

## **Frequently Asked Questions about Foster Care Case Management Contract Changes in the Kansas City Area for Resource Providers**

### **Why are changes happening?**

Missouri (MO) Children's Division contracts with agencies around the state to provide Foster Care Case Management services. The contracts are re-bid periodically through a competitive bid process and 2020 is the year this bid process occurred. New contracts have been awarded that go into effect October 1, 2020. The new contracts will be in place for 5 years.

### **What counties are impacted in the Kansas City Area?**

The Kansas City area, for the contract beginning October 1, 2020, is comprised of Jackson and Cass counties. Johnson County, MO will no longer be part of the contract as the Children's Division will provide all case management services in Johnson County to youth in foster care.

### **When is this happening?**

October 1, 2020 is when the new contracts go into effect. There will be a transition period of up to 90-days (October, November and December).

### **What change(s) will occur in the Kansas City area?**

The agencies providing direct foster care case management services – Cornerstones of Care, Great Circle and Crittenton – remain the same. Changes include:

- The number of cases served by each agency is shifting. In the Kansas City area, Crittenton will serve more youth than they did in the last contract. In the Kansas City area, Cornerstones of Care and Great Circle will serve fewer youth than they did the last contract.
  - In the Kansas City Region (Jackson and Cass counties) there are 660 youth case managed outside of Children's Division. Crittenton will provide services to 435 youth. Cornerstones of Care will work with 160 youth. Great Circle will case manage 65 youth.
- In the competitive bid process, Cornerstones of Care and Great Circle partnered with Missouri Alliance for Children and Families (MACF) for the new contract. MACF will provide administrative support functions while Cornerstones of Care and Great Circle will employ the case managers and supervisors to provide the actual services.
- Cornerstones of Care (and Foster Adopt Connect) will continue to do all foster parent and relative home licensing for Cornerstones of Care and Great Circle. Crittenton will continue to license foster parents and relative homes as well.

## What is Missouri Alliance for Children and Families?

Missouri Alliance for Children and Families is an organization that has five owner agencies. Missouri Alliance has contracts to provide services to youth/families across the state. MACF has been providing specialized foster care services to youth with higher needs in the NW Missouri area and in other parts of the state for a number of years. MACF has case managers and licensed foster parents in the Kansas City area and throughout MO. Visit their website at [www.ma-cf.org](http://www.ma-cf.org) to learn more about their team, services and impact.

## What does “MACF will provide administrative support functions” to Cornerstones of Care and Great Circle mean?

- If you have a child placed in your home that has a Cornerstones of Care or Great Circle worker, MACF will pay your monthly maintenance, reimburse your mileage and provide clothing vouchers.
- You will need to sign an agreement with MACF to accept payment from them. Their system is electronic so there will be less paper to hand off to workers in the future.
- MACF will pay for all services that children and parents receive. Those providers will also be set up with the MACF system to bill for their services.
  - Because MACF already works with many service providers in Kansas City due to other contracts they have with Children’s Division, most of the providers already work with them.

Nothing will change in terms of the Cornerstones of Care or Great Circle workers placing youth in your home or visiting your home. Those team members will continue to do visits, write court reports, attend court hearings, and facilitate Family Support Team meetings, etc.

## You say the MACF system is electronic but I don’t have a home computer. What do I do?

The system will also work from a smart phone. You can also use a friend or family member’s computer or phone to access the system when you need to. You will only need to access the system initially to get set up, to check the status of a payment and to upload your mileage or receipts.

## When is this happening?

The new Foster Care Case Management contract officially begins October 1, 2020. Cornerstones of Care and Great Circle will be transferring open foster care cases to Crittenton from the end of September through mid-November. The assigned case manager will keep you updated on when/if your child’s case is being transferred. While we have a list of youth identified as of mid-September, transfer dates have not yet been finalized for the next two months.

### **What does this mean if I have a youth who is case managed by Children's Division living in my home?**

Nothing is changing for youth case managed by Children's Division.

### **What does this mean if I have a youth who is case managed by Crittenton living in my home?**

Nothing is changing for youth already case managed by Crittenton.

### **What does this mean if I have a youth case managed by Cornerstones of Care living in my home?**

The foster care case manager from Cornerstones of Care will tell you within the next two weeks if your child's case is transferring to Crittenton or staying at Cornerstones of Care. If the case is staying with Cornerstones of Care, the team member will work with you and MACF to ensure you are set up as a resource parent with MACF so that your maintenance payment for October and future months is not disrupted.

### **What does this mean if I have a youth case managed by Great Circle living in my home?**

The foster care case manager from Great Circle will tell you in the next two weeks if your child's case is transferring to Crittenton or staying at Great Circle. If the case is staying with Great Circle, the team member will work with you and MACF to ensure you are set up as a resource parent with MACF so that your maintenance payment for October and future months is not disrupted.

### **I'm a licensed foster parent. How does this impact my license?**

- If your licensing worker is with Cornerstones of Care, Foster Adopt Connect or Crittenton, nothing is changing in relation to your license.
- If you are licensed by Great Circle, your license will be transferred to Cornerstones of Care or Foster Adopt Connect by early October.
- You can be licensed by any agency and still accept placement from other agencies, but you will need to become a provider for the agency placing a child with you so that your maintenance gets paid.
- All agencies follow the same licensing regulations and policies which are set by Children's Division.
- There is no additional training required by any of the agencies except what is required by Children's Division.

### **Are there any differences for foster parents versus relative parents?**

In terms of services, there are no differences.

The licensing worker for relative families will change if the case management agency changes. If cases where a child is living with a relative are transferred from Cornerstones of Care or Great Circle to Crittenton, the relative's licensing file will also transfer to a team member at Crittenton.

Relatives who are licensed by Great Circle and the child will continue to be case managed by Great Circle will have their licensing file transferred to Cornerstones of Care as Cornerstones of Care will take over existing relative licenses and license future relative homes of Great Circle under the new contract.

### **Who is managing all of this change?**

Foster care leadership at Cornerstones of Care (Mary Rinne), Great Circle (Jackie Brown) and Crittenton (Jeanette Koster) remains the same. This team is working closely with Children's Division locally and in Central Office to implement these changes as smoothly as possible.

### **I still have questions. Who can I contact?**

If your questions are case specific about a child living in your home, please contact the assigned case manager. If your questions are about the contract changes or more general ones, contact Shelia Rancatore, Regional Director at Cornerstones of Care, at [Shelia.Rancatore@cornerstonesofcare.org](mailto:Shelia.Rancatore@cornerstonesofcare.org).