



DCYF Office of Contracts and Procurement
Update on Network Administrator
Procurement Efforts



Washington State Department of
CHILDREN, YOUTH & FAMILIES



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CHILDREN, YOUTH & FAMILIES

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Executive Summary

This report is prepared in compliance with Senate Bill (SB) 6407, Section 64 (12),¹ which directs the Washington State Department of Children, Youth, and Families (DCYF) to expand the use of the Network Administrator Model in Eastern Washington. The annual report is to be submitted “to the oversight board for children, youth, and families established pursuant to RCW 43.216.015 and the appropriate committees of the legislature ... detailing the status of the network administrator procurement and implementation process.”

Background

Beginning in 2015, an organization known as Family Impact Network (FIN) began providing network administration services to an eight-county catchment area in Eastern Washington. The goal of the network administrator, at the direction of the legislature, was to implement a new management structure for client service contracts. Instead of DCYF directly managing the services, FIN would assume management and monitoring duties for certain contractors. Initially, FIN focused on the delivery of parent-child visitation services. Over the course of three years, FIN expanded its network to include combined in-home services, which consist primarily of evidence-based practices.

Procurement Process

Throughout 2018, DCYF worked to develop procurement documents that reflected both the legislative direction and the needs of our clients in Eastern Washington, and a Request for Proposals (RFP) was released on September 28, 2018. The RFP garnered two complete responses, as reported to the oversight board in the 2018 annual report.

Subsequently, FIN and DCYF executed the Network Administrator Contract on July 1, 2019. The period of performance under this Network Administrator Contract is July 1, 2019, to June 30, 2020, with an option of two one-year extensions.

Implementation Process

On August 1, 2019, FIN executed contracts for the delivery of Family Time (formerly known as Visit Services, or Parent-Child Visitation Services) and Combined In-Home Services (CIHS). CHIS is a suite of evidence-based services offered across the state by DCYF. After executing these contracts for service delivery, FIN coordinated with DCYF to assume direct management of these services within the expanded footprint of the Network Administrator. On October 1, 2019, FIN began the direct provision of Family Time and CIHS,

2019-2020 Performance Focus

DCYF has continued to meet with FIN on a bi-monthly basis to ensure the successful completion of this implementation plan. As of the date of this report, FIN remains on target with regard to the goals set forth in Exhibit A.

¹ [SB 6407 \(PDF\)](#)

Exhibit A

Family Impact Network
 Implementation Schedule / Plan
 Expansion into all counties of Department of Children, Youth and Families Region 1 and Region 2



Phase 1 – Region 1 All Counties Family Time and In-Home Services						
Date	Sequence of Activities / Goals	Outcome	Output	FIN Resource	DCYF Staff Resource	Dependency
July 2019	Outreach to new FIN R1 FT and IHS providers	<ul style="list-style-type: none"> Initial connection with providers in expansion area 	<ul style="list-style-type: none"> Meet with all providers Providers are informed on FIN processes and next steps 	Directors Team Leads	Regional Program Managers Need: List of contracted providers	Current provider list from DCYF Contracts Manager
July 2019	Provider Readiness Assessment	<ul style="list-style-type: none"> Obtain information needed to onboard providers as subcontractors 	<ul style="list-style-type: none"> Completed assessment FIN will know what support each provider will need prior to subcontracting 	Onboarding Team Onboard Procedures	N/A	Current Provider list from DCYF Contracts Manager
July 2019	Provider IT Assessment	<ul style="list-style-type: none"> Using IT assessment tool obtain information needed to determine provider capability to use Oliver data system 	<ul style="list-style-type: none"> Completed assessment FIN will know what technical assistance and/or capacity each provider will need to operate 	Onboarding Team Onboard Procedures	N/A	Current Provider list from DCYF Contracts Manager
July 2019	Community Stakeholder Outreach	<ul style="list-style-type: none"> Assess community needs Connect with potential partners 	<ul style="list-style-type: none"> Inform plan for further engagement Educated and enhance the provider base Obtain philanthropy funding for provider capacity building 	Directors Team Leads	N/A	N/A
August 2019	Meet with CSSAT Oliver team	<ul style="list-style-type: none"> Ensure alignment on Oliver provider training approach 	<ul style="list-style-type: none"> Provider training plan developed for current Oliver implementation in expansion area 	QA Specialist Directors	TBD by DCYF	

UPDATE ON NETWORK ADMINISTRATOR PROCUREMENT EFFORTS

Date	Sequence of Activities / Goals	Outcome	Output	FIN Resource	DCYF Staff Resource	Dependency
August 2019	Train Providers on Oliver and data collection	<ul style="list-style-type: none"> Inform providers on process Re-assess needs for additional technical assistance and/or capacity building 	<ul style="list-style-type: none"> All Providers will be prepared to fully operate in Oliver when services are launched 	QA Specialist Onboarding Team Oliver training procedures	N/A	Meet with CSSAT Oliver Team Provider Training Plan
August – October 2019	Provider Capacity Building	<ul style="list-style-type: none"> Provide technical assistance and capacity building to providers as needed 	<ul style="list-style-type: none"> All Providers will be prepared to go live using FIN referral and Oliver process 	Directors Team Leads	N/A	Readiness Assessment IT Assessment Train providers on Oliver
August 2019	Identify process for DCYF staff engagement	<ul style="list-style-type: none"> Opportunity to engage with DCYF staff in expansion area prior to service launch 	<ul style="list-style-type: none"> DCYF staff introduced to FIN referral process 	Directors Team Leads	Regional Program Manager or other identified DCYF staff Need: Assist in Identifying Process	N/A
August 2019	Subcontractor Contract Templates	<ul style="list-style-type: none"> Create subcontractor contract using DCYF template 	<ul style="list-style-type: none"> Templates approved by DCYF Contract Manager 	Compliance Lead	DCYF Contract Manager Need: Contract template	Receipt of DCYF provider contractor template by 7/30/19
August 2019	Subcontractor Approval Process	<ul style="list-style-type: none"> Develop subcontractor approval forms and submit to DCYF or approval 	<ul style="list-style-type: none"> Prepared to execute contracts prior to launch of services 	Compliance Lead	DCYF Contract Manager Need: subcontractor approval returned within 5 business days of submission	Readiness Assessment, provider identified as approved for contracting
September 2019	Subcontracting process with FIN Providers	<ul style="list-style-type: none"> Submit contracts to each provider Providers allowed time to review and sign FIN subcontract 	<ul style="list-style-type: none"> Executed contracts with all providers prior to launch of services 	Compliance Team		FIN subcontractor template approved by DCYF prior to 8/25/19
September 2019	Set up provider billing account with DCYF	<ul style="list-style-type: none"> Timely payment process and disbursements 	<ul style="list-style-type: none"> FIN payment process in place prior to launch of services 	Billing Team	HQ and Regional Contracts staff Need: SSPS Provider Codes	Acquire SSPS codes

UPDATE ON NETWORK ADMINISTRATOR PROCUREMENT EFFORTS

Date	Sequence of Activities / Goals	Outcome	Output	FIN Resource	DCYF Staff Resource	Dependency
September 2019	Set up ACH accounts with providers	<ul style="list-style-type: none"> Timely payment process and disbursements 	<ul style="list-style-type: none"> Provider payment process in place prior to launch of services 	Billing Team	N/A	Subcontractor approval process completed
September 2019	Provider Training	<ul style="list-style-type: none"> Referral and billing process training for each provider 	<ul style="list-style-type: none"> Providers prepared to transition operations to FIN 	Onboarding Team	N/A	Readiness Assessment IT Assessment Train providers on Oliver Provider Capacity Building Set up provider billing account with DCYF
September 2019	Complete background checks / driver's abstract	<ul style="list-style-type: none"> Ensure subcontractor staff qualified to perform work under the contract 	<ul style="list-style-type: none"> Background checks / driver's abstract for all subcontractor staff transitioned to FIN management 	Compliance Team	DCYF Regional Contracts Staff Need: processing of background checks	Submitted staff list approved by DCYF by 9/1/19
September 2019	Review subcontractor staff qualifications	<ul style="list-style-type: none"> Ensure subcontractor staff qualified to perform work under the contract 	<ul style="list-style-type: none"> Staff qualifications reviewed for all subcontractor staff All subcontractor staff identified as meeting all requirements 	Compliance Team	N/A	Submitted staff list approved by DCYF by 9/1/19
September 2019	Transfer legacy cases (FT only)	<ul style="list-style-type: none"> Timely start of services 	<ul style="list-style-type: none"> All existing FT referrals will be transferred to FIN prior to launch of services 	Resource Team		
September 2019	Identify process for communication to DCYF Staff regarding service launch	<ul style="list-style-type: none"> DCYF staff Informed of launch timeline 	<ul style="list-style-type: none"> Communication to DCYF staff prior to launch of services 	Resource Team	Regional Program Manager or other identified DCYF staff Need: Communication to DCYF staff	N/A
October 2019	Service launch	<ul style="list-style-type: none"> Launch of FT and In-Home Services on 10/1/19 	<ul style="list-style-type: none"> All providers operating under FIN management All DCYF services referrals sent to FIN 	All FIN Staff	N/A	All steps above must be completed prior to Service launch

UPDATE ON NETWORK ADMINISTRATOR PROCUREMENT EFFORTS

Date	Sequence of Activities / Goals	Outcome	Output	FIN Resource	DCYF Staff Resource	Dependency
November 2019- Ongoing	Initial Provider monitoring	<ul style="list-style-type: none"> Site visit at each provider office 	<ul style="list-style-type: none"> Using on-boarding process Identify initial service quality, cultural competency and process concerns. Develop follow up plan for each provider 	Compliance Team Resource Lead	N/A	
November 2019- Ongoing	Provider follow up / technical assistance	<ul style="list-style-type: none"> Using develop TA plan provide support needed to meet service quality, cultural competency and processes 	<ul style="list-style-type: none"> Providers performing at highest level 	Compliance Team Resource Team	N/A	Follow up plan from initial provider monitoring
November 2019- Ongoing	DCYF Staff Follow up	<ul style="list-style-type: none"> Obtain Feedback on provider's quality of service and processes Inform on FIN's QA complaint process Answer questions on FIN referral process 	<ul style="list-style-type: none"> Informs provider technical assistance plan DCYF staff informed on process for on-going provider feedback DCYF staff informed on process referral process and FIN's points of contact 	Compliance Team	Regional Program Manager or other identified DCYF staff Need: to assist in identifying process for DCYF staff feedback.	
November 2019- Ongoing	Community Stakeholder Follow up	<ul style="list-style-type: none"> Maintain connection with community partners 	<ul style="list-style-type: none"> Assess community impact/needs to maximize community supports 	Directors Team Leads	N/A	
November 2019- Ongoing	Network capacity reassessment	<ul style="list-style-type: none"> Assess gaps in service capacity through DCYF, provider and stakeholder feedback / engagement 	<ul style="list-style-type: none"> Service gap assessment Plan to address service gaps 	Compliance Team Provider Readiness Assessment	N/A	Provider follow up DCYF staff follow up Community stakeholder follow up

UPDATE ON NETWORK ADMINISTRATOR PROCUREMENT EFFORTS

Phase 2 – Region 2 Family Time Services						
Date	Sequence of Activities / Goals	Outcome	Output	FIN Resource	DCYF Staff Resource	Dependency
August 2019	Outreach to new FIN R1 FT and IHS providers	<ul style="list-style-type: none"> Initial connection with providers in expansion area 	<ul style="list-style-type: none"> Meet with all providers Providers are informed on FIN processes and next steps 	Directors Team Leads	Regional Program Managers Need: List of contracted providers	Current provider list from DCYF Contracts Manager
November 2019	Provider Readiness Assessment	<ul style="list-style-type: none"> Obtain information needed to onboard providers as subcontractors 	<ul style="list-style-type: none"> Completed assessment FIN will know what support each provider will need prior to subcontracting 	Onboarding Team Onboard Procedures	N/A	Current Provider list from DCYF Contracts Manager
November 2019	Provider IT Assessment	<ul style="list-style-type: none"> Using IT assessment tool obtain information needed to determine provider capability to use Oliver data system 	<ul style="list-style-type: none"> Completed assessment FIN will know what technical assistance and/or capacity each provider will need to operate 	Onboarding Team Onboard Procedures	N/A	Current Provider list from DCYF Contracts Manager
July – November 2019	Community Stakeholder Outreach	<ul style="list-style-type: none"> Assess community needs Connect with potential partners 	<ul style="list-style-type: none"> Inform plan for further engagement Educated and enhance the provider base Obtain philanthropy funding for provider capacity building 	Directors Team Leads	N/A	N/A
December 2019	Meet with CSSAT Oliver team	<ul style="list-style-type: none"> Ensure continued alignment on Oliver provider training approach 	<ul style="list-style-type: none"> Provider training plan developed for current Oliver implementation in expansion area 	QA Specialist Directors	TBD by DCYF	
January 2020	Train Providers on Oliver and data collection	<ul style="list-style-type: none"> Inform providers on process Re-assess needs for additional technical assistance and/or capacity building 	<ul style="list-style-type: none"> All Providers will be prepared to fully operate in Oliver when services are launched 	QA Specialist Onboarding Team Oliver training procedures	N/A	Meet with CSSAT Oliver Team Provider Training Plan

UPDATE ON NETWORK ADMINISTRATOR PROCUREMENT EFFORTS

Date	Sequence of Activities / Goals	Outcome	Output	FIN Resource	DCYF Staff Resource	Dependency
December 2019 - March 2020	Provider Capacity Building	<ul style="list-style-type: none"> Provide technical assistance and capacity building to providers as needed 	<ul style="list-style-type: none"> All Providers will be prepared to go live using FIN referral and Oliver process 	Directors Team Leads	N/A	Readiness Assessment IT Assessment Train providers on Oliver
January 2020	Identify process for DCYF staff engagement	<ul style="list-style-type: none"> Opportunity to engage with DCYF staff in expansion area prior to service launch 	<ul style="list-style-type: none"> DCYF staff introduced to FIN referral process 	Directors Team Leads	Regional Program Manager or other identified DCYF staff Need: Assist in Identifying Process	N/A
January 2020	Subcontractor Contract Templates	<ul style="list-style-type: none"> Create subcontractor contract using DCYF template 	<ul style="list-style-type: none"> Templates approved by DCYF Contract Manager 	Compliance Lead	DCYF Contract Manager Need: Contract template	Receipt of DCYF provider contractor template by 7/30/19
January 2020	Subcontractor Approval Process	<ul style="list-style-type: none"> Develop subcontractor approval forms and submit to DCYF or approval 	<ul style="list-style-type: none"> Prepared to execute contracts prior to launch of services 	Compliance Lead	DCYF Contract Manager Need: subcontractor approval returned within 5 business days of submission	Readiness Assessment, provider identified as approved for contracting
February 2020	Subcontracting process with FIN Providers	<ul style="list-style-type: none"> Submit contracts to each provider Providers allowed time to review and sign FIN subcontract 	<ul style="list-style-type: none"> Executed contracts with all providers prior to launch of services 	Compliance Team	N/A	FIN subcontractor template approved by DCYF prior to 8/25/19
February 2020	Set up provider billing account with DCYF	<ul style="list-style-type: none"> Timely payment process and disbursements 	<ul style="list-style-type: none"> FIN payment process in place prior to launch of services 	Billing Team	HQ and Regional Contracts staff Need: SSPS provider codes	Acquire SSPS codes
February 2020	Set up ACH accounts with providers	<ul style="list-style-type: none"> Timely payment process and disbursements 	<ul style="list-style-type: none"> Provider payment process in place prior to launch of services 	Billing Team	N/A	Subcontractor approval process completed

UPDATE ON NETWORK ADMINISTRATOR PROCUREMENT EFFORTS

Date	Sequence of Activities / Goals	Outcome	Output	FIN Resource	DCYF Staff Resource	Dependency
February 2020	Provider Training	<ul style="list-style-type: none"> Referral and billing process training for each provider 	<ul style="list-style-type: none"> Providers prepared to transition operations to FIN 	Onboarding Team	N/A	Readiness Assessment IT Assessment Train providers on Oliver Provider Capacity Building Set up provider billing account with DCYF
February 2020	Complete background checks / driver's abstract	<ul style="list-style-type: none"> Ensure subcontractor staff qualified to perform work under the contract 	<ul style="list-style-type: none"> Background checks / driver's abstract for all subcontractor staff transitioned to FIN management 	Compliance Team	DCYF Regional Contracts Staff Need: processing of background checks	Submitted staff list approved by DCYF by 9/1/19
February 2020	Review subcontractor staff qualifications	<ul style="list-style-type: none"> Ensure subcontractor staff qualified to perform work under the contract 	<ul style="list-style-type: none"> Staff qualifications reviewed for all subcontractor staff All subcontractor staff identified as meeting all requirements 	Compliance Team	N/A	Submitted staff list approved by DCYF by 9/1/19
February 2020	Transfer legacy cases (FT only)	<ul style="list-style-type: none"> Timely start of services 	<ul style="list-style-type: none"> All existing FT referrals will be transferred to FIN prior to launch of services 	Resource Team	N/A	
February 2020	Identify process for communication to DCYF Staff regarding service launch	<ul style="list-style-type: none"> DCYF staff Informed of launch timeline 	<ul style="list-style-type: none"> Communication to DCYF staff prior to launch of services 	Resource Team	Regional Program Manager or other identified DCYF staff Need: Communication to DCYF Staff	N/A
March 2020	Service launch	<ul style="list-style-type: none"> Launch of Family Time on 3/1/20 	<ul style="list-style-type: none"> All providers operating under FIN management All DCYF services referrals sent to FIN 	All FIN Staff	N/A	All steps above must be completed prior to Service launch

UPDATE ON NETWORK ADMINISTRATOR PROCUREMENT EFFORTS

Date	Sequence of Activities / Goals	Outcome	Output	FIN Resource	DCYF Staff Resource	Dependency
April 2020-Ongoing	Initial Provider monitoring	<ul style="list-style-type: none"> Site visit at each provider office 	<ul style="list-style-type: none"> Using on-boarding process Identify initial service quality, cultural competency and process concerns. Develop follow up plan for each provider 	Compliance Team Resource Lead	N/A	
April 2020-Ongoing	Provider follow up / technical assistance	<ul style="list-style-type: none"> Using develop TA plan provide support needed to meet service quality, cultural competency and processes 	<ul style="list-style-type: none"> Providers performing at highest level 	Compliance Team Resource Team	N/A	Follow up plan from initial provider monitoring
April 2020-Ongoing	DCYF Staff Follow up	<ul style="list-style-type: none"> Obtain Feedback on provider's quality of service and processes Inform on FIN's QA complaint process Answer questions on FIN referral process 	<ul style="list-style-type: none"> Informs provider technical assistance plan DCYF staff informed on process for on-going provider feedback DCYF staff informed on process referral process and FIN's points of contact 	Compliance Team	Regional Program Manager or other identified DCYF staff Need: to assist in Identifying process for DCYF staff feedback.	
April 2020-Ongoing	Community Stakeholder Follow up	<ul style="list-style-type: none"> Maintain connection with community partners 	<ul style="list-style-type: none"> Assess community impact/needs to maximize community supports 	Directors Team Leads	N/A	
April 2020-Ongoing	Network capacity reassessment	<ul style="list-style-type: none"> Assess gaps in service capacity through DCYF, provider and stakeholder feedback / engagement 	<ul style="list-style-type: none"> Service gap assessment Plan to address service gaps 	Compliance Team Provider Readiness Assessment	N/A	Provider follow up DCYF staff follow up Community stakeholder follow up