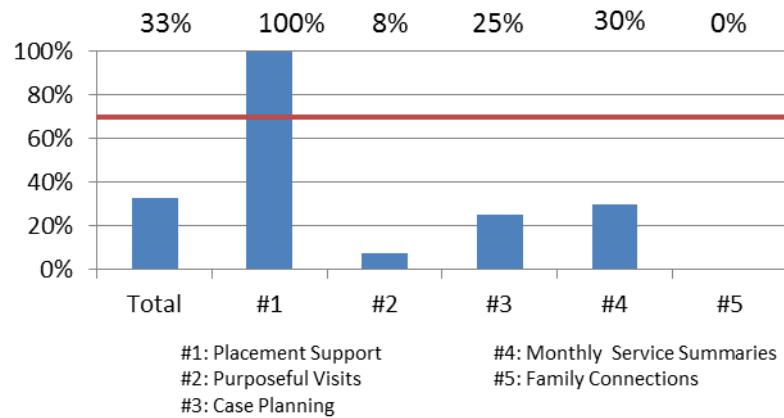
## Safety Outcomes



## Well Being Outcomes



## Permanency Outcomes



# How many PIPs?

This provider would be required to submit PIPs that address the specific deficiencies for each score that fell below 70% (9 total areas):

- Health 45%; Education 54%; Independent Living 13%
- Purposeful Visits 8%; Case Planning 25%; Monthly Service Summaries 30%; Family Connections 0%
- Overall Well-Being Outcome score of 49%
- Overall Permanency Outcome score of 33%





# Areas Needing Improvement

At the end of your report, the Monitoring Specialist will identify the specific deficiencies that brought your score below 70% in any given category.

If your overall outcome score also fell below 70%, you must address what was listed under “Areas Needing Improvement” for that outcome (Safety, Well-Being, Permanency) as well.



© Can Stock Photo



# Here's an example

## Well-Being Areas Needing Improvement:

- Children were receiving therapeutic services, but ongoing documentation of services were not verifiable in the record. **(Reference: RBWO Minimum Standard 6.0)**
- One child's follow up dental treatment was not documented. One child received well-being checks documented on agency forms without a signature from physician to verify service was actually provided. Well checks did not meet the EPSDT standard. **(Reference: RBWO Minimum Standard 6.2)**
- The provider did not have a documented grievance policy and identified child ombudsmen. **(Reference: RBWO Minimum Standard 1.10)**
- Documentation did not support that staff members were trained in bullying. **(Reference: RBWO Minimum Standard 1.9)**
- ILP summaries were completed, but it could not be verified that the summaries were sent to the DFCS Case Manager by the 10th of the month. **(Reference: RBWO Minimum Standard 10.2)**



# Any Questions?



*Division of Family & Children Services*