

**441—172.24 (234) Monitoring of service delivery.**

**172.24(1) Case management.** During the time that a child and the child's family are approved to receive family safety, risk, and permanency services, the agency worker shall be responsible for maintaining contact with the child and family to ensure that:

*a.* The factors that present risks of harm to the safety and well-being of all children in the family are being adequately addressed; and

*b.* Services and supports are in place to achieve the child's permanency goal.

**172.24(2) Contractor progress reports.** A contractor for family safety, risk, and permanency services shall submit service progress reports in accordance with the format, content, and frequency requirements as specified in the agency's request for proposals and in the contract.

**172.24(3) Outcome measures.** The agency shall establish outcome-based performance measures for family safety, risk, and permanency 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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