

Texas Department of Family and Protective Services



PMET (Performance Management Evaluation Tool)

Contractor User Guide

(as of November 2012)

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Introduction

The Performance Management Evaluation Tool (PMET) is an Internet-based data collection system used by DFPS Contractors that are required to self-report contract performance measure data.

Prior to the submission of data in PMET, the Contractor must assign one employee as the PMET Administrator to complete the **Contractor Registration Process**. If other Contractor staff will assist with data entry, the Administrator is responsible for adding those employees to the Contractor's PMET account and editing and inactivating their accounts, when necessary.

Accessing PMET

The minimum computer requirements for accessing PMET include Internet Explorer 6.0 or higher, a broadband connection and an active, up-to-date anti-virus program. To access PMET, go to <https://www.dfps.state.tx.us/application/PCSPMET>. Refer to page 15 for instructions on how to add PMET as a favorite website.

Skip to content | side navigation | bottom navigation

PMET-PCS
PERFORMANCE MANAGEMENT EVALUATION TOOL

DFPS Home
Contact Us

PMET for Purchased Client Services

User Login

Enter your email address along with your password. Don't have an account? [Click to Register](#)

Login

Forgotten Password
Register
Help

**Your password must contain at least 8 to 14 characters and no spaces, using at least one character from all 4 of these categories:

1. Uppercase letters: A, B, C ... Z
2. Lowercase letters: a, b, c ... z
3. Numerals: 1, 2, 3 ... 9
4. One of the following non-alphanumeric characters (important): # - () , . / : ; < > ? [| * _ { } ~ = ! \$ % ^ & +

Email:

Password:

DFPS Home | Accessibility | Policies | Texas Online | Statewide Search | Contact Us

The **User Login** page contains four links.

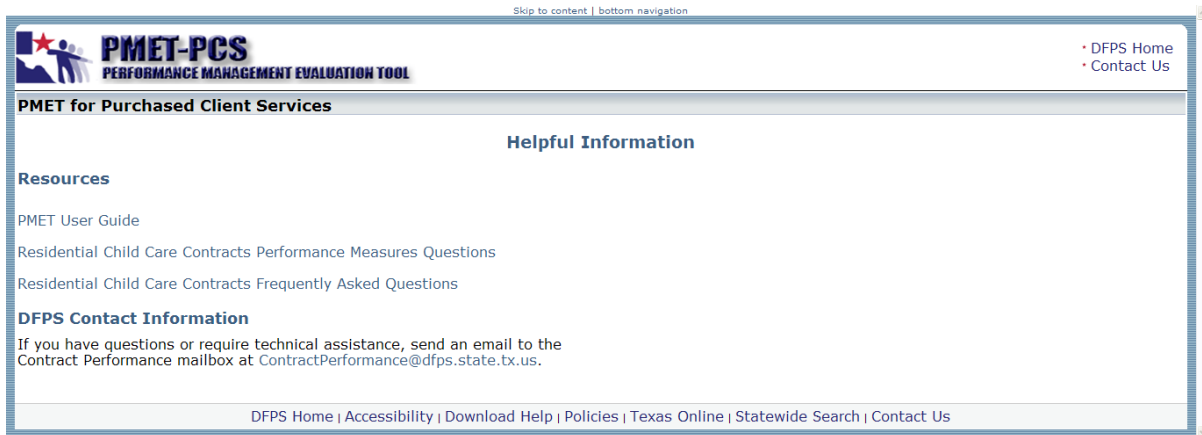
- Click the **Register** link if the Contractor has not registered in PMET. Refer to page 3 for registration instructions.
- Click the **Login** link to log into PMET if the **Contractor Registration Process** has been completed.
- Click the **Forgotten Password** link to reset your password. Refer to page 8 for instructions.
- Click the **Help** link to open the **Helpful Information** page. This page contains resources and DFPS contact information. Refer to the following page for the **Helpful Information** page instructions.

Helpful Information

Click on the **Help** link located on the **User Login** page or the **Main Menu** page to open the **Helpful Information** page. This page contains the following links under **Resources**.

- PMET User Guide
- Residential Child Care Contracts Performance Measures Questions
- Residential Child Care Contracts Frequently Asked Questions

Note that these documents are accessible for people who are blind or visually impaired.

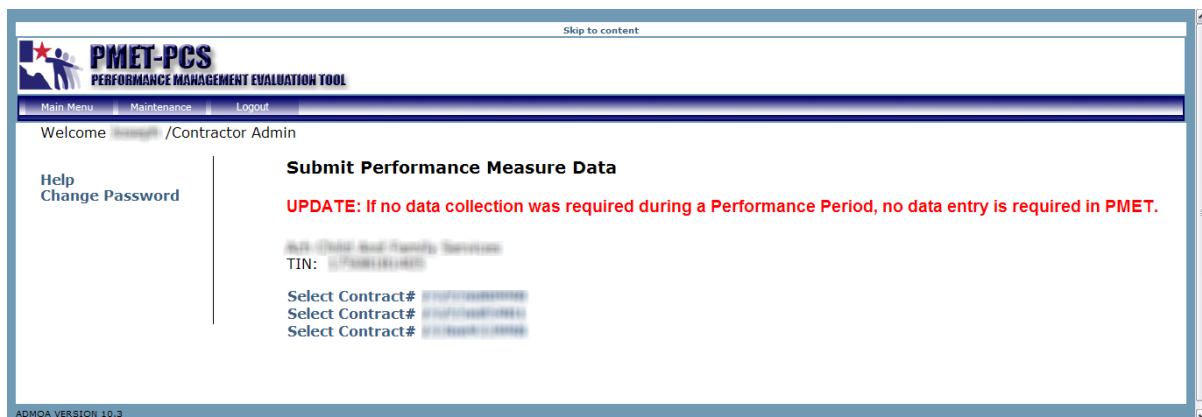


DFPS Contact Information

If you have questions or to request technical assistance, send an email to the Contract Performance mailbox at ContractPerformance@dfps.state.tx.us.

Logging Out of PMET

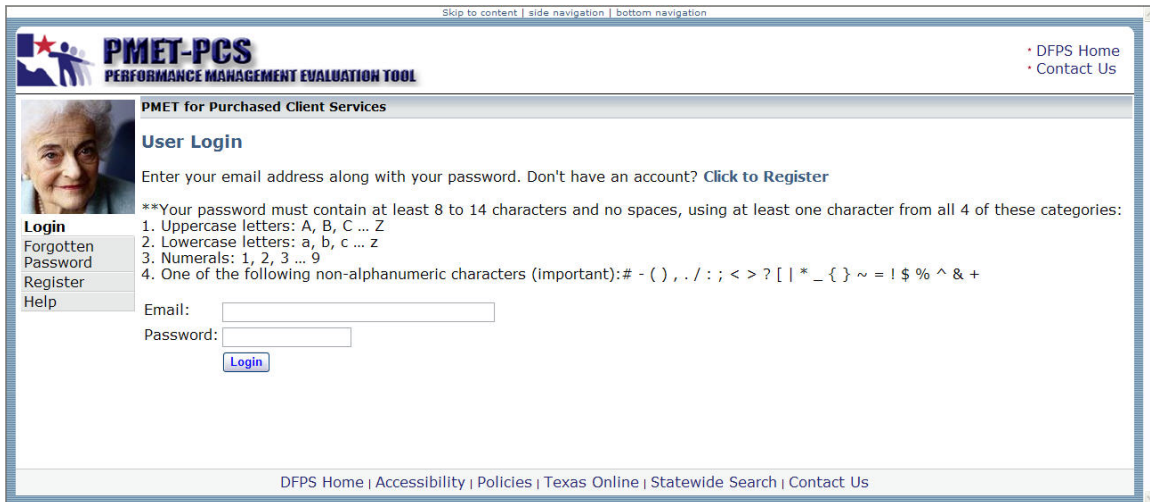
Click the **Logout** tab located to the right of the **Maintenance** tab to log out of PMET. A count down timer is located on the bottom left corner of the page. After 45 minutes of inactivity, the user is automatically logged out of the system.



Contractor Registration Process


Within 30 days after providing the first service, the Contractor must register an account in PMET by assigning one employee as the PMET Administrator to complete the Contractor Registration Process. If other Contractor staff will assist with data entry, the Administrator is responsible for adding those employees to the Contractor's PMET account. The Administrator is also responsible for editing and inactivating Contractor employee accounts, if necessary.

1. Click the **Register** link located on the **User Login** page.



The screenshot shows the PMET-PCS (Performance Management Evaluation Tool) website. The page title is "PMET for Purchased Client Services" and the sub-header is "User Login". The main content area contains a login form with fields for "Email:" and "Password:". A "Login" button is located below the password field. To the left of the form is a sidebar menu with links for "Login", "Forgotten Password", "Register", and "Help". Above the form, there is a note: "**Your password must contain at least 8 to 14 characters and no spaces, using at least one character from all 4 of these categories: 1. Uppercase letters: A, B, C ... Z 2. Lowercase letters: a, b, c ... z 3. Numerals: 1, 2, 3 ... 9 4. One of the following non-alphanumeric characters (important): # - () , . / : ; < > ? [| * _ { } ~ = ! \$ % ^ & +". At the top right, there are links for "DFPS Home" and "Contact Us". At the bottom, there is a footer with links for "DFPS Home", "Accessibility", "Policies", "Texas Online", "Statewide Search", and "Contact Us".

2. Enter the Contractor's **TIN** (Texas Identification Number), which is the first 11 digits of the Vendor Identification (VID). **Note** that if the Contractor has more than one TIN, the Administrator will create a separate account in PMET for each TIN.
3. Enter the **Contract Number (#)** associated with the **TIN**. All of the other contracts associated with the TIN will be automatically added to the Contractor's PMET account.



The screenshot shows the PMET-PCS (Performance Management Evaluation Tool) website. The page title is "PMET for Purchased Client Services" and the sub-header is "Vendor/Contract Account Registration". The main content area contains a registration form with fields for "TIN:" and "Contract#:". A "Next" button is located below the "Contract#" field. To the left of the form is a sidebar menu with links for "Login" and "Help". Above the form, there is a note: "Please enter a valid TIN and Contract Number." At the top right, there are links for "DFPS Home" and "Contact Us". At the bottom, there is a footer with links for "DFPS Home", "Accessibility", "Policies", "Texas Online", "Statewide Search", and "Contact Us".

4. Click the **Next** button.

Contractor Registration Process (continued)

5. Enter the information requested on the **User Registration** page.

Skip to: page content | side navigation | bottom navigation

PMET-PCS
PERFORMANCE MANAGEMENT EVALUATION TOOL

DFPS Home
Contact Us

PMET for Purchased Client Services

User Registration

Create an account and a profile. The information in your profile will allow you to setup contract evaluations. A security question will be used to verify your identity if you forget your password. All information in your profile will remain confidential and will be used only if we need to contact you for more information about a report.

Login
Forgotten Password
Register
Help

****Your password must contain at least 8 to 14 characters and no spaces, using at least one character from all 4 of these categories:**

1. Uppercase letters: A, B, C ... Z
2. Lowercase letters: a, b, c ... z
3. Numerals: 1, 2, 3 ... 9
4. One of the following non-alphanumeric characters (important): # - () , . / : ; < > ? [| * _ { } ~ = ! \$ % ^ & +

First Name:

Last Name:

Password: Confirm Password:

Email Address:

Type the characters you see in the picture below:

D2HBZLA

Create Account Cancel

DFPS Home | Privacy Policy | Accessibility | Policies | Texas Online | Statewide Search | Contact Us

Password Requirements

Passwords must:

- Contain at least 8 to 14 characters and no spaces, using at least one character from all of the following categories:
 - Uppercase letters: A, B, C ... Z
 - Lowercase letters: a, b, c ... z
 - Numerals: 1, 2, 3 ... 9
 - Non-alphanumeric characters: # - () , . / : ; < > ? [| * _ { } ~ = ! \$ % ^ & +
 - Not contain consecutive duplicate characters such as: 99 or BB
 - Not contain consecutive numbers or letters such as: 1234 or ABCD
 - Not be words found in the dictionary, including slang, dialect, jargon, and so on
 - Not be based on personal information, names of family, and so on
6. Click the **Create Account** button.
 7. Click the **Logout** tab to log out of PMET.

Contractor Registration Process (continued)

8. Go to your email account. Open the **PMET/PCS Account Created** email addressed from the "**webmaster**" and follow the instructions in the email.
 - For some mail servers (e.g., Gmail; Road Runner), the DFPS graphic may not display unless the user clicks either the Display images below link or the Unblock Images button.
 - If the user cannot locate the email, check the spam or junk mail folder. Some email servers may block the PMET/PCS Account Created email.
9. Log into PMET and click the **Maintenance** tab and then the **Add/Edit Users** link.
10. Click the **Select** link located to the left of the **ID/TIN** of the Administrator's name.
11. The **Edit User Profile** page lists all contracts associated with the TIN. The contract numbers that are checked will be visible on your **Main Menu** page for submission of data in PMET. Make sure that the correct contract numbers are checked. If necessary:
 - Click the check box to remove the check mark for each checked contract number that the Contractor will **not** submit data in PMET, and/or
 - Click the check box to add the check mark for each unchecked contract number that the Contractor **will** submit data in PMET.
12. Click the **Update** button.

The registration process is complete.

Add Data Entry Users

The Administrator can add other employees to the Contractor's PMET account as Data Entry Users. Data Entry Users are able to submit performance measure data for the contracts assigned to them by the Administrator.

1. The Administrator will click the **Maintenance** tab.
2. Click the **Add/Edit Users** link and then the **Add New User Profile** link.
3. Enter the requested information in all fields, including a temporary password that the Data Entry User will change at initial login. Refer to page 4 for the Password Requirements.
4. Click the check box for each contract that the Data Entry User will be responsible for submitting data. The contract numbers that are checked will be visible on the user's **Main Menu** page.
5. Click the **Add User** button to add the Data Entry User's Profile to the Contractor's PMET account.
6. Instruct the Data Entry User to open the **PMET/PCS Account Created** email addressed from the "**webmaster**" and to follow the instructions in the email.
 - For some mail servers (e.g., Gmail; Road Runner), the DFPS graphic may not display unless the user clicks either the **Display images below** link or the **Unblock Images** button.
 - If the user cannot locate the email:
 - The user should check his/her spam or junk mail folder. Some email servers may block the PMET/PCS Account Created email.
 - If the email is not in the spam or junk mail folder, the Administrator will verify that the Data Entry User's email address was entered correctly. If an error is found, the Administrator will correct the email address and re-send the PMET Account Verification email. Refer to the following page for Editing User Profiles instructions.
7. Instruct the Data Entry User to change the temporary password at initial login. Refer to page 10 for instructions.

Edit User Profiles/Add and Delete Contract Numbers from Main Menu Page

If the Data Entry User's email address was entered incorrectly, the Administrator will correct the email address and re-send the **PMET Account Verification** email. The Administrator is also able to edit other information, such as adding and deleting contract numbers that are visible on the **Main Menu** page for all user Profiles (i.e., Administrator and Data Entry Users).

1. Click the **Maintenance** tab and then click the **Add/Edit Users** link.
2. Click the **Select** link located to the left of the **ID/TIN** of the user's name to be edited.
3. Edit the applicable information.
 - If the email address was corrected, click the **Click to Resend Account Verification Email** button.
 - Click the check box to remove the check mark for each checked contract number that the Contractor will **not** submit data in PMET.
 - Click the check box to add the check mark for each unchecked contract number that the Contractor **will** submit data in PMET.
4. Click the **Update** button.

Inactivate Profiles

If the Data Entry User retires, resigns, transfers or if there are other reasons to inactivate his/her Profile, the Administrator will inactivate the User's Profile.

1. Complete steps #1 and #2 above.
2. In the **Active** field, click the down arrow (↓) and select **No**.
3. Click the **Update** button.

If the Administrator resigns, retires, transfers or if there are any other reasons to inactivate his/her Profile, send an email to the Contract Performance mailbox at ContractPerformance@dfps.state.tx.us and include the name and email address of the employee who will be assigned as the new Administrator.

Forgotten Passwords

To reset a forgotten password:

1. From the **User Login** page, click the **Forgotten Password** link.
2. Enter the requested information and then click the **Submit** button.



PMET-PCS
PERFORMANCE MANAGEMENT EVALUATION TOOL

DFPS Home
Contact Us

PMET for Purchased Client Services

Forgotten Password

User Login Information

If you have forgotten your password, enter your TIN, Contract number, and the Email Address you used to register with, then click on the **Submit** button to access the **User Reset Password Page**.

Navigation: Login, **Forgotten Password**, Help

TIN:

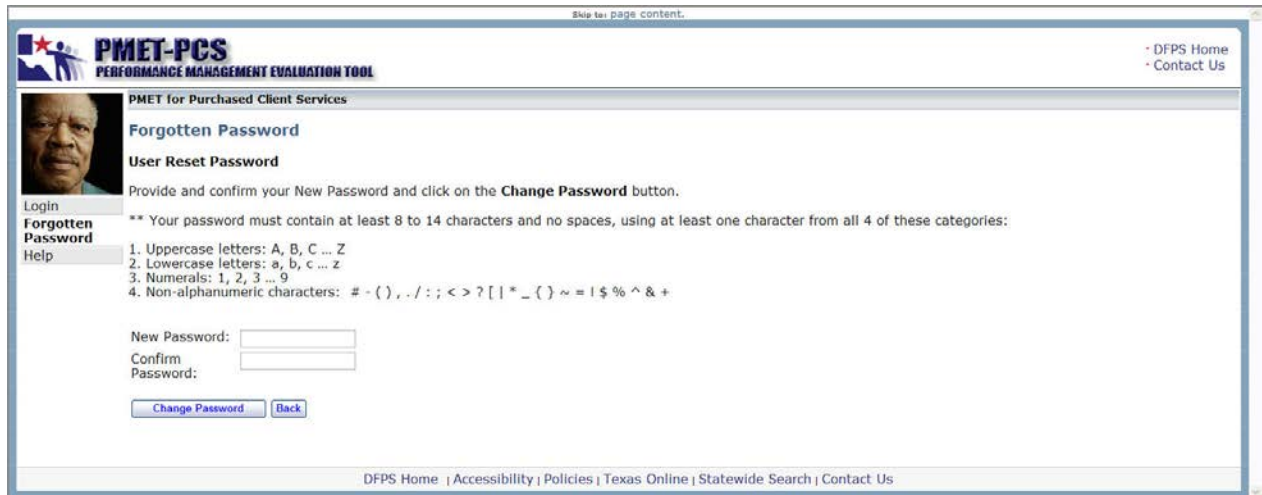
Contract#:

Email Address:

Buttons:

DFPS Home | Accessibility | Policies | Texas Online | Statewide Search | Contact Us

3. Enter a new password and then click the **Change Password** button. Refer to page 4 for the Password Requirements.



PMET-PCS
PERFORMANCE MANAGEMENT EVALUATION TOOL

DFPS Home
Contact Us

PMET for Purchased Client Services

User Reset Password

Provide and confirm your New Password and click on the **Change Password** button.

** Your password must contain at least 8 to 14 characters and no spaces, using at least one character from all 4 of these categories:

1. Uppercase letters: A, B, C ... Z
2. Lowercase letters: a, b, c ... z
3. Numerals: 1, 2, 3 ... 9
4. Non-alphanumeric characters: # - () , . / : ; < > ? [] * _ () ~ = ! \$ % ^ & +

New Password:

Confirm Password:

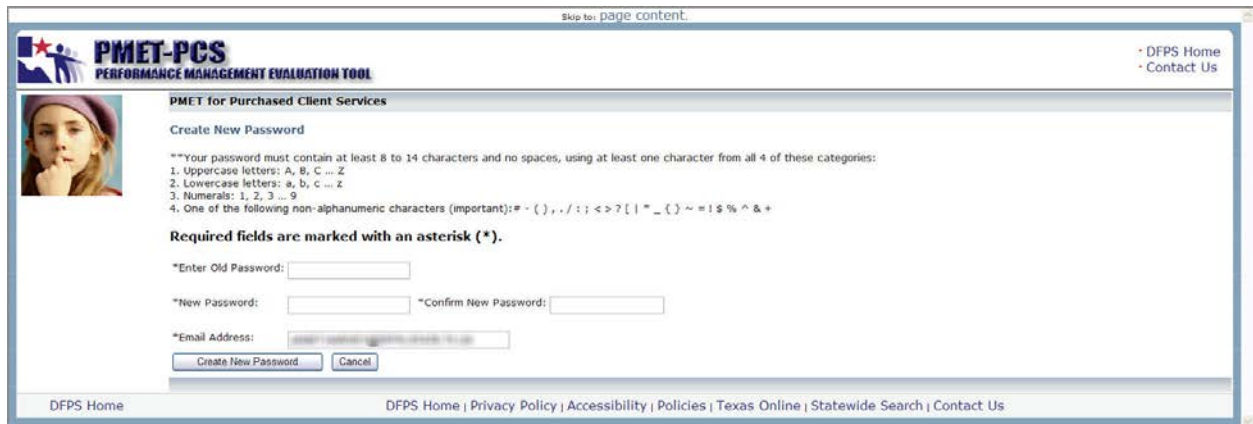
Buttons:

DFPS Home | Accessibility | Policies | Texas Online | Statewide Search | Contact Us

Expired Passwords

Your password is how you are recognized by and tracked in PMET. This is to protect you and the confidential data in your PMET account from all other PMET users. For added security, your password will expire every 90 days. Upon login, a message box will open stating, "Your password has expired. Click OK to continue, or click Cancel to return to the User Login Page."

1. Click the **OK** button.
2. Enter the requested information and then click the **Create New Password** button. Refer to page 4 for the Password Requirements.



The screenshot shows a web browser window displaying the PMET-PCS (Performance Management Evaluation Tool) interface. The page title is "PMET for Purchased Client Services" and the sub-header is "Create New Password". A small profile picture of a woman is visible on the left. The form contains the following elements:

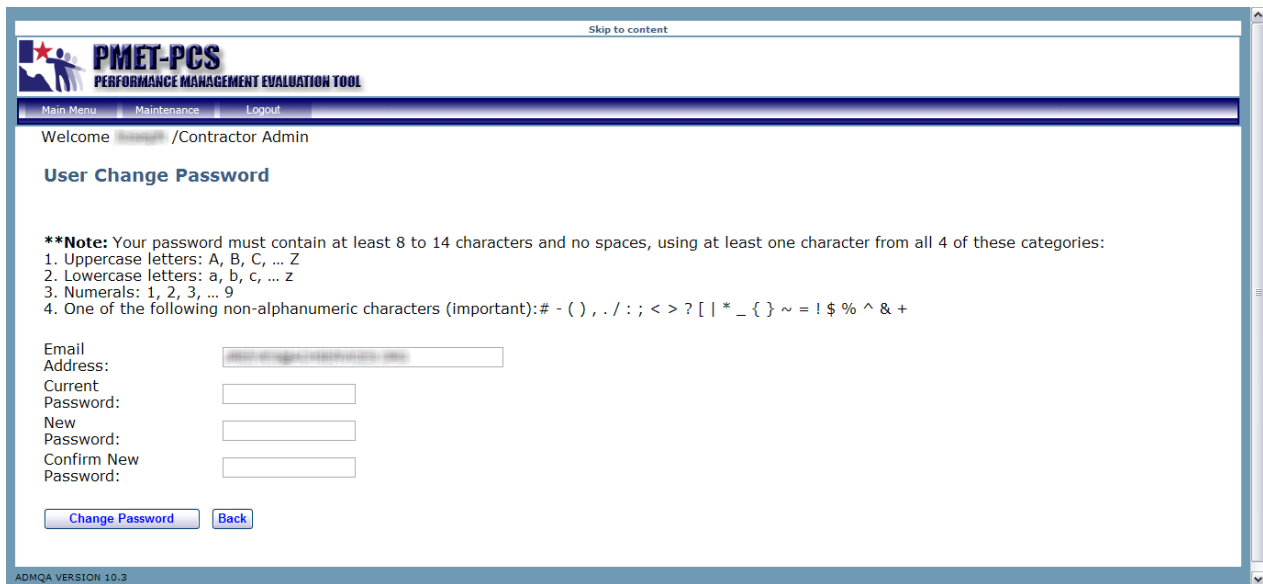
- Instructions:** "Your password must contain at least 8 to 14 characters and no spaces, using at least one character from all 4 of these categories:"
 1. Uppercase letters: A, B, C ... Z
 2. Lowercase letters: a, b, c ... z
 3. Numerals: 1, 2, 3 ... 9
 4. One of the following non-alphanumeric characters (important): # - { } , . / : ; < > ? [| * _ () ~ = ! \$ % ^ & +
- Required fields:** "Required fields are marked with an asterisk (*)."
 - *Enter Old Password:
 - *New Password: *Confirm New Password:
 - *Email Address:
- Buttons:** "Create New Password" and "Cancel"

The footer of the page includes "DFPS Home" and a list of links: "DFPS Home | Privacy Policy | Accessibility | Policies | Texas Online | Statewide Search | Contact Us".

Changing Passwords

Do not under any circumstances share your password with your supervisor or co-workers; login with your password for your supervisor or co-workers; or login with your supervisor's or co-worker's password. If you suspect that your password has been compromised it must be changed immediately. **At initial login, Data Entry Users must change the temporary password that was assigned by the Administrator.** Keep your password in a secure place.

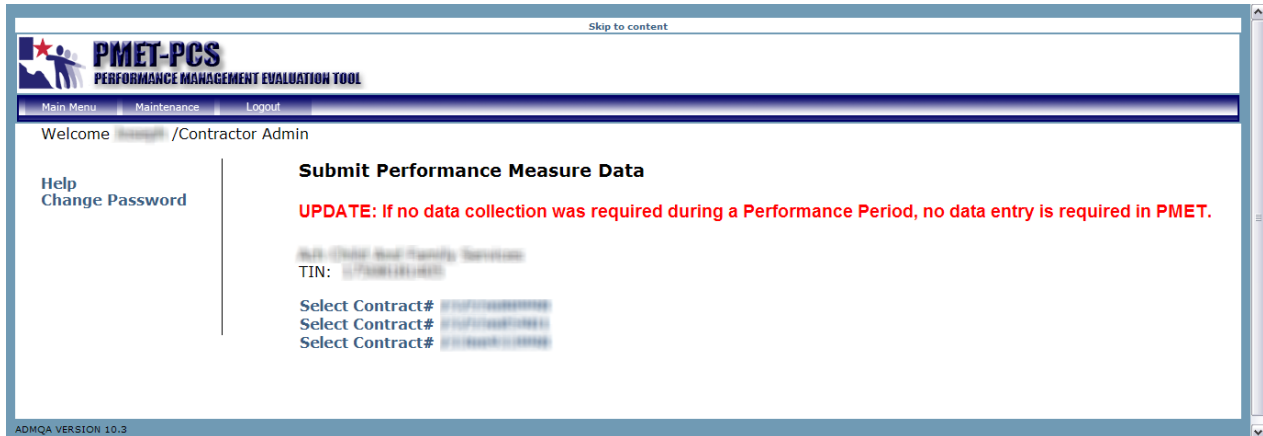
1. From the **Main Menu** page, click the **Change Password** link.
2. Enter the requested information and then click the **Change Password** button. Refer to page 4 for the Password Requirements.



The screenshot shows a web browser window displaying the PMET-PCS (Performance Management Evaluation Tool) interface. At the top, there is a navigation bar with links for "Main Menu", "Maintenance", and "Logout". Below this, a welcome message reads "Welcome [redacted] /Contractor Admin". The main heading is "User Change Password". A note specifies password requirements: "Your password must contain at least 8 to 14 characters and no spaces, using at least one character from all 4 of these categories: 1. Uppercase letters: A, B, C, ... Z; 2. Lowercase letters: a, b, c, ... z; 3. Numerals: 1, 2, 3, ... 9; 4. One of the following non-alphanumeric characters (important): # - () , . / : ; < > ? [| * _ { } ~ = ! \$ % ^ & +". The form includes input fields for "Email Address:", "Current Password:", "New Password:", and "Confirm New Password:". At the bottom, there are two buttons: "Change Password" and "Back". The footer of the browser window indicates "ADMQA VERSION 10.3".

Submit Performance Measure Data

1. From the **Main Menu** page, select the contract number (#) for which the performance measure data will be submitted. If a specific contract number is not visible, see the "Edit User Profiles" section on page 7 for instructions on how the Administrator can add contract numbers to the user's **Main Menu** page.



Skip to content

PMET-PCS
PERFORMANCE MANAGEMENT EVALUATION TOOL

Main Menu Maintenance Logout

Welcome [redacted] /Contractor Admin

Help
Change Password

Submit Performance Measure Data

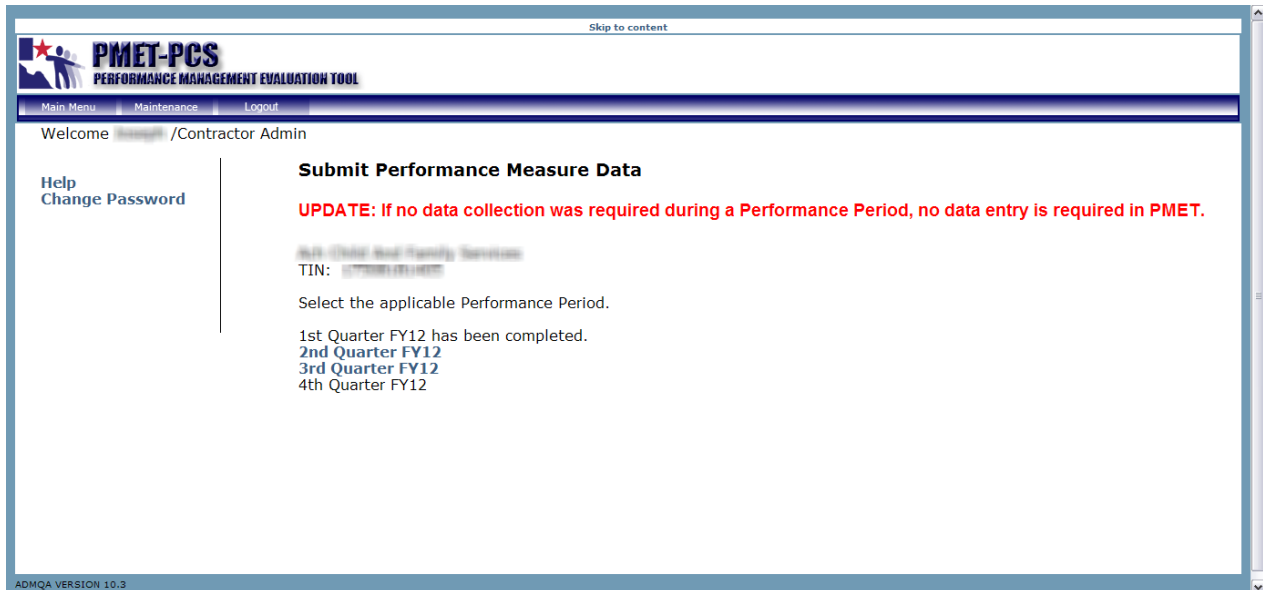
UPDATE: If no data collection was required during a Performance Period, no data entry is required in PMET.

ALL (TIN) And Family Services
TIN: [redacted]

Select Contract# [redacted]
Select Contract# [redacted]
Select Contract# [redacted]

ADMQA VERSION 10.3

2. Click the Performance Period for which the data will be submitted. **Note** that future performance periods are not available for data entry until the first day of the applicable reporting period. Refer to page 14 for more information on performance and reporting periods.



Skip to content

PMET-PCS
PERFORMANCE MANAGEMENT EVALUATION TOOL

Main Menu Maintenance Logout

Welcome [redacted] /Contractor Admin

Help
Change Password

Submit Performance Measure Data

UPDATE: If no data collection was required during a Performance Period, no data entry is required in PMET.

ALL (TIN) And Family Services
TIN: [redacted]

Select the applicable Performance Period.

1st Quarter FY12 has been completed.
2nd Quarter FY12
3rd Quarter FY12
4th Quarter FY12

ADMQA VERSION 10.3

Submit Performance Measure Data (continued)

3. Enter a response for each question. If no data collection was required during the Performance Period, there is no need to report in PMET.

Skip to content

PMET-PCS
PERFORMANCE MANAGEMENT EVALUATION TOOL

Main Menu Maintenance Logout

Welcome /Contractor Admin

Submit Performance Measure Data

TIN: [REDACTED]
Contract# [REDACTED]

Performance Period: 2nd Quarter FY12

Name: [REDACTED]

Performance Measures:

1 How many School-Age Children did you have during the performance period who were in Contracted care for 30 calendar days or more? (Refer to Output #2.)

2 How many of the Children reported in question #1 had their Education Portfolios updated within 30 calendar days of all items listed in Section 15.A)iv. requiring a portfolio change during the performance period? (Refer to Output #2.)

3 How many times were EBIs used during the performance period? (Refer to Outcome #2.)

4 How many of the EBIs reported in question #3 resulted in Reportable Injuries to Children during the performance period? (Refer to Outcome #2.)

5 How many times were EBIs used, excluding short personal restraints, during the performance period? (Refer to Outcome #3.)

6 How many of the EBIs reported in question #5 resulted in Non-Reportable Injuries to Children during the performance period? (Refer to Outcome #3.)

7 How many unduplicated Children in the care of the Contractor seven or more days during the performance period had at least one Relative (other than a parent or sibling) or Fictive Kin who had been identified by DFPS as appropriate for contact? (Refer to Outcome #4.)

8 How many of the Children reported in question #7 had at least one Personal Contact during the performance period, initiated by the Contractor, with a Relative (other than a parent or sibling) or Fictive Kin who had been identified by DFPS as appropriate for contact? (Refer to Outcome #4.)

9 If providing comment, please indicate the question number to which the comment refers. IF ANY OF YOUR NUMERIC RESPONSES ARE "0", YOU WILL NEED TO ENTER SOMETHING IN THE COMMENT FIELD. (Limit 3,988 characters, including spaces)

ADMQA VERSION 10.3

4. Click the **Confirm/Review** button and the Confirmation page will open.

Submit Performance Measure Data (continued)

PMET-PCS
PERFORMANCE MANAGEMENT EVALUATION TOOL

Welcome [redacted] /Contractor Admin

Submit Performance Measure Data

TIN: [redacted]
Contract # [redacted]

Performance Period: 2nd Quarter FY12

Please review your entries. You may click the "Edit Questionnaire" button to make changes. You may click the "Submit Questionnaire" button to submit your Questionnaire.

NOTE: Once a Questionnaire has been submitted, the record will be locked and cannot be edited.

Name: [redacted]

Performance Measures:

1 **Question:** How many School-Age Children did you have during the performance period who were in Contracted care for 30 calendar days or more? (Refer to Output #2.)
Answer: 10

2 **Question:** How many of the Children reported in question #1 had their Education Portfolios updated within 30 calendar days of all items listed in Section 15.A)iv. requiring a portfolio change during the performance period? (Refer to Output #2.)
Answer: 10

3 **Question:** How many times were EBIs used during the performance period? (Refer to Outcome #2.)
Answer: 5

4 **Question:** How many of the EBIs reported in question #3 resulted in Reportable Injuries to Children during the performance period? (Refer to Outcome #2.)
Answer: 2

5 **Question:** How many times were EBIs used, excluding short personal restraints, during the performance period? (Refer to Outcome #3.)
Answer: 5

6 **Question:** How many of the EBIs reported in question #5 resulted in Non-Reportable Injuries to Children during the performance period? (Refer to Outcome #3.)
Answer: 5

7 **Question:** How many unduplicated Children in the care of the Contractor seven or more days during the performance period had at least one Relative (other than a parent or sibling) or Fictive Kin who had been identified by DFPS as appropriate for contact? (Refer to Outcome #4.)
Answer: 6

8 **Question:** How many of the Children reported in question #7 had at least one Personal Contact during the performance period, initiated by the Contractor, with a Relative (other than a parent or sibling) or Fictive Kin who had been identified by DFPS as appropriate for contact? (Refer to Outcome #4.)
Answer: 5

9 **Question:** If providing comment, please indicate the question number to which the comment refers. IF ANY OF YOUR NUMERIC RESPONSES ARE "0", YOU WILL NEED TO ENTER SOMETHING IN THE COMMENT FIELD. (Limit 3,988 characters, including spaces)
Answer:

ADHQ VERSION 10.3

5. If an error is found, click the **Edit Questionnaire** button, correct the error(s), and click the **Confirm/Review** button.
6. Click the **Submit Questionnaire** button and a message box will open and state, "Warning: Once a questionnaire has been submitted, the record will be locked and cannot be edited."
7. Click the **OK** button and the questionnaire is submitted and locked. It will state in red, "The following performance measure data has been successfully submitted on (current date and time). Please print this page and retain a copy for your records."

Keep performance results that were reported to DFPS on file and available to DFPS upon request.

To protect the integrity of the data, Contractors cannot edit data in PMET after it has been submitted. To request corrections, send an email to the DFPS Contract Performance mailbox at ContractPerformance@dfps.state.tx.us.

Performance Periods and Due Dates

During each Reporting Period, enter the performance measure data for the corresponding Performance Period. For example, enter the 1st Quarter data during the Reporting Period of December. Refer to the table below for all periods.

Performance Period	Reporting Period (Due Date)
1 st Quarter (September-November)	December 1-30
2 nd Quarter (December-February)	March 1-30
3 rd Quarter (March-May)	June 1-30
4 th Quarter (June-August)	September 1-30
1 st Trimester (October-January)	February 1-28/29
2 nd Trimester (February-May)	June 1-30
3 rd Trimester (June-September)	October 1-30
1 st Semi-Annual (September-February)	March 1-30
2 nd Semi-Annual (March-August)	September 1-30
Annual (The 12-month period may vary per contract.)	The first 30 days of the month following the 12-month Performance Period
Monthly	The first 30 days of the month following the Performance Period

Contracts with a Combination of Different Periods

For Contracts with a combination of different Performance Periods, follow the appropriate Reporting Period schedule.

For example, a Contract may have three performance measures with one measure reported Quarterly and two measures reported Semi-Annually.

- During the 1st and 3rd Quarterly Reporting Periods, the user will enter the performance measure data for the one quarterly measure and enter zeroes for the two semi-annual measures.
- During the 2nd and 4th Quarterly Reporting Periods, the user will enter data for all performance measures (i.e., quarterly and semi-annual).

Add PMET as a Favorite Website

To add PMET as a favorite website:

1. Click and highlight the PMET website address in the Internet Explorer **Address** field.
2. Click **Favorites** on the Internet Explorer menu bar and select **Add to Favorites**.

To access PMET, click **Favorites** on the menu bar of Internet Explorer and select "DFPS PMET-PCS User Login."