



Performance Monitoring Plan (PMP)

Residential Care Centers

Division of Milwaukee Child Welfare (DMCW)

Performance Monitoring

DMCW will monitor the following performance measures to ensure DMCW youth receive safe, quality and effective treatment. The PMP will be submitted on a quarterly basis to the DMCW Contract Administrator for review. The Contractor may choose to collect additional programmatic data and include the information in that quarterly reporting as necessary.

Goal 1: DMCW RCCs will utilize SYNC for all referrals by responding within 5 business days of receiving the referrals 80% of the time. DMCW RCCs will also keep track of any referrals submitted outside of SYNC or emailed as an emergency referral.

MEASURE	REPORTING FREQUENCY	REPORT METHOD
Respond to 80 % of SYNC referrals within 5 business days.	Quarterly	SYNC
Track number of referrals received outside of SYNC	Quarterly	Manual-submit data via email DMCPS RCC Contractor should submit a data sheet that includes the following information: - Contracted Case Management Agency Submitting Referral - Child's Initials - Date received referral outside of SYNC - Reason for referral not in SYNC (i.e. emergency referral)

Goal 2: DMCW RCCs will track immediate, 15-day and 30-day removals

MEASURE	REPORTING FREQUENCY	REPORT METHOD
Track number of 30-day removal requests monthly	Quarterly	Manual – submit a data sheet via email containing: • Type of removal request: 30-day removal, 15-day removal, or immediate/same day or 24-hour request removal. • Child's Initials • Case Management Agency assigned to youth • Date of admission • Date of request for removal • Reason for the removal • If a team meeting is to be held, list date of team meeting, and who was in attendance
Track number of 15-day removal requests monthly	Quarterly	Manual – submit a data sheet via email containing: • Type of removal request: 30-day removal, 15-day removal, or immediate/same day or 24 hour request removal. • Child's Initials • Case Management Agency assigned to youth • Date of admission • Date of request for removal • Reason for the removal
Track number of immediate/same day or 24-hour removal requests monthly.	Quarterly	Manual – submit a data sheet via email containing: • Type of removal request: 30-day removal, 15-day removal, or immediate/same day or 24-hour request removal. • Child's Initials • Case Management Agency assigned to youth • Date of admission



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		• Date of request for removal • Reason for the removal
Track team meetings that are held when there is a 15 day or immediate/same day or 24-hour request monthly	Quarterly	Manual – submit data via email This can be included with the above information. RCC should include date the team meeting was requested, date it was held, and who was in attendance.