

Office of Innovation, Alignment, and Accountability

Performance-Based Contracting (PBC) Initiative
Annual Briefing

July 1, 2022 – June 30, 2023 (FY23)

DCYF's Office of Innovation, Alignment, and Accountability (OIAA) builds DCYF capacity to make evidence-informed decisions, continuously learn and improve, and successfully enact system reform

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Washington State Department of
CHILDREN, YOUTH & FAMILIES

DCYF Performance-Based Contracting (PBC)

Goals



Ensure state resources are directed toward high-performing contractors



Encourage and support all contractors to continually improve



Use PBC as a tool to help eliminate disproportionality and disparities

Key Principles



Build on and acknowledge teams' prior experiences with PBC



It takes a village - partnership at each step of the process is key

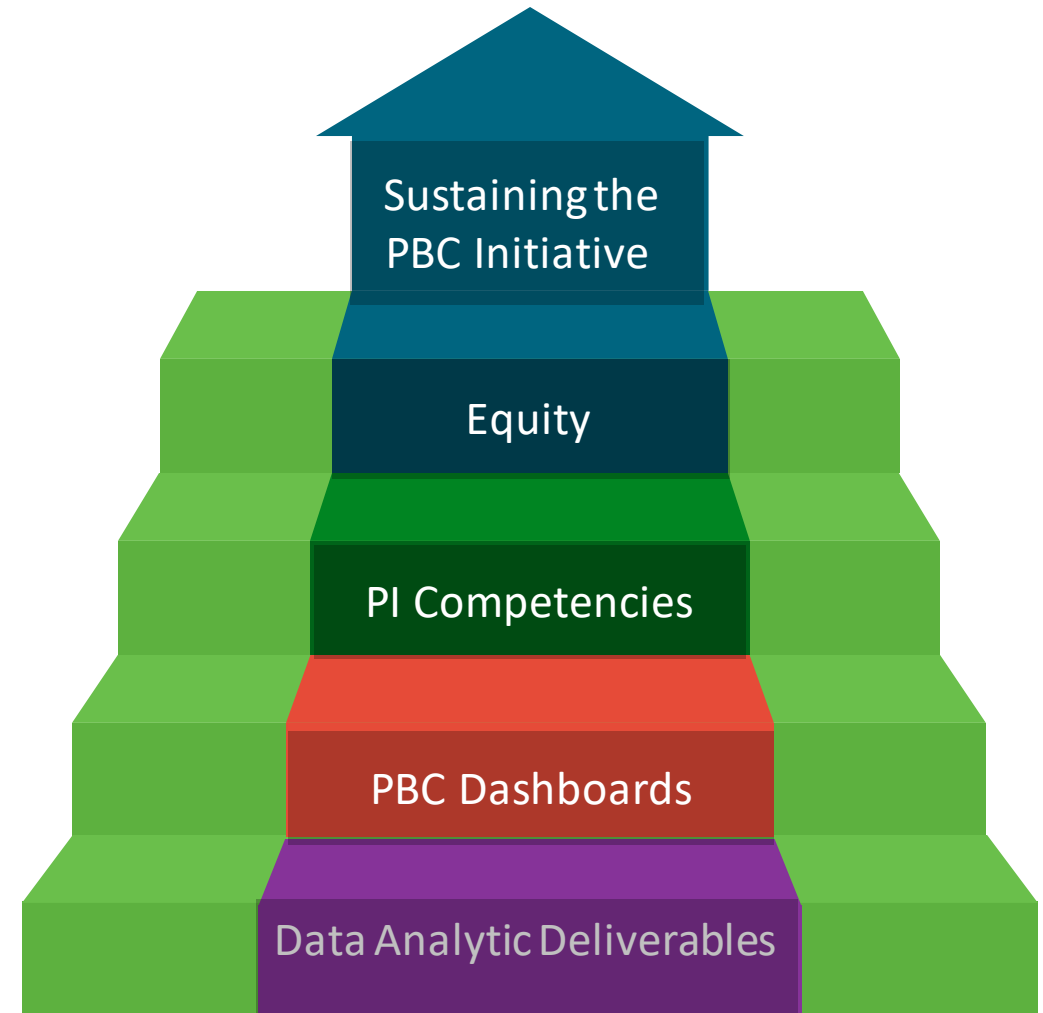


Leverage existing measures and state / federal reporting requirements



PBC Initiative Forward Progress

- Phased Implementation by Deliverables** ● 72% of the DCYF Contract Groups (18 of 25) have initiated PBC implementation, with JR on deck.
- PBC Dashboard Creation** ● Completion of the first PBC dashboard for ECEAP, JR Reentry and the CIHS dashboards are in progress.
- Program Level Competencies** ● Development of shared performance improvement competencies, tools and assessment of needs.
- Equity Work** ● Continuous learning to deepen engagement and embed equity.



Performance Improvement Competencies

Racial Equity in Practice, Data Management, Change Management & Engagement

Quality Assurance

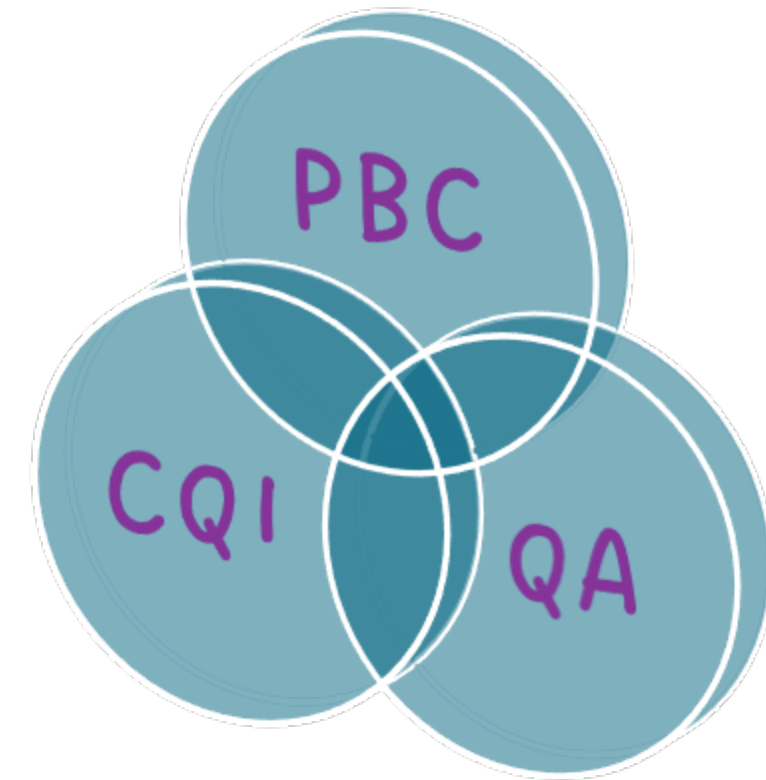
- Good verbal & written communication
- Industry-specific technical knowledge
- Knowledge of quality standards

Continuous Quality Improvement

- Process Analysis
- Strategic Planning
- Facilitation Skills
- Growth Mindset
- Complex Problem-Solving

Performance Based Contracting

- Continuous Improvement
- Policy & Practice
- Oversight
- Project Management



PBC Initiative Challenges



Data Analytic Deliverables



Common Workflows

Staffing

Staff turnover and training both internal to the PBC team and contract group staff teams.



Capacity

Limited staff capacity and bandwidth for change, funding and resources limitations



Process Mapping



Data

Lack of available data, absence of data collection systems and CCWIS timeline



Implementation Process

Putting the key elements of PBC together such as logic model, data and partner engagement (on average two-three years)





Phase 1: CW Additions Plan

In progress initiated FY23



Placement Support, Placement Support Services and BRS

**Shared Theory of Change to support continuum work*



Behavioral Health

Phase 1: JR Additions Plan

FY24



Q1: Behavioral Health, Transformational Mentoring and Cultural Services



Q2: Physical Health & Safety and Legal Services



Q3: Jail Detention Services and Housing





Phase 1
Services Standard &
Foundational Research

Adolescent Housing

Placement Services &
Placement Support
Services

Behavioral Health

Phase 2
Quality and Outcomes Standards

Independent Living Services (ILS)
Combined In-Home Services (CIHS)
Family Time
Behavioral Rehabilitation Services (BRS)
Adoption Services
Early Support for Infants and Toddlers (ESIT)
Strengthening Families WA (SFWA): Home Visiting
Early Childhood Intervention and Prevention
Services (ECLIPSE)
Juvenile Courts
JR Reentry
Tribal Services

Phase 3
Ongoing Management
& Metric Review

SFWA: Community-
Based Child Abuse
Prevention (CBCAP)

Early Childhood
Education and
Assistance Program
(ECEAP)

Office of Juvenile Justice
(OJJ)

