



# Family Impact NETWORK



- **Visits between children in foster care and their parents were not consistently provided in an early and frequent manner**
- **Opportunities to be more cost effective**

## A New Era

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

With a focus on outcomes, FIN is under contract with the Washington State Department of Social and Health Services Children's Administration to serve as the performance based contracting Administrator in eight counties in Eastern Washington. The performance based contracting system aims to:

- Facilitate the delivery of the right service to families at the right time
- Provide support and offer new data so that social workers and providers can best serve families
- Capture performance data to assist providers to enhance the services they provide to children and families.



## FIN 1st Year Progress

### 1 Reduced Waitlists

When FIN launched in July 2015, many foster children in Spokane were waiting up to three weeks to have consistent visits with their parents.

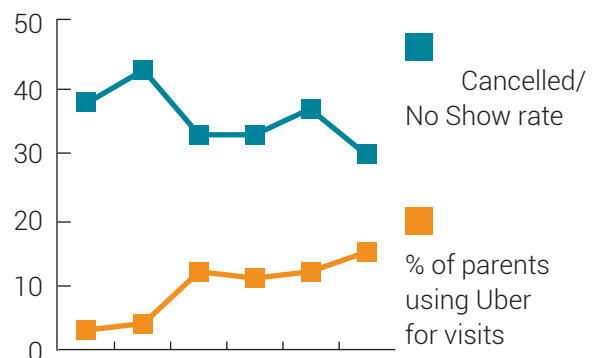
By creating new operating procedures, matching need to availability, automating workflow, and expanding the provider pool, the waitlists have been nearly eliminated.



### 2 Piloted Innovations

To reduce parental no shows at visits, FIN teamed with Salvation Army and Uber to reduce the transportation barrier parents were facing.

During the six month Uber pilot, the number of visits attended by parents increased by 25% at Salvation Army.



### 3 Gathered Baseline Data

FIN gathered first ever data on parent child visitation metrics via Oliver, a technology solution created by Partners For Our Children at the University of Washington, and worked with stakeholders to create performance measures for all providers to adhere to.

Visitation Providers now have access to real time data to monitor their performance. In Fall 2016, social workers will be able to access the performance data of all providers.



### 4 Increased Parental Visitation Rate

When FIN first began collecting data in December 2015, the missed visit rate was 25%. (nearly 1 in 4 visits)

The rate steadily dropped over the following months and has remained steady at an 13-18% missed visit rate. (or 1 in 6 visits)

Frequent and consistent visitation is associated with higher reunification rates.

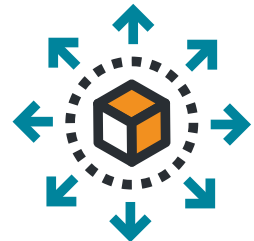
#### Rate of Visits Attended



### 5 Launched Safety Supplies Network

In August, 2016, FIN began providing concrete tangible goods, such as car seats, cleaning supplies, and home safety kits, to social workers and families to support children remaining safely in their homes.

In the first month of service, by utilizing bulk purchasing power, FIN saved 1/3 of the cost of the goods.



### 6 Proposed a Performance Based Visitation Contract

In September 2016, FIN submitted a proposal to the Children's Administration to pilot a new contract that would provide a more supportive model of visitation and incentives to reduce the reliance on supervised visitation.

If approved, FIN believes the pilot will be able to deliver visitation services that better supports families without additional cost.

### 7 The Road Ahead

Over the next year, FIN will transition nine evidence based practice contracts into the performance based contracting network.

FIN will also provide technical assistance to support the launch of a family centered drug and alcohol treatment program in Spokane.

