Performance Measures

Hospital Sitting Services - Procurement #HHS0000010

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| **Goal of the Contract:**  To support the child's placement through purchased Hospital Sitting Services to a child in DFPS Conservatorship when the child is hospitalized and a caseworker or foster parent is not available to sit with the child |

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| **Outcome #1:** Contractor delivers quality services in a professional and respectful manner. |
| **Performance Period:** Contractor performance for this outcome is determined for one or more of the following performance periods, wholly or partially, depending on the contract start and end dates: September 1 through November 30; December 1 through February 28/29; March 1 through May 31; and June1 through August 31. |
| **Indicator:** Rate of validated complaints per paid units of service |
| **Outcome Target:** No more than 1 validated complaint per 20 paid units of service |
| **Purpose:** To evaluate the Contractor’s approach in service delivery |
| **Data Source:** DFPS Contract Complaint Data; DFPS IMPACT Data |
| **Methodology:** DFPS will determine the rate of validated complaints per paid units of service provided by dividing the total number of paid units of service provided during the performance period by the total number of validated complaints during the performance period. The resulting number is the paid units of service provided per validated complaint during the performance period. If there were any paid units of service reported for the performance period and there were no validated complaints during the performance period, the Contractor meets the target. |

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| **Outcome #2:** Authorized services provided by the Contractor meet CPS Caseworker expectations. |
| **Performance Period:** Contractor performance for this outcome is determined for one or more of the following performance periods, wholly or partially, depending on the contract start and end dates: September 1 through November 30; December 1 through February 28/29; March 1 through May 31; and June 1 through August 31. |
| **Indicator:** Percentage of aggregated favorable responses made to items in the Caseworker Satisfaction Survey Questionnaire |
| **Outcome Target:** At least 90% |
| **Purpose:** To evaluate the Contractor’s overall quality of service as perceived by CPS Caseworkers |
| **Data Source:** Caseworker Satisfaction Survey Questionnaires obtained by DFPS from CPS Caseworkers |
| **Methodology:** The numerator is the aggregated number of favorable responses to the Caseworker Satisfaction Survey Questionnaires obtained from Caseworkers for the performance period. The denominator is the aggregated number of all responses, excluding NA responses, to the Caseworker Satisfaction Survey Questionnaires obtained from Caseworkers for the performance period. The numerator is divided by the denominator, multiplied by 100 and stated as a percentage. |

**Hospital Sitter**

Caseworker Satisfaction Survey Questionnaire

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|  | Yes | No | NA |
| 1. The Contractor provided a qualified sitter within eight (8) hours of receiving a 2054. |  |  |  |
| 1. The Hospital Sitter or a substitute was available for 24-hour supervision of the child. |  |  |  |
| 1. The Hospital Sitter notified CPS staff when/if the child's condition changed. |  |  |  |
| 1. The Contractor and/or Hospital Sitter provided CPS staff with written or oral reports, if requested. |  |  |  |
| 1. I would recommend this Contractor to other DFPS Caseworkers. |  |  |  |
| 1. Comments: |  |  |  |

This is a sample of the questionnaire the Caseworker will complete on each Contractor’s performance. It is provided solely for Contractors to view what they are being measured on regarding their performance.