Presentation to the California Child Welfare Council-Data Subcommittee

December 4, 2017

Family Impact Network Timeline

Contract began 1.1.2015

First Service Array (parent child visitation) **launched 7.1.15 in Spokane**. Expanded to rural counties on 1.1.16

Launched concrete goods network **in Spokane on 7.1.16** for the FAR program. Expanded concrete goods to rural offices on 9.15.16. Rolling out to all of Region 1 in Spring 2017.

Slated to launch next service array (Family Preservation and Promoting First Relationships) **by summer of 2017**

Key Roles of Network Administrator

Provide technical support to contracted providers **to increase service quality**

Fiscal management and monitoring

Develop new data systems to inform practice and **drive performance**

Define gaps in service and innovate and scale **solutions**

Increase capacity of service providers

Context: 12 service providers under contract,
    85% with < 25 employees,
    55% provide only visitation services

Conditions: before FIN, reports were primarily produced on pen and paper, faxed or emailed to social worker

    providers would accept a referral even if family could not be served for several weeks

    providers were dropping their visitation contracts or curtailing referrals due to lack of mileage reimbursement

Increase capacity of service providers

Public/private partnership with Empire Health Foundation **supported the purchase of 113 computers** to digitize provider agencies

Start up and capacity building funds provided to **bring on specialized providers to fill unmet needs**

Standardized procedures so that **providers only accept referrals they can serve with a week**

Safety net for the network as a whole, to **diminish impact of unexpected exit of large provider(s)**

Fiscal Management and Monitoring

As Network Administrator, processed **$3.7 million** in billing for PCV services in 2016.

Tightened billing procedures, problematic billing received extensive audits and technical assistance

Saved 33% on concrete goods (car seats, pack and play etc) through bulk purchasing

Quantified the network wide **cost of unreimbursed mileage ($500 K per year)**

Develop Data Systems to Drive Performance

Collaborate with Partners for Our Children to **develop "Oliver" to automate all processes and capture key data**

FIN **provides extensive technical assistance to assist service providers with conversion to Oliver** and provides ongoing troubleshooting

Created a learning community that focuses on data to drive practice improvements, such as:

Parental Visitation Rate Improved
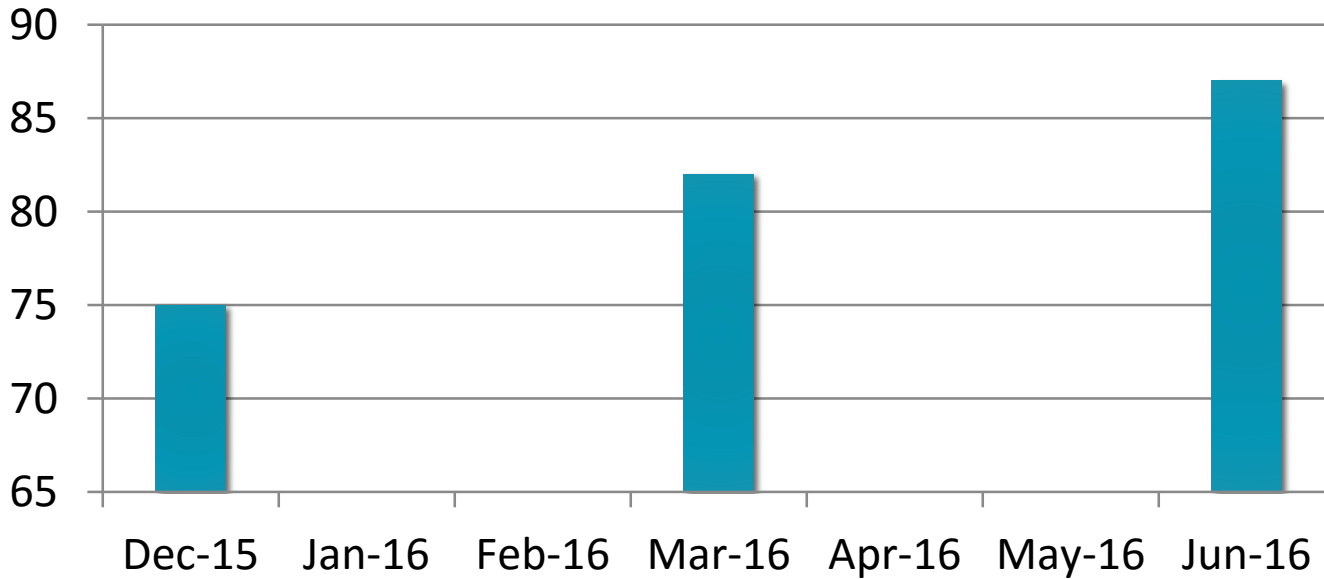
Provider Comparison Data

% of Referrals with an attended visit within 7 Days of provider accepting referral	2016				2017	
	Sep	Oct	Nov	Dec	Jan	Total
Provider #1	88%	100%	79%	40%	7%	59%
Provider #2	N/A	N/A	N/A	N/A	0%	0%
Provider #3	52%	49%	59%	57%	93%	62%
Provider #4		0%	0%	61%	0%	32%
Provider #5	13%	35%	17%	15%	26%	22%
Provider #6	50%	85%	82%	67%	86%	77%
Provider #7			100%	100%	100%	100%
Provider #8	100%	96%	100%	50%	83%	86%
Provider #9		0%	28%	43%	42%	36%
Provider #10	61%	52%	30%	49%	76%	52%
Provider #10	100%	66%	73%	90%	84%	83%
Provider #11				60%	51%	54%

Identify Gaps: Innovate and Scale

<u>Gap:</u> **High parental no show rate at visits**

      <u>Innovation:</u> Uber for parents

           <u>Results:</u> **25% reduction in no show rate at pilot agency**

<u>Gap</u>**: PCV contract misaligned with policy and best practice**

      <u>Innovation:</u> 2 year pilot program in Region 1

           <u>Results:</u> **Early data indicates that transport only**
referrals   **have tripled during the first three**
months of   **implementation**

Lessons Learned

This is hard work, takes time to build infrastructure, but… **it is working.**

Start with capacity building and building a culture of data. Performance can improve long before contract incentives/disincentives are in place

Families feel the benefit of performance based contracting **even before all phases of performance based contracting are fully implemented**