



## NETWORK ADMINISTRATOR UPDATE 2023



Washington State Department of  
**CHILDREN, YOUTH & FAMILIES**

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**Summary**

In compliance with RCW 74.13B.020, “Beginning January 1, 2019, and in compliance with RCW 43.01.036, the department shall annually submit to the DCYF Oversight Board established pursuant to RCW 43.216.015 and the appropriate committees of the legislature a report detailing the status of the network administrator procurement and implementation process.” The Department of Children, Youth, and Families (DCYF) submits this report to the DCYF Oversight Board and the Washington State Legislature to provide an update on the status of the Network Administrator procurement and implementation.

**History**

In compliance with RCW 74.13B.020, Family Support and Related Services-Performance-Based Contracting, the DCYF began its first procurement for a Network Administrator (NA) in 2015. The NA is a community agency which provides a service network (either subcontractors or employees) to cover specified catchment areas within the State. The NA provides oversight, support, management, monitoring and enhancement of a network of high quality, effective service providers.

In 2015, DCYF awarded the Family Impact Network (FIN) the NA contract for Family Time Visitation services (FT) in Region 1 (Ferry, Stevens, Pend Oreille, Lincoln, Spokane, Whitman, Garfield, Asotin, Okanogan, Chelan, Douglas, Grant, and Adams Counties). FT services provide court-ordered parent/child or sibling visits for children placed in out-of-home care and in the custody of DCYF. Between 2017 and 2018, DCYF began contracting with FIN to provide NA services for both Combined In-home Services (CIHS) and Family Time (FT) in Region 1. The goal

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of CIHS is to improve family functioning by supporting the family in their efforts to remain intact and allow children to stay or return home by providing an array of community-based services.

In 2019, DCYF expanded the NA model to serve Region 2 (Yakima, Klickitat, Benton, Franklin, Walla Walla, Columbia, and Kittitas Counties) with both service lines. In 2020, the Department necessarily focused on responding and addressing the COVID-19 pandemic, which had significant impacts to both CIHS and FT service lines. For a time during the pandemic, CIHS providers ceased operation, and FT became virtual due to the pandemic. Additionally, in 2020 DCYF began implementing HB 1194 — strengthening parent-child visitation during child welfare proceedings. FIN began providing the Emergent Family Time Service (first visit within 72 hours) in 2021.

### **Work in the Past Year**

Beginning Summer 2022, DCYF began active efforts for re-procuring the NA contract for regions 1 and 2 as well as expanding to the western side of the state (Regions 3-6) for CIHS and FT. After feedback sessions with Stakeholder DCYF leadership decided to only procure for family time services on the westside of the state. However, due to budget shortfalls, this procurement end up only being for the eastside of the state. In April 2023, DCYF awarded FIN the NA contract for both service lines in Regions 1 and 2. The new contract went into effect July 1, 2023, and enhances the NA oversight of their network providers performance, deliverables, and on building capacity in the catchment areas where needed. This also included direct management of service referrals and assigning referrals to network providers based on capacity and best fit for the family.

### **Future Plans**

DCYF is beginning the process of data collection and comparison between the NA on the east side and contracted providers on the west side of the State for CIHS and FT, using established service, quality, and outcome standards established through the performance-based contracting process. This comparison will help determine the effectiveness of the new NA model. DCYF will conduct an analysis of quality-of-service reports, accuracy in billing practices, and administrative oversight of their service provider network. DCYF's Fiscal Division will also conduct rate modeling to determine actual cost for expansion of the NA to the west side of the state, with the most effective catchment areas. This will help inform a future decision package if the analysis determines an expansion of NA to the west side will improve service delivery, quality, and outcomes for families.

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