

## Family Time Practice Guide

The Family Time practice guide is intended as a resource and supplement to your Family Time contract with Family Impact Network. This document will be updated as needed and available on FIN's website at [www.familyimpactnetwork.org](http://www.familyimpactnetwork.org).

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### **Capacity Reporting:**

The Agiloft Capacity Tool contains information on each agency's capacity that will determine availability and inform FIN and DCYF of network capacity. FIN uses the tool to determine referral assignments. Providers update capacity in Agiloft for their AM/PM openings. Using this tool is a requirement for reporting to FIN and must be updated in real time.

If capacity isn't reported for your agency – FIN may not send referrals to your agency.

Agiloft will send automatic reminders if capacity has not been updated for 7 days. Providers can contact Gustavo Serrano ([gustavo@familyimpactnetwork.org](mailto:gustavo@familyimpactnetwork.org)) or Jamie Chestnutt ([Jamie@familyimpactnetwork.org](mailto:Jamie@familyimpactnetwork.org)) for technical assistance.

Providers must notify FIN 30 days prior to any changes to business operation that may impact service provider's availability to provide services or to accept and reject referrals within extended business hours. All notifications of these changes must be submitted to FIN Compliance at [compliance@familyimpactnetwork.org](mailto:compliance@familyimpactnetwork.org). This should include:

- Adjustments to the business model
- Days or hours of business operation
- Moving, closing or adding visit facility locations
- Program management or practice supervision structure
- Significant staffing changes
  - If the staffing change will impact capacity, please notify FIN as soon as possible. Please send notice to the FIN Compliance team at [compliance@familyimpactnetwork.org](mailto:compliance@familyimpactnetwork.org).

Providers must notify FIN within fourteen (14) days of any changes to the service worker's residence, both for employees and subcontractors. Changes must be submitted in writing to [compliance@familyimpactnetwork.org](mailto:compliance@familyimpactnetwork.org) or using another FIN- directed method.

### **Referrals:**

#### **Accepting/Rejecting Referrals:**

FIN's expectation is that providers do everything they can to reasonably accommodate the referral. Providers should also work diligently to ensure they are assigning referrals to staff in the service areas.



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Response to a referral request must be given to FIN within 4 hours of sending the referral, otherwise the referral can be moved on to the next agency.

If the Service Provider rejects a referral, a reason must be given in the response to the FIN Resource Specialist.

When reviewing a referral if you identify a way to accommodate the referral that is outside of the request (i.e. travel and visit time requires a second transporter, provider can accommodate visit but not at required frequency, etc.) please let the Resource Specialists know so they communicate that to the DCYF Social Service Specialist.

**Accepting 72 Hour Referrals:** As detailed in the contract, 72-hour referrals must be accepted by the provider and not rejected.

### Mileage Exceptions:

Family Time referrals need to be assigned to a local provider within the closest proximity to the family as often as possible. Contractually, FIN must give approval for any mileage over 75 miles to first pick up and for providers providing services outside of their service area prior to a provider accepting. If the referral requests a preferred provider, and the request for the preferred provider is a valid reason, then the provider should request a mileage exception if they are outside of the 75-mile range. All providers within 75 miles of first pickup should have been exhausted before someone out of the service area is sent the referral.

All requests for mileage exceptions must be emailed to [referrals@familyimpactnetwork.org](mailto:referrals@familyimpactnetwork.org) for review. Once reviewed you will receive an email either approving or rejecting the mileage exception request. If rejected, you will receive the reason for rejection. If approved that reason will be required to be entered in Sprout.

If an emergency situation occurs where you need to utilize a visit staff who is not within the 75 miles to first pick up (regular visit staff calls out sick or cannot make it to visit), you do not need to wait for FIN's approval for the mileage exception. Detail the reason in the notes in Sprout.

### Out of Catchment Referrals:

FIN is the Network Administrator for Regions 1 and 2. Due to procurement, FIN's providers cannot do visits that are outside of FIN's catchment. FIN can receive referrals from other



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regions that would occur in our catchment – FIN can process these as normal if we confirm the visits occur in our catchment.

### **Transport Only Referrals (No supervision):**

FIN providers can transport children in our catchment to a visit outside of FIN's catchment.

**Monitored Referrals (Indirect Supervision):** The service worker shall be on site for the duration of the visit and shall conduct periodic checks. The frequency and intervals of periodic checks are to be determined by the DCYF Social Service Specialist. If this is not identified on the referral, the provider should contact the DCYF Social Service Specialist and request the frequency and intervals of the check ins. Please keep this documentation in the client file. At no point during a monitored visit can the service worker leave the site of the visit.

**Sibling visits:** Sibling visits include siblings living apart, where at least one sibling is in out of home care. Visit Shall be supervised at one of the following three (3) levels:

1. Sight and sound (Highest level of supervision) The service worker must maintain line of sight and sound supervision.
2. Sight or Sound (Intermediate level of supervision) The service worker must maintain at least sight or sound.
3. Sight (Least restrictive level of supervision) The service worker must maintain a line of sight.

The level of supervision will need to be decided by the Social Service Specialist. If the supervision level changes, a new referral is required.

### **Referral Situations:**

It is the role of the DCYF Social Service Specialist to conduct the final visit between parent and child upon termination of parental rights. If a DCYF Social Service Specialist asks a provider to facilitate a visit of this nature, and the provider is willing to facilitate the visit, please reach out to FIN at [referrals@familyimpactnetwork.org](mailto:referrals@familyimpactnetwork.org) who will work with DCYF for approval.

Per the contract FT providers are not able to transport children for any other purpose than to and from a FT visit. Visits outside of that scope are the role of the DCYF Social Service Specialist. If you receive a request to transport children outside of these parameters reach



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out to FIN at [referrals@familyimpactnetwork.org](mailto:referrals@familyimpactnetwork.org) for review. Examples of transportation that are outside of the scope of contractually acceptable visits would be transportation to and from camp, transportation to therapy appointments and transportation to medical appointments.

### **Support During the Visit:**

**Emergency / Unusual Situations:** If there is an emergency or unusual situation that happens during a visit, please refer to your internal policies for crisis situation and reach out to 911 and/or DCYF intake. If you need FIN's assistance during the situation reach out to Annika @ 509-951-0289 during normal business hours or Shannon @ 509-218-5454 or Jamie @ 509-998-2648 after normal business hours. Once resolved, communicate the details of the situation to [compliance@familyimpactnetwork.org](mailto:compliance@familyimpactnetwork.org).

**Staffing of Active Visits:** If an issue comes up while providing visits, prior to resolving an active referral please reach out to FIN to discuss the issues or barrier. If applicable, FIN will act as a mediator between the Service Provider and DCYF to discuss the issues or barriers and potentially remove obstacles preventing visits from occurring successfully.

### **Service Delivery:**

**Two Transporters:** Providers are authorized to add an additional transporter to a referral for the following situations without requesting a separate referral:

- Child or youth placed separately with over thirty (30) miles distance between their placements.
- The number of siblings in a vehicle will exceed three (3); or
- The vehicle capacity for two (2) car seats doesn't allow for a third sibling.

All transport legs will be entered on the same visit report in Sprout. The second visit transporter who is conducting the transport will be eligible for all legs of travel. This includes travel back to the office after dropping child(ren) off at visit and the transport leg back to visit location once visit is completed.

**Two Visit Supervisors:** Visit requiring more than one (1) visit service worker for reasons including but not limited to the below reasons will require DCYF Regional Lead approval. These requests will need to be submitted to FIN at [Referrals@familyimpactnetwork.org](mailto:Referrals@familyimpactnetwork.org) with the reasons clearly outlined in the request email. FIN will determine if a second visit service worker is appropriate and will work with the DCYF Regional Lead for approval. Once the request has been approved, FIN will work with the Social Service Specialist to ensure an accurate referral is submitted.

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- Safety
- Parent/child Behaviors
- Large number of children attending visit
- Excessive travel/ Long visits
- Other reasons to be reviewed

If the request is rejected by the DCYF Regional Lead, FIN will notify you.

If the request is approved, document the approval in Sprout under the Notes portion of the referral.

Each visit service worker will enter their own completed visit reports under their own referral. Each visit service worker will need to have their own narrative of the observations of the visit for reimbursement.

**Combined In home Services During Family Time Visits:** Combined In-Home Services may utilize a portion of the Family Time visit as long as the parents and caseworker agree. The Family Time Service Worker must provide the level of supervision as requested on the referral during the time the Combined In-Home practitioner is with the family.

- The Family Time Service Worker's visit report narrative during the duration of the visit will be limited to safety concerns and will not include conversation between practitioner and family.

### Reports:

**Intakes:** Intakes are to be entered within 3 days of initial start time and once collateral contacts with all parties are completed. Intakes are appropriate for all new referrals, when a placement changes, or if there has been lapse in services. If you have questions about other situations that might require a new intake, please to reach out to Compliance at [compliance@familyimpactnetwork.org](mailto:compliance@familyimpactnetwork.org).

**Unusual Incident Reports:** “Unusual Incidents” means circumstances or events that concern a child's health, safety or well-being or may impact the child's well-being. Some incidents require **Immediate Notification** to the DCYF Social Service Specialist, followed up by an email and Sprout report. Other incidents require **Notification Within 24 Hours** via a Sprout report only.

Examples of Unusual Incidents that FIN recommends reporting include, but are not limited to:

- Injuries that occur at the visit and result in a visible mark or may lead to a visible mark (Notification within 24 hours).



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- Observation of a child having a mark or injury when they arrive to the visit (Notification within 24 hours).
- Severe behavioral incident(s) unlike the child's ordinary behavior (Immediate notification).
- An allegation of child abuse or neglect (Immediate notification).
- Person who is not included on the referral attempts to join/attend a visit (Notification within 24 hours).

The examples above are not meant to limit the scenarios that should be reported. For additional information reference this document on FIN's website:

<https://familyimpactnetwork.org/wp-content/uploads/2022/02/Identifying-and-Reporting-Unusual-Incidents.pdf>

### **Billing:**

**Intakes:** Intakes must be entered in the current month for reimbursement.

**Referral Service Windows:** Visits must be entered within the service window on the referral for reimbursement.

**Transportation and Travel:** Transportation and travel time includes travel supporting a DCYF dependent child or youth to participate in a visit and includes travel:

- From the Contractor's place of business, which is the contract listed on page one of the FIN Contract or an additional business location listed on the business license associated with the contractor on page one, or the service worker's residence, whichever is closer or the previous visit location.
- To pick up and transport the child(ren) at the address listed on the Family Time Referral and take the child(ren) to the visit location or Contractor's travel directly to a visit location if not picking up children.
- Return the child(ren) to an agreed upon location; and
- Return to the Contractor's place of business, or address listed on page one of the contract, or additional business location listed on the business license, whichever is closer, unless traveling to another visit.
- No reimbursement for travel will be paid for travel between Service Worker's residence and Contractor's place of business.

**Legs of Transport:** All legs of travel must be entered into Sprout with the actual starting and ending addresses. If a visit service worker does not feel comfortable entering their



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address, they may choose to use a local business address as an alternative to a personal home address which must be:

- Any mappable location.
- An address with a shorter distance from the personal home address or agency office address

**Pink Box Explanations:** The following Pink Box Explanations are required when submitting your reports for processing through FIN.

1. If the first leg of travel from visit supervisor's home/office to child pick up location exceeds 75 miles
  - Pink Box Explanation Requirement: All mileage exceptions must be requested through FIN at [referrals@familyimpactnetwork.org](mailto:referrals@familyimpactnetwork.org). Once the exception has been approved, providers will be sent the approval notification that will need to be added into each visit report pink box.  
*"Mileage exception granted by FIN on XX/XX/2025 for XX miles due to (reason granted by FIN).*
2. If visit time is 480 minutes (8 hours), or more (Not applicable to Transport Only reports)
  - Pink Box Explanation Requirement: If visit time is over 8 hours, providers must include reason for long visit.
3. If total travel time is 480 minutes, or more
  - Pink Box Explanation Requirement: Transport over 8 hours needs to have the transport detail. Starting location, pick up location, visit location, and ending location.
4. If total miles traveled on one visit report is 500 miles, or more
  - Pink Box Explanation Requirement: Transport over 500 miles needs to have the transport detail. Starting location, pick up location, visit location, and ending location.
5. If total wait time is 100 minutes (1 hour, 40 minutes), or more.
  - Pink Box Explanation: If wait time is over 100 miles the provider must include the reasoning and include communication from SW.

**Unsupervised Day visit/transport only visits with pick up and drop off on the same day:** Block payments are reimbursed for the same day transport only/unsupervised visits up to 3 hours of visit time. Transport from the visit location back to the office and the transport back to the visit location to pick up child(ren) are not reimbursable and are not eligible to be entered into Sprout visit report. All billable transports regardless of if two or



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more workers are conducting the visit need to be entered on the same report in Sprout. The transport only block payment diagram can be accessed [here](#) on the FIN website.

**Unsupervised overnight visits:** All legs of travel are reimbursable over overnight unsupervised/transport only visits. No block payments are reimbursed. The full duration of the transport only overnight visits will be entered on one visit report in Sprout. This will show a long duration of visit time, but the billing export will exclude any visit time, and this will not be reimbursed.

### Jail Visits:

Fees associated with setting up and completing an incarcerated visit can be billed through FIN. The billing form, which is located on the Family Impact Network [website](#), will need to fill out and submit by the 15<sup>th</sup> of the following month. All billing forms and supporting documentation will need to be submitted to [billing@familyimpactnetwork.org](mailto:billing@familyimpactnetwork.org).

### Directions:

- The visits reports are to be entered into Sprout with actual time and mileage entered. Virtual visits are paid out at a flat 66 minutes at \$37.19 per visit regardless of the actual time.
- The fees associated with setting up and completing the incarcerated visits are NOT to be entered into Sprout.
- All receipts are required.

### 72 Hour Billing

Providers receive a Service Coordination fee which is a fixed amount based on the acceptance of the referral. All 72-hour referrals must have an intake entered into Sprout in order to receive reimbursement. Providers are reimbursed an additional fee once the visit has been scheduled. Attended, No-show, and Cancelled less than 24-hour reports must be entered into Sprout in order to receive reimbursement.

### Billing Exceptions:

Travel time is included in the fixed scheduled visit reimbursement. However, if placement of the child results in total travel time in excess of 3 hours, all travel time over 3 hours will be paid at \$37.19 per hour. This must be approved by FIN prior to scheduling the visit.

If a referral includes more than 3 children and 2 visit supervisors are needed to fill the referral providers can generate 2 visit reports. If a referral identifies placement of children

separately that are over 30 miles apart and 2 visit supervisors are needed to fill the referral providers can generate 2 visit reports. These do not require prior FIN approval.

### **Daily Attempts:**

Contacting shall include two (2) attempts daily for a period of seven (7) days, if after day four (4) contact still hasn't been achieved, must contact FIN and the Social Service Specialist and alert them of the no contact. Please document all attempts in the notes section of the referral in Sprout.

### **Quarterly Reviews:**

The Compliance team performs quarterly reviews of providers' supervision logs and Sprout reports. The reviews are coordinated with biannual on-site reviews. Compliance sends an email at the beginning of each month to the providers scheduled for review, allowing one week to make supervision logs available. All case reviews are conducted in Sprout. Reviewers use contract requirements as the primary guideline. When completed, each provider receives an email outlining best practices and areas for improvement.

The following schedule is an **example** of what a provider can expect throughout the year:

- July: FIN reviews 10% of the Contractor's *supervision logs* and *referrals* from June.
- October: FIN conducts a comprehensive on-site review, or a typical "monitoring," taking the place of a quarterly review.
  - If the provider is scheduled for a non-comprehensive review, FIN will still review 10% of the Contractor's *supervision logs* from September.
- January: FIN reviews 10% of the Contractor's *supervision logs* from December.
- April: A quarterly review of 10% of the Contractor's *supervision logs* from March.
  - If a compliance agreement was assigned during the October on-site review, the six-month follow-up will be combined with the quarterly review.

### **Complaints:**

Family Impact Network (FIN) maintains a complaint resolution system to ensure concerns related to FIN-contracted services are addressed in a fair, timely, and transparent manner, in accordance with FIN's Network Administrator contract with the Washington State Department of Children, Youth, and Families (DCYF). FIN accepts complaints from any source, including DCYF staff, clients, caregivers, providers, and community partners. All complaints are logged and maintained as part of FIN's official records.

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When a complaint involves a contracted provider, FIN will notify the provider's designated point of contact and explain the complaint resolution process and expectations. FIN will work directly with the provider to gather information on behalf of the provider's agency. In alignment with contract clause Terms and Conditions, Section 26 (Complaints), providers are responsible for coordinating the collection of information from their staff, subcontractors, and internal records and submitting requested materials within the specified timeframe. If any requested information cannot be obtained despite reasonable efforts, the provider must submit a signed statement documenting those efforts and identifying the missing information to ensure transparency and allow the review to proceed.

Providers will be notified of complaints within two (2) business days of receipt, or within twenty-four (24) hours if there is a potential risk to child safety. Complaints are generally resolved within thirty (30) calendar days unless an approved extension is granted.

Investigations are conducted impartially and may result in findings of valid, invalid, or invalid due to lack of evidence, with outcomes documented and reported to DCYF. FIN may require corrective actions, quality improvement plans, or, when warranted, suspend or revoke an individual's clearance to provide services.

In alignment with contract clauses Terms and Conditions, Section 19 (Investigations of Contractor or Related Personnel) and Section 20 (Removal of Individuals from Performing Services), FIN may suspend or revoke an individual's approval to provide services if the individual no longer meets contractual requirements. Suspension or revocation applies only to the individual's clearance to provide FIN-contracted services and does not necessarily require termination of employment. Providers are responsible for ensuring that any individual whose clearance is suspended or revoked does not provide services during the applicable period.

FIN documents all outcomes, reports required information to DCYF, and strictly prohibits retaliation against individuals who raise concerns in good faith.