

441—172.14 (234) Monitoring of service delivery.

172.14(1) *Case management.* During the time a child and the child's family are approved to receive safety plan services, the agency worker shall be responsible for providing case management. The agency worker shall maintain contact with the family and the family's contractor to ensure that factors that present risks to the safety and well-being of children in the family are being adequately addressed.

172.14(2) *Contractor progress reports.* A contractor for safety plan services shall submit client reports in accordance with the requirements concerning format, content, and frequency that are specified in the contract.

172.14(3) *Outcome measures.* The agency shall establish outcome-based performance measures for safety plan services. These performance measures shall:

- a.* Be specified in each contract; and
- b.* Be aligned with the measures defined by the federal government as part of the child and family services review process.

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