






Family Impact NETWORK

Family Impact Network (FIN) is a nonprofit supporting public and private efforts to transition vulnerable children and families from crisis to stability.

The Washington State Department of Social and Health Services Children's Administration contracts with FIN to serve as the Performance Based Contracting Network Administrator **in Eastern Washington**. Through this collaboration with Children's Administration, FIN aims to improve outcomes for children and families by:

-  Facilitating the delivery of the right service to families at the right time;
-  Collecting and sharing real-time data to inform social workers' decision-making; and
-  Strengthening the provider network by building provider capacity and sharing performance data.



Outcomes

Using Data as a Tool

Children's Administration social workers now have access to real-time data on provider performance and will soon access summary reports. This tool allows social workers to make **data informed-decisions** on their cases.

Reduced Wait-Time for Parent-Child Visitation

Frequent and consistent contact between parents and foster children promotes attachment and strengthens the parent-child relationship. Since its launch, FIN has worked with provider to streamline efforts effecting the time from referral to visits.

- Process changes, availability of data that facilitates matching need to availability as well as an expanded provider pool have all led to a 63% reduction in visit wait times for some families.
- **Today, children have a scheduled visit with their parent(s) within seven days of the provider receiving the referral 82% of the time throughout the FIN network.**



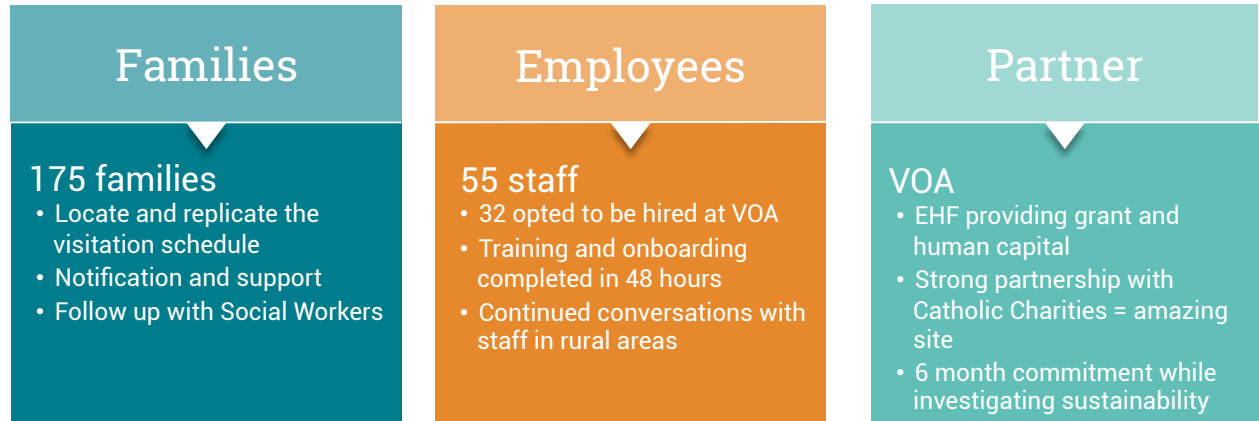
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Analyzed gaps in the service delivery model and provided nimble, timely responses

Situation: FIN's largest PCV provider, serving 40% of families in the network, announced they would no longer provide provider visitation services.

Response: FIN was able respond quickly to bring on a new provider, support the new agency in capacity building, and manage the transition of 175 families' visits with minimal interruption.

MANAGING THE TRANSITION



Pilot Innovations to Improve Outcomes

Ensuring consistent parent child visits relies on a sufficient network of providers. In November 2016, Children's Administration approved an hourly rate increase for parent child visitation providers as well as increased mileage reimbursement, both within existing resources. Since implementation of these increases, providers have reported added stability in their business models and reduced staff turnover.

A major focus of both Children's Administration and FIN is to reduce the reliance on supervised visitation and support delivery of visitation services that better support families more cost effective. FIN has worked to increase the availability of a "transportation only" option and after the first nine months, ordered supervised visits have declined 10% from 88% to 78% of all ordered visits.

Expanding Array of Services

FIN continues to expand its array of services. By January 2018, all in-home services will be managed by FIN and this will provide greater opportunity to provide insight into the impact of all services as a whole to give social workers needed information to ensure the delivery of the right service to families at the right time.

Additionally, in partnership with Children's Administration, FIN has expanded the cost-saving concrete goods program to all of Region 1. This program makes concrete goods immediately available to social workers and, in return families.

The ability to purchase in bulk has produced \$47,292.00 in hard cost savings in the first year of operation.

The Road Ahead

As the Department of Children, Youth and Families evolves, FIN stands ready to be a resource. With the shared goal of improving outcomes for families, FIN can: share our experiences in provider capacity building, collect and share provider performance data, and share tools and processes that support staff so they can focus their efforts on working with families.



1020 W Riverside | Spokane, WA 99201 | 509.309.3432 | www.FamilyImpactNetwork.org
Sheila Morley, Executive Director | sheila@familyimpactnetwork.org

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