



Families in crisis need a great deal of support to heal. No single entity can do it alone. A non-profit, mission-based organization, Family Impact Network (FIN) partners with the Department of Children, Youth and Families (DCYF) and service providers to serve as the Network Administrator in 20 counties in Eastern and Central Washington. We coordinate and oversee delivery of two services:

- Family Time visits for children in out-of-home care to maintain parent-child relationships.
- Combined In-Home Services (CIHS): in-home therapeutic and parent education services to foster stability.

Through this work, we provide resources and services to vulnerable children and families to address safety, prevention, permanency, stability and overall well-being. Guided by a dynamic board with decades of non-profit leadership, community collaboration, financial expertise, and lived experience in the child welfare system, FIN is part of a system designed to make sure children and families get what they need. We are dedicated to generating insights that drive system-wide improvements in service delivery.

## FIN's 2023 Impact at a Glance

### Supporting Providers

Our Resource, Billing, and Compliance teams handle the logistics of social worker requests for services and quality oversight so providers can focus on what they do best: *supporting families*.

In 2023, the Resource team coordinated **approximately 10,290 service requests**, the Billing Team processed and audited **\$21.5 million** in invoices, and the Compliance Team conducted Contract and Quality Assurance management for **40** child welfare service provider agencies across 20 counties.

### Families Served

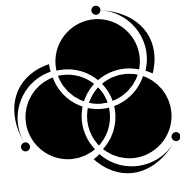
- Requests for **Family Time Services: 7563**
  - 1308 Families having visits
  - Annual Parent Child Visits: **74,560**
- Requests for **In-Home Services: 2727**
  - 1656 Families received home-based therapeutic and parent education services
- Total Requests for Services: 10,290
- **Total Families Served: 2312**

## Strengthening our Network

**Ensuring rapid referrals:** accelerated processes for receiving requests, reviewing them for suitability, and getting requests for Family Time to providers within **1 day** so services can begin immediately. 75% of our requests are accepted by providers in **1 day or less**.

**Network oversight improvements:** to continually improve services FIN conducts frequent case reviews and site visits, new quality reviews, and billing system improvements to pay providers twice monthly.

**Grants to Providers:** FIN directs grant funds to providers for pressing needs and emergencies to maintain services, such helping fund new agencies or paying for replacement furniture after a fire.



Family Impact  
NETWORK

### Focus on Prevention

In our work as Network Administrator, FIN is positioned to implement new initiatives to benefit some of the most under-resourced families in the state. In July, the *Keeping Families Together Act* went into effect—a law written to lessen the number of children entering foster care. Citing the child welfare system’s legacy of disproportionate impact on African American and American Indian families, this requires courts to consider the harms of removal, encourages keeping siblings together, and prioritizes kinship placement. Implementation of this law has decreased the number of children entering out-of-home care in Region 1 (Northeast WA) by 21.9% and Region 2 (South-Central WA) by 41.9%.

After implementation of this law, the number of children entering care fell statewide by 22.8%, down across all categories, while participation in voluntary services is increasing. We are also making extraordinary efforts to coordinate visits outside our region as children are increasingly placed with caregivers around the state.

### FIN’s Mission Statement:

Family Impact Network supports restorative and empowering efforts to transition under-resourced children and families from crisis to healing.

## Our Impact



**Service Delivery:** Increased coordination and logistics for Family Time visits. Between June 2023 and January 2024 the number of out-of-catchment Family Time service requests nearly doubled as courts follow the guidance in the *Keeping Families Together Act* to prioritize family bonds, placing children with extended family instead of foster families, despite geographic distance.



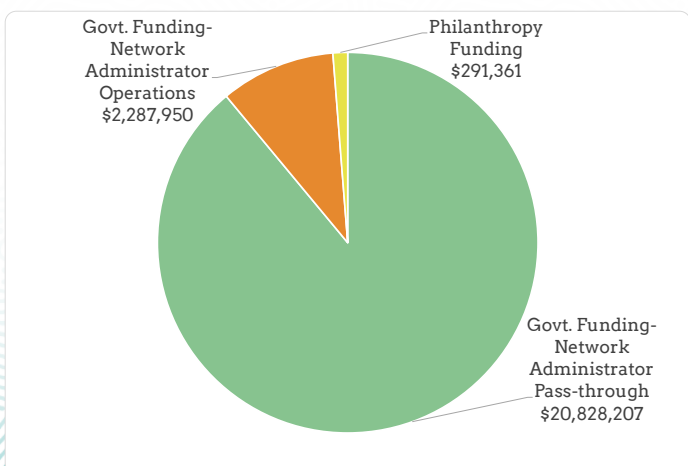
**Workforce Training:** Created a widely-used training module for onboarding Family Time service provider staff, continued to identify needed In-Home service training, and offers twice-monthly ongoing trainings on topics ranging from Secondary Trauma to Cultural Care.



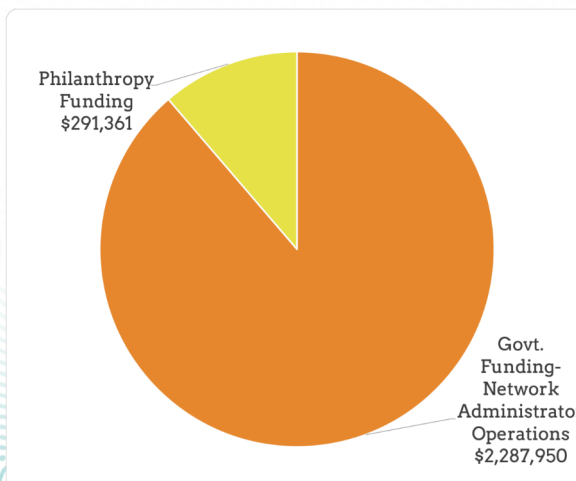
**Data Reporting:** Redesigned provider data portals to enable tracking service timeliness and provider capacity. Shared key insights on request trends with partners.

## Financial Summary

### 2023 Revenue



### 2023 Operating Expenses and Philanthropy Funding



\*Most FIN Revenues are passthrough DCYF payments to providers for services