

2008 - 2009 Quarterly Performance Results

			7/08 - 9/08	10/08 - 12/08	1/09 - 3/09	4/09 - 6/09
Contract	Measures	Baseline				
Community Care	Rate of Reentry	5.0%	5.0%	5.0%	5.0%	5.0%
	Rate of Reabuse	5.0%	8.0%	6.0%	7.0%	6.0%
	Client Contact	80.0%	81.0%	81.0%	83.0%	83.0%
	Client Satisfaction	85.0%	86.0%	87.0%	86.0%	88.0%
Recruitment and Retention	Increase Licensed Resource Homes	95.0%	na	na	91.9%	89.1%
	Appropriate Placement	98.0%	na	na	79.7%	82.9%
	Stability	90.0%	na	na	65.4%	67.0%
	Safety	99.0%	na	na	99.9%	99.1%
	Permanency	90.0%	na	na	52.7%	50.9%
	Client Satisfaction	85.0%	na	na	83.9%	79.4%
	Department Satisfaction	85.0%	na	na	72.3%	68.1%

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Contract	Measures	Performance Measure Description
Community Care	Rate of Reentry	Percent of families referred to community care that re-enter the system within 6 months of the date of referral for community care.
	Rate of Reabuse	Percent of families referred to community care with a report of child neglect or abuse within 6 months of the date of referral for community care.
	Client Contact	Percent of families referred to community care that contact the
	Client Satisfaction	Client satisfaction rating from families referred to community care regarding access, convenience, helpfulness of service and supports.
Recruitment and Retention	Increase Licensed Resource Homes	Percentage of new families that complete the licensing packet or complete adoption process within one hundred ten days of the date the placement begins preservice (PS-MAPP).
	Appropriateness	Percentage of children placed out of home care that are matched with placement that best meet the needs of children placed in care.
	Stability	Percentage of children in placement (as of March 1, 2007) that require a placement change to foster care, adoption or relative placement that experience no more than 2 placements within twelve (12) months or less.
	Safety	Percentage of children in placement that do not receive a founded or confirmed abuse report during the contact period for which a placement match.
	Permanency	Percent of children in foster care who return home within 12 months of foster care entry.
	Client Satisfaction	Satisfaction rating from resource families regarding training and support received.
	Department Satisfaction	Satisfaction rating from Department staff regarding recruitment plans, matching service and the families that are referred as placement options.