

PERFORMANCE-BASED PLACEMENT



WHAT YOU NEED TO KNOW
ABOUT REPORTING AND SCORING



This presentation covers the basics of successful reporting for Georgia's Performance-Based Placement quarterly scorecards.

Detail specific to individual measures is available in subsequent videos, but the information covered in this video applies to them all.

Please watch to the end for contact information for additional questions.

What is Performance-Based Placement?

Performance-based placement (PBP) is a system of monitoring and data reporting that generates quarterly scores for RBWO providers.

DFCS case workers use provider scores to inform placement decisions.

OPM uses provider scores to identify opportunities for technical assistance and training.



Georgia's Room, Board & Watchful Oversight (RBWO) providers work with the Office of Provider Management (OPM) at DFCS to support children & youth in out-of-home care.

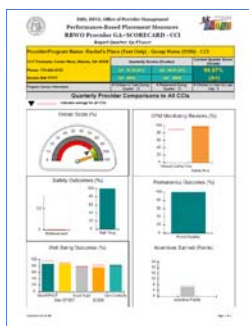
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PBP Scorecards

GA+SCORECARDS are distributed to providers each quarter and posted publicly on www.gascore.com/providerscores/ after a review period.



This screenshot shows a detailed table for 'Child's Place (Out Only) - Group Home (2016) - CCL'. The table has multiple columns representing different performance metrics and rows representing different data points. The header includes the Georgia Department of Family and Child Services logo and the title 'Performance-Based Placement Management'.

This screenshot shows a detailed table for 'Worker's Place (Out Only) - Group Home (2016) - CCL'. The table has multiple columns representing different performance metrics and rows representing different data points. The header includes the Georgia Department of Family and Child Services logo and the title 'Performance-Based Placement Management'.



Each provider site with an RBWO contract and vendor ID receives a score each quarter, whether the site has open placements or not.

GA+SCORECards are distributed to providers six weeks after the end of each quarter, and posted publicly on www.gascore.com/providerscores/ after a review period.

Scorecards include OPM monitoring results, providers' self-reported data, and some reporting from other DFCS groups.

In addition to their public scorecards, RBWO providers receive two supplementary reports each quarter: the Child Data Detail Report and the Staff Data Detail Report. This video series include instructions on reading the Child & Staff Data Detail Reports you receive each quarter along with your GA+SCORECard.

Reporting: Guides and Expectations

Room Board and Watchful Oversight Performance-Based Placement Measurements and Standards Guide

RBWO Minimum Standards

GA+SCORE RBWO Provider User Manual

Georgia SHINES PBP Reporting Guide

Video Guides



The *Room Board and Watchful Oversight Performance-Based Placement Measurements and Standards Guide*, updated each fiscal year, is the official document for PBP scoring. It includes descriptions of each measure as well as general information about PBP.

The Measurements and Standards Guide is based on the *RBWO Minimum Standards*, which is also updated annually.

Other guidance on reporting is available in two documents: the *GA+SCORE RBWO Provider User Manual*, and the *Georgia SHINES PBP Reporting Guide*.

All four documents are posted on www.gascore.com.

In addition, this video series covers the material in the reporting guides for PBP. In the event of any discrepancy, the published *Room Board and Watchful Oversight Performance-Based Placement Measurements and Standards Guide* is the correct document.

Data Sources

Where does PBP data come from?

YOU



Where does PBP data come from? YOU.
Well... mostly you.

Data Sources: Detail

PBP data comes from three sources:

1. OPM monitoring visits
2. Provider data self-reported to GA+SCORE and Georgia SHINES
3. Other data collected in Georgia SHINES



PBP data comes from three sources:

1. Scores from OPM monitoring visits, including comprehensive reviews, safety reviews, and PBP verification reviews
2. Provider data self-reported to GA+SCORE and Georgia SHINES
3. Other data collected from Georgia SHINES, including Child Protective Services (CPS) maltreatment reports

This video series focuses on providers' self-reported data.

Data Sources: Georgia SHINES

Georgia SHINES is the state SACWIS system and the child's legal record.



*Georgia SHINES PBP
Reporting Guide*

SHINES Help Desk:
800-764-1017 EXT. 2



Georgia SHINES is the state SACWIS system and the child's legal record. Where providers are already reporting data to Georgia SHINES that is part of a PBP measure, duplicate reporting is not necessary: the records are imported to GA+SCORE to be counted for PBP scorecards.

Information on PBP data entry in SHINES is available in the "*Georgia SHINES PBP Reporting Guide*".

Care Solutions (that's GA+SCORE) doesn't have any direct access to SHINES. Please contact the SHINES Help Desk, not GA+SCORE or PSSF, for assistance with the provider portal.

Georgia SHINES Data Import

The PBP reporting deadline is the 10th of the following month.

Data appears in GA+SCORE on the 15th.



Provider SHINES Resource IDs, child SHINES Person IDs, and the dates, purpose types, and narrative types for contacts and visits



Names, narrative text, documents, medical records, or other personal data about children



Records for PBP should be entered in SHINES by the tenth of the following month: for instance, work done in July must be reported by August 10th to be counted. If DFCS has a shorter deadline for the same data – such as the 72-hour deadline for reporting ECEM visits – be sure to meet it.

Records that providers report to Georgia SHINES are not imported immediately. SHINES data is imported once each month – typically by the 15th – in a batch for the previous month. Imports are not repeated, so records reported to SHINES after the deadline will never appear in GA+SCORE.

What kinds of data are imported?

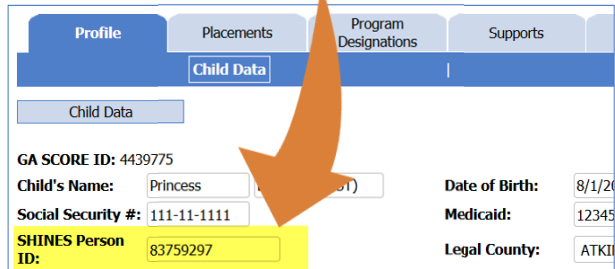
Provider SHINES Resource IDs, child SHINES Person IDs, and the dates, purpose types, and narrative types for contacts and visits, including Every Child Every Month (ECEM) visits, General Contacts, WTLP/Life Coach contacts, Independent Living Skills Provisions, and some permanency contacts.

What kinds of data aren't imported?

GA+SCORE does not import names, narrative text, documents, medical records, or other personal data about children from Georgia SHINES.

The import also includes some information reported to SHINES by DFCS staff, such as Child Protective Services (CPS) maltreatment records. Providers aren't responsible for those data pieces.

The SHINES Person ID must be in GA+SCORE, correctly, on the import date.



The screenshot shows the 'Child Data' tab in the GA+SCORE system. The 'SHINES Person ID' field is highlighted in yellow, and an orange arrow points to it from the text above. Other fields include GA SCORE ID, Child's Name, Social Security #, Date of Birth, Medicaid, and Legal County.

Profile	Placements	Program Designations	Supports
Child Data			
Child Data			
GA SCORE ID: 4439775			
Child's Name:	Princess		Date of Birth: 8/1/20
Social Security #:	111-11-1111		Medicaid: 12345
SHINES Person ID:	83759297		Legal County: ATKI



Remember that the SHINES import does not include names or other identifying information for children & youth. The only data points used in matching are the provider's SHINES Resource ID and the child's SHINES Person ID.

In order for the import to successfully match visit records in Georgia SHINES to placement records in GA+SCORE, **providers must ensure that the child's SHINES Person ID is correctly copied from Georgia SHINES to the child's blue Profile tab in GA+SCORE.**

If the ID is not the same in both systems on the day of import, the records will not match and will never appear in GA+SCORE.

Data Sources: GA+SCORE

GA+SCORE is the state's data system for private providers of out-of-home care.



support@gascore.com



Some provider data needed for PBP is not being collected in Georgia SHINES. Providers report that data to GA+SCORE, the state's data system for private providers of out-of-home care. In addition to collecting PBP data and generating the quarterly scorecards, GA+SCORE also holds foster home compliance data for CPA foster homes, OPM monitoring & risk management data on RBWO providers, waivers and placement assistance requests for the PRO Team, and a few other things.

GA+SCORE isn't the child's legal record – that's SHINES.

For PBP, GA+SCORE collects countable data, not narratives. That means provider reporting in GA+SCORE is usually straightforward: checkboxes, drop down menus, and the occasional short text field. It also means that accuracy is very important.

There's much more information about each measure in this video series.

GA+SCORE Reporting

The PBP reporting deadline is the 10th of the following month.

Providers are responsible for maintaining accurate rosters.



*GA+SCORE RBWO
Provider User Manual*



Two browser tabs at
the same time



Just like the visits in SHINES, PBP measures reported to GA+SCORE have a deadline of the tenth of the following month: for instance, work done in September must be reported by October 10th to be counted. If OPM has a shorter deadline for the same data – such as the 24-hour deadline for reporting significant events – be sure to meet it. There are a few exceptions to the reporting deadline related to the **Staff Training and Foundations** measure. See that video for details.

Unlike SHINES, GA+SCORE gets placement data from providers, not case workers. So the first step in reporting for any PBP measure is to maintain your roster in GA+SCORE with accurate placement dates, and to update your Staffing list with new hires or employment changes.

Pay special attention to staff records for individuals who work at multiple sites for the same agency.

When in doubt, follow the screenshots in the *GA+SCORE RBWO Provider User Manual*.

Never open GA+SCORE in two browser tabs at the same time. Trust us. Don't do it.

PBP Reporting Tips

1. Be aware of reporting deadlines.
2. Keep OPM and Care Solutions informed of issues. Contact information is at the end of this video.
3. PBP measures do not offer partial credit, e.g.:
 - Staff Training and Foundations
 - Academic Supports



Here are some PBP reporting tips.

- 1) Be aware of PBP reporting deadlines. Make sure you're keeping up with reporting so you get credit for the work you're doing. That said, if you miss a PBP deadline, you should still do the work and report the work you did – OPM will want to review it as part of normal monitoring visits.
- 2) Keep OPM and Care Solutions informed of issues. If you have questions about policy or believe a situation you're experiencing merits an exception, you should reach out to OPM before the reporting deadline. If you see incorrect data in GA+SCORE or have a question about reporting there, you should reach out to Care Solutions before the deadline. If you cannot report in SHINES because a child does not appear on your roster, reach out to the child's DFCS case manager before the deadline. Contact information is at the end of this video.
3. PBP measures do not offer partial credit. Be familiar with all measure requirements, especially for measures with multiple components or a threshold higher than one. Some examples:

The **Staff Training and Foundations** measure has multiple components. No points are earned for staff who meet most but not all requirements during a quarter.

The **Academic Supports** measure for CCIs and CPAs calls for two supports per youth per month. You receive no credit, not half credit, for providing one support to a youth in a month.

PBP Reporting Tips – Part II

4. Placement dates affect eligibility for some measures, e.g.:
 - Every Child Every Month
 - Placement Stability
 - Academic/Career Development (ILP/TLP)

5. Some measures ask providers to identify which staff or youth are eligible, e.g.:
 - Academic Supports
 - Staff Training and Foundations



4. Placement dates affect eligibility for some measures. A youth who is admitted after the first day of the month or discharged before the last day of the month is exempt from many measures, but not all. Some examples:
Every Child Every Month: A youth who is admitted midway through the month is not required to complete an ECEM visit for PBP in the partial month; that is, no points are lost if the visit is not completed. However, you will earn points towards the measure if a visit is completed despite the partial month.
For Placement Stability, all children placed for one day or more during the month are included. There are no exclusions based on placement dates.
Academic/Career Development (ILP/TLP): A youth who is admitted midway through the month is not eligible to earn points towards this measure, no matter what.

5. Some measures ask providers to identify which staff or youth are eligible. Some examples:
Academic Supports: Providers must report each child's enrollment status. If no enrollment status is given, the youth is assumed to require supports. However, if you report that a youth is not enrolled, no credit is given for academic supports reported for that youth.
Staff Training and Foundations: Staff in certain RBWO program roles are required to complete annual training hours each quarter. If no RBWO program role is entered, the staff person is assumed to require training. However, if you report that a staff person has a role that does not require training, no credit is given for trainings reported for that staff.

PBP Verification

Sample record review

- Does documentation support system reporting?
- Does work fulfill measure requirements?

Based on earned points and the percentage of verifiable records

Debit applied to following quarter



OPM conducts PBP verification reviews of a sample of child and staff records to ensure that the data providers self-report to GA+SCORE and GA SHINES is adequately supported by documentation in your records. They're also checking that work meets the RBWO minimum standards. For instance, an Every Child Every Month visit must be purposeful, with a complete narrative addressing the child's safety, permanency, and well-being. GA+SCORE can't easily count those qualitative factors for your scorecard, which is why OPM looks at actual records during verifications.

If OPM finds that some or all of the points you earned based on self-reporting can't be verified, a penalty debit will be applied to the next scorecard. The calculation is based on your original score for the measure and the percentage of records that OPM couldn't verify. For instance, if a CCI earned a full 7 points for 100% performance on ECEM visits in quarter 2, but OPM was only able to verify 3 of the 6 visits in the verification sample, the CCI will be debited 3.5 points in quarter 3: that's 50% of the 7 points originally earned, because 50% of the record sample wasn't verifiable.

PBP Appeals

Appeals Process. OPM has an appeal process specifically for PBP scores. This appeals process may feel more formal than processes from previous years.

10 Calendar Days. A provider has 10 calendar days from the date of receipt of the PBP score report to submit an appeal request, by mail or email, to the Department of Human Services (DHS) Appeals Coordinator with any dispute related to the quarterly PBP score report. You may remember business days from prior years; however, this revised process uses calendar days. Appeals must be timely submitted.

Requests to award points lost as a result of late reporting or failed imports due to missing SHINES Person IDs will be denied.



Dispute Resolution Meeting. Within 10 calendar days of receipt of the Provider's appeal request, DHS will coordinate a dispute resolution meeting between OPM and the Provider at the state office in Atlanta.

Formal Hearing. CPAs, CCIs, CTCCs, and MATHs that still disagree with their PBP score after confirmation or revision of a PBP score may have the option to seek a formal hearing before an Administrative Law Judge.

Guidance. See the PBP Provider Dispute Form and Instructions posted to www.gascore.com.

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Dispute Resolution Meeting. Within 10 calendar days of receipt of the Provider's appeal request, DHS will coordinate a dispute resolution meeting between OPM and the Provider at the state office in Atlanta.

Formal Hearing. CPAs, CCIs, CTCCs (Children's Transition Care Center), and MATHs (Maternity Homes) that still disagree with their PBP score after confirmation or revision of a PBP score may have the option to seek a formal hearing before an Administrative Law Judge.

Guidance. See the PBP Provider Dispute Form and Instructions posted to www.gascore.com.

Requests to revise scores for points lost as a result of late reporting or failed imports due to missing SHINES Person IDs will be denied.

Remember that you can also ask Care Solutions and OPM directly for support with understanding your scorecard. However, if you choose to file an appeal, it must be done within 10 calendar days from the date you receive the scores.

Roles and Contact Information: OPM

RBWO contracts, DFCS policy, child welfare best practices, or monitoring visits: OPM specialists (RBWO Minimum Standards)

CPA Foster Home Compliance: OPM Resource Maintainers

RBWO Foundations: opmtraining@dhs.ga.gov



If you have questions about RBWO contracts, DFCS policy, child welfare best practices, or monitoring visits (including comprehensive reviews and safety reviews), contact a specialist at the Office of Provider Management. A complete directory is provided in the *RBWO Minimum Standards*.

If you have questions about foster home compliance at a CPA, like why an initial approval was not accepted, contact the OPM Resource Maintainer assigned to your program. If there's a typo in the record in GA+SCORE, contact Care Solutions for assistance.

If you have staff who previously completed Foundations training at another provider and need the records transferred in GA+SCORE, contact Care Solutions at support@gascore.com. For other questions about RBWO Foundations training, email the training team at opmtraining@dhs.ga.gov.

Roles and Contact Information: DFCS

SHINES Provider Portal: SHINES Help Desk: 800-764-1017, ext. 2

SHINES Roster: County DFCS staff → Lon.Roberts@dhs.ga.gov

SMILE (Payment System): SMI: 1-800-553-5911



If you have general questions about the SHINES Provider Portal, contact the SHINES Help Desk: 800-764-1017, ext 2. Care Solutions (that's GA+SCORE, and also Promoting Safe & Stable Families) doesn't have access to Georgia SHINES.

If a child has not been added to your SHINES roster, work with county DFCS staff to resolve the issue, beginning with the child's DFCS case manager first. You may need to escalate your issue to the supervisor, administrator, or county director. If the county director has not resolved the issue and the reporting deadline is approaching, CC: Lon Roberts (Lon.Roberts@dhs.ga.gov) for assistance.

If you have questions about SMILE, the state's payment system, contact SMI: 1-800-553-5911. Care Solutions doesn't have access to SMILE, either.

Roles and Contact Information: GA+SCORE



support@gascore.com



Finally, if you have questions about logging into and reporting in GA+SCORE, your PBP scorecard or Child or Staff Data Detail Report, or this video series, contact Care Solutions at support@gascore.com

Thanks for watching!