

Family Impact Network Frequently Asked Questions

1. What region does FIN serve?

FIN serves eight counties in Eastern Washington: Spokane, Whitman, Stevens, Grant, Adams, Lincoln, Pend Oreille, and Ferry.

2. What is FIN's service array?

FIN is contracted with the Children's Administration to serve as Network Administrator for the following Family Support and Related Services in its region: Crisis Intervention, Basic Home Safety, Parenting Skills, Family Functioning, Core Life Skills, Parent Support Services, Supported Visitation, Concrete Resources, and Evaluation & Assessment. This service array was mandated in the legislation enabling Performance Based Contracting ([2SHB 2264 of 2012](#)).

3. Why did the Washington State Legislature enact Performance Based Contracting?

Prompted by the rise in out-of-home removal in Washington's Child Welfare system, the Legislature mandated the use of Performance Based Contracting to "...achieve improved child safety, child permanency, including reunification, and child well-being outcomes..." ([2SHB 2264](#)).

As Network Administrator, FIN's goal is to create opportunities for efficiencies and innovation so that all players in the system have the tools they need to be successful, resulting in improved outcomes for our families.

4. What is a Network Administrator?

The [enabling legislation](#) defines a Network Administrator as "an entity that contracts with the department to provide defined services to children and families in the child welfare system through its provider network,"

Neither Children's Administration (CA's) nor providers are funded nor tasked to manage contracts and collect data to monitor performance of the child welfare system. Therefore, data is not available to inform CA's decision-making, or to make best use of available limited local resources. A Network Administrator is an organization dedicated to data collection and contract management, so that providers and CA can focus on serving children and families.

5. Who makes decisions about the transition to Performance Based Contracting and the role of FIN?

The Washington State Legislature mandated in 2012 that CA transition to Performance Based Contracting. Decisions regarding the Network Administrator

role are made by the public-private Network Administrator Steering Committee comprised of representatives from Children's Administration, Empire Health Foundation and other private philanthropy. FIN itself is governed by a Board of Directors.

6. How will FIN's approach benefit all of the players in the Child Welfare system?

FIN's approach is designed to maximize the strengths and roles of participating players so that families and children achieve positive outcomes. Specifically:

Families:

FIN will direct resources to services that allow children to remain safely at home whenever possible, and to promote safe reunification for those who have been removed. FIN's ultimate goal will always be to achieve better outcomes for children and families, and FIN is collecting the necessary data to be held accountable to this goal.

Social Workers:

FIN knows that, in order for families to experience better outcomes, social workers must be able to dedicate their time and expertise to the essential role of case management. FIN's goal is to be a value-add to social workers, providing additional resource to assist with time-consuming tasks, such as service coordination and transportation, so the social workers are able to focus their expertise on case management.

Providers:

As the Network Administrator, FIN is tasked with strengthening the network that provides services families need to remain together or reunify. FIN is funding and implementing technology to streamline processes for referrals, reporting and payment in order to reduce providers' administrative load. FIN's goals are to help providers build capacity, reward innovation and excellence, and spread best practices so that all families can receive the most effective services.

7. When will the services be launched?

The Network Administrator Steering Committee has approved a rolling launch of services and contracts will transfer to FIN according to the following schedule:

July 1, 2015: Parent-Child Visitation in Spokane County

October 1: FIN will develop a network of concrete resources that social workers will have the option to access for biological families. Concrete goods embedded in provider contracts will transfer when those contracts are transferred to FIN.

January 1, 2016: Evaluation and Assessment in all counties (Spokane, Lincoln, Whitman, Pend Oreille, Stevens, Adams, Grant, Ferry)

July 1, 2016: All other services in array (Crisis Intervention, Basic Home Safety, Parenting Skills, Family Functioning, Parent Support Services, Core Life Skills) in all counties

8. Are Children’s Administration and Washington State Federation of State Employees supportive of this new way of contracting?

Yes: FIN is working closely and collaboratively with the Washington State Federation of State Employees and CA during both the development and transition phases to ensure this new endeavor will be successful and meet the needs of staff, providers, and clients. This partnership will continue after contracts are transferred to FIN.

9. How can I provide feedback to FIN?

FIN is interested in hearing your feedback and ideas for improvement. Please contact FIN Executive Director Kristen West Fisher at kristen@empirehealthfoundation.org with any feedback or questions.



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